



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN
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September 6, 2018

AMENDMENT NO.: II

TO

REQUEST FOR PROPOSAL GPA-RFP-18-012

FOR

WEB HOSTING SERVICES AND IMPLEMENTATION

Interested Firms/Individuals are hereby notified of the following responses to inquiries received from Xtendly Guam LLC dated September 04, 2018 and IT&E dated September 04, 2018:

Xtendly Guam LLC dated 09/04/2018:

QUESTION:

1. RFP Section/Item No.:

Solicitation and Technical Requirements

4. SERVICE & SUPPORT:

Provide Support and Sustainment of Services to ensure proper elements, commitments and resources are in place and readily available to provide consistent service support and delivery. Vendor must provide the following:

- A. 24/7, 365 days operational maintenance support

Xtendly's Comment:

"Please provide more specific details on your definition of operational maintenance support" under this section

ANSWER:

Maintenance and support services required to fully support the hosted web system(s) and maintain a 99.95% up time. If an issue, problem or a situation is detected, the vendor must be able to respond immediately with the technical expertise to remedy the situation, to meet the 99.95% up time requirement. Vendor must provide 24/7/365 Telephone, Helpdesk and Monitored email Technical Support Services.

IT&E dated 09/04/2018:

QUESTION:

1. How many daily visitors?

ANSWER:

- a. Average Number of Users: 15,200 based on 3 month average
- b. Average Number of Sessions: 37,444 based on 3 month average

QUESTION:

2. What is the total bandwidth used?

ANSWER:

Currently user: 140GB

QUESTION:

3. What percentage of those visitors represents local Guam traffic versus mainland?

ANSWER:

- a. 96% Guam traffic
- b. 3% US traffic
- c. 1% Others

QUESTION:

4. Can we get more details regarding A.6 "Other features"?

ANSWER:

Other features that may be available for use by GPA's customers that GPA may decide to add later, on the hosted system.

QUESTION:

5. In 1A can we clarify that the vendor are responsible for the server and any free software but any software that is a charge would be the responsibility of GPA? It was vendor shall provider.... but it is unclear what will be provided.

ANSWER:

Section 1A does not mention any free software.

QUESTION:

6. In 2F2 and 2h4 it requests intrusion detection. Can we get more information of what is required? Is GPA expecting a 3rd party software? What exactly does the IDS need to handle?

ANSWER:

Intrusion Detection with network security monitoring. IDS to be used as a security tool, (proactive, prevention and mitigation tool)

QUESTION:

7. In 2H5, it is requesting DDoS protection. Can we get more information about what the expectations are?

ANSWER:

DoS and DDoS attack prevention.

QUESTION:

8. In 2L1, it requesting 7TB of bandwidth. We are guessing this is a typo. Can we get confirmation that 7Tb of Internet bandwidth is required from 1 web set to the internet?

ANSWER:

Up to 7TB of bandwidth available, with current usage of 140GB.

All other Terms and Conditions in the RFP package shall remain unchanged and in full force.


JOHN M. BENAVENTE, P.E.
General Manager
