



**REQUEST FOR PROPOSAL No. PAG-021-001
Information Technology Consulting Firm (ITCF)**

January 22, 2021

ADDENDUM NO. 1

This addendum shall form as part of the RFP Documents. Failure by Offeror to acknowledge receipt of this Addendum in RFP Documents shall be grounds for a disqualification of the proposal.

NOTICE TO OFFERORS: The RFP referenced above is hereby amended *to include* the following as part of RFP documents:

- I. Minutes of Pre-Proposal Conference on December 28, 2020
- II. AGENDA for Pre-Proposal Conference on December 28, 2020
- III. Pre-Proposal Sign-In Sheet from December 28, 2020
- IV. Questions/Concerns and Responses – Questions submitted as of January 4, 2021


RORY J. RESPICIO
General Manager

ACKNOWLEDGED BY:

COMPANY NAME: _____

PRINT NAME: _____

DATE: _____ TIME: _____



PRE-PROPOSAL CONFERENCE MINUTES
RFP-PAG-021-001 Information Technology Consulting Firm (ITCF)
Date: DECEMBER 28, 2020 Time: 10:00 a.m. Location: PAG Boardroom

10:00 AM INTRODUCTIONS

- PAG Representatives
- Others

10:03 AM INTENT & PURPOSE

The Port Authority of Guam (PAG) seeks a qualified Information Technology (IT) Consulting Firm (ITCF) to provide technical services related to the analysis, design and implementation of Information Technology Infrastructure (ITI) and Cyber Security Compliance (CSC). The Consulting Firm must maintain a working office in Guam to enable the Port to review and discuss proposed deliverables, comply with Guam Federal policies, and other requirements to further facilitate the work with least delay. The initiative will be performed based on Task Orders for the span of five years and upon availability of funds only. This meeting is to explain the requirements of this RFP and provide the potential Offeror's a better understanding of the solicitation process.

DESCRIPTION OF SERVICES

Complete details regarding the services required are indicated in the Scope of Services found in Attachment 1 of this RFP. If you have not obtained the RFP packet and registered, you may register and download RFP material, at no cost, from the Port's website: <https://portofguam.com/bids-and-rfps>.

Recommendation made to register. RFP is tasked related.

10:05 AM RFP Requirements and Dates:

Deadline to submit Questions & Concerns (Q&C): Monday, JANUARY 4, 2021 – NO LATER THAN 10:00 A.M. CHST, (Chamoru Standard Time) applicable to off-island offerors and addressed to: General Manager, Mr. Rory J. Respicio at rjrespicio@portofguam.com, and Attn: Mrs. JoyJean Arceo at jrarceo@portofguam.com. Send via fax to 472-1439. Reminder that clarifications are okay, if you may have technical questions, put in writing and submit.

Submission Deadline: Friday, JANUARY 8, 2021 at 10:00 A.M. CHST (CHamoru Standard Time), 2nd Floor Port Procurement Office Admin Bldg. NO LATE SUBMITTALS WILL BE ACCEPTED.

Required copies: One (1) complete original, five (5) hard copies, one (1) copy in an electronic device (USB), or one (1) CD containing the complete proposal in PDF format.

Special Reminders to Prospective Offerors, Special Provisions and required AG Forms for Submittal: on page 39 of the packet,....special reminders to prospective offerors,

1. Statement of Qualifications
2. Form 002 - Affidavit Disclosing Ownership and Commissions
3. Form 003 - Affidavit re Non-Collusion
4. Form 004 - Affidavit Re No Gratuities/Kickbacks
5. Form 005 - Affidavit re Ethical Standards
6. Form 006 - Declaration re Compliance with U.S. DOL Wage Determination
7. Form 007 – Affidavit re Contingent Fees
8. Special Provisions: Restriction against Sex Offenders Employed by services providers to Government of Guam from working on Government property.
9. Current Business License

10:08 AM

REGISTERED OFFEROR

A Registered Offeror is one who has registered with PAG Procurement Office. If you have not obtained the RFP packet and registered, you may register and download RFP material, at no cost, from the Port's website: <https://portofguam.com/bids-and-rfps> .

REMINDERS:

1. All Questions and Concerns shall be submitted in writing and addressed to Port General Manager Mr. Rory J. Respicio at rjrespicio@portofguam.com and attention to Mrs. JoyJean Arceo at jrarceo@portofguam.com .
2. Nothing stated at this Pre-Proposal Conference shall change the RFP unless a change is made by written Amendment (§3109(g)(4)). Amendments will be provided to all registered Offerors only.
3. An Addendum will be prepared and issued to all registered Offerors containing today's meeting minutes.

10:09 AM

The floor was opened for any questions or clarifications needed, some vendors did ask their questions. The PAG responded with clarifications, and reminded all present to submit their questions so they may be officially responded to.

10:28 AM

MEETING ADJOURNED.



PRE-PROPOSAL CONFERENCE AGENDA

RFP-PAG-021-001 Information Technology Consulting Firm (ITCF)

Date: DECEMBER 28, 2020

Time: 10:00 a.m.

Location: PAG Boardroom

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 - Business License



PRE-PROPOSAL CONFERENCE - RFP-PAG-021-001

Information Technology Consulting Firm (ITCF)

Date: DECEMBER 28, 2020 Time: 10:00am

Location: PAG Boardroom

ATTENDANCE SHEET

NAME	COMPANY NAME	CONTACT #
Ivan G. Cruz	Quantum Technology Group	671-987-5555
Tim S. Vinson	Outerbridge Tech Solutions	628-0012
Arden Borto	PAG - IT	983-1698
Jacob Paute	PAG - IT	483-0731
ANTHONY YATAK	PAG - IT	777 9593
Victor Padgelina	LEDGE LIGHT	727-8487
Fernando Bajon	" "	727-8437
Henri Jones	PAPP	300-4011
Doris Aquero	PAPP	300-4011
Dennis J. Perra	PAG IT	477-5931
Jonathan Chen	ITE	888-0155
Vivian Agcior	ITE	987-9821/777-4
RONETH DUBREA	IT PE	777-6800

NOTES - Procurement only

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Website: www.portguam.com



Lourdes A. Leon Guerrero
Governor of Guam
Joshua F. Tenorio
Lieutenant Governor

January 21, 2021

Request for Proposal No: RFP-PAG-021-001

Information Technology Consulting Firm (ITCF)

QUESTIONS AND CONCERNS

Questions submitted by Quantum on December 28, 2020

- Question #1:** Please clarify the role/responsibilities of WSP Consultants related to the RFP scope of work.
Response: *WSP is the port modernization consultant for PAG. WSP assisted in the RFP scope of work. The role was assisting in the scope of work and will continue to provide guidance.*
- Question #2:** Is it acceptable or desired to use cloud-based solutions rather than on-premise hosted solutions as it relates to Task Orders #1 thru 9?
Response: *Yes.*
- Question #3:** In the RFP it mentions 24X7 support, is the use of manufacturer support with on- island personnel and remote phone support acceptable?
Response: *Yes, it's acceptable.*
- Question #4:** Are there any current IT managed services or IT staff-augmentation services in place?
Response: *Yes, there are current IT managed services at the Port. Yes, managed services but no IT staff- augmentation.*
- Question #5:** On-island support and maintenance has been called out in the majority of task orders. Please clarify if that is in reference to manufacturer support, managed services, additional consulting services or all three.
Response: *All three.*
- Question #6:** (Questions 6-15 pertain to Task Order #1)- Can PAG provide the methodology that the PAG-IT target Cyber Security Framework policies are based on? NISTvl.0/1.1
Response: *FIPS PUB 200 in accordance with NIST Special Publication 800-53*
- Question #7:** Will the selected ITCF be able to access and review the PAG-IT target Cyber-Security Framework Policies
Response: *Yes*
- Question #8:** Regarding Maritime Transportation Security Act, are all of the following components relevant or is PAG focused on specific ones? (Maritime Security General- 33 CFR101, Area Maritime Security-33 CFR 103, Facility or Vessel Security Requirements, Facility or Vessel Security Assessment, and Facility or Vessel Security Plans)
Response: *Yes, everything is relevant except for relation to vessel requirements, assessment, or plans.*
- Question #9:** Does PAG have an FSP/VSP in place? Has PAG implemented security procedures for MARSEC 1,2, and 3? Does PAG expect the ITCF to evaluate the FSP/VSP for completeness in terms of compliance?
Response: *We have FSP and PAG does not expect ITCF to evaluate the FSP.*

- Question #10:** What is the core system(s) that represent the Marine Transportation System for PAG?
Response: *The PAG uses JDEdwards, Financial Management Systems, NAVIS N4 system and TWIC system*
- Question #11:** Is PAG open to the ITCF conducting security penetration/vulnerability testing after performing a technical assessment?
Response: *Yes, only after all the identified security protections are implemented.*
- Question #12:** Will PAG provide a copy of the document that contains PAG's long-term business vision and strategy?
Response: *Yes, The Port's Master Plan is available at the PAG website for the public to view..*
- Question #13:** For tools that will need to be run as part of the assessment will there be available virtual infrastructure that can be used? Does selected ITCF need to provide the hardware to run the tools.
Response: *There are virtual infrastructure at the Port available for the ITCF. However, if the specification is not sufficient the ITCF has to provide the hardware to run the tools?*
- Question #14:** For analytical tools used in support of Task Order #1, does PAG-IT prefer to retain the license for the tools for future use? Or is the expectation the selected ITCF will only provide output from the tools in support of the technical assessment?
Response: *PAG-IT prefers to retain the tools for future use.*
- Question #15:** Please clarify the requirement to engage with PAG-IT on Capital Improvement Projects and all new project initiatives.
Response: *Engagement will be by task order and based on the initial assessment. Please refer to the scope of work and all future CIPs will be defined after the initial assessments and identified task orders.*
- Question #16:** (Questions 16- 18 pertain to Task Order #2) Is the PAG-IT aware of any application compatibility issues with existing PAG application servers and virtualization?
Response: *No.*
- Question #17:** File servers are specifically called out in Task Order #2. Is PAG-IT leveraging Network Attached Storage (NAS) technology? If so, who are the vendors?
Response: *No*
- Question #18:** What consideration have been given to putting applications in the cloud? What is PAG-IT's position or preference regarding hosting applications in the cloud? Either off-island or in colocation data centers on island.
Response: *The Port is currently in the process of moving the FMS to cloud base. The Port is currently in the process of moving the FMS to cloud base. PAG is open to cloud solution off-island or in colocation data centers on island and the cloud server must be located in the US with redundancy.*
- Question #19:** (Questions 19 and 20 pertain to Task Order#3) Are managed services for the core monitoring systems located off-island acceptable to PAG-IT?
Response: *Yes, as long as they are located in the US and provide 24/7 support.*
- Question #20:** Has PAG-IT considered cloud –based network and security solutions? Does PAG-IT have a preference
Response: *No. PAG-IT prefers its network and security solutions located on premise.*

- Question #21:** (Questions 21 and 22) Is Microsoft DNS and DHCP a requirement?
Response: Yes.
- Question #22:** Will PAG-IT provide NAVIS technical support or will a 3rd party vendor provide NAVIS technical support to the selected ITCF? If 3rd party vendor, will they be available to provide technical support to selected ITCF?
Response: No.
- Question #23:** (Questions 23- 27 pertain to Task Order #5) Does the entire yard require coverage or just certain areas?
Response: As stated on the Task Order, it has to be 100% coverage.
- Question #24:** Are CAD drawings available, of the yard?
Response: No
- Question #25:** Are areas where Access Points (Aps) can and cannot be installed identified?
Response: Yes
- Question #26:** When stating that wireless needs to interface with 3rd party wireless, is this for management or to mesh with a 3rd party?
Response: Both
- Question #27:** Has PAG-IT considered cloud-based wireless solutions? Does PAG-IT have a preference?
Response: PAG-IT prefers on premise wireless solutions.
- Question #28:** (Pertains to Task Order 6) Typically, it is not a best practice to run a wireless mesh inside an office building and seeing that this building is new there should be no need to do this. Is this a requirement for the new building?
Response: No
- Question #29:** (Questions 29-31 pertain to Task Order #7) Can you provide timeline for planning, design, and construction of the new PAG administration building?
Response: No.
- Question #30:** There is mention of a Data Center (DC) environment, is the intention to build a new DC in the new building or will there just be standard intermediate distribution frames (IDF) and Main Distribution Frames (MDF) in this building?
Response: No.
- Question #31:** There is a statement to 'design proper lighting.' Is this in reference to the Data Center? Or, does it apply to the whole building?
Response: This is referenced to data center only.
- Question #32:** (Questions 32- 37 pertain to task order #8) Please clarify why PAG desires a new DMS?
Response: DMS will assist in the Port's efficiency.

- Question #33:** Please clarify why PAG desires to copy or merge the GSA DMS with the new DMS?
Response: *PAG may interface the DMS with GSA if needed.*
- Question #34:** What are the typical document types and content displayed?
Response: *Invoices, bills, purchase order, financial reports, e-mails, audio recordings, video, etc.*
- Question #35:** Is video content type that would need to be stored/played back?
Response: *Yes.*
- Question #36:** Are document scanning, imaging, OCR additional requirements for the DMS?
Response: *Yes*
- Question #37:** Approximately how many users would access the DMS?
Response: *300*
- Question #38:** (Questions 38- pertains to Task Order #9) Is there a preference for a fully managed service?
Response: *Yes.*
- Question #39:** Is there a preference for a cloud based VOIP solution vs. an on-premise solution?
Response: *PAG prefers on premise solution.*
- Question #40:** Can you describe the current voice system used at PAG, not limited to: o phone system manufacturer. –Analog, digital or both stations in use? – General use of POTS lines, if any. (example: for security, elevators, FAX, etc...)
Response: *PAG uses POTS and VOIP. for majority of its communication.*
- Question #41:** Are there telephony requirements for the PAG shipping yard? E.g. paging, phones, communications with heavy equipment operators such as cranes.
Response: *No requirements*
- Question #42:** Can you briefly describe local telco services available to PAG's facility and/or PAG's preference for telephony services?
Response: *Currently, PAG uses PDS for telephone communications and PAG has no preference. Please note the following: As stated on Attachment#1, page 19- The initiatives will be performed based on Task Orders for the span of 5 years and upon the availability of funds only. Page 20- The ITCF will be required to perform the following activities in sequence, concurrently skip or as determined by ITCF in collaboration with Port Authority of Guam IT (PAG-IT). All tasks- task may have addition and changes based on the ITCF assessment done in Task Order #1*

Questions submitted by IT&E on January 4, 2021

- Question #1:** Will this be awarded to only 1 ITCF or the contract can be divided to different ITCF, i.e. Task Order #1 can be awarded to vendor A while task order#6 can be awarded to vendor B?
Response: *Only to one ITCF.*
- Question #2:** If this RFP is only to select the qualified ITCF how does the pricing for the implementation be arranged or contracted?

Response: *In accordance with 5GCA §5216 e. Your prices/price list will be requested at the time notices are sent out. Pricing will be negotiated between PAG and highest ranked qualified offeror. If successful negotiations are not reached, PAG may considered the next highest ranked qualified offeror.*

Question #3: When is the PAG anticipating to make a decision for this RFP?

Response: *After the inspection and evaluation of submittals, and when successful negotiations are completed, a decision on award may be made.*

Question #4: Will the awarded bidder be restricted from participation in future/upcoming opportunities with PAG due to conflict of interest?

Response: *Conflicts of interest may restrict awarded consultant from participation in future opportunities.*

Question #5: For task order that solicit services and equipment (i.e. task orders #6, #8, and #9), will these be solicited under a separate RFQ or IFB and not an RFP for professional services?

Response: *It will be the awarded ITCF that solicit services and equipment.*

Question #6: Based on the short timelines and pending responses to Vendor Questions from PAG, can we request for an extension on the submission deadline?

Response: *See Amendment #1 (note for mark maybe #2)*

Question #7: On support services, what percentage of local presence is required from the awarded vendor(s)

Response: *The percentage is not established, but location and access is one of the evaluation factors of this RFP.*

Question #8: **(Questions 8-17 pertain to Task Order #1) Assess and Analyze PAG-IT Systems, Application, Networks and Data Infrastructure.** Analyze and document make or business systems and applications, databases and IT systems software and related technology infrastructure. Can we have access to PAG's existing IT asset management system or any other documents we can use as a starting point for this task? Is the PAG looking to implement an IT Asset Management Solution?

Response: *No.*

Question #9: Analyze the target cybersecurity framework policies in conjunction with the Maritime Transportation Security Act. Can we request a copy of the applicable regulations or documentations relating to the Maritime Transportation Security Act and can the PAG identify which are applicable to the PAG's Operations?

Response: *Yes to both.*

Question #10: Analyze existing policies and SOP. Can we request a copy of existing IT policies? Is there a current audit report we can review?

Response: *a. No.*

b. Yes, PAG audit reports are accessible through the PAG website.

Question #11: Analyze and document reporting Analytics solutions. What is PAG's current analytics solution? Will the port consider cloud based solutions?

Response: *a. Please clarify this question.*

b. No current. PAG currently utilizes manual processes. Cloud based solution is an acceptable solution.

Question #12: Analyze and document major business application integration with internal and external applications or systems. a. Can we request a copy of any existing integrations? b. What are the core applications that integrate with each other today? c. How are these integrations deployed (Manual/Automated)? d. What tools and technologies are being used? e. What are new integrations that you expect to be in place in future?

Response: *a. No, only awarded ITCF can know or have a copy of any existing integrations.
b. Navis N4 & JD Edwards World.
c. Both, manual and automatic.
d. Some of the technologies are ftp, built in file managers, RPG, Java, etc.
e. mostly automatic and API's.*

Question #13: Analyze and document current system monitoring and even notification infrastructure. What is the current SIEM platform being used by the PAG?

Response: *Typical business security. PAG would like to reach the FIPS200 Cyber Security Framework.*

Question #14: Analyze document retention and document content management capabilities. Is there a document we can review relating to the existing documents retention processes and systems?

Response: *No*

Question #15: Analyze documents data backup & recovery, business continuation & disaster recovery capabilities. Can we request for a copy of the PAG's existing disaster recovery and business continuity plan? Is DRP in the cloud an acceptable solution?

Response: *No. Cloud solution is accepted.*

Question #16: Analyze and document computing, network, wireless network, and storage infrastructure. Can we get a copy of the existing IT infrastructure diagrams and network topology and also a list of all elements connected to the network?

Response: *No.*

Question #17: Analyze and documents current application and network security model. Can we request a copy of the PAG's current IT security policies?

Response: *No.*

Question #18: (Questions 18- 26 pertain to Task Order#2) Review, Develop and Implement Virtualization Review of the existing production environment and data center strategies. Does the PAG currently have documented strategies and other documentations relating to this task that we can review?

Response: *No.*

Question #19: Design and document the Infrastructure Data Center reference architecture and engineering design details to support the Port's Systems, Applications and Databases currently hosted on Windows-based bare metal servers. Can we request a list of all the applications currently running in the Port's Infrastructure?

Response: *No.*

Question #20: Virtualize the existing NAVIS N4 and N4 billing systems and provide assistance on JDE World JDE E1 interface, API and connectivity. Does the PAG have an existing support agreement with NAVIS? And will they be assisting on migrating the billing system to the new virtualized environment?

Response: *Yes, support is existing. No, they will not be assisting.*

Question #21: Virtualize existing PAG servers (i.e.: File Servers, Spiceworks, Harbor Master Radio Log etc.)
Can we request for a complete list of all the servers and their current resource sizing?
What is the overall storage size today and what is the expected incremental storage per day?

Response: *No to both questions.*

Question #22: Provision or prepare for VDI (virtual Desktop Infrastructure) solution. For how many users will the VDI solution be used for?

Response: *This will be identified after Task Order #1.*

Question #23: Are you currently using VMware/Virtualization for a subset of your applications?

Response: *Yes.*

Question #24: Are there any legacy applications (like Mainframe or AS/400) that are not x86 architecture.

Response: *Yes.*

Question #25: All initiative must be implemented with high availability, security, backup strategy, disaster recovery, future expansion, easy administration & storage for application that will use it. Are you open to a Hybrid architecture where disaster Recovery is in public Cloud in US Region with adequate security in place. Is the DR location required to be on island or within the Marianas (Guam and CNMI)?

Response: *Yes, cloud solutions are acceptable.*

Question #26: What are RTO/RPO requirements for the DR?

Response: *This will be discussed under Task Order#1.*

Question #27: **(Question 27-32 Pertain to Task Order #3) Network Hardening w/ End to End security, and Other Infrastructure Improvements.** How many users in the network?
Any specifics on connection limit?

Response: *Approximately 250-300 users. None.*

Question #28: I URL Filtering feature required?

Response: *Yes*

Question #29: Is Anti-Virus protection feature a required Firewall feature?

Response: *Yes*

Question #30: Is training a requirement?

Response: *Yes*

Question #31: Is there a preferred vendor on Security appliance?

Response: *No.*

Question #32: Can we request access to existing security appliance, rules, policies, etc.

Response: *No.*

Question #33: (Questions 33- 35 pertain to Task Order #4)- **Microsoft Active Directory, DNS, DHCP and other Data Center Improvements** Configure & implement an Active Directory system with primary and secondary servers. How many users in the current IT environment and what is the expected growth rate for users?

Response: *Currently there are 200-300 users. Growth can be identified during task order #1.*

Question #34: All initiative must be implemented with high availability, security, backup strategy, disaster recovery, future sizing & storage for application that will use it. Is Disaster recovery in the cloud an option the PAG is considering?

Response: *Yes.*

Question #35: Configure NAVIS with Active Directory and implement Database redundancy. Can we get access to the NAVIS system to review the interface and integration requirements? Can we request for a copy of the NAVIS system documentation?

Response: *No.*

Question #36: (Questions 36-40 pertain to task order #5) **Wireless Network for PAG Yard** Configure & Implement an upgrade or complete replacement of the yard wireless system. What is the PAG yard current Wifi system?

Response: *Engenius*

Question #37: Are we allowed to use any existing cablings or replacing cablings is part of the scope?

Response: *Yes.*

Question #38: Wireless must have 100% coverage of the entire yard. Can we request for a map of the coverage area?

Response: *No*

Question #39: All implementation to include 5 years and 24/7 on-island support & maintenance. Is the PAG is looking for a fully managed WiFi system where the whole WiFi network infrastructure will be managed by and monitored by IT&E's support staff and its 24/7 NOC?

Response: *No.*

Question #40: Is the Wifi system required to have a landing page or captive portal? And is there a requirement to integrate with 3rd party identity providers or 3rd part authentication mechanisms?

Response: *No. Yes, 3rd Party integration is a possibility.*

Question #41: (Question 41- 43 pertain to Task Order #6) **Wireless Network for PAG Administration.** Wireless must have 100% coverage of the entire building. What is the PAG Admin buildings current WiFi system?

Response: *PAG uses TP-Link WAPs.*

Question #42: Are we allowed to use any existing cablings or replacing cablings is part of the scope?

Response: *Yes.*

Question #43: Is structured cabling (horizontal and vertical cablings) part of the scope for the new admin. bldg.?

Response: *Yes.*

- Question #44:** (Questions 44-50 pertain to Task Order #7) New Administration Building IT Structure Design. Complete design of a professional working data center environment and IT offices. Can we request for an architectural plan?
Response: No.
- Question #45:** Is there data and telephony plan we can use as a reference?
Response: No.
- Question #46:** Will there be a backbone cabling connecting the old and new buildings? If yes, can you provide more information on the topology and connection type ie: dark fiber, VPN, etc?
Response: No. The port does not have a "new building".
- Question #47:** Design must be to current Information Technology Standards. Is there any specific IT standards the PAG would like to highlight and implement?
Response: No.
- Question #48:** Efficient design & proper placement of client cat 5 panels, power receptacles, printer, IT devices VOIP connectivity etc. Is structured cabling (horizontal and vertical cablings) part of the scope for the new admin bldg.?
Response: No. This will be discussed with the successful awardee
- Question #49:** Design for an adaptive IT architecture and prepare for growth & expansion. What is anticipated infrastructure growth rate?
Response: This will be discussed with the successful awardee
- Question #50:** (Questions 51 – pertain to Task Order #8) Document Management System (DMS) What is the current document management system that is being used?
Response: None.
- Question #51:** What is the Size of the digitized documents today and the main formats?
Response: Currently, PAG uses 1 terabyte of file server along with portable thumb drives and hard drives dedicated to each division. The main file formats are PDF and hard copies.
- Question #52:** What are the key applications that would integrate with document management?
Response: It will integrate with all core system.
- Question #53:** Will there be a flow of documents between applications. Please explain is yes.
Response: Yes, will be discussed with the successful awardee.
- Question #54:** Are there physical paper based documents that need to be digitized and if yes provide an indicative number of documents.
Response: Yes, will be discussed with the awarded ITCF.
- Question #55:** Are you open to a cloud based documents management system or does it have to be an on-prem system?
Response: On premises.

Question #56: (Questions 57- pertain to Task Order #9)-Voice Over IP (VOiP) Implement a reliable VOiP System Port Wide to include the new & old Administration Buildings, Port Police, CFS, High & Low Tower, EQMR Warehouse one, etc. Are all the buildings at the same location or same site? Are all these buildings interconnected via WAN or dark/lit fiber?

Response: *Different buildings connected by fiber optic and CAT-5.*

Question #57: How many VOIP users?

Response: *This will be identified with the awarded ITCF. Approximately 300-400 lines.*

Question #58: VOiP must have network down option to forward calls. Is this referring to PSTN network or Data Network is down? If its referring to date network, is call forwarding to the mobile phones or via Softphone (PC or Mobile) using Wi-Fi or 4G/5G network acceptable fallback solution?

Response: *Any acceptable recommendations from successful awardee will be considered.*

Question #59: VOiP can be alarm capable. Is the PAG looking for a system that alerts and notify administrators if there is an issue with the PBX/VOIP system?

Response: *Yes.*



RORY J. RESPICIO
General Manager