



## OFFICE OF PUBLIC ACCOUNTABILITY

Suite 401 DNA Building, 238 Archbishop Flores Street, Hagatna, Guam 96910

Tel (671) 475-0390 · Fax (671) 472-7951 · Hotline: 47AUDIT (472-8348)

[www.opaguam.org](http://www.opaguam.org)

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June 14, 2022

TELEPHONE SYSTEM  
INVITATION FOR BID NO. OPA-IFB-001-22  
Responses to Questions

Hafa adai,

Below are the responses to the questions we received by the deadline, Friday, June 10, 2022. This will also be posted on our website at [www.opaguam.org](http://www.opaguam.org) for public view.

1. Is the OPA, willing to consider a hosted PBX solution? a. If so, what is the requirement for concurrent calls (incoming/outgoing)?

**We are open to a hosted PBX solution, provided OPA is able to retain ownership of the phone instruments and supporting appliances upon conclusion of service period.**

2. Please advise who your current phone provider is and provide the latest invoice of the services provided.

**Current phone provider is GTA. The latest invoice is attached.**

3. In regards to Special Provisions Page 4 Section 2, a. Item x. "Call Recording", How long does OPA require to store recordings 1, 3, 5 years?

**OPA desires recordings to be stored for a three (3) years.**

b. Item y. "Power Failure Transfer", does the current building have generator backup?

**Yes.**

c. Item z. "Power-Backup", i. "Minimum of back-up time of 2 hours." Is this requirement for onsite or at providers PoP?

**The requirement is for onsite power back-up.**

ii. if the building has generator backup, can UPS back up of 5 minutes be sufficient for onsite back up?

**Yes.**

4. In regards to Special Provisions Page 4 Section 3, a. If vendor's system is not compatible with existing phone instruments, will this disqualify the vendor?

**No. Vendors have the option to provide separate quotations for compatible phone instruments.**

5. In regards to Special Provisions Page 6 Section 19 "Trunk Lines", a. Please confirm that 6 concurrent calls will be sufficient for 17 stations?

**Yes, it will suffice.**

b. Please confirm how many simultaneous incoming calls are required for the hotline?

**One.**

6. Does OPA today, have a converged network or desire to have? (One Cat5/6 to desk supporting both phone and network) a. If OPA requires the voice and data network to be separated, please advise who will be responsible for inside wiring?

**Voice and data are currently on the same network.**

7. In the event Inside wiring is needed on the installation date or for future handsets, please advise who will be responsible for Inside wiring?

**The vendor would handle inside wiring.**

8. We noticed that the existing network cables are being used for voice and data. Will this set up still be ideal meaning we can use the existing cables or would you prefer a separate connection for voice meaning we will be running new cables for each IP Phone?

**Yes. We'd prefer to use the existing cables of the network for voice and data combined.**

9. Will we have access to the existing network information (VLANS, IP addresses/subnets...etc) in the event that we will be using the existing cables for voice and data? Who would be the POC for such information?

**Yes. The POC will be our IT consultant, James Pasion.**

10. There is a mention of a hotline, Can we know how the hotline is set up (configuration, number it always dials...etc)? We would need to match the configuration to the system that we will be proposing

**The hotline is an analog line that is accessible via (671) 47AUDIT or (671) 472-8348. It is configured to be answered by an Auto Attendant appliance which then forwards callers to a voicemail system powered by ShoreTel.**

11. Since there are 6 trunk lines on the current phone system, does this mean that you only have 6 simultaneous calls (incoming and outgoing external calls) at any one point in time?

**Yes.**

12. The bid shows that there is a request for DID numbers for each extension. How many simultaneous calls would you want to have in this proposal?

**Six.**

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## PROFORMA INVOICE

**Company:** Office of Public Accountability  
**Street Address:** 238 Archbishop Flores Street  
**City, State Zip:** Hagatna, Guam 96910  
**RFQ No.** OPA RFQ-22-001  
**Account Number:** 335248

Service Description	Cost Per	Units	Total
<b>Fax Line (POTS)</b> (671) 472-7951	\$ 39.08	month	\$ 39.08
<b>OPA Hotline</b> (671) 472-8348	\$ 16.00	month	\$ 16.00
<b>Rotary Hunt Line (VoIP)</b> (671) 475-0390	\$ 16.00	month	\$ 16.00
<b>Rotary Hunt Line (VoIP)</b> (671) 979-1260	\$ 16.00	month	\$ 16.00
<b>Rotary Hunt Line (VoIP)</b> (671) 979-1261	\$ 16.00	month	\$ 16.00
<b>Rotary Hunt Line (VoIP)</b> (671) 979-1262	\$ 16.00	month	\$ 16.00
<b>Rotary Hunt Line (VoIP)</b> (671) 979-1263	\$ 16.00	month	\$ 16.00
<b>OPA Room - 9th Floor</b> (671) 979-4257	\$ 16.00	month	\$ 16.00
<b>Fiber Internet 50</b> 4th Floor	\$ 75.00	month	\$ 75.00
<b>Fiber Internet 50</b> 9th Floor	\$ 75.00	month	\$ 75.00
Static IP OPAGUAM1	\$ 10.00	month	\$ 10.00
			<b>\$ 311.08</b>
<b>Period of Performance</b> 01 June through 30 June 2022			