

## Carrier Order Process Guide

# RFI - REQUEST FOR INFORMATION

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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

### Approvals

Name	Role	Date
Connie Roberts	Service Support Manager, AZNet II, CenturyLink	07/14/2015
Pam Dreyer	Sr. Program Manager, ASET EIC	07/14/2015

Prepared By:

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**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 II Service Desk and AZNet II Carrier Project 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 II 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 II – 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 II Contract Requirements**). Agencies, Boards, and Commissions shall make their selection, considering best economic value for their organization.

**II. AZNet II 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 II 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 **II.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	<p>Agency generates a request for carrier information or pricing in one of the following ways:</p> <ol style="list-style-type: none"> <li>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)</li> <li>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</li> <li>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</li> </ol> <p>Remedy RFI Ticket “Summary” should contain the following:</p> <ul style="list-style-type: none"> <li>• <b>AZ State Service ID number found within Attachment II, Pricing Structure along with AZ State Service ID description.</b></li> <li>• If requesting increase of bandwidth on current circuit ID, <b>provide the AZ State Service ID number found within Attachment II, Pricing Structure of the new bandwidth speed and description. Reference the agency current circuit ID.</b></li> <li>• <b>Site Assessments - 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.</b> Agency also must allow for 5 business days from the date of request for carrier to provide the site assessment.</li> <li>• If agency requires more stringent service level agreement (SLA) as indicated in the contract, it shall be disclosed through the RFI process.</li> </ul>
2	AZNet Support Desk Level I State	<p>Creates Remedy RFI Ticket and workflow task.</p> <p>Assigns Remedy RFI Ticket to the AZNet II Service Desk</p>
3	AZNet II Service Desk	<p>Ensures ticket contains all relevant details necessary to assign the request</p> <p>Assigns the RFI Ticket to the appropriate AZNet II Project (Carrier) Analyst to be worked.</p>
4	AZNet II Project (Carrier) Analyst	<p>Contacts Agency Requester to verify the summary (if unclear)</p> <p>4a: If information is missing or required, gathers additional information from the Agency as necessary and updates the Remedy Ticket work log.</p> <p>4b. (If applicable) sends a request to the AZNet II Engineering group for review of agency request</p> <p>4c. If RFI ticket was created by AZNet II Project Manager to support an Agency “Project” ticket, AZNet II Project Manager shall work with AZNet II Engineering and then provide direction to the AZNet II Project (Carrier) Analyst on requirements needed to send out</p>

		<p>request to carriers for quotes. AZNet II Project Manager also needs to relate the RFI ticket to the Project ticket under the Support tab area of the ticket.</p> <p><b>ALL</b> Carrier Products (e.g. Analog, High Speed Internet, T-1 or higher) terminating to AZNet II supported equipment <b>MUST</b> be reviewed by Voice/Data Engineer to determine equipment capacity and determine if it meets engineering requirements</p>
5	AZNet II Project (Carrier) Analyst	<p>Researches and sends an email along with the State of AZ – Quote Form requesting quotes from <b>ALL</b> 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.</p> <p>5a. If Agency request was for information only and does <b>not</b> require price quotes, AZNet II Project (Carrier) Analyst acquires such information requested from carrier and provides to requester</p> <p>Frequently updates work log with status</p>
6	Carrier	<p>Researches requirements for feasibility, completes and delivers State of AZ – Quote Form to ASET_EIC_Carrier@azdoa.gov</p> <p>6a. If carrier needs extension (aka more time) to respond to the RFI due date, carrier <b>MUST</b> submit request for extension to <a href="mailto:ASET_EIC_Carrier@azdoa.gov">ASET_EIC_Carrier@azdoa.gov</a>. ASET EIC will accept or deny the request for extension. If an extension is granted, ASET EIC will promptly notify the AZNet II Carrier team and they will send out notification to <b>ALL</b> carriers accordingly. If extension is <b>not</b> granted, ASET EIC will notify the carrier requester directly</p> <p>6b. If <b>ALL</b> contracted Carrier(s) cannot provide requested service to the Agency location, the ASET EIC Carrier Oversight Manager will give permission to proceed with soliciting quotes from off-contract providers (as applicable).</p>
7	ASET EIC Carrier Oversight Manager	<p>Reviews all information provided from carrier for accuracy.</p> <p>7a. if incomplete, follows-up with carrier for completeness</p> <p>Update ticket work log with status</p>
8	ASET EIC Carrier Oversight Manager	<p>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.</p> <p><b>NOTE:</b> The instructions can include but not limited to SPO Off-Contract requirements (when applicable).</p> <p>Follow-up with agency within 2 business days. Prefer informal verbal with follow-up of informal written dialog. Confirm that the quotes were received and reviewed and if ticket can be resolved.</p> <p>8a. If approval is received to resolve ticket, ASET EIC Carrier Oversight Manager will notify the AZNet II Project (Carrier) Analyst that the ticket can be resolved and updates ticket work log. <b>*See note 1 below</b></p>

		<p>8b. If approval is <b>NOT</b> received at this time, the ticket work log will be updated with explanation and ASET EIC Carrier Oversight Manager will follow-up at the time designated in the work log.</p> <p>8c. if agency has questions with regards to quotes provided, ASET EIC Carrier Oversight Manager addresses questions with assistance of carrier and updates ticket work log.</p> <p>8d. if agency requests of the ASET EIC Carrier Oversight Manager information about other product types and pricing, ASET EIC Carrier Oversight Manager will direct agency to create new Remedy RFI ticket and then will send notification to the AZNet II Project (Carrier) Analyst that the original RFI ticket can be resolved and updates the work log.</p> <p><b>*Note 1:</b> Ensures <b>ALL</b> carrier quotes are attached to RFI Remedy Ticket support tab prior to ticket resolution.</p>
9	Agency	Agency reviews and selects product type and carrier. <b>Refer to 10 6 AZNet II – MAC Carrier Order Process Guide</b>

**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



Carrier Order Estimates rev2015-7.

**Stakeholders**

State Agency, AZNet II Project (Carrier) Analyst, ASET EIC

**SLR Considerations**

N/A

**Procedure Attributes**

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