*Carrier Order Process Guide*

# RFI - REQUEST FOR INFORMATION

*JANUARY 2014*

**Revision History**

| Revision # | Date of Release | Purpose |
|---|---|---|
| v.2 | 11/16/2012 | Original Document |
| v2.1 | 06/06/2013 | Update |
| v2.2 | 01/16/2014 | Update |
| v2.3 | 07/02/2015 | Update |
| v2.4 | 02/11/2016 | Update |
| V2.5 | 2/17/2017 | Annual Review-No changes |
| V2.6 | 2/1/2019 | Annual Review No change (Robert Cogburn) |

**Approvals**

| Name | Role | Date |
|---|---|---|
| Connie Roberts | Service Support Manager, *AZNet III*, CenturyLink | 02/19/2016 |
| Pam Dreyer | Sr. Program Manager, ASET EIC | 02/19/2016 |

**PURPOSE**

The purpose is to document the steps required to generate a new RFI (Request for Information). In general, RFI tickets can include but are not limited to budgetary or non-budgetary project quotes; quote for carrier services (as here); invoice clarifications and/or general requests for specific information.

**SCOPE**

These procedures follow a basic process involving the State Agency, AZNet Support Desk Level I State, *AZNet III* Service Desk and *AZNet III* Project (Carrier) Analysts. The process then returns to the State and Agency carrier products and services for review and final approval.

**I.        State Agency Role**

State Agencies, Boards, and Commissions will be required to open a Request for Information (RFI) ticket for carrier products or services, such as, but not limited to adding new circuits, increase or decrease of bandwidth on existing circuits.  On the existing circuits, the agency may choose to stay with their current carrier or choose to get quotes from **ALL** providers on the State Carrier and Broadband Provider Services Contract.   The State Agencies, Board, and Commissions provides *AZNet III* their final decision based upon the results of the request for information (RFI) ticket by opening a new move, add, change (MAC) ticket to place the circuit order after review of the RFI results *(Refer to 10.6 AZNet III – MAC Carrier Order Process Guide)*.  The Agencies, Boards, and Commissions are responsible for selecting the carrier of their choice with the understanding that the carrier proposal selected shall meet State requirements for Quality of Service (Qos)/Class of Service (CoS) where applicable. *(Refer to the AZNet III Contract Requirements)*.  Agencies, Boards, and Commissions shall make their selection, considering best economic value for their organization.

**II.        *AZNet III* Roles and Responsibilities**
   a.   Upon requests for new carrier services **MUST** send a request for quote to **ALL** carriers that have been awarded that County.  *AZNet III* shall validate that the Carrier service quotes from qualified carriers meet the State requirements for Quality of Service (QoS)/Class of Service (CoS) where applicable.

   b.   If agency request is for an increase or decrease in bandwidth **within the same Class of Service**, (i.e. MPLS to MPLS or MOE to MOE) the agency can elect to stay with their current carrier or choose to get quotes from **ALL** carriers on the State Carrier and Broadband Provider Services Contract. The agency request for a specific carrier choice may be due to an immediate need to increase bandwidth for business reasons which generally can be achieved in 30 business days or less. Obtaining quotes from other carriers could require municipality permits, construction and Right of Entry agreements that typically take 90 to 120 business days. Otherwise for **ALL** other requests please refer to **III.a** above.

Refer to **Carrier Business Rules for Quotes** below under "Additional Considerations and Assumptions/Support Material" for more details on what is required to be quoted and what is not required to be quoted.

Refer to **Carrier Matrix Starting 7-1-15** below under "Additional Considerations and Assumptions/Support Material" for more details on the Carriers and Counties they were awarded

Refer to **Carrier Order Estimates rev2015-7** below under "Additional Considerations and Assumptions/Support Material" for more details on estimated business days

**Procedure Steps**

Deployment and Implementation for carrier pricing or carrier information (RFI).

| Step | Responsibility | Action |
|------|----------------|--------|
| 1 | State Agency | Agency generates a request for carrier information or pricing in one of the following ways: <br><br> 1) Contacts their Agency Level I (if applicable) to create the Remedy RFI Ticket with specific needs and assigns the ticket to the AZNET_SUPPORT_DESK.  Attaches internal documents (if applicable to the Remedy RFI Ticket <br><br> 2) Calls (602)364-4444, Option 1 and provides information to the AZNet Support Desk Level I State to create a Remedy RFI Ticket.  If State Agency has any supporting documentation they would like to provide to support the request, it is sent to the AZNet Support Desk Level I State via email to be attached to the Remedy RFI ticket <br><br> 3) Submits a request via email to the AZNETSUPPORTDESK@AZDOA.GOV to create a Remedy RFI Ticket.  Submits internal documents (if applicable) to be attached to the Remedy RFI Ticket <br><br> An *AZNet III* Project Manager may also create an RFI ticket on behalf of the agency to support an Agency "Project" ticket, *AZNet III* Project Manager shall work with *AZNet III* Engineering (as per step 4b) and then provide direction to the *AZNet III* Project (Carrier) Analyst on requirements needed to send out request to carriers for quotes (step 5).  *AZNet III* Project Manager will also relate the RFI ticket to the Project ticket under the Support tab area of the ticket. <br><br> Remedy RFI Ticket "Summary" should contain the following: <br> • **AZ State Service ID number** found within Attachment III, Pricing Structure along with **AZ State Service ID description**. <br> • If requesting increase of bandwidth on current circuit ID, **provide the AZ State Service ID number found within Attachment III, Pricing Structure of the new bandwidth speed and description.  Reference the agency current circuit ID**. <br> • <u>Site Assessments</u> - **if the agency is requiring the Carrier to visit the site it should be noted in the ticket summary along with the on-site contact name and phone number.**  Agency also must allow for 5 business days from the date of request for carrier to provide the site assessment. <br> • If agency requires more stringent service level agreement (SLA) as indicated in the contract, it shall be disclosed through the RFI process. |
| 2 | AZNet Support Desk Level I State | Creates Remedy RFI Ticket and workflow task. <br><br> Assigns Remedy RFI Ticket to the *AZNet III* Service Desk |
| 3 | *AZNet III* Service Desk | Ensures ticket contains all relevant details necessary to assign the request <br><br> Assigns the RFI Ticket to the appropriate *AZNet III* Project (Carrier) Analyst to be worked. |
| 4 | *AZNet III* Project (Carrier) Analyst | Contacts Agency Requester to verify the summary (if unclear) <br><br> 4a: If information is missing or required, gathers additional information from the Agency as necessary and updates the Remedy Ticket work log. |

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| | | 4b. (If applicable) sends a request to the *AZNet III* Engineering group for review of agency request |
| | | **ALL** Carrier Products (e.g. Analog, High Speed Internet, T-1 or higher) terminating to *AZNet III* supported equipment **MUST** be reviewed by Voice/Data Engineer to determine equipment capacity and determine if it meets engineering requirements |
| 5 | *AZNet III* Project (Carrier) Analyst | Researches and sends an email along with the State of AZ – Quote Form requesting quotes from **ALL** carriers contracted for the specific County.  Refer to the Carrier and Broadband Provider Services Matrix under the "Support Materials" at the bottom of this document to identify the carriers awarded by County. <br><br>5a. For rural areas with known difficulty obtaining on-contract carrier services, send State of AZ – Quote Form to local off-contract providers (as applicable) at the same time. <br><br>**NOTE:**  If off-contract providers respond with a bid and a provider that is on-contract can provide the same product, ***do not deliver the quote to the agency for off-contract services***. <br><br>5b. If Agency request was for information only and does **not** require price quotes, *AZNet III* Project (Carrier) Analyst acquires such information requested from carrier and provides to requester <br><br>Frequently updates work log with status |
| 6 | Carrier | Researches requirements for feasibility, completes and delivers State of AZ – Quote Form to AZNetRFI@centurylink.com and ASET_EIC_Carrier@azdoa.gov <br><br>6a. If carrier needs extension (aka more time) to respond to the RFI due date, the Carrier **MUST** submit a request for extension to AZNetRFI@centurylink.com  and ASET_EIC_Carrier@azdoa.gov.  *AZNet III* Project (Carrier) will send extension request to Agency.  Agency will accept or deny the request for extension.  If an extension is granted, *AZNet III* Project (Carrier) Analyst will promptly send out notification to **ALL** Carriers accordingly.  If extension is **not** granted, *AZNet III* Project (Carrier) Analyst will notify the Carrier requester directly. |
| 7 | *AZNet III* Project (Carrier) Analyst | Reviews all information provided from carrier for accuracy. <br><br>7a.  if incomplete, follows-up with carrier for completeness <br><br>Update ticket work log with status |
| 8 | *AZNet III* Project (Carrier) Analyst | Compiles quotes, translates and delivers information to the agency requester in an understandable format with instructions to follow after agency selection is made and updates ticket work log. <br><br>**NOTE:** Ensures **ALL** carrier quotes and Total Cost of Ownership (TCO) are attached to RFI Remedy Ticket support tab prior to ticket resolution. |
| 9 | Agency | Agency reviews and selects product type and carrier.  ***Refer to 10 6 AZNet III – MAC Carrier Order Process Guide*** |

**OutPut**
- Quotes for the requesting agency
- Completed Remedy Ticket

**Exit Criteria**

- Decisive information to aid in creating a carrier order

**Additional Considerations/Assumptions:**

- **Support materials**

Carrier Matrix - Starting 7_1_15.xlsx

Carrier Business Rule Matrix Final 07.

**Stakeholders**

State Agency, *AZNet III* Project (Carrier) Analyst, ASET EIC

**SLR Considerations**

N/A

**Procedure Attributes**

o        Procedure Owner: *AZNet III* Support Service Manager
o        Review Cycle: 30 days, 60 days, 90 days and then 360 days
o        Stakeholders for Approvals and Changes: *AZNet III* Program Manager and ASET EIC