



GOVERNMENT OF GUAM  
**DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES**  
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**Proposal No.: RFP-DPHSS-2023-03 – January 16, 2023**  
**Professional Services for Database Development**  
**Department of Public Health and Social Services**  
**Response to Questions as of 02.14.2023**

Questions Received from potential bidders:

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from January 18, 2023</b>		
#1	The RFP asks for 3 hard copies (mailed) and 1 electronic. I am just confirming that in order to submit for this RFP that having a mailed copy is required?	<b>As stated on page 9 of 28, <i>Submittal of Proposals</i>: “Email copies received without the hard copies will not be deemed complete and shall not be evaluated.”</b>
#2	Copy of a current Guam Business License or Certificate of Authorization. We have business licenses in North America. If we require such a license, we will not be able to comply and apply for this RFP.	<b>There is not a requirement to have registration or a certificate of authority on Guam to participate in the bid. However, should the bid be awarded to your firm, evidence of a Guam license and other required documents must be provided prior to the execution of the contract.</b>  <b>On page 4 of 28, Section II, Number 5 of the Pre-Qualification Questionnaire allows for an explanation should you not have the Guam Business Documents listed.</b>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from January 20, 2023</b>		
#3	<p>Regarding the Guam business license or certificate of authorization-we are a company based in Chicago. We do have a business license, but I am unclear on what may be needed to participate in this DEH project. We do projects all around the world but do not have what is being requested in the RFP.</p>	<p><b>There is not a requirement to have registration or a certificate of authority on Guam to participate in the bid. However, should the bid be awarded to your firm, evidence of a Guam license and other required documents must be provided prior to the execution of the contract.</b></p> <p><b>On page 4 of 28, Section II, Number 5 of the Pre-Qualification Questionnaire allows for an explanation should you not have the Guam Business Documents listed.</b></p>
#4	<p>In the RFP, there is a request to provide the DEH with 30 perpetual 1-year FileMaker licenses. FileMaker does sell perpetual licenses, which you would own. They also have FileMaker for Teams licenses that are approximately 1/3 the price of perpetual licenses. Teams licenses are annually renewed at approximately the same cost. My question is based on this observation-would you want perpetual or Teams licenses?</p>	<p><b>As stated on page 7 of 28, the Department is seeking perpetual licenses.</b></p>
#5	<p>Previously, we learned that the AS-400 system is in place with the DEH. There is a request in the RFP to provide an integration with the Treasury's payment system. Is that system the AS-400? Or is it a different system? If so, what software does the Treasury use?</p>	<p><b>Per the Office of Technology, the Treasurer of Guam utilizes the TPS System, a third-party software. Any integration will need to be coordinated with the Office of Technology and the third-party vendor.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from January 20, 2023 Continued</b>		
#6	<p>In the previous RFP, there was a request to create ID cards for business employees that would incorporate a QR code. The QR code would be scannable and provide information regarding who the employee is, whether they are certified to work at the business, did they perform the proper training, and when their certification/training expires. I didn't see that as part of the project scope, and I wanted to check with you to see if this functionality is needed.</p>	<p><b>The current scope of work for this RFP does not include this feature and is not needed in this project.</b></p>
#7	<p>After seeing your RFP, it made us wonder if the HHS has anything in place for Digital Preservation of your digital assets. Who would be the right person to speak with?</p>	<p><b>HHS is a federal agency and not a part of this RFP. All questions regarding HHS should be directed to HHS.</b></p>
<b>Questions from January 24, 2023</b>		
#8	<p>We are Platinum-level FileMaker developers. We have never done business in Guam before. Do you think we would have time to obtain a Guam Business License or Certification of Authorization?</p>	<p><b>Yes. Off-island companies wishing to do business in Guam will work with a registered agent to obtain the required certifications and licenses prior to conducting business locally. As the local licenses and certifications are not required to submit a proposal, there is sufficient time to obtain them should your firm be awarded the contract.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 02, 2023</b>		
#9	<p>Page 3</p> <p>1. ... "... ability to process and accept all forms of payments, including online"</p> <p>2. ... "... capability to allow for future customizability, such as online acceptance of application and payment"</p> <p>Are online payments included in the current or a future scope?</p>	<p><b>The current scope of work does not include for online payments; however, per Section III, item 2, Scope of Work, the system must possess the capability to allow for future customizability, such as online acceptance of application and payment and the online issuance of the HCs, SPs, and GCSRs, while also simplifying data access.</b></p>
#10	<p>Page 3</p> <p>6. "Collaborate with the Treasurer of Guam to ensure integration with their point-of-sale platform."</p> <p>Is this integration within the scope of this project or a future scope? If included in this scope what information (brand, model, specs) can we get on their point-of-sale solution and what its integration abilities are?</p>	<p><b>The current scope of work includes integration with the Treasurer of Guam's point-of-sale platform. As per the Office of Technology, TPS is a third-party software. Any Integration will need to be coordinated with the Office of Technology and the third-party vendor.</b></p>
#11	<p>Page 4</p> <p>8. Please provide list of projects (10 maximum) ....</p> <p>How are these different from the three references that are asked for on page 8 ii?</p>	<p><b>The list of projects being requested in Item 8 on page 4 of 28 refers to projects demonstrating the firm's experience in delivering the relevant scope of work of the RFP. It is project specific.</b></p> <p><b>In contrast, the references request in Section IV RFP Submittal Requirements found on page 8 of 28, refers to the Offeror's references from recent work (in the past 5 years) in whatever capacity the Offeror participated, not necessarily in similarity to the scope of work noted in the RFP.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 13, 2023</b>		
#12	<p>The Office of the Governor is currently engaged in the procurement of a Guam Licensing and Permitting System, requested last year through RFP-Office of the Governor-2022-001, which includes in its scope the requirement to accept online applications, facilitate online payments, and provide online issuance of Sanitary Permits for the Department of Public Health and Social Services.</p> <p>In RFP FY2023-03 Section III. Scope of Work, Item 2, DPHSS calls for "future customizability, such as online acceptance of application and payment and the issuance of the HC, SP, and GCSR Certificate." This objective appears to be in conflict with an existing procurement by the Government of Guam for DPHSS DEH functionality. Does DEH intend to use the FileMaker Pro database management system for online application and issuance of Sanitary Permits either upon deployment or in the future?</p>	<p><b>In reviewing the RFP-GOV-2022-001 scope of work, this RFP, RFP-DPHSS-FY2023-03, does not conflict with existing procurement as DPHSS DEH's use of FileMaker Pro has no bearing on the Guam Licensing and Permitting System's planned use.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 13, 2023 Continued</b>		
#13	<p>By referencing online application and payment, this objective points to a public-facing element for access by users external to DEH. The RFP also states that Claris FileMaker Server will be hosted by the Government of Guam. We have been advised by the Office of Technology on a separate project with the Government of Guam that any externally accessible application systems (accessible to the public) must be hosted outside of Government of Guam's network.</p> <p>i. Has the Government of Guam already identified or currently have the resources in place to host the Claris FileMaker Server?</p> <p>ii. Has the Government of Guam already identified or currently have the resources in place to host the externally-accessible component of the system outside of the Government of Guam network to account for external access by public users?</p>	<p><b>As per the Office of Technology, a security write-up needs to be submitted by the vendor and approved by the Chief Technology Officer. This write up will dictate how data will flow between the internal server and the external server that is facing the public. This write up should also include the process that the vendor will implement to ensure that the external server will be secured.</b></p> <p><b>i. DPHSS currently does have the resources to create a virtual server to host the Claris FileMaker software.</b></p> <p><b>ii. No.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 13, 2023 Continued</b>		
#14	<p>Relative to Section III. Scope of Work, Item 1, RFP indicates "ability to process and accept all forms of payments, including online":</p> <p>a. Is online payment processing a requirement of the system upon deployment, or is this a future requirement?</p> <p>b. Is the vendor required to provide an online portal for acceptance of payments made by DEH customers?</p>	<p><b>a. Online payment processing is not a part of the scope of work for this RFP; however, as per Section III, number 2 on page 6 of 28, "The system must possess the capability to allow for future customizability, such as online acceptance of application and payment and the online issuance of the HCs, SPs, and GCSRs, while also simplifying data access."</b></p> <p><b>b. Per the Office of Technology, the vendor will be required to have FileMaker integrate with TPS, a third-party software, for the current payment portal. Any integration will need to be coordinated with the Office of Technology and the third-party vendor.</b></p>
#15	<p>Relative to Section III. Scope of Work Item 6, "Collaborate with the Treasurer of Guam (TOG) to ensure integration with their point-of-sale platform":</p> <p>a. What is the point-of-sale platform?</p>	<p><b>As per the Office of Technology, TPS is a third-party software utilized by the Treasurer of Guam. Any integration will need to be coordinated with the Office of Technology and the third-party vendor.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 13, 2023 Continued</b>		
#16	<p>Section III. Scope of Work Section I, Item 4, RFP specifies "At the end of the project DEH will retain all rights to the database created by the vendor."</p> <p>a. The Claris FileMaker Pro End User License Agreement states that "The software identified herein and documentation accompanying this License ("Software") are licensed, not sold, to you by Claris International Inc. and/or Claris International (collectively referred to as "Claris") for use only under the terms of this License, and Claris reserves any rights not expressly granted to you. The rights granted are limited to Claris and its licensors' intellectual property rights in the Software, only as detailed herein, and do not include any other patents or intellectual property or other rights. You own the media on which the Software is recorded or fixed, but Claris and its licensors retain ownership of the Software itself."</p> <p>Claris retains all rights to the database software, and DEH owns the data. The prospective vendor does not have any right to confer ownership of the Claris database software. Please clarify what rights are to be retained by DEH?</p>	<p><b>DEH retains the rights and accessibility to the work product developed by the vendor. DEH subscribes to the license to the Claris FileMaker Pro software.</b></p>



REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 13, 2023 Continued</b>		
#17	<p>Section III. Scope of Work indicates "Claris FileMaker Pro ... is a software solution that DEH uses to enhance current operations such as inventory management and inspections." Item 5 indicates, "Collaborate with Office of Technology to ensure integration within the Government of Guam Wide Area Network."</p> <p>a. Is the Claris FileMaker Pro software solution currently in use by DEH connected to GGWAN?</p> <p>i. If so, what other integration with GGWAN is required?</p>	<p><b>a. Yes, it is currently in use for inventory management, however, it is not currently connected to the GGWAN.</b></p> <p><b>i. Per the Office of Technology, DEH's Claris FileMaker Pro is not integrated into the GGWAN system. Collaboration with the Office of Technology will be required for integration.</b></p>
#18	How many users are required to be trained?	<b>Approximately 20 users will require training.</b>
#19	What is the contract term for the project?	<b>The contract term for the development period is one year to complete the scope of work, plus an additional year for maintenance and support.</b>
#20	What is the required delivery timeline?	<b>The required delivery timeline of the final product is within the contract term of 1 year for development, with enough time to test, implement, and address any issues to the database, but it will not exceed the contract period of 1 year.</b>
#21	What is the funding source for this project? If federally funded, please provide grant number.	<b>The funding source for this project is local funds as noted in the RFP, Section III, Scope of Work. There is no federal grant associated with this project.</b>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 13, 2023 Continued</b>		
#22	Recognizing that the RFP is calling for an enhancement of DEH's Claris FileMaker Pro software, we also recognize that there are other modern platforms that can be used to accomplish DEH's objectives. Will DEH accept an alternative database platform that meets or exceeds the requirements specified in the RFP?	<b>As the RFP is specifically for the expansion and enhancement of the Division's use of the Claris FileMaker Pro software per page 6 of 28, it would be prudent for the Offeror's proposal to pertain to the use of such software along with the required certifications noted in the RFP.</b>
REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 14, 2023</b>		
#23	III. Scope of Work (page 6): 6. Collaborate with the Treasurer of Guam to ensure integration with their point-of-sale platform. Would you mind sharing if this refers to any existing or any future point-of-sale platform? If existing, would you be able to share more details in order for our consultants to ensure that we can guarantee a smooth transition?	<b>As per the Office of Technology, TPS is a third-party software utilized by the Treasurer of Guam. Any integration will need to be coordinated with the Office of Technology and the third-party vendor.</b>
#24	7. Training and technical assistance prior to implementation on how to use the database. Technical assistance and training - happy to confirm that we can offer online training via training videos, etc. however just checking to see if you are rather seeking a constant support team for assistance and training. If so, out of your experience - how many hours would you require to be estimated for training and assistance?	<b>We anticipate the training of staff at the initial stages prior to implementation to be no more than 16 hours. Training after the implementation can be done via online resources or materials. Technical assistance would be required at the initial stages of the implementation to resolve any issues encountered once the project is operational. As for the 1 year maintenance and support, we anticipate needing about 10-20 hours a month in maintenance and support which will include technical assistance.</b>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 14, 2023 Continued</b>		
#25	<ul style="list-style-type: none"> <li>• System to be hosted by the Division of Environmental Health before implementation/launch. Development can take place on vendor side.</li> </ul> <p>Q: Due to our company being located in the US, we are more than happy to implement and install the system online/remotely. Can you please confirm that you are open to remote development - or do you require an on-site installation/implementation</p>	<p><b>We are open to remote development; however, we believe a site visit is necessary for an initial assessment and at the time of implementation to better understand the needs of the Division of Environmental Health and to troubleshoot on-site in real time as issues arise. We also would require initial training to be on-site.</b></p>
#26	<ul style="list-style-type: none"> <li>• Staff training on how to use the database and produce create customizable report</li> </ul> <p>Can you please share how much time you would allocate for the staff training so we can ensure to have a proper headcount scheduled for your training?</p>	<p><b>We estimate staff training to take no more than 16 hours to complete.</b></p>
#27	<p>Produce customized report:        Can you please share if you will be announcing and sending the proposal for customized reports before the completion of the project - or are you referring to any future customized reports that might need to be created? We are more than happy to create report functions during the development stage, however, if you are inquiring for us to produce future customized reports after the completion of the development part, we would need to ensure that we allocate sufficient staff considering time and budget.</p>	<p><b>We have an established list of reports we will provide upon execution of contract with the awarded vendor. Development would also include the ability to customize the data collected into ad hoc reports as needed. Future features added to the database will require the collection of additional reports, which is not included in this current project's scope.</b></p>

REF	QUESTION AS SUBMITTED:	DPHSS/DEH RESPONSE:
<b>Questions from February 14, 2023 Continued</b>		
#28	<p>Specifications -continued (page 7):            Ability to process and accept payments (cash, check) for all issuances.            Would you mind sharing further details with us? This will help to ensure that we will be set up to provide the required data and also - can you confirm that you will be able to share this at the start time of development - or will this might be a variable that would need to be updated during the development process (e.g. adding any additional payment options).</p>	<p><b>We have an established list of reports we will provide upon execution of contract with the awarded vendor. Development would also include the ability to customize the creation of a report with data captured by the database. We don't anticipate requesting the creation of reports after the development period.</b></p>
#29	<p>1-year maintenance and support            Can you please share the scope of support that your team is expecting to be included with this service?            We are more than happy to confirm the 1-year maintenance clause and commit to this, however, for the 1-year support we would hope for further details on the scope of work (estimated hours that are required to be allocated for support), if possible.</p>	<p><b>The maintenance and support would address any system issues encountered with the work product produced. There might have been unforeseen issues requiring fixes or changes that need to be made to the system.</b></p>

Bidders are notified to visit the DPHSS website: <https://dphss.guam.gov/rfps/> to ensure that addenda to the bid, answers to questions, and reminders are communicated to all bidders throughout the solicitation process.

  
**ARTHUR U. SAN AGUSTIN, MHR**  
 Director, DPHSS