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RFP-PAG-25-003
Professional Service for Enterprise E-mail at the Port Authority of Guam
Questions and Responses
March 26, 2025

NOTHING IN THIS DOCUMENT CHANGES ANYTHING IN THE REQUEST FOR PROPOSAL UNLESS THROUGH AN OFFICIAL AMENDMENT.

Questions submitted by Data Management Resources on March 21, 2025

1. RFP Scope of Services indicates the Port is looking to replace its existing Zimbra e-mail system and references missing features include "missing interface with apple products." Zimbra version 9.0.0 supports interfacing with the Apple ecosystem through Exchange. Please clarify what the Port is requiring or expecting from the new system for "interface with apple products?"

PAG Response: Zimbra did not work with Microsoft Office Outlook installed on Mac Products. PAG is looking for an enterprise e-mail that will interface with all products.

2. RFP Scope of Services references as an issue, "legit emails goes to spam." Legitimate e-mails landing in a spam folder can occur regardless of the e-mail system platform, and can be affected through adjustment/re-configuration of spam filtering thresholds. Please clarify what is the Port expecting differently from another e-mail system platform with regard to spam filtering of emails?

PAG Response: PAG is looking for a solution with better filtering capability that will eliminate majority of the spam, and at the same time not filter legit e-mails.

3. RFP Scope of Services references "when one email gets compromised the entire domain gets black listed" as an issue with its existing Zimbra e-mail system. With any email service, whether cloud or on-premise, if an email sent from one mail server is black-listed, the entire mail server gets black-listed. Please clarify what the Port is expecting from the new email platform with regard to a single e-mail triggering a mail-server blacklist.

PAG Response: PAG is stating problems encountered using the old e-mail system, and is looking for a solution that will eliminate or attempt to fix this problem.

4. Is the Port looking for a specific platform for the enterprise e-mail system?

PAG Response: PAG is looking for a typical enterprise smart e-mail system and is open for the best recommendation.

5. RFP Section III. Scope of Services indicates "Contractors are encouraged to offer their own opinions and suggestions regarding the Scope of Services for the system and services in their proposals." Can the Offeror/Contractor propose multiple enterprise e-mail system platform options in a single proposal for the Port to consider?

PAG Response: On page 15 under section R. Multiple or Alternate Proposals will not be accepted. Please provide the best proposal responding to the scope of services that will maximize your score based on the evaluation factors set forth in the RFP (pages 13 and 14).

6. Section III. Scope of Services, Item 2 Functional, Technical & Administration Goals and Features on page 34 of the RFP references "To be able to export all existing e-mails contents to ".pst" and provide as a backup to the Port." Please clarify whether the Port is requesting to export only all email from the existing server to .pst, or if the Port is requesting the new email platform have the ability to export email to .pst?

PAG Response: All e-mail from the existing server.

7. Please clarify what the Port is requiring or expecting for "provide usage and administration SOP's" in Item on page 35 of the RFP.

PAG Response: PAG expects vendor or system to provide system user usage and SOPs

8. Section III. Scope of Services, Item 4 System Support on page 36 of the RFP references "on-island or local maintenance and support." Support for the enterprise email system is provided by the Cloud Service Provider (CSP). Is the Port requiring or expecting an additional layer of on-island local support from the Offeror/Contractor?

PAG Response: PAG expects the vendor to be experts of the system, and may require advises and support locally.

9. The Port previously issued and cancelled IFB-PAG-001-25 for Procurement of E-mail Service for the Port Authority of Guam. The Bid Abstract for IFB-PAG-001-25 indicates that pricing for e-mail services extends above \$500,000 for the requested service. Given that RFP-PAG-025-003 is procuring similar services, has the Port submitted Procurement Form 014 for RFP-PAG-025-003 to the Office of the Attorney General regarding

compliance with 5GCA §5150? This information is pertinent to prospective bidders, as the declaration indicates that the procurement may be subject to cancellation or any award if the procurement is not compliant with 5GCA §5150.

PAG Response: Yes, Notification of Procurement over \$500,000 had been provided to the Attorney General's office.

10. We respectfully request that the proposal submission deadline be amended to Friday, April 11, 2025, to allow for adequate preparation time for offerors to respond to the RFP.

PAG Response: See Amendment No. 2

Questions submitted by Quantum Technology Group on March 21, 2025

11. Section I Fixed Price - Enterprise email license may not offer 3-year lock-in on pricing. Would a change order be accepted in the event of 3rd party cloud / license price increase?

PAG Response: Any price adjustments to this Agreement may only be made in accordance with valid, approved Change Orders or Amendments pursuant to the Changes Clause of this Agreement and the Price Adjustment Clause of this Agreement.

12. Section III Objective: Does PAG have any pain points or shortcomings with the current Zimbra system beyond those listed in the RFP?

PAG Response: Please see pain points stated in RFP

13. Section III.1 Proposal Summary:

What does PAG consider a brief summary (e.g. paragraphs, pages, etc.?)

PAG Response: Please provide a short clear and concise description that gives the main advantages & features of the system

14. Section III.2 Functional, Technical & Admin Goals and Features

What is the preferred delivery model: On – Premise, Guam Hosted, or Cloud?

PAG Response: Cloud

15. Does PAG have an existing M365 or Google Workspace Tennant?

PAG Response: No

16. Please confirm that the PST export referred to in Section III.2.e is in addition to, not instead of migrating Zimbra mailbox data directly to Microsoft 365.

PAG Response: PST will be used as a backup of the current system. However, certain power users and manager's mailbox, calendar, attachments, distribution list, etc. needs to be migrated to the new system

17. Section III. 2.j specifies that Zimbra is to run in parallel with Microsoft 365 for 2 weeks to 1 month. Does PAG intend for a live 2-way sync between systems during that period (which is not required for any other point of the contract)?

PAG Response: PAG is open to best recommendation by the vendor. However, if plan requires to have a parallel, the vendor must be able to do it.

18. Will a testing process (Technical Pilot) and staging plan that provisions accounts in advance while users remain active in Zimbra until cutover meet this goal instead, so that the more complicated (and costly) operation of parallel platforms in production mode is not necessary?

PAG Response: PAG is open to best recommendation form the vendor.

19. Regarding questions III.2.z and III.2.bb, certain enterprise email and productivity app suites also provide or integrate directory (username, passwords, groups) services.
Does PAG intend to integrate an existing Active Directory or other directory with the enterprise email?

PAG Response: No. However, PAG will implement a new Active Directory in the near future.

20. Will the Enterprise Email directory be standalone?

PAG Response: Yes, for now.

21. In the event a user fails to reset their own password, do you expect the vendor to directly assist end users with lockouts and password resets.

PAG Response: No, PAG-IT should be allowed and be able to do it.

22. What are storage requirements, per user, beyond the stated requirements for mailbox storage?

PAG Response: Main storage requirements will be discussed during negotiations

23. Are there any email compliance or data retention policies that need to be factored into the new solution?

PAG Response: 7 years retention policy

24. Will PAG require email journaling, litigation hold, or e-discovery capabilities?

PAG Response: Yes

25. Section III.2.k Are you asking the vendor to cancel the existing subscription?

PAG Response: No. However, PAG will coordinate with existing provider to be able to complete migration and scheduling.

26. Section III.2.y How detailed of SOP's do you want?

PAG Response: Enterprise e-mail and its features can get complex, but regular user SOP, must be simple and easy to understand. Administrator SOP must be detailed.

27. Is the scope limited to email and email related processes?

PAG Response: No, it should include all included enterprise features.

28. Section III.4.e A process to inform users regarding upgrades and patches implies that vendor has access to client information.

PAG Response: No, but for the vendor to have the ability to send messages to the users.

29. One or more of the following can provide vendor with capability to manage upgrades and patches: remote monitoring and management (RMM), patch management, vulnerability management, mobile device management (MDM) will identify if a system requires upgrades or patches. Would PAG like vendor to include this capability?

PAG Response: PAG is open to best recommendation

30. Section III.4 System Support; Will PAG handle level 1 support, end user call / ticket intake and documentation and contact vendor for level 2?

PAG Response: Yes

31. Does PAG intend for end users to contact vendor correctly, and vendor to handle level 1 (intake and evaluation) as well as level 2 and above? (troubleshooting, resolution and escalation)

PAG Response: No, all support must go through PAG-IT

32. Section III.5 Data and System Security; Does PAG have existing endpoint security for Microsoft PC, Apple MAC, Linux PC, Mobile Enterprise Phone, Tablets/Ipad etc?

PAG Response: PAG has existing endpoint security to all PC & Desktop to include MAC only. Personal mobile phones are used by users to access their e-mail.

33. Is endpoint security and mobile device management for enterprise email clients in scope?

PAG Response: No. However, security must be in-place on the server side.

34. Is multi-factor authentication (MFA) in scope?

PAG Response: NO MFA, but PAG is open for recommendation

35. Will PAG provide MFA mechanism such as mobile devices or hardware token?

PAG Response: Not Available. However, PAG plans to implement the Active Directory with RSA Token on all its clients in the near future.

36. Section III.6 Training; Is the scope of training limited to email and related processes, or does it include other productivity suite components?

PAG Response: It should include productivity suite components.

37. Will training be required on-going for new hires or limited to onboarding to the new system?

PAG Response: Only during implementation

38. Should training include Cybersecurity awareness and best practices for email security?

PAG Response: Yes



Rory J. Respicio
General Manager

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