

RFP #17977-11I: The Guidance Center Williams, AZ

Northern Arizona Regional Behavioral Health Authority (“NARBHA”) is acting as the agent for The Guidance Center (“Customer”) to obtain this service. NARBHA is not responsible for any costs or expenses associated with this service.

RFP Contact/Agent:

Caroline Valencik
Telemedicine Analyst
NARBHA
1300 S. Yale St.
Flagstaff, AZ 86001
caroline.valencik@narbha.org
928-214-2201

Customer/Billed Party:

The Guidance Center
2187 N Vickey Street
Flagstaff, AZ 86004

Circuit Type:

1-1.5 MB internet service options (minimum 1 M upload)

End Location:

220 W Grant Street
Williams, AZ 86046
(928-635-xxxx)

Date of RFP posting: January 25, 2012

Deadline for questions on RFP from bidders: February 3, 2012

Bid deadline: Friday, February 10, 2012

Bids received after 02/10/2012, 11:59 p.m. AZ-MST without prior notification will not be considered.

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Bid Requirements/Instructions:

- "Bidder" is the person or company responding to this RFP.
- Bidders may provide bids from more than one billing party. Please provide a separate bid for each billing party.
- For each bid, answer the following questions in order, numbered. If a question does not apply to your bid, write "does not apply." Failure to do so will result in an answer being marked "incomplete."
- Please provide separate bids for different billing parties.
- Bids should contain answers for both Service A and Service B only if both services are offered by the same billing party.
- A sample RFP can be found here: www.rbha.net/openrfpsEXAMPLE.htm
- Submit bids via email to Caroline Valencik: caroline.valencik@narbha.org

Note:

- Requests from NARBHA for clarification on your bid must be answered within three (3) business days. Failure to respond within three business days will result in your bid being declined.
- All bids and contracts will be disclosed to NARBHA and to the Universal Service Administrative Company.
- Winning bid will be selected based on recurring monthly cost; non-recurring cost; prior satisfactory experience on the part of both bidder and carrier working with the NARBHA Telemedicine Network or satisfactory references (preferably with telemedicine networks in Arizona); documentation that billing party is in good standing with the Arizona Corporation Commission; and clear, satisfactory responses to all bid requirements.
- If Customer fails to sign a contract before the winning bid expires and it results in a change in price by the winning bidder, NARBHA and Customer reserve the right to reopen the RFP for bids.
- NARBHA and Customer make no warranty that this RFP will result in the purchase of a circuit.
- NARBHA will notify bidders of their bid status within ten (10) business days of the bid deadline.

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Questions:

1. Provide name, address, and telephone number of bidding company, i.e., the party responding to this RFP.
2. Provide the date your bid expires.
3. Provide name(s) of billing party/parties.
4. Provide Universal Service SPIN number(s) of billing party/parties.
5. Provide documentation that the **Billing** party/parties is/are in good standing with the Arizona Corporation Commission. (See sample RFP response for acceptable documentation.)
6. Unless the billing party is already providing circuits on the NARBHA Telemedicine Network, provide the names and phone numbers of at least three references (preferably from other telemedicine networks and preferably in Arizona) for the carrier. Billing parties currently providing service on the NARBHA Telemedicine Network are: Qwest, Frontier/Citizens, Network Services, TeleQuality and AT&T/ACC Business.
7. Circuit description (answer all parts):
 - a. Describe the type of service (e.g., DIA T1, Metro Ethernet, etc.) being bid.
 - b. For all circuit types, state whether the billing party will unbundle internet port costs and transport costs on monthly bills. If this does not apply, please state that.
 - c. Describe the bandwidth(s) being bid.
 - d. Provide any managed router options and relevant information.
8. Provide pricing for all contract terms available from your carrier up to 36-month terms. Customer will decide on a contract term based on RFP responses. Please include any managed router service options offered. An attached price sheet is fine as long as all of the following information is included:
 - a. For each contract term, state monthly recurring cost.
 - b. For each contract term, state non-recurring cost.
 - c. If there is an installation charge, describe exactly what services the charge covers.
9. Provide name(s) of all underlying carrier(s) involved in the circuit (i.e., owners of the infrastructure used to deliver the circuit).
10. If quoting Qwest service for the circuit or a portion of the circuit, provide documentation according to the FCC Tariff that this pricing is correct. If this does not apply, please respond: "does not apply".

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11. If quoting Frontier service for the circuit or a portion of the circuit, provide written confirmation from Frontier, on Frontier letterhead, that the quoted prices for both NRC and MRC will be honored through the bid's expiration date. If this does not apply, please respond: "does not apply".
12. Acknowledge the following: Any bundled contract for both requested services will clearly list the following details separately for each service: service description, price, contract term, and endpoint address(s). If not, a counter-signed contract addendum outlining the details of each service will be provided. If this does not apply, please respond: "does not apply".
13. Acknowledge the following: The bidder will provide to NARBHA a copy of the contract countersigned by the carrier within 30 days of Customer's providing the signed contract to bidder. State bidder's understanding that failure to provide the countersigned contract within 30 days will result in NARBHA's and Customer's option to decline future bids from this bidder.
14. Acknowledge the following: The deadline for installation of this circuit after receipt of the signed contract from Customer is 60 days. Failure to install the circuit within this time frame will result in NARBHA's and Customer's option to decline future bids from bidding party and/or carrier. Failure to install the circuit within 90 days after receipt of the signed contract from Customer will constitute a breach of agreement and will result in termination of the contract without incurring contract termination fees.
15. Acknowledge the following: Monthly recurring cost will not increase more than 5% per year during the contract term. The contract will include this requirement. Failure to abide by this requirement will result in contract termination without liability to the customer, and will result in the customer's option to decline future bids from this vendor.
16. Acknowledge the following: The bidder understands and agrees to the terms outlined in this Request for Proposal.