



## INVITATION FOR BID (IFB)

### UOG BID NO. B26-14

The University of Guam is soliciting sealed bids for:

### **"ZENDESK SUITE PROFESSIONAL PLAN (AI INCLUDED) SUBSCRIPTION RENEWAL"**

Copies of the Bid Package and Instructions and Information may be obtained from:

OFFICE: UOG Procurement Office  
TELEPHONE: (671) 735-2925  
FAX NO.: (671) 735-3010  
LOCATION: UOG Administration Building (ANNEX BUILDING) Mangilao, Guam  
E-MAIL: uog.bids@triton.uog.edu

In accordance with 5 G.C.A. §5220(a), a digital copy of this solicitation shall be posted on UOG's website at <https://www.uog.edu/procurement/>. No fees shall be assessed to potential bidders or other parties for accessing or downloading a copy of this solicitation from UOG's website. Potential bidders who access or download a copy of this solicitation from requesting on UOG's website must register their contact information with UOG to ensure that they receive any notices regarding any changes or updates to this solicitation. In accordance with 5 G.C.A. §5220(b), UOG shall not be liable for failure to provide notice to any party who accesses or downloads a copy of this solicitation from UOG's website and who fails to register their contact information with UOG as required herein.

A non-refundable fee of \$25.00 is required to obtain a hard copy or CD-ROM of the bid package. Payment may be made via cash, check or credit card at the UOG Business Office, Cashier Services located at the UOG Administration Building Mon-Fri from 8 am – 4 pm. Pay by phone is available from 8 am – 4 pm. You may schedule an appointment with our cashier services at 735-2923/45/46, please reference Bid number and title when making payment. Contact procurement office to coordinate pick-up of hard copy or CD-ROM.

**NOTICE:** The final date for the University of Guam (UOG) to receive WRITTEN QUESTIONS and/or REQUESTS FOR CLARIFICATION is **Wednesday, June 03, 2026.**

Responses to all timely submitted questions and clarifications will be issued by UOG no later than **June 08, 2026.**

**NOTICE: THE UNIVERSITY OF GUAM WILL NOT BE ACCEPTING MULTIPLE OR ALTERNATE BIDS.**

**DEADLINE FOR SUBMISSION** of Bid Packages is on **Wednesday June 15, 2026, ON or BEFORE 2:00 P.M.** via link provided for electronic submission to Bid Share folder provided by UOG Procurement Office. One (1) original copy along with original bid security must be dropped off to Procurement Office before bid submission deadline.

/s/ Anita Borja Enriquez, DBA., President

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