

GHURA

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IFB#GHURA-COCC-021-006 Lease of All-in-One Copier/Fax/Scan/Print Machines ADDENDUM NO. 1 July 8, 2021

General Intent:

This Addendum shall form a part of the Contract Documents. It is the intent of this Addendum to make clarifications and issue changes to the Specifications of the Bidding Documents.

Question #1

Concerning bullet point 8, (Page 11), GHURA requires "Include Service Level Agreement: (SLA) 3-Hour on-site response time from time of reported trouble call to ensure minimum downtime."

- a. Can the repair be diagnosed and repaired remotely before sending a technician onsite? Our Kyocera Fleet Services software allows substantial copier service without the necessity of an on-site response. Is telephonic service assistance acceptable to assess and resolve the service call prior to sending a technician onsite?
- b. Can GHURA please include a specific time frame for issue resolution and what GHURA will require to remedy the situation if a solution is not achieved within the specified time requirement? (ie. Any machine issues must be addressed and resolved within 72-hours)
- c. When a complete repair is not made in the time required, will GHURA require a replacement machine after the 72-hours?
- d. Regarding disasters, does GHURA have a requested requirement to address how machines will be replaced or repaired in a disaster?
- e. We suggest that any consumable be replaced within the three hour period and kept on Guam so a consumable related service call would be quickly satisfied.

GHURA's Response:

1a: Yes

1b: 2 business days.

1c: Yes, at 48 hrs.

1d: Within 48 hrs.

1e: Not required. See below.

Question #2

We are a firm believer in the proactive management of equipment supplies, including the inventory and replenishment of supplies to assure operational continuity.

a. Please clarify GHURA's Supply replenishment time requirements for consumables such as replacement toner.



GHURA's Response:

2a: We will require to have 1 extra toner(s) on hand. Delivery within 24 hrs.

Question #3

Are we able to offer specifications that are similar in performance yet different than those requested? Such as bidding a Federal GSA contract with slightly different or even very different specifications?

GHURA's Response: No

Question #4

Is GHURA only accepting Local Bids to ensure fair and competitive submissions?

- a. Are Federal GSA bids going to be accepted? If yes, please answer the questions in the Federal GSA section below.
- b. Is the GovGuam local preference procurement law going to be followed?

GHURA's Response:

4a. No. 4b. Yes.

Question #5

Concerning Device Security, Kyocera Multifunction Products are built on a proprietary, hardened, and purpose-built Operating System and cannot allow executable files to be processed. The act of installing a 3rd party, anti-virus package onto an MFD indicates the Operating System enables foreign executables to run, which we argue is inherently less secure by design and definition. Currently, there is no mention of Data Security in the bid specifications. Specific questions related to data security:

- a. Will GHURA require an onboard Data Security Kit to ensure the highest quality of device protection? Please see attached brochures and white papers for security.
- b. Will GHURA accept a 3rd party, anti-virus program offering an inherent vulnerability?
- c. Do you have requirements for data/confidential information protection?
- d. Do you require data overwrite technology (up to 7 times) on HD and RAM to minimize theft of confidential data?
- e. If yes, should the process of deletion and overwriting be executed Automatically?
- f. Do you require 256-bit AES encryption on HD and RAM memory?
- g. Do you require Password protection for administrators and users?
- h. Do you require Common Criteria Certification (ISO 15408)2* for the entire MFP fleet? This level is now industry standard practice (and a very good idea).
- i. Do you require U.S. DoD 5220.22-M-ECE sanitization methods?

GHURA's Response:

5a: No.

5b: We will accept, but not required.

5c: No. We do not store information on the machines.

5d: No. 5e: No. 5f: No.

5g: For access to machine setup only and user accounting.

5h: No.



5i: No.

Question #6

Firmware Updates: We often ask enterprise customers how often they update their Copier/MFD fleet machines. Most cannot remember if such updates ever occurred throughout their previous lease, noting outdated security software. Guam Copier holds a proactive approach with security and firmware updates, updating all applicable machines immediately, once made available by the manufacturer (usually 2-3 times per year, on average). Will GHURA require a set standard for all parties to follow regarding proactive Firmware updates?

GHURA's Response: Firmware updates as available.

Question #7

EOL Drive Sanitize: Does the MFP need to have an End of Lease Sanitization feature to wipe out all confidential and proprietary information from Memory and all Storage locations, including the HDD/SDD, and Print a Confirmation Report?

GHURA's Response: Yes.

Question #8

TPM: Will your organization require that the MFP have Trusted Platform Module (TPM chip) Encryption Technology to protect financial, personal, or proprietary data while such data is being copied, scanned, or printed on this MFP?

GHURA's Response: No.

Question #9

Tiered Color: Will the MFP in Bid Item #3, require Three Tier Color Technology to enable a "Pay for what you I lee" or Three Tier Color Charge Model?

"Pay for what you Use" or Three Tier Color Charge Model?

GHURA's Response: No.

Question #10

Mobile Access: Does your organization require that the MFP be accessible to Users via a mobile app, without them having to use the Touch interface in an effort to minimize the exposure to the Covid-19 virus?

GHURA's Response: No.

Question #11

Do you require Consolation of all User Account Codes for the purpose of centralized billing or do you prefer to walk to each MFP and pull Usage reports while manually consolidating usage?

GHURA's Response: We can walk to each machine.

Question #12

If centralized billing is preferred, What Windows Server version do you have to support Billing Software?

GHURA's Response: Centralized billing is not preferred.



Question #13

How many Users need to be tracked for device usage tracking?

GHURA's Response: Not required.

Question #14

Do all users that need usage tracking have an account in your Active Directory?

GHURA's Response: Not required.

Question #15

Do you have mobile or Tablet users that will require printing without installing print drivers?

GHURA's Response: No.

Question #16

Do you have guest users that will require printing without print driver installation?

GHURA's Response: No.

Question #17

Will you require Print Driver installation services on each PC and how many?

GHURA's Response: Yes, 96 users.

Question #18

Will you require a Universal Print Driver to support the various MFP devices?

GHURA's Response: No.

Question #19

Please describe what level of scan to PDF you require.

GHURA's Response: PDF/A.

Question #20

Will you allow the copier machines to produce indoor air pollutants such as ozone?

GHURA's Response: Yes.

Question #21

Manufacturer Renewed, Refurbished, or Used Machines: Will you accept manufacturer renewed, refurbished, or used machines? If you require new machines, does NEW mean that the machine, or any component of the machine, can never before sold or leased or used in a machine that has been sold of leased?

GHURA's Response: No. Machine must be new.

Question #22

Order of Precedence: The Federal Contract offered states under the section titled ORDER OF PRECEDENCE "Orders placed under this Contract shall be governed by the prices and terms of this Contract only, irrespective of any prices or terms appearing on order documents". Does GHURA understand that the actual bid offered when bidding Federal GSA is immaterial and only the pricing in the Federal GSA terms and conditions is material? Is that equal treatment to all bidders?



- a. The Federal Contract offered states under the section titled ORDER OF PRECEDENCE "Orders placed under this Contract shall be governed by the prices and terms of this Contract only, irrespective of any prices or terms appearing on order documents".
- b. If Awarded this lease contract, a bidder offering Federal GSA will pay no local or State taxes which a "local bidder" would have to pay. They will also pay no Federal Tax as we don't pay Federal Tax on Guam. Is it not unfair, even immoral, to tax one bidder and not another.

GHURA's Response: GHURA will not consider US Federal GSA contracts for this invitation for bid.

Question #23

Will you allow annual increase in pricing for inflation as described in Xerox Federal Contract GS-03F-137DA? It is noted in multiple sections that the Federal GSA prices bid aren't fixed and the bidder reserves the right to escalate when deemed necessary!

- 1. The Federal GSA contract has annual price escalation for software, labor services, and consumables of up to 10% annually. The bulk of this contract is for consumables, labor services, and software. Therefore, the actual amount that a bidder offering Federal GSA pricing is bidding cannot be calculated as the annual escalations are unknown. However, they can be up to 10% higher every year for a total increase of 40% by the fifth year of the lease contract. Can all bidders offer an alternate bid with price escalation?
- 2. For a Federal GSA bid, GHURA would not know and could not compute the final cost of this lease as the Federal GSA pricing offered by the bidder is immaterial and only the Federal GSA pricing, in the contract, is material. Among the first paragraphs, of this contract, is one that states "only GSA terms and conditions apply". The Federal GSA contract clearly allows price escalation which is not discussed in GHURA-COCC-021-006. Will you allow all bidders to offer an alternate bid with Federal GSA pricing as described in Xerox Federal Contract GS-03F-137DA? Once again, if Federal GSA offers are considered GHURA will be allowing DISPARATE treatment of the bidders. Per Order of Precedence, irrespective of IFB order documents ONLY the terms and conditions of the Federal Contract submitted will apply

GHURA's Response:

GHURA will not allow annual increase in pricing for inflation.

- a. Only a base bid will be accepted. No alternate bids.
- b. Alternate bids are not acceptable. US Federal GSA contracts will not be considered for this invitation for bid.

Question #24

Xerox Federal Contract GS-03F-137DA (a typical current Federal GSA Contract) states Under section title ORDER OF PRECEDENCE: "Orders placed under this Contract shall be governed by the prices and terms of this Contract only, irrespective of any prices or terms appearing on order documents. The Federal GSA bidder reserves the right to an annual price increase...". Do all bidders have the ability to make an alternate bid using the Federal GSA "terms and conditions" from Xerox Federal Contract GS-03F-137DA or whatever other Federal GSA contract is offered?



GHURA's Response: No.

Question #25

The Government of Guam is eligible to use US Federal GSA contracts and has used US Federal GSA contracts in the past to obtain special pricing and terms that federal agencies (including the U.S. Department of Housing and Urban Development) enjoy. All the potential manufacturers represented on Guam have GSA schedules.

- Ricoh- GSA Contract No. GS-03F-0085U
- Canon GSA Contract No. Contract. GS-03F-046DA
- Konica Minolta GSA Contract No. GS-03F-135DA
- Sharp GSA Contract No. GS-25F-0037M
- Kyocera GSA Contract No. GS-25F-0062M
- Xerox GSA Contract No. GS-03F-137DA

Question: In light of the ability for each of the represented manufacturers to offer US Federal GSA contract pricing and the fact that many if not all other Government of Guam agencies have accepted US Federal GSA Contract offers, will GHURA consider bid responses offered under a US Federal GSA contract?

GHURA's Response: No.

Question #26

A vendors response to a bid typically includes terms, conditions, and clarifications on which their bid offer will be based. Section H of the bids General Instructions speaks to the successful respondent "entering into a formal written agreement."

Question: Should a response under a US Federal GSA contract NOT be considered, when should an interested vendor provide its terms, conditions and clarifications so that GHURA may review and comment? Should its terms, conditions and clarifications be provided prior to the deadline for responses or with its submitted response?

GHURA's Response: As this project is an invitation for bid, the contract terms and conditions will be provided upon award to the lowest, most responsive, responsible bidder. The contract price and period will be awarded based on the successful bidder.

Question #27

Section M of the bids General Instructions speaks to Required Documents. Required documents include "Company References/ Certifications" and "Company Staff/ Technician Resume"

Section M of the bids General Instructions speaks to Required Documents. Required documents include "Company References/ Certifications" and "Company Staff/ Technician Resume"

- a. With regard to "Company References/ Certifications,"
 - i. Can you please clarify how many references are required and what information you require on the references? (For example, Company Name, Contact person, telephone number, extent of services, etc.)
 - ii. Can you please clarify what is meant by "Company Certifications"?
- b. With regard to "Company Staff/ Technician Resume", can you please clarify:
 - i. What is meant by "resume" and what information is required in the "resume"?



- ii. On which "Company Staff / Technicians" do you want information? For example, those company staff/ vendor personnel having oversight of the contract and offered equipment under this bid?
- iii. For Technician Resume, do you require a letter or certificate from the manufacturer indicating technicians certification on the technicians ability to service offered devices? And if a certificate is required, how will GHURA validate the authenticity of the certifications?

GHURA's Response:

- a. Company References/ Certifications
 - i. There is no minimum/maximum number of references required. The basic information required shall include: company name, point of contact, contact information, any relevant information, and a description of accomplished work/experience that shall support the bidder as a reference.
 - ii. Company certifications (if any) that will justify the company's competency and ability as a service provider/third party dealer.
- b. Company Staff/ Technician Resume
 - i. Technician resume outlining technical abilities to service/repair equipment offered in the bid.
 - ii. Just technical staff.
 - iii. Yes. GHURA does not validate or verify.

Question #28

Bid Items #1, #2 and #3 call for "3 years lease with option to extend up to 2 years."

- a. Is GHURAs decision to exercise the 2 option years (years 4 & 5) of the lease based on availability of funding? Do you anticipate a funding shortfall after the 3rd year of the lease?
- b. Will GHURA consider a "5 year lease renewed annually based upon availability of funds" as opposed to a 3 year lease with option to extend up to 2 years? A 5 year lease costs considerably less than a 3 year lease with the 2 option years exercised. Below is an example of the potential cost savings.

Example

Sample lease of copiers assumed to have a \$60,000 total value with a monthly allowance of 40,000 Black and 1,000 color prints to include Service and all supplies (except paper).

Option 1: 3 year lease with 2 option years

Monthly Lease Amount based on 3 year lease:	\$2,436
Total Payments based on exercing 2 option years	\$146,160
Option 2: 5 year lease subject to availability of funds	
Monthly Lease Amount based on 5 year lease:	\$1,775
Total Payments based on 5 years:	\$106,500

Total Savings for 5 year lease option:

\$39.660

GHURA's Response:

a. Yes, contract award is based on availability of funding. No, GHURA does not anticipate a shortfall after the 3rd year of the lease.



b. The contract term is set for 3 years with option to extend for two additional 1 year terms. The probability of exercising the options to extend is dependent upon the bidder's contract performance in addition to the Authority's availability of funds.

Question #29

Bid Items #1, #2, and #3 all indicate a "minimum monthly allowance".

a. Question A: For Bid Item #1, is the monthly print allowance of 3000 per unit or is 3000 the combined print allowance for all 4 units?

GHURA's Response: Per unit.

Question #30

Bid Items #1, #2, and #3 request for monthly and annual costs:

- a. Question A: Will the combined monthly and annual costs for all the bid items (#1, #2, and #3) be used to determine the lowest offered bid pricing?
- b. Question B/ Request/ Recommendation: To simplify billing and allow for increased flexibility with the requested monthly print allowances, will GHURA consider a pool plan to include 40,000 black and 1,000 color prints/mo to be shared between the 6 requested units to include all supplies including staples and except paper?

GHURA's Response:

- a. Yes.
- b. No.

Question #31

Bid Item # 1 requests for "monthly allowance of 3000" and minimum copy and print speed of 40ppm/ipm.

Question/Request: Since the monthly print volume requested is only 3000 prints per month, we request that the required copy/print speed be decreased to 35 ppm from 40ppm. (Doing so will potentially increase the number of models available that meet the print speed requirement and will lower costs for GHURA.)

GHURA's Response: Spec will stay at 40ppm.

Question #32

Bid Items #1, #2 and #3 call for minimum copy and print resolution of "600 x 600 dpi to 2400 x 2400 dpi".

Question/ Request: The standard/typical copy and print resolution for office documents is 600 x 600 dpi. We request that the copy and print resolution requirements for Bid Items #1, #2 and #3 be changed to "Minimum copy resolution of 600 x 600 dpi" and "Minimum print resolution of 600 x 600 dpi."

GHURA's Response: Yes, 600 x 600 dpi is the minimum. No specification change is needed.



Question #33

Bid Items #1, #2 and #3 call for Minimum range Color Scanning " 600×600 dpi to 1200×1200 dpi ", " 600×600 dpi to 2400×2400 dpi " and " 600×600 dpi to 2400×2400 dpi " respectively.

Question/ Request: The maximum standard/typical scan resolution for multifunction devices is 600 x 600dpi. We request that the scan resolution requirements for Bid Items #1, #2 and #3 be changed to "Black & Color Scanning resolution 600 x 600 dpi or higher"

GHURA's Response: Yes, 600 x 600 dpi is the minimum. No specification change is needed.

Question #34

Bid Items #1, #2 and #3 call for Fax with "Speed Dial Memory."

Question/ Request: The term "Speed Dial" was coined back when standalone faxes did not have easily accessible address books from which to choose fax recipients. Todays MFD devices however allow users to create address books on the device where users can easily select fax recipients. We request that the requirement of "Speed Dial Memory" be changed to "Speed Dial Memory or dial from Address Book."

GHURA's Response: Yes, Speed dial will be changed to address book.

Question #35

Bid Items #1, #2 and #3 call for "Scan to PDF and/or .JPEG format."

- a. Question A: If Scan to PDF is a requirement, what types of PDF formats are required?
 - i. Compressed PDF (allows for drastically reduced PDF file sizes)?
 - ii. Encrypted/ Password protected PDF (requires assigning and entering of a password prior to opening the PDF file)?
 - iii. Searchable PDF or PDF-OCR (allows PDF documents to be "searched" for key words)?
 - iv. PDF/A (standardized PDF format aka "Archival PDF" that allows scanning to PDF for long term electronic archival)?

GHURA's Response: PDF/A.

Question #36

Bid Items #1, #2 and #3 call for printing capability

- b. Question: What type of Print Driver Support required? Industry Standard Print Driver Support includes PCL and PostScript (PS) print languages.
 - i. Do you require PCL Print Driver Support?
 - ii. Do you require PostScript (PS) Print Driver Support? And if so, what type of PS Drivers? True Adobe PostScript?

GHURA's Response: PCL driver support.

Question #37

Bid Item #2 calls for "Minimum Total Sheet Capacity: 6,600" and "Minimum Tray Configuration:

- 1 x 100 -Sheet Manual/Bypass Tray
- 2 x 500 -Sheet Trays
- 1 x 1500 –Sheet Trav



- 1 x 2000 –Sheet Tray
- 1 x 4000 Sheet Tray (High Capacity)"
- a. Question/ Request A: To allow for more competition and potential models that meet the specifications, Xerox requests the specifications be changed:

From: "Minimum Total Sheet Capacity: 6,600" To: "Total Sheet Capacity of up to 6,100 sheets"

b. Question/ Request B: To allow for more competition and potential models that meet the specification, Xerox request the specifications be changed:

From: "Minimum Tray Configuration:

- 1 x 100 -Sheet Manual/Bypass Tray
- 2 x 500 -Sheet Trays
- 1 x 1500 –Sheet Tray
- 1 x 2000 –Sheet Tray
- 1 x 4000 Sheet Tray (High Capacity)"

To: "Minimum 6 Paper Trays to include a bypass tray with a combined sheet capacity of 6100 sheets"

GHURA's Response:

- a. We will reduce the minimum total sheet capacity to 6000 sheets.
- b. We will reduce the minimum total sheet capacity to 6000 sheets.

Question #38

Bid Item # 2 requests for "Minimum monthly allowance of 20,000" and minimum copy and print speed of "40ppm".

Question/ Request: Based on previous bid award back in 2015, the speed of the existing multifunction device is 65ppm. Xerox recommends and requests that the copy and print speed specification of Bid Item #2 be reconsidered and increased from 40ppm to 65ppm since a device doing 20,000 prints/mo is more in line with a 65ppm device. Furthermore, a decrease in copy/ print speed to 40 ppm will likely result in user dissatisfaction.

GHURA's Response: Specification will change from 40 ppm to 65 ppm.

Question #39

Bid Items #1, #2 and #3 call for "Copy and Print password protection" and "Copy and print usage auditing."

- a. Question A: Can you please clarify if these specifications are asking for "Accounting" whereby user accounts can be created with certain print limits, limits on accessing copy, print, fax and scan features, user assigned passwords, and reports that can be generated showing user utilization/volumes?
- b. Question B: Can you please clarify what is meant "print usage auditing"? Do you mean copy and print usage reporting for each user ID via an exportable file? E.g. utilization report by user ID exported to a .CSV file."



GHURA's Response:

- a. Accounting for usage by divisions. Each division is assigned a code to log into machine to make copies for accounting purposes. Also print setup with same code so printouts can also be accounted for.
- b. Yes.

Question #40

Bid Item #2 calls for "Automatic external stapler, Hole Punching, V-Folding, and saddle stitch options."

- a. Question A: Can you please confirm that the described finishing features are required and not an "option" as indicated in the specification?
- b. Question B: Please clarify what is meant by "automatic external stapler". Do you mean a "50 sheet Offline Convenience Stapler" installed on the machine with a workshelf?
- c. Question C: Can you please confirm that in addition to an "automatic external stapler", you also require Internal in-line stapling?

GHURA's Response:

- a. Specifications indicate "must include".
- b. Yes.
- c. Yes.

Question #41

Bid Item # 3 requests for "Minimum monthly allowance of 8,000 and 1,000 color" and minimum copy and print speed of 40ppm Black and 30ppm Color.

Question/ Request: Based on previous bid award back in 2015, the speed of the existing multifunction device is 55ppm. Xerox recommends and requests that the copy and print speed specification of Bid Item #3 be reconsidered and increased from 40ppm Black and 30ppm Color to a minimum of 55 ppm Black and 50 ppm Color since such a decrease in copy/ print speed to 40/30 ppm will likely result in user dissatisfaction.

GHURA's Response: Specification will change from 40ppm blk. and 30ppm color to 55ppm blk. and 50ppm color.

Question #42

Bid Item #3 calls for "Automatic external stapler, Hole Punching, finishing options."

- a. Question A: Can you please confirm that the described finishing features are required and not an "option" as indicated in the specification?
- b. Question B: Please clarify what is meant by "automatic external stapler". Do you mean a "50 sheet Offline Convenience Stapler" installed on the machine with a workshelf?
- c. Question C: Can you please confirm that in addition to an "automatic external stapler", you also require Internal in-line stapling?

GHURA's Response:

- a. Specifications indicate "must include".
- b. Yes.
- c. Yes.



Question #43

Bid Item #3 calls for "Minimum Total Sheet Capacity: 3,200" and "Minimum Tray Configuration:

- 1 x 200 -Sheet Manual/Bypass Tray
- 2 x 500 -Sheet Trays
- 2 x 1000 Sheet Tray "
- a. Question/ Request A: To allow for more competition and potential models that meet the specifications, Xerox requests the specifications be changed:

From: "Minimum Total Sheet Capacity: 3,200"

To: "Total Sheet Capacity of up to 3,140 sheets"

b. Question/ Request B: To allow for more competition and potential models that meet the specification, Xerox requests the specifications be changed:

From: "Minimum Tray Configuration:

- 1 x 200 -Sheet Manual/Bypass Tray
- 2 x 500 -Sheet Trays
- 2 x 1000 -Sheet Tray

To: "Minimum 5 Paper Trays to include a bypass tray with a combined sheet capacity of 3140 sheets"

GHURA's Response:

- a. Specification will not change.
- b. Specification will not change.

Question #44

For Bid Items #2 and #3, specifications call for inclusion of staples for the required finishing capabilities.

Question: Assuming you require external and internal automatic staplers, can you please confirm that staples are to be included for both internal and external staplers at no additional charge?

GHURA's Response: Yes.

Question #45

For Bid Items #2 and #3, specifications call for "External Touch Screen LCD Control Panel"

Question: Can you please clarify what is meant by "External"? Do you mean an "On-device Touch Screen User Interface"? If so, Xerox requests a change in the specification from "External Touch Screen LCD Control Panel" to "On-device Touch Screen User Interface".

GHURA's Response: On device touch screen is acceptable.

Question #46

The type of device requested in this bid for Bid Items #1, #2 and #3 ("Copier/ Fax/ Scan/ Print Machine" typically has a hard drive.



QUESTION/REQUEST:

Guam law (Electronic Data Protection Act of 2012) speaks to the requirement of having the ability to sanitize storage media in digital copiers installed in the Government of Guam. Given the law, does GHURA require that the described multifunction device have the ability to erase and secure hard drives (i.e. Hard Drive Image Erase & Encryption feature)?

GHURA's Response: Yes, image erase/wipe.

END OF QUESTIONS & RESPONSES

THE DUE DATE HAS BEEN EXTENDED FROM WEDNESDAY, JULY 14, 2021 AT 2:00 PM TO MONDAY, JULY 19, 2021 AT 2:00 PM.



Notice

This Addendum supplements the contents of the Invitation for Bid. Each Bidder is required to review the Addendum and address the contents of the Addendum within their respective Bid. Furthermore, each Bidder is required to acknowledge receipt of this Addendum by signing, dating, and returning the Addendum to GHURA c/o Ms. Greta Balmeo by email at gbalmeo@ghura.org and Ms. Velma Laitan at vlnaputi@ghura.org. Failure to abide by the contents of this Addendum may render the Bid non-responsive.

Ray S. Topasna Executive Director

Company name:	
Acknowledged by:	
Date:	