



GUAM WATERWORKS AUTHORITY

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IFB No. 2025-18 VxRail S570 Hardware Pro Support Response for Inquiries No. 2

This document addresses inquiries regarding IFB 2025-18. 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 2025-18.

QUESTION/INQUIRY AS SUBMITTED:		GWA RESPONSE:
Questions from April 15, 2025		
1.	Relative to Item 1 on page 7 of the IFB, GWA indicates ProSupport requirement "24x7 basis (including holidays) ... ". Please specify the required response time (e.g. Mission Critical 4HRs, Next Business Day, etc.)	<p>Severity Level 1 (Critical – system down):</p> <ul style="list-style-type: none">• Target response time: 15 minutes <p>Severity Level 2 (High – limited functionality):</p> <ul style="list-style-type: none">• Target response time: 1 hour <p>Severity Level 3 (Medium – non-critical issue):</p> <ul style="list-style-type: none">• Target response time: 2 hours• Support troubleshooting may happen during business hours. <p>Severity Level 4 (Low – general questions, requests):</p> <ul style="list-style-type: none">• Target response time: 4 hours or next business day
2.	<p>Relative to Item 1, DMR has recently become aware of a new requirement from Dell/Broadcom that requires the VMware software to be renewed in conjunction with the Dell hardware ProSupport. Will VMware software subscription be added to the scope of this IFB?</p> <p>a. If yes, please advise the version of VMware that GWA requires.</p> <p>b. If yes, please provide the license term of the VMware subscription, keeping in mind that the term of the VMware subscription must match the intended term of the VxRail ProSupport subscription. (For reference, please see attached letter from Dell).</p>	<p>No, it will not be added at this time, VMware will have a separate bid</p>
3.	Relative to Item 1, DMR has become aware that GWA's ProSupport status for the serial tag numbers, listed on page 7 of the IFB, are expired. As a result, Dell is requiring an on-site physical inspection of the hardware as a prerequisite before they release a quote to the vendor. Please advise whether GWA has already engaged Dell to request an on-site inspection of the identified hardware.	<p>GWA has not engaged Dell. Vendor will engage Dell to perform the physical inspection or recommend who to contact for this process.</p>

4.	If GWA has or will be directly coordinating the on-site inspection by Dell, we respectfully request timely updates on the status and results of the requested on-site inspection to enable bidders to appropriately respond to the IFB.	GWA will not be directly coordinating the on-site inspection by Dell.
5.	If GWA has not or will not be directly coordinating the on-site inspection by Dell, we respectfully request that GWA separately engage a vendor to coordinate with Dell and Dell's on-island representative to successfully execute the required on-site inspection.	At this time, GWA does not intend to engage a separate vendor to coordinate the on-site inspection with Dell or its on-island representative. Bidders are responsible for independently coordinating with Dell to obtain any site-specific information necessary to prepare their proposals.
6.	We respectfully request that GWA extend the bid submission deadline to account for the time required for the Dell on-site inspection, once scheduled, and corresponding bid preparation time for bidders following the inspection.	The bid submission has been extended to May 20, 2025, at 10:00 a.m. ChST, with the public bid opening to follow at 10:30 a.m.
7.	Should GWA responses require further clarification for IFB specification clarity, will GWA accept follow-up questions to GWA responses?	GWA will consider follow-up questions on a case-by-case basis if it determines that further clarification is necessary to ensure transparency and understanding of the IFB specifications. Bidders are encouraged to submit any such questions promptly for GWA's review.
8.	Due to the Dell VxRail platform having VMware components and in order for us to be able to get the precise quote for the support renewal, there are additional questions: Current VMware Licenses (VCF, VVF, or legacy perpetual licenses): Node Quantity: CPU count (sockets) per node: CPU (Cores) per socket: No. of Capacity Drives (per node): Drive Size (Capacity Drives):	VSFoundations 16 core per socket x 16 = 256 cores


Attached to this RFI is also a copy of the pre-bid conference itinerary, which was held virtually on **April 11, 2025, at 10:00 AM** via GoTo.

Additionally, GWA will be extending the following deadlines:

Deadline for Submission: May 20, 2025 at 10 am

Bid Opening: May 20, 2025 at 10:30 am

Bidders are also notified to visit the GWA website: www.quamwaterworks.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



Date