



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

IFB No. 2025-12 Internet, Point-to-Point (MPLS), DSL, and Communication Services Response for Inquiries No. 3

This document addresses inquiries regarding IFB 2025-12. It provides clarifications and additional information for informational purposes. In the event that any responses result in modifications to the bid documents, they should be considered as amendments to the original IFB 2025-12.

QUESTION/INQUIRY AS SUBMITTED:		GWA RESPONSE:
Questions from March 13 - 14, 2025		
1.	Please confirm if services need to be delivered via fully underground and protected network to ensure continuity during storms or typhoons.	<p>Connection is preferred to be wired or fiber optic infrastructure, allowance of wireless technology is permissible solely in areas where wired or fiber optic connectivity is unavailable, and usage is subject to the discretion/approval of GWA.</p> <p>For 1.0, services into the building are required to be underground and protected.</p>
2.	Please advise on the expected delivery timeline. Additionally, will installation be required during weekends or after hours?	Installations into buildings will be done during normal business hours, Monday – Friday, 8AM-5PM.
3.	Please confirm contract term referencing to below sections: <ul style="list-style-type: none"> • Section 1, Page 9, Item no. 1.1 reflecting 1 Months • Section 1, Page 9, Item no. 1.2 and 1.3 reflecting 12 Months • Section 2, Page 10, Item no. 2.1 thru 2.11 reflecting 12 Months • Section 3, Page 11, Item no. 3.1 thru 3.12 reflecting 12 Months • Section 4, Page 12 thru Page 14, Item no. 4.1 thru 4.668 reflecting 12 Months Referencing to page 35, #8. Contract term indicates initial term of the contract is three (3) years with an option for one (1) year renewal for two (2) years. Subject to the availability of funds.	<p>All of the terms of the bid items are for 12 months. Item 1.1 should read 12 months.</p> <p>Contract Terms a base three-year contract with an option to extend for two additional one-year terms.</p>
4.	Are there existing service providers for these services, and can bidders request historical performance data?	There are existing service providers for these services. Historical performance data is not available.
5.	Please advise if GWA can provide a possible traffic flow for the following locations? <ul style="list-style-type: none"> • HQ to different sites (SCADA, DSL, MPLS) • Site to Site • Site to Internet Example:	<p>After April 2025 traffic flow will be as follows:</p> <p>MPLS site X to get to internet will need to get to HQ first and be inspected and NATted there before being allowed to the internet – Correct flow, all internet will be through HQ.</p>



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	<ul style="list-style-type: none"> • MPLS site X to get to internet will need to get to HQ first and be inspected and NATTed there before being allowed to the internet. • No MPLS to Scada connection • No SCADA-to-SCADA site connection besides hub (if any) • MMPLS site to site will be allowed on the MPLS 	
6.	Please confirm if there will be devices in the LAN that would need to be powered up by POE?	There are no devices that need to be powered up by POE.
7.	Please advise if Managed Services is required (Router, Switches, UPS, Firewall).	Local switch and firewall will be managed by GWA staff. All devices that are provided by the ISP shall be managed by the vendor.
8.	Please advise if there are any routing protocols (BGP, OSPF, etc.) for internet failover or redundancy.	We do have a primary and secondary site to site BGP VPN to Oracle Cloud.
9.	Please confirm if the MPLS network support any specific routing protocols or configurations?	VPN IPSEC Tunneling
10.	Please confirm if the DSL connections be from a single provider, or is multi-vendor sourcing acceptable?	Multivendor, our experience is that not all vendors can accommodate all the sites.
11.	Please advise if the DSL connections are primary or backup connections for the SCADA sites.	Connections will be used for multiple purposes; it may be primary or backup.
12.	Please advise if Single Static Ips are required for the DSL connections.	Static IPs are not required, bidders are encouraged to provide pricing with and without static IPs.
13.	Can bidders propose hybrid solutions (wired for some locations and wireless for others)?	Yes, bidders can propose hybrid solutions.
14.	<p>Referencing I. BID ITEMS, Page 7, Technical Specifications: "GWA will require access to reconfigure the device as needed."</p> <ul style="list-style-type: none"> • Does this mean GWA is requesting co-management? • Is access needed for all device (e.g., DSL modem, router, switch, etc.)? • Is GWA access required 24x7 or can we go through change management before providing access every time access is needed (this to ensure that access will be provided on a as-needed basis and to ensure proper authorization is received)? 	<p>In regards to wireless access point, co-management is requested, request to gain access is acceptable, and would be as needed.</p> <p>Access is required 24x7 to allow the provider to troubleshoot and resolve issues as they arise, regardless of whether the connection is housed within a third-party facility. Delays in access can directly impact service restoration times, so real-time access is necessary to ensure continuity of operations.</p> <p>GWA will access any device in person only when required. ISP will be notified prior to GWA accessing device.</p>



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	<ul style="list-style-type: none"> Will GWA have a central secure jump host to access these managed devices? 	
15.	Referencing I. BID ITEMS, Page 8, Security Incidents: Can GWA provide a list of security incidents in scope of this?	<p>A security incident is an event that jeopardizes the confidentiality, integrity, or availability of information systems, or violates security policies, requiring immediate response and recovery actions.</p> <p>EX: If ISP has a ransomware event that would affect communications to Guam, we require ISP to report the incident to GWA within 24 hours of resolution. If the event directly affects GWA, immediate notification is requested by email for documentation and verbally for ease of confirmation.</p>
16.	Referencing I. BID ITEMS, Page 8, Compliance with ISO 27001:2025 and ISO/IEC 15408: Please confirm if not having the ISO certification disqualify the ISP Vendor from bidding?	No, certification is not required, but compliance to the standard is required.
17.	Referencing I. BID ITEMS, Page 8, GWA Reserves the right to monitor compliance: Please confirm if this is a requirement for the ISO to be audited by GWA's internal or third-party audit team? Would a SOC3 report satisfy this requirement?	GWA continually audits the security of its internet facing devices, including any IP space assigned. GWA reserves the right to monitor its devices. We will not be monitoring ISP, just any IP space and/or devices that GWA uses. SOC 3 report is not required.
18.	Referencing Page 9, Section 1: Dual Circuit last mile: Please confirm since the requirement is 100mbps, does this mean there will be 2x 100mbps circuits ordered for Fadian location with diversity?	Only one 100Mbps circuit is required for the Fadian location. However, there is a preference for a dual circuit last mile configuration to provide redundancy. Bidders are encouraged to submit pricing proposals both with and without a static dual circuit last mile option to allow for evaluation of cost versus resiliency.
19.	Referencing Page 10, Section 2: Point-to-Point Connection (MPLS) Please advise of the following: <ul style="list-style-type: none"> Is the anticipated design full mesh or hub and spoke? If hub and spoke, will there be more than 2 hubs? What service will be riding on the circuit (e.g., data, VoIP, mixed)? Will the CE be managed by the ISP or GWA? 	<ol style="list-style-type: none"> Hub and spoke, 1 hub per ISP Mixed, data and VOIP Managed by ISP
20.	Referencing Page 11, Section 3: DSL Services: Please advise if managed CPE (i.e., a router or NGFW) is needed alongside the DSL connection?	No CPE is not needed
21.	Referencing Page 12, Section 4: Wired or Wireless Connections for SCADA: Please confirm if a managed CPE (i.e., a router or NGFW) is needed alongside the DSL connection and is there a need for CPE capable of building secure overlays or public transport? If yes, please confirm if the ISP/Vendor will manage this CPE?	Managed router is not required.



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22.	Can we also find out if we will be able to schedule site visits for these locations?	The site visit has been approved, and a schedule will be provided at a later date/time. Please note that items 4.1 through 4.68 have been canceled as stated in Amendment 1; therefore, no site visits are necessary for those items.
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Also attached to this amendment are the following documents:

- Pre-Bid Conference Itinerary, which was held on Friday, March 14, 2025, at 11:30 AM.
- Updated Location Listing; items 4.1 to 4.68 have been removed.
- Revised Bid Cost Form, which allows prospective bidders to input a total bid amount of all section; items 4.1 to 4.68 have been removed.

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

3/26/2025

Date