

**GUAM WATERWORKS AUTHORITY**

“Better Water. Better Lives.”  
 Gloria B. Nelson Public Services Building  
 688 Route 15, Mangilao, Guam 96913  
 PH: 300-6026/6027 Fax: 649-3750

**GWA RFP No. 2020-04 relative to CUSTOMER ENGAGEMENT SERVICES**

**Response to Inquiries No. 3**

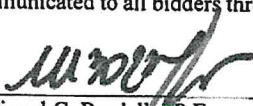
This Addendum and Response to Request for Information (RFI) is issued to modify the previously issued bid documents and/or given for informational purposes and to the extent the responses below modify the bid documents, please treat them as an amendment to the Bid. The following responses are in response to RFIs received from potential bidders on August 27, 28, and September 01, & 03, 2020.

REFERENCE:	QUESTION/INQUIRY AS SUBMITTED:	GWA RESPONSE:
<b>Questions from August 27, 2020</b>		
1.	Can GWA’s customer, employee, and vendor information used for research/survey purpose? I tried to do some research online at GWA website but wasn’t able to find any privacy statement. If currently existing Privacy Statement does not allow GWA to use customer information. Should drafting and sending privacy notice for the potential participants included as part of the requirement? Or would it be handled by GWA?	<p><b>For customer surveys: telephone surveys would be random sample from vendor phone list not GWA data. In lobby and web-based surveys would require customer consent at point of survey.</b></p> <p><b>Depending on the survey data collection method, if necessary GWA would obtain consent from employees and vendors prior to sharing information with successful Offeror.</b></p> <p><b>Successful Offeror will be required to sign non-disclosure and confidentiality agreements in order to receive any GWA employee or vendor information.</b></p>
2.	As stated in your RFP, GWA expect webpage or webservices that can allow GWA to run various report and analysis (predefined). Can that webpage/webservice be hosted outside the US Jurisdiction?	<b>No, the webpage or webservices must be hosted in a US Jurisdiction.</b>

	Considering GWA being critical infrastructure and sensitivity of information, I was wondering if there are going to be any restriction on host location.																																											
<b>Questions from August 28, 2020</b>																																												
3.	How many of the 42,000 accounts maintained by GWA are commercial accounts?	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>COUNT</th> </tr> </thead> <tbody> <tr> <td>Water Agricultural</td> <td>344</td> </tr> <tr> <td>Water Commercial I</td> <td>2345</td> </tr> <tr> <td>Water Commercial II</td> <td>21</td> </tr> <tr> <td>Water Commercial III</td> <td>277</td> </tr> <tr> <td>Water Federal Government</td> <td>14</td> </tr> <tr> <td>Water Golf Course</td> <td>16</td> </tr> <tr> <td>Water Guam Government</td> <td>416</td> </tr> <tr> <td>Water Hotel</td> <td>54</td> </tr> <tr> <td>Water Irrigation</td> <td>32</td> </tr> <tr> <td>Water Residential</td> <td>39189</td> </tr> <tr> <td><b>TOTAL ACTIVE WATER SERVICE AGREEMENTS</b></td> <td><b>42708</b></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>COUNT</th> </tr> </thead> <tbody> <tr> <td>Waste Water Commercial I</td> <td>1838</td> </tr> <tr> <td>Waste Water Commercial II</td> <td>20</td> </tr> <tr> <td>Waste Water Commercial III</td> <td>265</td> </tr> <tr> <td>Waste Water Federal Government</td> <td>9</td> </tr> <tr> <td>Waste Water Guam Government</td> <td>265</td> </tr> <tr> <td>Waste Water Hotel</td> <td>51</td> </tr> <tr> <td>Waste Water Residential</td> <td>24012</td> </tr> <tr> <td><b>TOTAL ACTIVE WASTE WATER SERVICE AGREEMENTS</b></td> <td><b>26460</b></td> </tr> </tbody> </table>	DESCRIPTION	COUNT	Water Agricultural	344	Water Commercial I	2345	Water Commercial II	21	Water Commercial III	277	Water Federal Government	14	Water Golf Course	16	Water Guam Government	416	Water Hotel	54	Water Irrigation	32	Water Residential	39189	<b>TOTAL ACTIVE WATER SERVICE AGREEMENTS</b>	<b>42708</b>	DESCRIPTION	COUNT	Waste Water Commercial I	1838	Waste Water Commercial II	20	Waste Water Commercial III	265	Waste Water Federal Government	9	Waste Water Guam Government	265	Waste Water Hotel	51	Waste Water Residential	24012	<b>TOTAL ACTIVE WASTE WATER SERVICE AGREEMENTS</b>	<b>26460</b>
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4.	How many employees and how many managers does GWA have?	GWA has 383 employees, 11 managers and 6 executive managers																																										
<b>Questions from September 03, 2020</b>																																												
5.	Is the budget to be included in the "Qualifications and Capacity of the Firm" or is it to be submitted separately in a separate envelope?	To be submitted separately.																																										

Bidders are also notified to visit GWA website: [www.guamwaterworks.org](http://www.guamwaterworks.org) to ensure that addenda to the bid, answers to questions, and reminders are communicated to all bidders throughout the solicitation process.

9.4.2020  
Date

  
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Miguel C. Bordallo, P.E.  
General Manager