

OFFICE OF PUBLIC ACCOUNTABILITY

Doris Flores Brooks, CPA, CGFM

Public Auditor

PROCUREMENT APPEALS

IN THE APPEAL OF,

PETER ALECXIS ADA, dba APM: GUAM

MEDICAL REFFERRAL SERVICES

Appellant

Appellant

APPEAL NO: OPA-PA-11-016

DECISION

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I. INTRODUCTION

This is the Decision of the Public Auditor for an appeal filed on August 19, 2011, by PAA INTERNATIONAL, INC., dba APM: GUAM MEDICAL REFERRAL SERVICES (Hereafter referred to as "APM") regarding the GENERAL SERVICES AGENCY, GOVERNMENT OF GUAM's (Hereafter referred to as "GSA") August 4, 2011 denial of APM's Protest dated August 3, 2011, protesting GSA's finding that APM's technical offer for Multi-Step Bid No.. GSA-063-11 (Medical Referral Services for the Office of the Governor) (Hereafter referred to as "IFB") was unacceptable, protesting the opening of APM's Sealed Price Proposal, and protesting the absence of the Guam Attorney General's approval of the contract. The Public Auditor holds that GSA correctly found APM's bid unacceptable, that the opening of APM's Sealed Price Proposal was an inadvertent mistake having no effect on the procurement process, and that GSA was seeking the Guam Attorney's General's approval of the contract. Accordingly, APM's appeal is hereby DENIED.

II. FINDINGS OF FACT

The Public Auditor in reaching this Decision has considered and incorporates herein the procurement record and all documents submitted by the parties pursuant to APM's October 3, 2011 Hearing Waiver. Based on the aforementioned record in this matter, the Public Auditor makes the following findings of fact:

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1. On or about June 17, 2011, GSA issued the IFB which solicited bids to operate medical referral facilities for the Office of the Governor of Guam.¹

- 2. The IFB was a Multi-Step Sealed Bidding process and required the bidders to submit a Technical Bid and a Bid Cost in separate envelopes marked "Technical Bid" and "Bid Cost" each containing one (1) original and five (5) copies to GSA no later than 10:00 a.m. on July 5, 2011.²
 - 3. The IFB stated, in relevant part, that:
- a. The unpriced technical offers shall not be opened in public, but shall be opened in front of two (2) or more procurement officials, and that such offers shall not be disclosed to unauthorized persons.³
- b. When the Procurement Officer determines a bidder's unpriced technical offer to be unacceptable, such bidder shall not be afforded an additional opportunity to supplement its technical bid.⁴
- c. The Purchasing Agency or designee shall determine based on the evaluation of each of the unpriced technical offers in Phase I, whose offers were deemed acceptable, and were invited to submit a bid price in Phase II, and that the government would award Option 1 or Option 2, whichever is in the best interest of the Government of Guam, to the lowest responsive and responsible bidder.⁵
- d. The unpriced technical offers submitted by bidders shall be evaluated solely in accordance with the criteria set forth in the IFB and categorized as either: (a) Acceptable; (80-100 points); (b) Potentially Acceptable, that is reasonably susceptible of being made acceptable(60-79 points); or (c) Unacceptable (below 60 points) and that the Procurement Officer shall record in writing the basis for finding an offer unacceptable and make it part of the procurement file.⁶

¹ Bid Invitation (Multi-Step), Tab 17, Procurement Record filed on August 26, 2011.

Paragraph I.D.2., page 4, General Information, IFB, Tab 5, Id.

Paragraph II.B., page 5, General Procedures, Id.
 Paragraph II.E., Id.

Paragraph II.I., page 6, Id. Paragraph V., page 10, Id.

e. The bids were to be evaluated based on the following criteria: (1) The Plan for performing the required services (25 points); (2) Ability to perform the services as reflected by training and education, general experience, and the qualifications and abilities of personnel proposed to be assigned to perform the services (15 points); (3) The personnel, equipment, and facilities to perform services currently available or demonstrated to be made available at the time of contracting (25 points); (4) The individual or firm's reputation for personal and professional integrity and competence (25 points); (5) Understanding of relevant statutes, rules, and regulations used in the industry (10 points).⁷

- f. The bids and modifications shall be opened in public in the presence of one or more witnesses, at the time, date, and place designated in the IFB and that the opened bids shall be available for public inspection except to the extent the bidders designates trade secrets or other proprietary data to be confidential.⁸
- 4. On June 30, 2011, GSA issued IFB Amendment No. 2 which amended the IFB, in relevant part, as follows:
- a. The Special Reminder to Prospective Bidders was amended to include the following language:

NOTE: Technical and Bid Cost shall be submitted in separate envelopes labled "Technical Bid" and "Bid Cost." All required forms and affidavits shall be submitted in the envelope labled "Technical Bid." **The required bid bond shall be submitted in the envelope labeled "Bid Cost."** (Bold Emphasis Added). Do not include bid cost with technical bid package. *Note: If bid cost is included with the technical proposal it would be deemed automatic disqualification or rejection.

b. Paragraph 11, on page 52 of the IFB, which, as stated in paragraph 3.f. above, required that the bids and modifications shall be opened in public in the presence of one or more witnesses, at the time, date, and place designated in the IFB and that the opened bids shall be

Paragraph V.A., Id.
Paragraph 11, page 52, IFB, Tab 5,Id.
Paragraph 1, IFB Amendment No. 2, Tab 8, Procurement Record Filed on August 26, 2011.

available for public inspection except to the extent the bidders designates trade secrets or other proprietary data to be confidential was deleted in its entirety.¹⁰

- c. The time to submit bids in response to the IFB was extended from 10:00 a.m. on July 5, 2011 to 10:00 a.m. on July 13, 2011.
 - 5. APM received IFB Amendment No. 2 on July 1, 2011. 12
- 6. On July 12, 2011, GSA issued IFB Amendment No. 5 which changed the bid submission time on July 13, 2011 from 10:00 a.m. to 3:00 p.m. ¹³
- 7. On July 13, 2011, GSA received five (5) bids in response to the IFB from CARIDAD, LLC., PHILS-GETS, THOMAS J. FISHER dba GUAM MEDICAL REFERRAL SERVICES (Hereafter referred to as "GMRS"), APM, and INTER-ISLAND COORDINATING AND PROMOTIONAL SERVICES.¹⁴
- 8. On July 19, 2011, the IFB Evaluation Committee, which consisted of Rose Ramsey, Deputy Chief of Staff, Office of the Governor, Jesse Alig, Medical Referral Office, Office of the Governor, and Vince Leon Guerrero, Governor's Education Advisor, Office of the Governor, evaluated the Technical Bids submitted in response to the IFB. 15
- 9. APM, which was evaluated in accordance with the evaluation criteria described in Paragraph 3.e above, received forty-eight (48) points from Vince Leon Guerrero, forty-three (43) points from Rose Ramsey, and forty-eight (48) points from Jesse Alig for a total average score of forty-six-point-thirty-three (46.33) points.¹⁶
- 10. On July 20, 2011, GSA's Chief Procurement Officer (Hereafter referred to as "CPO"), Claudia S. Acfalle, informed APM that GSA completed the technical evaluation of the

Paragraph 5, Id.

¹¹ Paragraph 6, Id.

¹² APM Stamped Acknowledgement Copy, IFB Amendment No. 2, Id.

Paragraph 1, IFB Amendment No. 5, Tag 8, Id.

Abstract of Bids, Tab 6, Id., NOTE: GSA actually received GMRS' Bid on July 12, 2011 at 3:44 p.m.

Evaluation Committee Report dated July 22, 2011, Tab 10, Id. 16. Id., NOTE: 48 + 43 + 48 = 139/3 = 46.33

Phase I process of the Multi-Step Bid and that based on APM's overall score of forty-six-point-thirty-three (46.33), APM's bid was deemed unacceptable.¹⁷

- 11. That day, APM acknowledged receiving the notice that GSA deemed their bid unacceptable and requested that GSA's CPO advise APM how the evaluation committee reached that conclusion. ¹⁸
- 12. On July 22, 2011, GSA advised APM that APM's score was the result of the Evaluation Committee evaluating APM's bid using the evaluation criteria set forth in the IFB. 19
- 13. On July 22, 2011, APM requested whether and when GSA would return APM's Bid Bond. 20 That same day, GSA's CPO instructed GSA Administrative Assistant Marissa Leon Guerrero (Hereafter referred to as "Leon Guerrero") to return APM's Phase II envelope and to contact APM and return the envelope no later than July 25, 2011. 21 Leon Guerrero received this instruction on July 22, 2011 and she also reviewed APM's request for its bid bond and she began searching for it. 22 In her search, Leon Guerrero inadvertently opened the sealed envelope that contained APM's two page Bid Offer. She immediately informed the CPO and then prepared an incident report documenting how and why Leon Guerrero opened Bid Cost envelope containing APM's two page Bid Offer. She opened the Bid Cost envelope because the IFB's Amendment No. 2 required the Bid Bond to be submitted in the envelope labeled Bid Cost. 23
- 14. On July 26, 2011, Leon Guerrero notified APM that its bid bond was available for pick-up.²⁴

¹⁷ Letter from Claudia S. Acfalle, GSA CPO to Peter A. Ada, APM President, dated July 20, 2011, Tab 10, Id.

¹⁸ E-Mail from Peter A. Ada, APM President, to Claudia S. Acfalle, GSA CPO, dated July 20, 2011, Tab 10, Id.

Reply E-Mail from Claudia S. Acfalle, GSA CPO, to Peter A. Ada, APM President, dated July 22, 2011, Id.

 $^{^{20}}$ E-mail from Peter A. Ada, APM President, to Claudia S. Acfalle, GSA CPO, dated July 22, 2011, Tab 14, Id. 21 Id.

 $^{^{22}}$ July 22, 2011 Memo to File by GSA Administrative Assistant Marissa D. Leon Guerrero dated July 22, 2011, attached to GSA's August 4, 2011 Denial of Protest, Tab 2, Id. 23 Tab

 $^{^{\}rm 24}$ Email dated August 3, 2011 from Peter A. Ada, APM President, to Claudia S. Acfalle, GSA CPO, Tab 1, Id.

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15. On August 2, 2011, APM President, Peter A. Ada, went to GSA to pick-up APM's bid bond from Leon Guerrero.²⁵ Ada received APM's bid bond and the opened Bid Cost Envelope in which APM's bid bond was found in, as required by IFB Amendment No. 2. APM acknowledged receipt of Amendment No. 2 on July 1, 2011. 26

16. On August 3, 2011, APM delivered a protest to GSA's CPO in which APM: (1) Questioned GSA's determination that APM's Technical Offer was unacceptable because it scored only 46.33 points; (2) Alleged that APM's Bid Cost was tampered with because it was opened; and (3) Questioning whether the Attorney General of Guam was required to approve the contract for the solicitation because the contract price was more than \$500,000.²⁷

17. On August 4, 2011, GSA informed APM that: (1) GSA followed the Multi-Step Sealed Bidding process; (2) APM's Bid Cost was opened on July 22, 2011 by mistake by Leon Guerrero; and (3) GSA denied APM's "protest." 28

18. On August 5, 2011, APM received GSA's denial of APM's "protest," 29

19. On August 19, 2011, fourteen (14) days after receiving GSA's decision denying APM's "protest," APM filed this appeal.

III. ANALYSIS

Pursuant to 5 G.C.A. 5703, the Public Auditor shall review GSA's August 4, 2011 Decision de novo.

A. GSA's Motion to Exclude Appellant's Comments on the Agency Report is Granted.

As a second preliminary matter, the Public Auditor must decide whether GSA's September 19, 2011 Motion to Exclude Appellant's Comments on the Agency Report has merit. The Appellant filed its response to the Agency report on September 12, 2011, and a letter to the Public Auditor from the Appellant, dated September 5, 2011, was attached to the Appellant's Comments, wherein the Appellant alleged: (1) Page 2 of IFB is not consistent with how the

26 GSA Bid Guarantee Deposit Return dated July 22, 2011, Tab 14, Id.

 $^{^{27}}$ Email dated August 3, 2011 from Peter A. Ada, APM President, to Claudia S. Acfalle, GSA CPO, Tab 1, Id.

GSA Decision Denying Protest dated August 3, 2011, Tab 2, Id. ²⁹ Email from Peter A. Ada, APM President, to Claudia S. Acfalle, GSA CPO,

dated August 5, 2011, Tab 2, Id.

3 Medical Referral Program Actually Works; (2) The IFB does not require the bidders to describe 2 how they would treat a patient requiring oxygen; (3) Most of the Technical Bids from the other 3 bidders merely offered hotels; (4) The patients served by the program do not require Recreational Facilities; (5) The IFB required that the Technical Bids would not be opened in 5 public; (6) Various IFB provisions were ambiguous; (7) IFB Sections III - B, C and D, were not clear; (8) The Governor and Attorney General of Guam did not sign the contract included in 7 the IFB; (9) Tab 7 of the Procurement Record filed on August 26, 2011 does not include a 8 Purchase Order for Manila; (10) Tab 10 of the Procurement Record filed on August 26, 2011 does not include Vincent Leon Guerrero's signature; (11) A Mariana's Variety Article dated 10 August 3, 2011 appeared to contain information from a tip; (12) Some of the other bidders 11 would violate federal laws governing the management of patient information held by medical 12 care providers; (13) IFB Amendment 2 is deceiving; (14) The date the final contract was signed was not clear.³⁰ These new allegations were not raised by APM in the form of a protest 13 14 and appear for the first time in this appeal. The Public Auditor's jurisdiction is limited to 15 reviewing GSA's August 4, 2011 Decision denying APM's August 3, 2011 Protest. 5 G.C.A. 16 §5425(e). APM did not protest the issues identified herein and they were not reviewed by GSA 17 nor are they part of GSA's August 4, 2011 Decision. Thus, the Public Auditor does not have 18 jurisdiction to hear these issues because they are not properly before her and GSA's Motion to

B. GMRS' Motion to Dismiss Has No Merit.

On September 19, 2011, Interested Party GMRS filed its Motion to Dismiss alleging that APM's protest does not raise issues concerning irregularity in the process but instead voices a generalized dissatisfaction.³¹ Generally, in the absence of an operative presumption, the petitioning party has the burden of going forward as well as the burden of persuasion in an administrative hearing. *Permits to Drain Related Stone Creek Channe Improvements, et.al. v.*

Exclude Appellant's Comments on the Agency Report is hereby GRANTED.

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³⁰ Letter from Peter A. Ada, APM President, to Doris Flores Brooks, Public Auditor, dated September 5, 2011, attached to Appellant's Response to the Agency's Statement filed on September 12, 2011.
³¹ Line 2, Page 2, GMRS Motion to Dismiss filed on September 19, 2011.

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Email dated August 3, 2011 from Peter A. Ada, APM President, to Claudia S. Acfalle, GSA CPO, Tab 1, Id. Line 13, page 3, GMRS' Motion to Dismiss filed on September 19, 2011.

APM filed a document that it titled "Motion from the Appellant," on September 19, 2011.

However, APM merely states it opposition to GSA's Motion to Exclude APM's Comments on

Public Auditor will treat these arguments as an opposition to GSA's Motion of Exclude and not

as a separate motion. Further, APM argues GSA's August 30, 2011 Request for Quotations was

improper and a possible violation of assignment and sub-contracting clause of the IFB's contract.

However, these arguments are raised for the first time on appeal and therefore, the Public

Auditor does not have the jurisdiction to hear them as previously stated. 5 G.C.A. §5425(e).

APM also argues that GSA violated rules policies or procedures by opening bids outside the

the Agency Report without providing any legal authority in support of said opposition. The

1 presence of the bidders.³⁴ However, this argument is not supported by Guam Procurement Law 2 and Regulations. As previously stated, the solicitation at issue in this matter was a Multi-Step 3 Sealed Bidding process. Multi-Step Sealed Bidding two-phase process consisting of a technical 4 first phase in which bidders submit unpriced technical offers and a second phase in which those 5 bidders whose technical offers are determined to be acceptable during the first phase have their priced bids considered. 5 G.C.A. §5211(h) and 2 G.A.R., Div. 4, Chap. 3, §3109(r)(1). As б 7 previously stated, APM's unpriced technical offer was not opened in public during Phase I of the 8 solicitation. This is consistent with Guam Procurement Regulations because unpriced technical 9 offers are not supposed to be opened in public but shall be opened in front of two or more 10 procurement officials and such offers shall not be disclosed to unauthorized persons. 2 G.A.R., 11 Div. 4, Chap. 3, §3109(t)(3). It appears that APM confuses the opening of its unpriced technical offer with the opening of priced bids in Phase II of the Multi-Step Sealed Bidding process in 12 13 which the priced bids are opened in public and in the presence of one or more witnesses. 5 14 G.C.A. §5211(d) and 2 G.A.R., Div. 4, Chap. 3, §3109(l)(2) and (v)(2). Finally, APM argues 15 that the evaluation of his unpriced technical offer was not located in the procurement file. 35 However, the Public Auditor notes that GSA's Evaluation Committee Report, which includes the 16 17 scoring of APM's unpriced technical offer, is located in Tab 10 of the Procurement Record filed 18 on August 26, 2011 and GSA's summary of said evaluation and approval of the scores, to

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21 D. APM's Protest has no Merit.

from the Appellant is hereby DENIED.

APM's appeal must fail because APM can show no violation of Guam Procurement Law and Regulations occurring as a result of its unpriced technical offer being found unacceptable and GSA's opening of APM's priced bid to return APM's bid bond.

include APM's score, is located in Tab 13 of said record. Based on the foregoing, the Motion

APM alleges that its unpriced technical offer should not have been deemed unacceptable due to APM's Medical Referral Program experience and lower price. 36 Unpriced Technical

Page 4-5, Motion from the Appellant filed on September 19, 2011.

Page 5, Id.

Page 4, Id.

1 Offers submitted in a Multi-Step Sealed Bidding process shall be evaluated solely in accordance 2, with the criteria set forth in the invitation for bids and shall be characterized as acceptable, 3 potentially acceptable, or unacceptable. 2 G.A.R. Div. 4, Chap. 3, §3109(t)(4). Here, as previously stated, APM's unpriced technical offer was evaluated in accordance with the 5 evaluation criteria described in the IFB and APM received a total score of forty-six-point-thirtythree (46.33) points.³⁷ As previously stated, the IFB deemed scores of 80-100 points as 6 7 acceptable; scores of 60-79 points as potentially acceptable; and scores below 60 points as unacceptable.³⁸ Here, in accordance with the IFB, APM's unpriced technical offer was deemed 8 9 unacceptable because its total score of forty-six-point-thirty-three (46.33) was below sixty (60) points. Only a maximum of fifteen (15) points could have been awarded for a bidder's general 10 experience.³⁹ APM in fact received an average of eight (8) points in this category.⁴⁰ Thus, even 11 if APM received the maximum score in this category by obtaining six (6) extra points its total 12 13 score would only be increased to fifty-two-point-thirty-three (52.33) and still be deemed 1.4 unacceptable. Further, whether APM's price was lower than another bidder's priced bid is 15 irrelevant as only bidders whose unpriced technical offers that are deemed acceptable by the purchasing agency in Phase I of the Multi-Step Sealed Bidding process are allowed to have their 16 priced bids considered in Phase II of said process. 2 G.A.R., Div. 4, Chap. 3, §3109(v)(1). Here, 17 as a result of its unpriced technical offer being rated as unacceptable, APM is not entitled to have 18 19 its priced offer considered in Phase II of the Multi-Step Sealed Bidding process. The Public

There is no evidence that APM's bid cost was tampered with. APM's only evidence of tampering was that APM received its original bid cost envelope opened from GSA on August 2, 2011. However, as previously stated, APM specifically requested that GSA return its bid bond

Auditor finds that GSA evaluated and scored APM's bid in accordance with the IFB and Guam

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38 Paragraph V., page 10, Id.

Procurement Law and Regulations.

Id., NOTE: 48 + 43 + 48 = 139/3 = 46.33

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³⁹ Paragraph V.A., Id.

 $^{^{}m 40}$ GSA Evaluation Committee Report dated July 22, 2011, Tab 10, Procurement Record filed on August 26, 2011. NOTE: $10 + 8 + 5 = 23/3 = 7.67 \approx 8$ (rounded)

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27 28 required that the bidders place their bid bonds in the Bid Cost envelope. 41 Thus, APM knew or should have known that GSA would have to open its Bid Cost envelope to comply with APM's request that GSA retrieve and return APM's bid bond. Thus, the Public Auditor finds that APM's bid was not "tampered" with.

Finally, the issue of whether the Attorney General of Guam served as GSA's legal advisor for this solicitation is moot. Whenever GSA's CPO conducts any solicitation or procurement which is estimated to result in an award of five-hundred-thousand-dollars (\$500,000) or more, the Attorney General of Guam shall act as legal advisor during all phases of the solicitation or procurement process. 5 G.C.A. §5150. However, the Attorney General, the Deputy Attorney General, or such Assistant Attorneys General as the Attorney General may designate, shall serve as legal counsel and provide necessary legal services to GSA. Id. Thus, the Attorney General's Office is already GSA's legal counsel. Here, APM only asks whether the Attorney General of Guam is participating in all facets of the process.⁴² However, the Attorney General must provide only the necessary legal services for this solicitation and APM does not allege how they failed to provide such services. In fact, the GSA CPO had the Attorney General's Office review the prior Medical Referral Services Contract to determine what solicitation method was proper for soliciting the new contract and GSA was advised that they must use competitive sealed bidding. 43 Further, GSA states that the Attorney General's office began an investigation concerning APM's August 3, 2011 allegations but stopped once APM filed this appeal.⁴⁴ Finally, the Public Auditor notes that neither the Attorney General nor the Governor of Guam have approved the contract in this matter. However, it appears, based on the record in this matter, that they were prevented from doing so on August 3, 2011 as a result of

⁴¹ Paragraph 1, IFB Amendment No. 2, Tab 8, Procurement Record filed on August

Paragraph 2, Statement of Grounds for Appeal, Notice of Appeal filed on August 19, 2011.

Memorandum dated June 9, 2011 from J. Patrick Mason, Deputy Attorney General to Claudia S. Acfalle, GSA CPO, re Contract for Medical Referral Services, Tab 18, Agency Report filed on September 2, 2011.
44 Page 2, Tab 1, Agency Report, filed on September 2, 2011, Id.

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APM's Protest and the automatic stay of further acts concerning the solicitation or award of the contract until the protest and this appeal were resolved. Thus, the Public Auditor finds that the Attorney General of Guam is serving as GSA legal counsel and has provided the necessary legal services requested by GSA.

IV. CONCLUSION

Based on the foregoing the Public Auditor hereby determines the following:

- 1. GSA's Motion to Exclude Appellant's Comments on the Agency Report is hereby GRANTED.
 - 2. GMRS' Motion to Dismiss is hereby DENIED.
 - 3. The Motion from the Appellant is hereby DENIED.
- 4. APM's appeal must fail because APM can show no violation of Guam Procurement Law and Regulations occurring as a result of its unpriced technical offer being found unacceptable, GSA's opening of APM's priced bid to return APM's bid bond, and the Attorney General of Guam serving as GSA's Legal Counsel.
 - 5. APM's Appeal is hereby DENIED.

This is a Final Administrative Decision. The Parties are hereby informed of their right to appeal from a Decision by the Public Auditor to the Superior Court of Guam, in accordance with Part D of Article 9, of 5 G.C.A. within fourteen (14) days after receipt of a Final Administrative Decision. 5 G.C.A. §5481(a).

A copy of this Decision shall be provided to the parties and their respective attorneys, in accordance with 5 G.C.A. §5702, and shall be made available for review on the OPA website www.guamopa.org.

DATED this 6th day of January, 2012.

DORIS FLORES BROOKS, CPA, CGFM

D-TBrooks

PUBLIC AUDITOR

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Doris Flores Brooks, CPA, CGFM Public Auditor **OPA Procurement Appeals** Suite 401 DNA Bldg. 238 Archbishop Flores St. Hagatne, Guam 96910

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