

Attachment I, Offeror Solicitation No: ADSP014-00004241 Description: Telecommunications and Broadband Provider Services

OFFEROR QUESTIONNAIRE

1. Cost Proposal:

1.1 Scenarios. Offeror are required to select and describe, as requested, all of the following scenarios for which they have provided firm fixed pricing for services described within Attachment II, failure to do so may result in an Offeror being deemed non responsive. Each scenario has intentionally been left without a service address as well as a county, as to not hinder an Offeror from responding based on the areas in which they provide service. Offerors are to state within their response to each scenario which county they are going to provide the service for within the Scenario so that it can be cross referenced with Attachment

II. Each scenario response shall have the following data provided: County to provide the scenario service; Corresponding Arizona Service ID as identified within Attachment II; MRC, if applicable to the service requested within the scenarios chosen; and NRC, if applicable to the service requested within the scenarios chosen.

1.1.1 Scenario One: Analog Line

Service requested: One (1) analog voice line with three features (transfer, call forward, and caller ID). Include cost to extend past demarcation point to customer provided location.
Response: tw telecom is not bidding on Scenario One.

1.1.2 Scenario Two: Metro Ethernet. Service requested: Metro Ethernet for 20Mbps Access with minimum 2Mbps CoS/QoS.

Response: tw telecom is bidding on Scenario Two.

Scenario 2: 20Mb Ethernet					
COUNTIES	ARIZONA SERVICE ID	ON-NET MRC	ON-NET NRC	OFF-NET MRC	OFF-NET NRC
Apache	N/A	N/A	N/A	N/A	N/A
Cochise	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Coconino	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Gila	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Graham	N/A	N/A	N/A	N/A	N/A
Grenlee	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
La Paz	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Maricopa	Add'l Services, AZCN-00395	\$462.00	\$0.00	\$938.38	\$0.00
Mojave	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Navajo	N/A	N/A	N/A	N/A	N/A
Pima	Add'l Services, AZCN-00395	\$462.00	\$0.00	\$938.38	\$0.00
Pinal	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Santa Cruz	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Yavapai	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00
Yuma	Add'l Services, AZCN-00395	N/A	N/A	\$938.38	\$0.00

Note: All pricing subject to available facilities

1.1.3 Scenario Three: MPLS or equivalent

Service requested: MPLS or equivalent, Bandwidth 3Mbps. Include cost to extend past demarcation point.

Response: tw telecom is bidding on Scenario Three.

Scenario 3: MPLS (3 Mb)					
COUNTIES	ARIZONA SERVICE ID	ON-NET MRC	ON-NET NRC	OFF-NET MRC	OFF-NET NRC
Apache	N/A	N/A	N/A	N/A	N/A
Cochise	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Coconino	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Gila	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Graham	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Grenlee	N/A	N/A	N/A	N/A	N/A
La Paz	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Maricopa	Add'l Services, AZOS00001	\$327.60	\$500.00	\$631.40	\$500.00
Mojave	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Navajo	N/A	N/A	N/A	N/A	N/A
Pima	Add'l Services, AZOS00001	\$327.60	\$500.00	\$631.40	\$500.00
Pinal	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Santa Cruz	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Yavapai	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00
Yuma	AZCN-00061, AZOS-00001	N/A	N/A	\$631.40	\$500.00

Note: All pricing subject to available facilities

1.1.4 Scenario Four: PBX ALI

Service requested: PBX ALI added to existing DID ranges (XXX)XXX-5780 thru 5999 And (XXX)XXX-7000 thru 9999. That is a total of 3,220 DID’s.

Response: tw telecom is not bidding on Scenario Four.

1.1.5 **Scenario Five:** MPLS with Ethernet Port service or equivalent Service requested: MPLS Transport w/ Ethernet Port service at minimum line rate of 150 Mbps

Response: tw telecom is bidding on Scenario Five.

Scenario 5: MPLS with Ethernet Port (150M)					
COUNTIES	ARIZONA SERVICE ID	ON-NET MRC	ON-NET NRC	OFF-NET MRC	OFF-NET NRC
Apache	N/A	N/A	N/A	N/A	N/A
Cochise	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Coconino	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Gila	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Graham	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Grenlee	N/A	N/A	N/A	N/A	N/A
La Paz	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Maricopa	Add'l Services, ACZN-00078	\$1,254.40	\$0.00	\$2,303.40	\$0.00
Mojave	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Navajo	N/A	N/A	N/A	N/A	N/A
Pima	AddlServices, ACZN-00078	\$1,254.40	\$0.00	\$2,303.40	\$0.00
Pinal	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Santa Cruz	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Yavapai	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00
Yuma	AZCN-00078	N/A	N/A	\$2,303.40	\$0.00

Note: All pricing subject to available facilities

1.1.6 **Scenario Six:** Stand Alone Internet Access service

Service requested: Stand Alone Internet Access with bandwidth of 50 Mbps download and 10 Mbps upload (must be provided with bundled DSL modem or Cable modem)

Response: tw telecom is not bidding on Scenario Six.

1.1.7 Scenario Seven: High Speed Internet Access service

Service requested: High speed Internet Access service from Internet Point-of-Presence to customer location with bandwidth of 1Gbps. (Describe the transport and access service proposed)

Response: tw telecom is bidding on Scenario Seven.

Scenario 7: High Speed Internet Service (1 Gbps)					
COUNTIES	ARIZONA SERVICE ID	ON-NET MRC	ON-NET NRC	OFF-NET MRC	OFF-NET NRC
Apache	N/A	N/A	N/A	N/A	N/A
Cochise	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Coconino	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Gila	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Graham	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Grenlee	N/A	N/A	N/A	N/A	N/A
La Paz	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Maricopa	Add'l Services, AZIA-00045	\$3,903.20	\$0.00	\$6,889.75	\$0.00
Mojave	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Navajo	N/A	N/A	N/A	N/A	N/A
Pima	Add'l Services, AZIA-00045	\$3,903.20	\$0.00	\$6,889.75	\$0.00
Pinal	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Santa Cruz	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Yavapai	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00
Yuma	AZIA-00045	N/A	N/A	\$6,889.75	\$0.00

Note: All pricing subject to available facilities

Fiber based Transport with Ethernet service

1.1.8 Scenario Eight: Managed WiFi Access-Point service

Service requested: Managed WiFi Access-Point service with 100 Mbps Download and 10 Mbps upload "Best Efforts" Internet connection

Response: tw telecom is not bidding on Scenario Eight.

1.1.9 Scenario Nine: PRI

Service requested: Two (2) PRI that will terminate on existing DS3 with 20 DID, 2B Call Transfer, N1-2, and 10 digit dialing. Include cost to extend past demarcation point.

Response: tw telecom is bidding on Scenario Nine.

Scenario 9: PRI (2 PRIs)					
COUNTIES	ARIZONA SERVICE ID	ON-NET MRC	ON-NET NRC	OFF-NET MRC	OFF-NET NRC
Apache	N/A	N/A	N/A	N/A	N/A
Cochise	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Coconino	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Gila	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Graham	AZCN-00470, AZOS-00001	N/A	N/A		\$0.00
Grenlee	N/A	N/A	N/A	N/A	N/A
La Paz	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Maricopa	AZCN-00470, AZOS-00001	\$560.00	\$500.00	\$560.00	\$500.00
Mojave	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Navajo	N/A	N/A	N/A	N/A	N/A
Pima	AZCN-00470, AZOS-00001	\$560.00	\$500.00	\$560.00	\$500.00
Pinal	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Santa Cruz	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Yavapai	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00
Yuma	AZCN-00470, AZOS-00001	N/A	N/A	\$560.00	\$500.00

- Notes:
- All pricing subject to available facilities
 - Pricing does not include the cost of DS-3 facilities.

1.1.10 Scenario Ten: Fiber Lease service:

Service requested: Lease of one dedicated pair of dark fiber, configured as a ring comprised a set of point-to-point routes, This ring will consist of 5 locations; the provider’s point-of-presence (PoP) [location, A] and four customer locations (B,C,D,E). Locations A to B are connected by two 1-mile physically diverse routes of existing fiber. Location B to C, C to D, D to E, and E to B are each 5 mile point-to-point routes. Assume that all routes except A to B will require new fiber construction. Provide estimated conceptual Lease NRC and Lease and Maintenance MRCs and desired contract terms to be negotiated. Conceptual pricing shall include any provider assumptions with regard to demand aggregation Note fiber services are assumed by the state to be offered under Infrastructure expansion terms.

Response: tw telecom is not bidding on Scenario Ten.

1.1.11 Scenario Eleven: Regional transport network. Provide estimated conceptual Lease NRC and Lease and Maintenance MRCs and desired contract terms to be negotiated. Conceptual pricing shall include any provider assumptions with regard to demand aggregation.

Service requested: Three Node Off-Net MPLS Ethernet Port Network Bundled with VPN Access, Managed Router and MPLS Transport Service at Minimum Line Rate of 10 Gbps between each

node. Each Node and its managed router is located at a customer location in a separate community. Each community is separated from the nearest other community by an average distance of 30 miles.

Response: tw telecom is not bidding on Scenario Eleven.

2. **Method of Approach:** The Offeror shall provide a narrative response to each question that demonstrates the understanding of the Scope of Work and describes your company’s overall method of approach for providing the services stated in this solicitation. Within the Offeror’s response, the narrative shall include:

2.1 **E-Rate.** Offeror shall provide the following information in response to this Request for Proposal to be considered for future business with E-Rate Eligible Entities. If Offeror is choosing not to do business with E-Rate Eligible Entities for the duration on a resultant contract, please state that in lieu of providing the number requested below.

Service Provider Identification Number (SPIN): 143-03-2782

2.2 **Categories to be offered by County.** Offeror shall confirm in writing, utilizing the table provided below, which of the five (5) categories they want to be considered for award. Within each cell please state one of the following responses:

2.2.1 **Yes.** Meaning that the Offeror will provide this selected category to the entire county.

2.2.2 **Yes w/exception.** Meaning that the Offeror will only provide this selected category to certain cities. If this is a chosen response by the Offeror shall complete the table in section 2.3.

2.2.3 **No Bid.** Meaning that the Offeror will not provide this selected category within the specific county.

Response:

County	Category 1 Circuits & Networks	Category 2 Voice Services	Category 3 WiFi	Category 4 Internet Services	Category 5 Fiber Services
Apache	No Bid	No Bid	No Bid	No Bid	No Bid
Cochise	Yes	Yes	No Bid	Yes	No Bid
Coconino	Yes	Yes	No Bid	Yes	No Bid
Gila	Yes	Yes	No Bid	Yes	No Bid
Graham	Yes	Yes	No Bid	Yes	No Bid
Greenlee	No Bid	No Bid	No Bid	No Bid	No Bid
La Paz	Yes	Yes	No Bid	Yes	No Bid
Maricopa	Yes	Yes	No Bid	Yes	No Bid
Mohave	Yes	Yes	No Bid	Yes	No Bid
Navajo	No Bid	No Bid	No Bid	No Bid	No Bid
Pima	Yes	Yes	No Bid	Yes	No Bid
Pinal	Yes	Yes	No Bid	Yes	No Bid
Santa Cruz	Yes	Yes	No Bid	Yes	No Bid
Yavapai	Yes	Yes	No Bid	Yes	No Bid
Yuma	Yes	Yes	No Bid	Yes	No Bid

tw telecom has read all aspects of this RFP including the Scope of Work. We understand the States' intentions and will continue to work with the State as a partner and with their designated purchasing cooperative members to provide technology solutions at the best possible price to complete initiatives and objectives.

We will use our products and services as outlined below to deliver services to the Cooperative.

Network Solutions

One size never fits all. **tw telecom** designs specific solution strategies to help you accomplish your business goals. Based on your business requirements as discussed in this RFP, we propose the following product solutions:

Business Ethernet

Our reliable, redundant, and diverse network solutions keep your business connected. In fact, **tw telecom** is one of the top three market share providers of Business Ethernet in the country. We deliver simple, scalable, cost-effective Ethernet services both in the metro and nationwide—all based on Metro Ethernet Forum (MEF) standards.

E-Line

tw telecom delivers simple, scalable, cost-effective metro and nationwide Ethernet services—all based on Metro Ethernet Forum (MEF) standards. E-Line starts at 2 Mbps and scales up to 10 Gbps with competitive price points and fractional 10 Gbps speeds not offered by optical solutions.

Native LAN

Reliably connect and communicate between multiple locations at high rates of speed within a given metropolitan area. Connect all the dots with a technology that you already know well—Business Ethernet.

Extended Native LAN

Communicate across your office or city hundreds of times faster than you do today. Extended Native LAN (ENLAN) expands your metro Business Ethernet connectivity across the country. Leverage your applications across all locations with a high-speed, flexible communications solution that is not only extremely reliable and secure, but available at a lower cost than your traditional network.

IP and Managed Services

tw telecom's fully redundant and diverse network solutions support a variety of applications. With our Managed Services suite, you can focus on your core business, enhance value for your organization and customers, and minimize your total cost of ownership. For The State, **tw telecom** recommends the following services:

Converged Services, Single Site: integrates your voice and Internet services into a single, fully managed connection to gain greater network efficiencies

Converged Services, Multiple Sites: fully integrates your IP VPN, voice, Internet, and security services on a single IP connection to gain greater network efficiencies

IP VPN Solutions: provides flexible business-class MPLS service with any-to-any connectivity around the globe

Managed Router: offers configuration, installation, service initialization, and fault management of the router and associated network services

SIP Trunking: delivers a managed end-to-end VoIP solution designed to support your voice communications needs, and eliminates the need to manage separate voice and data networks

Internet Services: our secure, reliable, super-high-speed connections give you anytime, anywhere access and even allow you to create your own set of Internet access tools

Voice Services

With **tw telecom**, you will never have to worry about your voice solutions being crystal clear, no matter where they are heard. Choose from a wide range of voice solutions, including local voice, data and video, long distance, [IP Conferencing](#), or even dedicated high-capacity lines—all designed to deliver the bandwidth you need anytime, anywhere.

Transport and Wavelength Services

tw telecom provides a complete range of dedicated transport services with transmission speeds ranging from 1.5 Mbps to 10 Gbps. These services satisfy needs for voice, data, image, and video transmission. We have built a modern and powerful communications network to provide business customers with the bandwidth, reliability, security, and quality of service that their business demands.

With **tw telecom’s** DWDM (Dense Wave Division Multiplexing) technologies and dense fiber-based network services, you will optimize your bandwidth, reliability, and security to meet your enterprise business demands.

2.3 Excluded Cities Serviced by County. Offeror shall confirm in writing, utilizing the table provided below, which jurisdictions cannot be services within a specific county in which they have selected to be considered for award in the above table.

County	Specific Jurisdiction excluded
Apache	
Cochise	
Coconino	
Gila	
Graham	
Greenlee	
La Paz	
Maricopa	
Mohave	
Navajo	
Pima	
Pinal	
Santa Cruz	
Yavapai	
Yuma	

2.4 Compliance to Requested Services by Category: Any exceptions taken but not documented as instructed below will be deemed invalid and will not be considered.

Response: All exceptions are listed in both the ProcureAZ section and within response document in a section entitled Exceptions.

The Offeror has read, understands and shall comply with all Services requested within Section 4 of the Scope of Work within this Request for Proposal. Offerors that accept the States requests shall check YES to clearly indicate their acceptance. Offerors who take exceptions shall check NO, and clearly indicate the exception according to the instructions below.

☐ YES, I acknowledge that I have read and understand the requested services to be provided within each category in which my firm is bidding, my Firm shall comply by providing all with in any resultant contract.

☒ NO, I acknowledge that I have read and understand the requested services to be provided within each category in which my firm is bidding, my Firm shall comply with the exceptions listed below.

Exceptions (If checked NO)

2.4.1 Offerors that take exception to any requested services shall justify their exception as well as propose alternate language for the State's consideration. Exceptions shall be within a separate document appropriately titled "Service Exceptions" and contain the paragraph number from the Scope of Work, rationale for exception and the proposed alternate language. Additional pages may be added as long as all exceptions are submitted as one document. Any exceptions not contained and submitted on this form or attached document shall not be reviewed or contained in any resultant contract.

Response:



Service
Exceptions.docx

2.4.2 Please note that exceptions taken to the Requirements described in the Scope of Work, the Instructions, or the Terms and Conditions of this solicitation may negatively affect the final evaluation score of the Offer. Both the number of exceptions and the severity of the exceptions can affect your score and may result in your Offer deemed non-responsive for this solicitation.

Response: tw telecom has read and understands.

2.5 Expanding Geographic Availability for Tariffed and Non-Tariffed carrier telecommunication Services. Offerors who are registered CLEC's shall identify their strategy for establishing agreements with ILEC's in areas open to competition as defined by the Arizona Corporation Commission necessary to provide end-to-end service in these area. *Agreements shall be in effect at Contract award, if not already in place.* If Offeror is not a CLEC, please state so as your Firm's response to this question.

Response: The following information governs the process for the access to ILEC and other third-party provider poles and conduits and, while factually correct, is the responsibility of and should be referred to the Outside Plant Engineering team.

tw telecom leases underground conduit and pole space and other rights-of-way from entities such as LECs and other utilities, railroads, long distance providers, state highway authorities, local governments, and transit authorities. The 1996 Telecommunications Act requires most utilities, including most LECs and electric companies, to afford CAPs/CLECs access to their facilities, poles, conduits, and rights-of-way at reasonable rates on non-discriminatory terms and conditions.

tw telecom's networks are constructed to cost-effectively access areas of significant commercial end-user telecommunications traffic, as well as the Point of Presence (POP) of most IXCs and cellular companies and the principal LEC Central Offices in a city. **tw telecom** establishes general requirements for network design and internally engineers the contemplated network as well as the required deployment. Independent contractors selected through a competitive bidding process provide construction and installation services. Company personnel provide project management services, including contract

negotiation and supervision of the construction, testing, and certification of all facilities. The construction period for a new network varies depending upon the number of route miles to be installed, the initial number of buildings targeted for connection to the network, the general deployment of the network, and other field conditions.

2.6 Broadband Expansion. If your Firm is not wishing to participate in the Broadband expansion portion of a resultant contract, please state that as your response to this question. If your Firm wants to be considered for award within this provision please respond to the following questions accordingly.

2.6.1 Offeror shall provide their five (5) year plan for building new broadband infrastructure to and within regions or communities in which the Provider currently has no or insufficient broadband infrastructure and for which they intend to provide services under this contract.

2.6.1.1 At a minimum the plan shall include the following information:

2.6.1.1.1 Scope of Work.

2.6.1.1.2 Key Personnel, with contact information.

2.6.1.1.3 Responsibilities of Contractor and Customer.

2.6.1.1.4 Time Line.

2.6.1.1.5 Installation Cost, broken down by time and material.

2.6.1.1.6 Final Acceptance, service switched on date.

2.6.2 Offeror shall provide detailed maps of their current and planned broadband infrastructure in KMZ or an equivalent digital format for counties in which they intend to offer services under this contract, such maps need not include served buildings or any direct or indirect information with regard to served customers.

Response: **tw telecom** is a leading provider of business Ethernet and networking solutions. All network expansions are justified by business case. We have expanded our Phoenix metropolitan network in to 5 new municipalities during 2014.

The Phoenix expansion is part of a national multi-market effort by the company to expand its metro fiber footprint across the country. **tw telecom** has entered into five new markets this year – Salt Lake City, Utah; Richmond, Virginia; Boston, Massachusetts; Cleveland, Ohio and Philadelphia, Pennsylvania. The company is also accelerating the density of its metro-fiber footprint in more than one third of its existing markets.

Our current national fiber infrastructure of 28,000 miles connects to more than 19,000 buildings nationwide. In Arizona we have over 1,000 fiber ready buildings, and with the access of our current Ethernet providing partners this gives Arizona fiber based Ethernet access to over 2,000 buildings state wide. With over 900 metropolitan fiber miles across the state, **tw telecom** has extensive expansion plans approved for the northwest, northeast and south valley of metropolitan Phoenix for early 2015.

Although we cannot commit to any specific broadband infrastructure plans for the next five (5) years, we can commit to partnering together with the State of Arizona and its buying constituents to continue to expand our footprint based on business needs and to work with our LEC, ILEC and CLEC partners to provide expanded network services throughout Arizona.

If broadband infrastructure projects are taken on with the State of Arizona or any of its buying constituents a project team will be assigned on an individual case basis and will be identified to all parties.

Our existing fiber footprint has been provided in .kmz format and our long haul network path has been identified to the State of Arizona.

This network information is CONFIDENTIAL information.

Network maps uploaded separately

2.6.3 Submit to semi-annual meetings. Offeror shall state their compliance to having semi-annual meetings with the State Procurement Office and the ASET-Broadband department to provide assurance that commercially reasonable progress has been accomplished against their submitted infrastructure plans.

Response: tw telecom has read, understands and complies.

3. Capacity of Offeror: The Offeror shall provide a narrative response that describes their ability to provide all services stated in this solicitation. Within the Offeror's response, the narrative shall include at a minimum:

3.1 Overall Company Information. Provide the following as requested:

3.1.1 Brief overview of business operations, including the Company's Mission and Philosophy Statement;

3.1.2 Date Company was established;

3.1.3 Ownership (public, partnership, subsidiary, etc.);

3.1.4 Location in where the Offeror is incorporated;

3.1.5 Office location(s) responsible for performance of contract;

3.1.6 Offeror's organizational chart relevant to this RFP, including contact information for the individual who is responsible for any clarifications or discussions regarding the submitted response;

3.1.7 Offeror shall document the number of the firm's technical staff members dedicated to new development verses those assigned to support of existing applications.

3.1.8 A Statement of whether, in the last ten (10) years, the Offeror has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details;

3.1.9 A Statement of whether there are any pending Securities Exchange Commission investigations involving the Offeror, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Offeror's performance in a Contract under this RFP;

3.1.10 A Statement documenting all open or pending litigation initiated by the Offeror or where the Offeror is a defendant or party in an litigation that may have a material impact on Offeror's ability to deliver the contracted services;

3.1.11 A Statement documenting all open or pending litigation initiated by the Offeror or where the Offeror is a defendant or party in an litigation with a public sector client; and

3.1.12 Full disclosure of any public sector contracts terminated for cause or convenience in the

past five (5) years.

Response:

Corporate Overview

tw telecom holdings inc. (NASDAQ: TWTC), headquartered in Littleton, CO, is a leading provider of managed voice, Internet, and data networking solutions to a wide range of business customers and organizations throughout the United States, and to our customers' global locations. As one of the three largest providers of Business Ethernet in the nation, we connect more commercial buildings to our national fiber network than any other competitive provider. We provide managed network services, specializing in Business Ethernet, IP VPN, Converged services, Internet access, transport data networking, voice, VoIP, and security to enterprise, large organizations, and communications services companies alike. **tw telecom** operates in 80 U.S. metropolitan markets that have high concentrations of medium- and large-sized businesses. Our fiber network covers 33,000 route miles, directly connecting over 20,800 buildings served entirely by our facilities ("on-net"). We are expanding our footprint within existing markets by connecting our network to additional buildings. We continue to expand our Internet Protocol (IP) backbone data networking capability between markets supporting end-to-end Ethernet and Virtual Private Network (VPN) connections for customers. We have selectively interconnected existing service areas within regional clusters with fiber optic facilities that we own or lease. In addition, we provide inter-city switched services between our markets that offer our customers a virtual presence in a remote city.

Our SONET-based networks include 100% fiber optic, fully redundant, self-healing digital rings. Diverse routing is standard on most of our metro services. With **tw telecom**, you will experience the highest quality voice, data, and video communications transmission possible. Our innovative National Operations Centers, located in Denver, CO, and O'Fallon, MO, monitor all of our networks for reliability and performance 24x7x365.

As a leading provider of integrated and converged network solutions, **tw telecom** delivers overall economic value, quality, service, and improved business productivity to our customers.

Corporate History

Rooted in the rich heritage of communications giants, **tw telecom** was founded in 1993 as a joint venture between US WEST (a Regional Bell Operating Company) and Time Warner. We have rapidly evolved our business, specializing in facilities-based communications solutions for enterprise and carrier customers, as well as local and federal government agencies.

In 1998, **tw telecom**—then known as Time Warner Telecom—was formed into its own entity and, in May 1999, we issued an initial public offering (IPO). In 2008, **tw telecom** officially became the new name of the company. **tw telecom** provides services to customers through its wholly-owned operating company, **tw telecom holdings inc.**, which in turn owns local operating entities that are certified to provide service in markets throughout the United States.

Our office located in Phoenix, Arizona is responsible for performance of this contract. The following page provides the names, contacts and areas of responsibility for our local team.

Key Personnel (Contract Contact)

Name: Deb Carmachel – VP /General Manager

Telephone No.: (602) 385-8447

E-Mail: Deb.Carmachel@twtelecom.com@twtelecom.com

Mailing Address: 3003 N Central Ave, Suite 1100

City: Phoenix

State: AZ Zip: 85012

Contract Responsibility: Main point of contact for contractual questions and clarifications

Key Personnel (Ordering – New Customers)

Name: Bill Meador

Telephone No.: (602) 385-4610

E-Mail: Bill.Meador@twtelecom.com

Mailing Address: 3003 N Central Ave, Suite 1100

City: Phoenix

State: AZ Zip: 85012

Contract Responsibility: Main sales contacts for quoting and ordering

Name: Mike Jones

Telephone No.: (520) 618-4240

E-Mail: mike.jones@twtelecom.com

Mailing Address: 5210 E Williams Circle

City: Tucson

State: AZ Zip: 85711

Contract Responsibility: Main sales contacts for quoting and ordering Tucson

Key Personnel (Billing – Current Customers)

Name: Kelly Benjovsky

Telephone No.: (602) 385-8404

E-Mail: kelly.benjovsky@twtelecom.com

Mailing Address: 3003 N Central Ave, Suite 1100

City: Phoenix

State: AZ Zip: 85012

Contract Responsibility: Project coordination, billing and service implementation

Key Personnel (Customer Service – Service Problems, Outages, SLA Issues)

Name: Steve Klingler

Telephone No.: (602) 385-2002

E-Mail: steve.klingler@twtelecom.com

Mailing Address: 3003 N Central Avenue, Suite 1100

City: Phoenix

State: AZ Zip: 85012

Contract Responsibility: Management of local tw telecom field operations team

We are party to various claims and legal and regulatory proceedings in the ordinary course of business. We do not believe that these claims or proceedings, individually or in the aggregate, are material or are likely to have a material adverse effect on our business, financial condition, or results of operations. (re: sections 3.1.8-3.1.11)

There are no public sector contracts terminated for cause of convenience in the past five (5) years.

3.2 Audited Financials. Offeror shall provide the last two years of audited or reviewed financial Statements either has hard copy uploaded PDF documents within ProcureAZ at time of submittal or Offeror shall provide the web address where the audited financials can be located.

Response:

Financial statements can be accessed online [by clicking here](#).

3.3 Subcontracting. If any part of the Offeror's business is subcontracted please identify as requested below:

3.3.1 Offeror shall list each subcontractor's name, location, type of service to be provided, and the certifications they possess.

3.3.2 A description of how the Offeror will monitor and evaluate subcontractor performance; and

3.3.3 The length of the contractual relationship with each proposed subcontractor and provide details of future term dates of such contracts.

Response:

The use of subcontractors would only be required for construction if a site were going to be added to our network, i.e. become an on-net site. As there are many companies throughout the state, our contractors would vary by city and region.

This is the list of the subcontractors that **tw telecom** works with:

Name: [Prime Choice Utility Company LLC](#)
Contact Person: [Rigoberto Ledzma](#)
Telephone No.: (602) 367-1083
Mailing Address: 47 N 69th Avenue
Phoenix, AZ 85043
Contract Responsibility: Electrical work.

Name: [Stake Center Locating](#)
Contact Person: [Cathy Code](#)
Telephone No.: (801) 364-1063
Mailing Address: 2920 West Directors Row
Salt Lake City , UT 84104
Contract Responsibility: Locating for 10 states

Name: [Paramount Designs Inc.](#)
Contact Person: [Ed Campbell](#)
Telephone No.: (602) 258-7544
Mailing Address: 1439 N. First Street
Phoenix AZ 85004
Contract Responsibility: OSP and ISP Construction and Splicing Services

Name: [Amazon Communications Inc.](#)
Contact Person: [Rich Ozga](#)
Telephone No.: (602) 717-0042
Mailing Address: 2722 S. Alma School Road, Ste 1
Mesa: AZ 85201
Contract Responsibility: Demarc Services.

Name: [BPG Designs, Inc.](#)
Contact Person: [Rhonda Bicknell](#)
Telephone No.: (6020) 954-2223
Mailing Address: 3221 N. 24th St, Ste 14
Phoenix, AZ 85016
Contract Responsibility: Telecom Design and Construction.

Name: [Lightspeed Networks, LLC](#)
Contact Person: [Robert Carter](#)
Telephone No.: (480) 377-0178
Mailing Address: 331 S River Dr, Ste 12
Tempe, AZ 85281
Contract Responsibility: Fiber splicing.

Name: [SR Electric](#)
Contact Person: [Ruby Russell](#)
Telephone No.: (602) 243-4204
Mailing Address: 3401 South Third Place
Phoenix, AZ 85040
Contract Responsibility: Electrical work.

Name: [The Fishel Company](#)
Contact Person: [Scott Keeler](#)
Mailing Address: 1600 Walcutt Road
Columbus, OH 43228
Contract Responsibility: Construction.

Name: [Naumann Hobbs Material Handling Inc.](#)
Contact Person: [Micheal Roay](#)
Telephone No.: (520) 623-5865
Mailing Address: 2905 North Flowing Wells Rd.
Tucson, AZ 85705
Contract Responsibility: Forklift Maintenance.

Name: [Empire Power Systems](#)
Contact Person: [David Starr](#)
Telephone No.: (520) 407-3106
Mailing Address: 840 North 43rd Ave
Phoenix, AZ 85009
Contract Responsibility: Generator maintenance.

Name: [Palomar E-Z Cable LLC](#)
Contact Person: [Eddie Palomarez](#)
Telephone No.: (520) 618-4225
Mailing Address: 1497 S. Calle Anasazi
Tucson, AZ 85735
Contract Responsibility: Construction

Name: [Sturgeon Electric Company Inc.](#)
Contact Person: [Pauline Hall](#)
Telephone No.: (520) 741-9252
Mailing Address: 2825 East Ginter Road
Tucson, AZ 85706
Contract Responsibility: Electrical services.

Name: [New Pueblo Communications](#)
Contact Person: [Katherine Weir](#)
Mailing Address: 660 S. Country Club Rd
Tucson, AZ 85716
Contract Responsibility: Installation services.

Name: [KGB Communications](#)
Contact Person: [Kathy Hibsman](#)
Telephone No.: (520) 743-3300
Mailing Address: 3219 Geronimo Ave
Tucson, AZ 85705
Contract Responsibility: Demarc extension.

Name: [Alpha Underground Construction Inc](#)
Contact Person: [Michael Sereno](#)
Telephone No.: (520) 247-7400
Mailing Address: 1261 W. Newton Drive
Tucson, AZ 85704
Contract Responsibility: Underground, aerial, and building entry fiber placement and splicing.

3.4 Current Customer Base. The State intends to conduct reference checks for client references provided by Offerors. It may, at its sole discretion, contact additional clients not presented as references. Offers shall provide at least three (3) client references that replicate or mirror the requirements of this RFP. All references shall be for engagements received and completed within the last five (5) years. The following information shall be provided for references using the table structure:

Reference Information	Client One	Client Two	Client Three
Organization Name	Arizona State Retirement System	Yavapai County Educational Technology Consortium	State of Idaho Department of Administration
Type of Contract Product and Services Delivered	Voice PRI, Toll, Ethernet Service (MoE), Internet	IP VPN (MPLS), Internet	NLAN, Voice T1, IP VPN
Contact Name, Mailing Address, Phone Number and E-mail Address	Molly Majai 3300 N. Central Ave. Suite 1200 Phoenix, AZ 85012 mollym@azasrs.gov 602-240-2128	Stan Goligoski Yavapai County Education Service Center 2970 Centerpointe East Drive Prescott, AZ 86301 Stan.goligoski@yavapai.us 928-442-5754	Cheryl Dearborn 450 W State Street Boise ID 83702 cheryl.dearborn@cio.idaho.gov 208-334-1845
Contract State and End Date	12/11-8/19	11/13-11/18	1/11 – 1/16
Contract Value	\$6,990/Mo	\$25,708/Mo	\$100,000/mo.