

RFP-2026-022

Surplus VOIP Asset Sale

BID SUBMISSION DEADLINE:

5:00 PM PST March 26, 2026

SUBMISSION CONTACT AND ADDRESS:

Northwest Open Access Network (NoaNet)

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1.0 INTRODUCTION

This **Request for Proposals (RFP)** is issued by **Northwest Open Access Network (NoaNet)** for the **divestiture of a surplus Voice over Internet Protocol (VOIP) customer portfolio**. This solicitation is conducted in accordance with NoaNet procurement policies and authorities applicable to Washington State public entities, **including the disposal of surplus property under RCW 54.16.180** and related public contracting principles.

NoaNet is seeking proposals from **qualified telecommunications providers** capable of **purchasing and assuming operational responsibility** for the hosted VOIP customer portfolio currently managed by NoaNet.

Following an internal strategic review, NoaNet determined that operating retail VOIP services is not aligned with its primary mission of providing open-access broadband infrastructure and wholesale telecommunications services. As a result, **NoaNet has elected to discontinue this service line and divest the associated customer portfolio.**

This RFP establishes a **limited competitive solicitation process** intended to obtain fair market value for the surplus VOIP assets and identify a **qualified provider capable of assuming the accounts** and continuing service operations within the existing platform environment.

2.0 BACKGROUND

NoaNet is a public-benefit telecommunications organization that supplies solutions and resources for all aspects of broadband and telecom projects to serve Washington State. We are owned by rural Public Utility Districts, which are not-for-profit, community-owned utilities that provide electricity, water, sewer, and wholesale telecommunications services to customers across Washington State. This structure enables NoaNet to expand broadband access to underserved rural communities, fostering economic development and improving digital connectivity in regions that may otherwise lack adequate infrastructure.

Historically, NoaNet offered hosted Voice over Internet Protocol (VOIP) services to a limited number of customers as part of a pilot service offering delivered through the Alianza Cloud Communications platform with service components integrated through GoTo Connect infrastructure.

The portfolio being offered consists of approximately 17 active sub-accounts which collectively serve approximately 30 downstream end-user organizations.

The accounts currently generate approximately \$17,600 in monthly recurring revenue (MRR).

These services operate within an existing Master Services Agreement between NoaNet and Alianza which extends through March 8, 2029.

3.0 PROCUREMENT AUTHORITY AND SURPLUS DECLARATION

The VOIP customer portfolio offered through this solicitation has been formally declared surplus to NoaNet's operational needs following executive review and Board authorization.

NoaNet previously offered hosted VOIP services through a Certified Partner relationship within the Alianza Cloud Communications platform. After strategic evaluation, NoaNet determined that continuing to operate retail VOIP services is not aligned with the organization's core mission of supporting open-access broadband infrastructure and wholesale telecommunications services.

Consistent with NoaNet procurement policies and practices similar to those used by our Washington State Public Utility District owners, NoaNet has elected to dispose of these surplus assets through a limited competitive solicitation process designed to establish fair market value.

Internal documentation supporting this action includes:

- Executive Business Decision memorandum documenting the decision to exit the VOIP service line
- Fair Market Value Determination for the VOIP account portfolio
- Procurement Method Determination establishing a limited competitive process due to platform and contractual constraints

The purpose of this RFP is therefore to obtain competitive proposals from qualified telecommunications providers capable of assuming the VOIP customer portfolio and continuing service operations.

4.0 DESCRIPTION OF ASSETS

The assets offered through this solicitation include:

- VOIP customer account portfolio
- Associated recurring revenue
- Customer configuration and service data required for service continuity
- Goodwill associated with the customer relationships

The assets do not include any NoaNet network infrastructure, fiber assets, or other telecommunications services.

5.0 PORTFOLIO OVERVIEW

The VOIP portfolio offered through this solicitation consists of a set of hosted VOIP sub-accounts operating within NoaNet's Certified Partner environment on the Alianza Cloud Communications platform.

Each sub-account may represent an individual organization or a local VOIP provider serving multiple downstream end-user customers. The portfolio includes a mix of private businesses, public sector entities, and service organizations.

The portfolio currently includes approximately:

Metric	Value
Active Sub-Accounts	~17
Downstream End-User Organizations	~30
Monthly Recurring Revenue (MRR)	~\$17,600
Estimated Annual Recurring Revenue	~\$211,000
Platform	Alianza / GoTo Connect
Current Platform Agreement Term	Through March 8, 2029

Revenue is generated primarily through hosted VOIP seat licensing and related telecom services delivered through the Alianza platform.

Detailed information regarding the individual sub-accounts and known downstream customers is provided in the Exhibits of this RFP.

Revenue figures provided in this RFP are historical estimates based on recent billing activity and are provided for informational purposes only. NoaNet makes no representation or guarantee regarding future customer retention, service usage, or revenue levels following transfer of the portfolio.

6.0 PLATFORM ENVIRONMENT

The VOIP services currently operate within the Alianza Cloud Communications platform and are integrated with GoTo Connect service components.

Due to the structure of the existing service environment, the acquiring entity must be capable of operating within the Alianza platform framework or obtaining approval to assume Certified Partner status.

The existing Alianza agreement includes a minimum monthly platform commitment of approximately **\$3,000 per month**, which will continue to apply following transfer of the customer portfolio. Respondents should consider this platform obligation when preparing their proposal.

Respondents should assume that the VOIP accounts will be transferred **within the existing Alianza Certified Partner platform environment** currently operated by NoaNet. Migration of customers to a separate platform or partner environment is **not anticipated as part of this solicitation**, as continuity of service within the existing platform structure is the required transition approach.

7.0 MANDATORY QUALIFICATIONS

Respondents must demonstrate the ability to:

- Operate hosted VOIP services within the Alianza Cloud Communications platform
- Maintain telecommunications regulatory compliance
- Support E911 requirements
- Manage telephone number assignments and number portability
- Provide customer billing and support functions
- Demonstrate financial capability to assume the portfolio

Failure to meet mandatory qualifications may result in disqualification.

8.0 SCOPE OF TRANSFER

The successful proposer will be responsible for:

- Assuming operational responsibility for the VOIP customer accounts
- Managing billing relationships with customers
- Providing technical support and service management
- Coordinating service transition activities
- Ensuring continuity of service for all customers

NoaNet does not intend to remain involved in ongoing VOIP service operations after the transition period.

8.1 Transition Coordination

The successful proposer will work collaboratively with NoaNet to coordinate the orderly transition of the VOIP customer portfolio. NoaNet will manage initial customer communications related to the transition unless otherwise agreed by the parties.

The successful proposer shall not contact or solicit customers included in the portfolio prior to contract execution without prior written authorization from NoaNet.

Following award, the parties will work together to establish a mutually agreed transition plan that ensures continuity of service and minimizes disruption to existing customers.

9.0 PROPOSAL REQUIREMENTS

Proposals must include the following information:

- Proposed purchase price for the VOIP portfolio
- Description of telecommunications service experience
- Evidence of capability to operate hosted VOIP services
- Financial capability statement
- Transition plan describing service continuity
- Confirmation of ability to operate within the Alianza platform environment

10.0 EVALUATION CRITERIA

Proposals will be evaluated to determine responsiveness to the requirements of this RFP and the respondent's ability to successfully assume the VOIP customer portfolio.

Evaluation will consider the following factors:

Evaluation Factor	Approx Weight
Proposed Purchase Price	50%
Ability to Operate Within the Alianza Platform Env.	20%
Telecom Experience & Operational Capability	15%
Financial Stability	10%
Quality & Feasibility of the Proposed Transition Plan	5%

These weights are intended to communicate the relative importance of evaluation factors and may be adjusted by NoaNet if necessary to ensure selection of the proposal determined to be in the best interest of the organization.

Award may be made to the **highest scoring responsible proposer** whose proposal is determined to provide the best overall value to NoaNet.

NoaNet reserves the right to reject any or all proposals.

11.0 QUESTIONS AND CLARIFICATIONS

Questions regarding this RFP must be submitted in writing to the designated NoaNet procurement contact identified in the RFP announcement.

To ensure fairness and transparency in the solicitation process, NoaNet will only respond to questions submitted through the formal process described in this section.

Respondents shall not contact NoaNet staff, executives, or board members regarding this solicitation outside of the established question process.

Questions must be received no later than the date identified in the Procurement Schedule. Responses to submitted questions may be issued to all known prospective respondents in the form of written addenda.

If necessary, NoaNet may issue clarifications, modifications, or additional information related to this RFP through formal addenda. Such addenda will become part of the solicitation documents.

Respondents are responsible for ensuring they have received all addenda issued prior to submitting their proposals.

11.1 Addenda

NoaNet reserves the right to modify this solicitation through written addenda issued prior to the proposal submission deadline.

Addenda will be issued to all known prospective respondents and will become part of the solicitation documents.

Respondents are responsible for ensuring they have received and reviewed all addenda issued for this RFP prior to submitting their proposals.

12.0 PROCUREMENT SCHEDULE

RFP Issued:	March 16, 2026
Questions Due:	March 20, 2026
Responses Due:	March 23, 2026
Proposals Due:	March 26, 2026

12.1 Procurement Contact

All communications regarding this solicitation must be directed to the following contact:

Contact Name:	Brady McCarrell
Contact Title:	Senior Procurement Manager
Contact Email:	brady.mccarrell@noanet.net
Contact Phone:	(509) 289-4036

For informational purposes, respondents may reference the following technical contact regarding platform or portfolio-related questions:

Contact Name:	Keisha Scott
Contact Title:	Senior Account Manager
Contact Email:	keisha.scott@noanet.net
Contact Phone:	(206) 462-0030

However, **all formal questions and proposal submissions must be submitted through the Procurement Contact listed above.**

Respondents shall not contact other NoaNet employees, board members, or representatives regarding this solicitation outside of the established question process. Unauthorized contact regarding this solicitation may result in disqualification.

13.0 AWARD PROCESS

Final award will be subject to approval by NoaNet's Chief Financial Officer and Chief Executive Leader in accordance with NoaNet procurement policies.

14.0 RESERVATION OF RIGHTS

NoaNet reserves the right, at its sole discretion, to:

- Reject any or all proposals received in response to this RFP
- Waive minor irregularities or informalities in proposals
- Request clarification or additional information from any respondent
- Negotiate with one or more respondents regarding proposal terms
- Cancel or modify this RFP at any time prior to award
- Issue addenda to this RFP as necessary
- Select the proposal that NoaNet determines to be in the best interest of the organization

Issuance of this RFP does not obligate NoaNet to enter into a contract or complete the sale of the VOIP portfolio.

All costs associated with preparing and submitting a proposal are the sole responsibility of the respondent.

14.1 Public Records Act

NoaNet is subject to the **Washington Public Records Act (RCW 42.56)**. Proposals submitted in response to this RFP become the property of NoaNet and may be subject to public disclosure under Washington law.

Respondents are responsible for clearly identifying and marking any portions of their proposal that they believe qualify for exemption from disclosure under applicable law. NoaNet will evaluate such requests in accordance with the requirements of the Public Records Act.

NoaNet does not guarantee that materials marked as confidential will be exempt from disclosure.

15.0 PROPOSAL SUBMISSION

Proposals must be submitted electronically to the designated NoaNet procurement contact identified in the RFP announcement.

Late submissions may not be accepted.

15.1 Proposal Validity

Proposals submitted in response to this RFP shall remain valid for a period of ninety (90) days following the proposal submission deadline.

By submitting a proposal, the respondent agrees that the proposed purchase price and terms shall remain valid during this period to allow NoaNet sufficient time to evaluate proposals and complete the award process.

15.2 Protest Procedure

Respondents who believe they have been adversely affected by the solicitation process may submit a written protest to the NoaNet procurement contact identified in this RFP.

Protests must clearly identify the specific grounds for the protest and must be submitted within five (5) business days of the event giving rise to the protest.

NoaNet will review any protest submitted and provide a written response. The decision of NoaNet regarding the protest shall be final.

EXHIBIT A – VOIP SUB-ACCOUNT PORTFOLIO SUMMARY

The following table provides a high-level overview of the VOIP sub-account structure currently operating within the NoaNet Certified Partner environment on the Alianza Cloud Communications platform.

These sub-accounts represent the primary operational account partitions within the platform and are the functional units being transferred through this solicitation. Each sub-account may serve one or more downstream end-user organizations.

Customer identities are not disclosed in this public solicitation to protect service continuity during the divestiture process. Detailed customer information may be provided to the selected proposer during transition planning or due diligence if necessary.

Account	Organization Type	Approx MRR	Notes
Account A	Municipal Government	\$900 – \$1,200	Public sector entity
Account B	Public Library System	\$900 – \$1,200	Multi-location organization
Account C	Public Development Authority	\$600 – \$900	Government affiliated
Account D	Fire District / Emergency Services	\$500 – \$800	Public safety entity
Account E	Port District	\$900 – \$1,200	Public infrastructure
Account F	Government / Military Entity	\$300 – \$600	Government organization
Account G	Healthcare Provider	\$900 – \$1,200	Professional services
Account H	Legal Services Firm	\$900 – \$1,200	Professional services
Account I	Physical Therapy / Healthcare	\$600 – \$900	Healthcare
Account J	Retail Business	\$300 – \$600	Private sector
Account K	HVAC Contractor	\$1,000 – \$1,500	Private sector
Account L	HVAC Contractor	\$900 – \$1,200	Private sector
Account M	Fire Protection Services	\$900 – \$1,200	Private sector
Account N	Automotive Business	\$600 – \$900	Private sector
Account O	Manufacturing Business	\$1,200 – \$1,600	Private sector
Account P	Equipment Rental / Industrial Services	\$900 – \$1,200	Private sector
Account Q	Nonprofit Organization	<\$100	Community services

Revenue values are approximate and provided for informational purposes only. Detailed billing data may be provided to the selected proposer during transition planning or due diligence if necessary.

Total Sub-Accounts: **17**

These accounts collectively serve approximately **30 downstream end-user organizations** and generate approximately **\$17,600 in monthly recurring revenue (MRR)**.

All services are currently provisioned within the **Alianza Cloud Communications platform with GoTo Connect service integration** under NoaNet’s Certified Partner environment.

EXHIBIT B – CUSTOMER PORTFOLIO COMPOSITION

The VOIP portfolio being offered through this solicitation includes a mix of public sector, nonprofit, and private sector organizations served through the sub-account structure described in Exhibit A.

The portfolio composition is summarized below to provide proposers with a general understanding of the customer base.

Customer Category	Count
Municipal / Government Entities	~4
Public Utility / Port Districts	~2
Fire District / Emergency Services	~1
Public Libraries	~1
Nonprofit Organizations	~3
Healthcare / Professional Services	~2
Private Businesses	~17

Total Downstream End-User Organizations: ~30

These customers receive hosted VOIP services through the Alianza Cloud Communications platform operating under NoaNet's Certified Partner environment.

To protect customer privacy and prevent service disruption during the solicitation process, specific customer identities and detailed service configurations are not included in this public solicitation.

Detailed customer information may be provided to the selected proposer during transition planning or due diligence if necessary.

EXHIBIT C – PROPOSAL FORM

Respondents must complete and submit this Proposal Form as part of their proposal submission. Failure to include a completed Proposal Form may result in the proposal being deemed non-responsive.

Legal Name of Respondent: _____

Primary Contact Name: _____

Email Address: _____

Business Address: _____

Title: _____

Phone Number: _____

PROPOSED PURCHASE PRICE

The Respondent proposes to purchase the NoaNet VOIP Customer Portfolio described in this RFP for the following amount:

Proposed Purchase Price (USD): _____

PLATFORM COMPATIBILITY CONFIRMATION

By signing below, the Respondent confirms that it:

- Has the ability to operate hosted VOIP services within the Alianza platform, or
- Is willing and able to obtain approval to assume Certified Partner status within the platform environment

TRANSITION COMMITMENT

The Respondent acknowledges that it will be responsible for:

- Coordinating transition activities with NoaNet
- Maintaining continuity of service for downstream customers
- Assuming operational responsibility for the VOIP accounts following transfer

PROPOSAL VALIDITY

The Respondent agrees that this proposal shall remain valid for a period of ninety (90) days following the proposal submission deadline.

AUTHORIZED SIGNATURE

The undersigned certifies that they are authorized to submit this proposal on behalf of the Respondent and that the information contained in the proposal is accurate to the best of their knowledge.

Authorized Representative: _____

Representative Title: _____

Signature: _____

Date: _____

EXHIBIT D – BIDDER CERTIFICATION

Respondents must complete and submit this certification as part of their proposal. Failure to provide this certification may result in the proposal being deemed non-responsive.

LEGAL AUTHORITY

The undersigned certifies that the Respondent is legally authorized to conduct business and enter into contractual agreements within the United States and within the State of Washington where applicable.

TELECOMMUNICATIONS COMPLIANCE

The Respondent certifies that it has the operational capability and regulatory compliance necessary to provide telecommunications or VOIP services, including compliance with applicable federal, state, and local regulations.

ACCEPTANCE OF RFP TERMS

The Respondent acknowledges that it has reviewed the Request for Proposals and agrees to comply with all terms, conditions, and requirements contained within the solicitation documents.

NO CONFLICT OF INTEREST

The Respondent certifies that no officer, employee, or board member of NoaNet has a financial interest in the Respondent's organization that would constitute a conflict of interest under applicable law.

ACCURACY OF PROPOSAL INFORMATION

The Respondent certifies that all information provided in its proposal is true, accurate, and complete to the best of its knowledge.

AUTHORIZED SIGNATURE

Authorized Representative: _____

Representative Title: _____

Organization: _____

Signature: _____

Date: _____