

**RFP#14255-10: Community Behavioral Health Services  
Littlefield, AZ**

Northern Arizona Regional Behavioral Health Authority ("NARBHA") is acting as the agent for Community Behavioral Health Services ("Customer") to obtain this service. NARBHA is not responsible for any costs or expenses associated with this service.

**RFP Contact:**

Caroline Valencik  
Sr. Telemedicine Admin Specialist  
[caroline.valencik@narbha.org](mailto:caroline.valencik@narbha.org)  
928.214.2201 phone  
928.774.5665 fax

**Customer/Billed Party:**

Community Behavioral Health Services  
PO Box 790  
Page, AZ 86040

**Requested Service Details**

**Circuit Type:** 1.5 MB or higher internet service, minimum 896 MB upload

\*This internet connection will be used to conduct live clinical video consultations.

**CKL:** 4103 E. Fleet St., Ste 100, Littlefield, AZ 86432 (928-347-4566)

**Date of RFP posting:** July 29, 2010

**Bid deadline: August 13, 2010. Bids received after 08/13/2010, 11:59 p.m. AZ Time will not be considered.**

Target installation date: 09/13/2010

Deadline for questions on RFP from bidders: 08/11/2010

**Bid Requirements:**

"Bidder" is the person or company responding to this RFP. Bidders may provide bids from more than one carrier. For each bid answer the following questions in order, numbered. If a question does not apply to your bid, write "does not apply."

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. Describe type (e.g., T1, Metro Ethernet, DSL, etc.) of service being bid.
4. Describe bandwidth(s) being bid.
5. 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. An attached price sheet is fine as long as all of the following questions are addressed:
  - a. For each contract term, state monthly recurring cost.
  - b. For each contract term, state non-recurring cost.
  - c. For each contract term, provide any router/modem lease and/or purchase options. Include any Cisco router options where applicable.
  - d. For each contract term, if there are any installation or non-recurring charges, describe exactly what services the charges cover.
6. Provide name(s) of underlying carrier(s) (i.e., owners of the infrastructure used to deliver the circuit).
7. Provide name(s) of billing party/parties.

8. Provide documentation that the billing party/parties is/are in good standing with the Arizona Corporation Commission. (See sample RFP response for acceptable documentation.)
9. Provide Universal Service SPIN number(s) of billing party/parties.
10. Unless the bidder 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 bidder.
11. Unless the carrier 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. Carriers currently providing service on the NARBHA Telemedicine Network are: Qwest, Frontier/Citizens, Network Services, TeleSpectra/Sparkplug, TeleQuality and AT&T.
12. 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.
13. **State** that 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:** bidder understands and agrees to the terms outlined in this Request for Proposal.

**Submit bids via email to Caroline Valencik, NARBHA Sr. Telemedicine Admin Specialist, [caroline.valencik@narbha.org](mailto:caroline.valencik@narbha.org).**

- 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 this 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 a purchase of a circuit.
- NARBHA will notify bidders of their bid status within ten (10) business days of the bid deadline.