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GENERAL SERVICES AGENCY
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August 28, 2025

Invitation For Bid
GSA-066-25
Cloud Based Storage

Questions and Concerns received from Data Management Resources, LLC on August 20, 2025.

1. IFB General Terms and Conditions Section 11. Bid Guarantee Requirement indicates that bidder may submit a Bid Guarantee Bond or Certified Cashier's Check to serve as Bid Security for this procurement. The General Services Agency has previously accepted a Standby Irrevocable Letter of Credit, payable to the Treasurer of Guam, as a valid Bid Security instrument for previously issued and awarded Invitations for Bid for the Government of Guam. For this procurement will GSA accept a Standby Irrevocable Letter of Credit as Bid Security, with the requirement that the Letter of Credit expire no earlier than the IFB's specified bid validity period or on another expiration date stipulated by the IFB for this procurement?
 - a. If yes, when should the Letter of Credit expire?
 - b. If no, please provide the reason the Letter of Credit instrument is not being accepted as a valid Bid Security instrument by GSA for this procurement?

Response: Currently, only a Cashier's Check or Surety Bond is accepted as a Bid Guarantee. To enhance consistency and efficiency, the inclusion of a Standby Irrevocable Letter of Credit as an acceptable form of Bid Guarantee is under consideration for future procurements.

2. IFB General Terms and Conditions Section 11. Bid Guarantee Requirement indicates the Bid Security will "be held by the Government pending award." Please clarify, if a bidder supplies the Bid Security in the form of a Certified Cashier's Check, when will the original Cashier's Check be made available for pickup by the bidder (e.g. upon issuance of Notice of Award/Rejection, etc.)?

Response: Cashier's Check or Surety Bond will be held until the delivery of supplies or services required by the contract is complete.

3. IFB General Terms & Conditions, Item 18. Brand Names, on page 6 of 40, is marked with an X, indicating the term is applicable to this IFB. Please confirm or clarify, is the IFB allowing bidders to propose a non-Google alternative for the Cloud Based Storage and Email Services?
 - a. If yes, is the bidder required to migrate data from the OAG's existing Google accounts to the alternative storage and email product?

Response: Yes, we will consider a non-Google alternative. However, the Bidder may be required to transfer the complete domain name from the existing email platform to the alternative platform. Additionally, the Bidder must be capable of migrating all existing email accounts, stored files, drives, the agency's Word Press website, and any associated data to the new platform.

4. IFB General Terms & Conditions, Item 30. Guarantee of Other Type of Equipment, on page 7 of 40, is marked with an X, indicating the term is applicable to this IFB. However, the product requested in this solicitation is a Software As A Service (SaaS), and is neither a Vehicle Type of Equipment or Other Type of Equipment. Please confirm or clarify this requirement for this IFB.

Response: The item marked indicates that, in the event we procure a service under this category, it is covered.

5. Relative to Contract Terms and Conditions Article 1, Item 1.3 Term of Contract, on page 4 of 40, the IFB indicates "The Awardee shall provide the goods/services for a period of one (1) year with the option to renew on a year to year basis for an additional four (4) year with no change in the monthly rate throughout the duration of the contract upon the availability of funds. Extensions and Renewals will be at the 'Sole Discretion of the Government'."

- a. Please clarify, does "no change in the monthly rate throughout the duration of the contract" refer to no change in the monthly rate for the 12-month (1 Year) contract term?
- b. If "no change in the monthly rate throughout the duration of the contract" is referring to no change in the monthly rate for the optional additional annual renewals for years 2 through 5, then we

respectfully request that GSA remove the "no change in the monthly rate" IFB condition and instead allow for possible price adjustment imposed by Google beyond the first year term. Please see discussion below:

As an authorized Google reseller, we are aware that multi-year terms are not offered to partners for resale through official Google reseller channels. The maximum term available to Google Resellers to resell is one (1) year. Renewals are handled annually, and are subject to price increases by Google. Further, Google's policy on price changes indicates it reserves the right to change prices at any time. However, Google will provide at least 30 days' advance notice to the customer. If GSA avails of the annual/fixed term plan, the price is generally locked in for the duration of the one-year contract. Price increases will not take effect until the Google contract is up for renewal. At that point, the new, higher rate will apply. Such price increases are beyond the control of the Google reseller, and are unknowable by the Google reseller for the optional additional four year renewal period requested by GSA.

The IFB 1.3 Term of Contract section specifying "no change in the monthly rate" imposes an undue burden on the bidder if applied to the optional annual renewals because it requires the bidder to supply a fixed price for the duration of five (5) years, where such fixed price is neither available nor guaranteed by the manufacturer.

As an example, between 2023 and 2024, the per-user price for Google Workspace increased exponentially, when Google retired G Suite For Business in favor of Google Workspace. Such a dramatic increase in subscription cannot be projected by the reseller, and thus cannot be supplied as a firm fixed price before the initial year of a possible five-year term.

Response: See Amendment #2.

6. Relative to Required Delivery Date on page 3 of the IFB, IFB specifies "for a period of one (1) year with the option to renew on a year to year basis..." Please confirm, will invoicing for this IFB be done annually for the one-year term?

Response: Yes, invoicing will be done annually for the one-year term.

7. Should GSA responses require further clarification for IFB specification clarity, will GSA accept follow-up questions to GSA responses?

Response: See below due date.

8. We respectfully request for a two-week extension in the bid submission deadline to allow for adequate bid preparation time upon GSA's distribution of responses to bidder questions.

Response: See Amendment #2.

Questions and Concerns received from PTI Pacifica DBA IT&E on August 22, 2025.

1. Please advise what Cloud Based Storage is currently in use, if any.

Response: The current cloud-based storage solution in use is Google Workspace Plus.

2. Page 40, "Bidder shall provide Technical Support during the duration of the contract terms", please elaborate as to what technical support will be needed.

Response: See Amendment #2

3. Please advise if Google Workspace is a requirement or if an alternate subscription will be accepted.

Response: Yes, we will consider a non-Google alternative. However, the Bidder may be required to transfer the complete domain name from the existing email platform to the alternative platform. Additionally, the Bidder must be capable of migrating all existing email accounts, stored files, drives, the agency's Word Press website, and any associated data to the new platform.

Please Note: Follow up/Clarification to the Questions and Concerns responses dated 08/28/2025 must be submitted to the General Services Agency via email to gsaprocurement@gsadoa.guam.gov no later than 5pm, Friday, August 29, 2025.



Andriana Quitugua
Acting Chief Procurement Officer

Please Print
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Email To: gsaprocurement@gsadoa.guam.gov