ELECTRONIC DECLARATION FORM DEVELOPMENT
GVB RFP 2021-001

GVB RESPONSE TO QUESTIONS
and
AMENDMENT NO. 1

OCTOBER 21, 2020

GVB OFFICIAL RESPONSE TO QUESTIONS RECEIVED BY THE DEADLINE ON OCTOBER 16, 2020.

Question 1. On page 9 of the RFP, item #1 listed under the Scope of Work states: "Implement an existing program or design, develop, test and implement a secure passenger management system for CQA and GVB, to effectively manage, analyze, investigate and present data derived from the EDF, into daily, weekly, monthly, quarterly and annual customizable reports."

A. Does the CQA data and the GVB data reside on the same server? And if so, will the separate databases be controlled through some permission-based administrative configuration for each agency to access separately?
GVB Response: No, Data will be stored on separate servers for redundancy and backups. Yes, database accessibility will be controlled through secured permissions based on agency and management level.

B. How many forms need to be converted into electronic versions for scope of this RFP?
GVB Response: A total of Two (2) forms may be required for this scope of work. The focus of this RFP is for the conversion of the Guam Customs and Quarantine Mandatory Customs Declaration Form. However, due to the COVID-19 pandemic, a Guam Public Health Declaration Form may also be required for conversion.

C. Please name the forms that need to be converted to electronic versions.
GVB Response: (A) The Guam Customs and Quarantine Mandatory Customs Declaration Form
(B) The Public Health Declaration Form.

D. Are there variations on each form based on the origin country of the visitor?
GVB Response: Please see attached Electronic samples of each form for reference.

E. How many forms were collected every day pre-COVID?
GVB Response: Daily collection of forms ranged from 4,000 to 6,000 prior to the COVID-19 pandemic.

F. How many forms are collected every day now?
GVB Response: Post-COVID (April- YTD) an average of 150 forms are collected daily.

Question 2. Does GVB anticipate that the proposer will provide translations into other languages? What languages are to be translated?

GVB Response: Yes, translations will include but are not limited to: Japanese, Korean and Traditional Chinese. All provided translations will be verified by GVB prior to approval.

Question 3. On page 9 of the RFP, item #3 listed under the Scope of Work states: "Ensure proposed software/program is fully compatible with GVB's Data Validation Program (DVP) and analytic software – Supercruncher / Nucleus."

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A. Do Supercruncher and Nucleus have product support teams that are reachable within the same day for awarded Offeror?
GVB Response: Yes.

B. Do Supercruncher and Nucleus products have API's for the purposes of integration if needed?
GVB Response: Yes.

Question 4. On page 10 of the RFP, item #7 listed under the Scope of Work states: "Ensure proposed software/program systematically compatible with GVB database server and/or a cloud-based storage solution."

A. Database Server = What is the database server currently in place?
GVB Response: GVB currently uses a Dell PowerEdge R430 Server Intel Xeon E5 2630L v4 1.8GHz, 64GB RAM, 4RAID HD 1.8TB server.

B. Cloud-based Storage = What is the Cloud-based solution in place?
GVB Response: None.

C. Does GVB require the solution to reside on-premises?
GVB Response: No.

D. Can the solution be in the cloud?
GVB Response: Yes.

E. Does GVB have requirements for specific security or intrusion scans for new software or technology?
GVB Response: To be discussed in negotiation phase of this RFP.

F. Does GVB have specific password policy requirements for new software or technology?
GVB Response: No.

Question 5. On page 10 of the RFP, item #8 listed under the Scope of Work states: "Ensure cross-platform compatibility and accessibility of proposed software with current operating systems (i.e. Mac OS, Windows, iOS, Android)."

A. What are the current or planned physical devices, which will be used for EDF collection? Please include hardware names and models.
GVB Response: Software is expected to be accessible and compatible with various operating systems across different devices. Some anticipated devices include but are not limited to: iMacs, MacBooks, PCs, mobile phones, & tablets.

Question 6. On page 10 of the RFP, item #8 listed under the Scope of Work states: "Obtain GVB and CQA's approval of the final software/program."

A. Please describe the approval process and the number of stakeholders involved in the process?
GVB Response: The solution will be presented to the Guam Visitors Bureau for review and concurrence with Guam Customs & Quarantine Agency. GVB will provide the final approval.

B. If a third-party software/program is chosen, what is the procurement or approval process required by GVB?
GVB Response: To be discussed in negotiation phase of this RFP.

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In the interest of time and as a result of the COVID-19 pandemic interruption of office operations, GVB will accept a courtesy copy by email from each potential offeror for GVB RFP 2021-001 Electronic Declaration Form Development with the understanding that the original signed document(s) shall follow by mail.

Potential offerors shall ensure that they include proof of mailing or delivery of their original proposals according to the RFP instructions and attest that their mailed submission includes all the required documentation for this solicitation.

CARL T. C. GUTIERREZ
President and CEO

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