



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

INVITATION FOR BID No.: IFB/PAG-001-25

DESCRIPTION:

E-mail Service for the Port Authority of Guam

AMENDMENT NO. 3

DATE: Tuesday, December 31, 2024

ALL PROPOSERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT ON AREA PROVIDED BELOW AND RETURN COPY TO PAG PROCUREMENT OFFICE: Fax: (671) 472-1439 or Email: Mark Cabrera at macabrera@portofguam.com and PAG Procurement at pagprocurement@portofguam.com NOTICE TO OFFERORS: The IFB Documents of the above-referenced project are to be included as part of the bid packet:

1. Amend to include as requirement that e-mail services provided must be hosted from within the United States of America.
2. Amend to change #25 on page 35 of 36 of the bid to read from: PAG will allow 2 days minimum downtime, to now read: PAG will allow 2 days maximum downtime.

***** END OF AMENDMENT NO. 3 *****

Issued By:

RORY J. RESPICIO
 General Manager

NAME OF PROPOSER: _____
 AUTHORIZED SIGNATURE: _____
 PRINT NAME: _____
 DATE: _____ TIME: _____

cc: Procurement Record IFB-PAG-001-25, Amendment No. 3



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IFB-PAG-001-25
E-mail Service for the Port Authority of Guam
Questions and Responses
December 31, 2024

NOTHING IN THIS DOCUMENT CHANGES ANYTHING IN THE INVITATION FOR BID UNLESS THROUGH AN OFFICIAL AMENDMENT.

Questions submitted by Data Management Resources on December 23, 2024

Question #1: IFB indicates on page 18 of 36 that the deadline to submit questions is Tuesday, December 24, 2024 at 4:00pm. The IFB announcement was only published in the Guam Daily Post today, Dec. 23, 2024. Tomorrow, Dec. 24, 2024 has been declared a Government of Guam holiday by executive order. We respectfully request an extension in the question submission deadline to allow bidders adequate time to review the specifications for the IFB, and to account for the government holiday.

PAG's Response: Please refer to page 18 of 36, the deadline for questions was on December 24, 2024 at 4:00 pm.

Question #2: The bid submission deadline specified is December 30, 2024. Given the upcoming two holidays this week, and the limited business and banking hours during the holiday season this provides bidders with less than one full business week to review and prepare a responsible response to the IFB. We respectfully request a two-week extension in the bid submission deadline.

PAG's Response: See Amendment No. 2

Questions submitted by Data Management Resources on December 24, 2024

Question #1: Please confirm that the vendor must be manufacturer-authorized to resell the requested service in Guam.

PAG's Response: No. However, bidder must meet specifications on page 34 of 36 through 36 of 36.

Questions #2: Relative to compliance item #13 on page 35 of 36, please clarify if billing/invoicing for the number of active e-mail accounts will be performed monthly or annually. Billing on a monthly basis will cost significantly more per user account versus billing on an annual basis.

PAG's Response: Please refer to page 34 of 36 of the IFB; bidders must submit a bid for recurring services on a monthly price basis.

Question #3: Relative to compliance item #16, 21, #38, and #39 listed on pages 35-36 of 36, these are considered add-on subscriptions to basic and premium email services and incur separate monthly charge per user. Does the Port want these additional costs itemized or included in the per user cost?

- a. If the add-on subscription costs should be itemized, where should the additional per-user costs be listed on the Bid Form?

PAG's Response: All charges must be included in the bid price.

Question #4 Relative to compliance item #22 on page 35 of 36, please provide additional detail for what is meant specifically by "cyber security protection."

PAG's Response: Bid offer must be able to prevent, detect, and respond to cyber-attacks delivered through e-mail.

Question #5 Relative to compliance item #24 on page 35 of 36, is the Port requiring the awarded vendor to pay all domain name and certificate renewal and transfer fees?

- a. If yes, where should this cost be included in the Bid Form?

PAG's Response: Yes, all costs must be considered and included in the bid price.

Question #6 Item 26. GUARANTEE, under Government of Guam Selected Terms and Conditions, on page 29 of 36, is marked with an "X." This section refers to guarantees for equipment, and notes that "Compliance with this Section is a condition of this Bid." This IFB does not require any equipment, and no test that "Compliance with this section is a condition of this bid." This IFB does not require any equipment. Please confirm if this item should be unmarked as a requirement for this IFB.

PAG's Response: See Amendment No. 2

Question #7 Should Port responses require further clarification for IFB specification clarity, will the Port accept follow-up questions to Port responses?

PAG's Response: Yes, as long as it is provided by or on the acknowledgement date of the Ports official responses.

Questions submitted by Quantum Technology Group on December 24, 2024

Question #1: In Quantum Technology Group's experience, migrating from on-premise exchange and locally installed applications, to a cloud suite such as Google Workspace or M365 for a medium sized organization (over 300 people), requires significant planning and solution design activities. These professional services would include sizing, solution architecture, and product SKE. Selection, migration services, user training, etc. As such, would you consider re-issuing this bid as a Request for Proposal?

PAG Response: No, not at this time.

Question #2: "SMART E-MAIL" is referred to four times in the Bid Description- 1.0, 1.1, 2.0 & 2.1. Does SMART E-MAIL refer to a particular vendor product or set of features that Port Authority of Guam is seeking to implement? Please clarify.

PAG Response: SMART E-MAIL does not refer to a particular product. Bidder's offer must meet all the requirements and specifications in the IFB. Also, see Amendment #2 instructions.

Question #3: Where do you want your SMART email to be hosted? A United States tenant or Australia? Will you be moving to a .gov domain name to take advantage of using a government tenant? E.g., Microsoft 365 G3?

PAG Response: Pursuant to Executive Order 14117 and the John S. McCain National Defense Authorization Act (P.L. 115-232), the smart e-mail must be hosted in the United States. **See Amendment #3**

Question #4: We kindly request a pre-bid conference.

PAG Response: No

Question #5: Given the number of questions we are asking; we request that the deadline for submission be extended for an additional two weeks to allow us to prepare a comprehensive response.

PAG Response: No

Question #6: The vendor must be able to provide E-mail Premium services for 60 accounts or more which includes enhances enterprise level web-based productivity tools on the cloud and must have a minimum of 100GB of storage and 1.5 TB of archive storage.

- a. Are you looking for web-only productivity tools?
- b. Are you looking for mobile native code apps?
- c. Are you looking for windows or OSX desktop applications?
- d. Please clarify the use of the 100GB and 1.5 TB of archive storage in terms of its use between e-mail and the productivity tools/ online drive.

PAG Response:

- a. Yes, productivity tools must be web-based and is on the cloud. However, for premium users, the productivity tools can be installed locally per user.
- b. Please refer to item 19 regarded supported platforms.
- c. Please refer to item 19 regarding desktop applications
- d. Minimum of 100GB will be used as a mailbox storage per user while the minimum of 1.5TB of online storage will be assigned per user. These capacity are applicable for the premium email service accounts.

Question #7: The vendor must be able to provide E-mail BASIC services for 340 accounts or more, which includes basic enterprise level web-based productivity tools on the cloud and must have a minimum of 100GB of storage and 1.5TB of archive storage.

- a. Please clarify the difference between the BASIC e-mail services compared to the PREMIUM email services.
- b. Please clarify the difference between the basic enterprise level of web-based productivity tools and the enhanced enterprise level of web-based productivity tools.

PAG Response:

- a. Please refer to item number 1 and item number 2.
- b. Basic enterprise level of web-based productivity tools are only accessible online while the enhanced enterprise level of web-based productivity tools can be accessed online and the productivity tools can be installed locally per premium email user

Question #8: Both basic and enhanced e-mail product must include the following basic features: Email for mobile, calendar, organizer, planner, collaboration, groups, whiteboard, stream, sway. Forms, Word, to-do-list, online drive, spreadsheet, sharing etc.

Planner, Stream, Sway, Word are all Microsoft products. Does Port Authority of Guam require M365?

PAG Response: Please refer to Amendment No. 2

Question #9: The vendor must be able to export all existing e-mails contents to “.pst” and provide as a backup to the Port.

- a. Does Port Authority of Guam currently use Microsoft Exchange Server for email?
- b. Because there is an unknown number of mailboxes of an unknown size per mailbox with an unknown number of messages per mailbox, the amount of time to perform this export could be highly variable. May vendors provide an hourly rate for this activity?

PAG’s Response:

- a. No, PAG is currently using Zimbra for its email.
- c. No. All charges for this activity must be included in the bid.

Question #10: The vendor be able to migrate all e-mail calendars, address book and other information entered by the user to the new platform.

The vendor recommends against this approach due to the time impact to migration, cost to implement and performance impact. Is the PST access from question 5 sufficient?

PAG Response: Vendor must comply with the requirements.

Question #11: The vendor must be able to migrate all existing e-mails contents of all existing e-mail or selected address to the new platform.

The vendor recommends against this approach due to the time impact to migration, cost to implement and performance impact. Is the PST access from question 5 sufficient?

PAG Response: Vendor must comply with the requirements.

Question #12: The vendor must be able to do at least 2 weeks to a month parallel run with the Port’s existing e-mail.

While it is normal to leave an email system up and running after a conversion, it typically no longer receives e-mail. Split delivery can be configured; however, this is typically done with routing so that some users are on one system and some users are on another, not parallel operation.

Does the Port Authority have something different in mind?

PAG Response: Parallel run can be achieved by leaving the portofguam.com domain running as it is while all of the data are being transferred to the portguam.com domain.

Question #13 The platform must allow for recall of mis-sent e-mails.

This is not a modern email capability for cloud-based email systems. Did you have a particular feature in mind?

PAG Response: Recall refers to the ability to "Unsend" an email within a short window of time. This feature is available on most cloud-based email providers.

Question #14 The vendor must be able to do a seamless transfer of @portofguam.com domain pointer from the current vendor to their server. The process should be transparent to the current Port e-mail users. PAG will allow 2 days minimum downtime (over the weekend) for the domain transfer & server setup.

- a. Although the MX record changeover need only take a single day, we assume that you meant "2 days maximum" rather than "minimum"
- b. While the MX record changeover will be seamless, everything else will be a dramatic change for the Port Authority of Guam users. New applications new authentication mechanisms, new security procedures, access of old email contact lists, calendar entries, etc. will be impacted.

PAG Response: a. See Amendment #3. PAG meant 2 days maximum downtime (over the weekend) for the domain transfer & server setup.
b. This is understood and expected like any other new system implementation.

Question #15: The platform must support synchronization for both local devices and cloud if needed. Please clarify.

PAG Response: For example, if the user's files are saved locally to a workstation, the platform must have the functionality to synchronize the files to the online storage assigned to that user.

Question #16: The vendor must provide assistance with configuring workstation e-mail clients and accounts migration if needed.
How much assistance would the Port Authority of Guam require? Can this assistance be provided remotely?

PAG Response: See specifications #41 and 42. However, on island support must be available. This service may be provided remotely.



Rory J. Respicio
General Manager

ACKNOWLEDGEMENT	
NAME:	_____
COMPANY:	_____
DATE/TIME:	_____