



GUAM WATERWORKS AUTHORITY
 Gloria B. Nelson Public Service Building | 688 Route 15, Mangilao, Guam 96913
 P.O. Box 3010, Hagåtña, Guam 96932
 Tel. No. (671) 300-6846/48 Fax No. (671) 648-3290

RFP No. 2024-09
Comprehensive Support Services for Applications and Integration Technologies
utilized by the Guam Waterworks Authority, Guam Power Authority, Port
Authority of Guam, & the Guam International Airport Authority
Response to Inquiries No. 3

This addendum serves to revise the previously issued bid documents and/or provides additional information for informational purposes. In cases where the responses below result in modifications to the bid documents, please consider them as amendments to the original RFP 2024-09. The following responses address RFIs received from potential bidders on August 24, 2024.

	Question/Inquiry from August 22, 2024:	GWA RESPONSE:
1.	How many users in total?	1) Guam Waterworks Authority=> 360 2) Guam Power Authority=> 368 3) Port Authority of Guam=> 184 4) Guam International Airport Authority=> 30
2.	Is L1 Support part of this?	Yes
3.	Any language needed besides English?	No
4.	Who is the current vendor? And what is the team size?	1) Guam Waterworks Authority=>Red Rock Consulting Pty Ltd 2) Guam Power Authority=>Oracle and Prithibi Consulting Services 3) Port Authority of Guam=>Oracle 4) Guam International Airport Authority=>Oracle Currently, the specific size of the vendor team's is not available.
5.	What is the internal team size and their skill?	1) Guam Waterworks Authority=> 2 2) Guam Power Authority=> 2 3) Port Authority of Guam=> 4 4) Guam International Airport Authority=> 6 Tasks performed by personnel include troubleshooting E1 Functionality, System Integrations and Application Security. All organizations have proficient programmers, database administrators and network administrators.
6.	Besides the working hours are there any other support needs other than infrastructure services?	Yes, in addition to infrastructure services, the scope of work outlines additional support needs that should be addressed.



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		<p>These may include:</p> <p>Technical Expertise: Functional support for specialized software or systems that are critical to our operations, including troubleshooting, updates, and optimization.</p> <p>Training and Knowledge Transfer: Providing ongoing training for our staff to ensure they are up to date with the latest technologies and best practices relevant to the infrastructure and software systems.</p> <p>Monitoring and Reporting: Continuous monitoring of systems to proactively identify and resolve issues before they impact operations, along with regular reporting to track performance and service levels.</p> <p>Disaster Recovery and Business Continuity: Ensuring disaster recovery plans are in place and regularly tested to maintain continuity of services in case of unexpected disruptions.</p> <p>Scalability and Flexibility: The ability to scale services up or down based on changing needs, and the flexibility to adapt to new requirements or technologies as they emerge.</p> <p>Compliance and Security: Ensuring all services meet regulatory compliance standards and that security protocols are maintained to protect sensitive data and infrastructure.</p> <p>For a comprehensive understanding of the requirements and expectations, we strongly encourage you to carefully review the Scope of Work detailed in Section III of the RFP. This section provides essential information that will help in aligning your proposal with our needs and objectives.</p>
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Bidders are also notified to visit the GWA website: www.guamwaterworks.org to ensure that any addenda to the bid, answers to questions, and reminders are communicated to all bidders during the solicitation process.

Miguel C. Bordallo, P.E.,
General Manager

8/27/2024

Date