phoenixNAP®
GLOBAL IT SERVICES

Data Center and Colocation

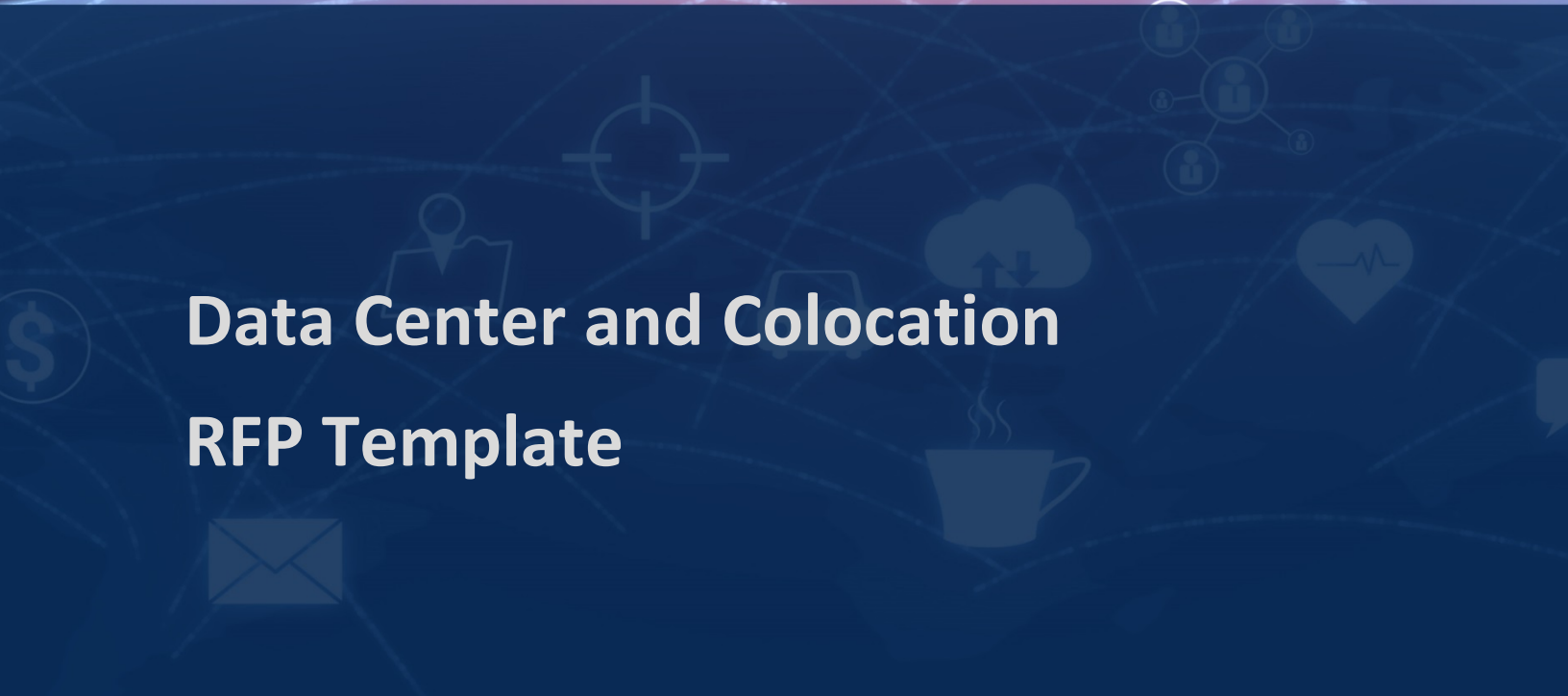# RFP Template

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Client Organization Name:

RFP Issue Date:

Return the RFP by:

CLIENT ORGANIZATION DETAILS

(Use the three sections below to provide a brief overview of the history of your organization and its operations.)

BACKGROUND INFORMATION

(Describe the business background and the origin of your organization, when it was founded and where, the size and number of employees, your goals and accomplishments as a company, etc.)

EXISTING IT INFRASTRUCTURE

(If applicable, briefly state the details of your current IT environment: location, size, power and network specifications, etc.)

BUSINESS REQUIREMENTS

(State any specific requirements in this section, such as term length, service start date, storage space, power, special services, etc.)

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VENDOR CORPORATE PROFILE

Provide the information for the following categories as an overview of the profile of your company.

COMPANY DESCRIPTION

Describe briefly the profile of the company, the year it was founded, the form of the organization, and list the type of services you offer.

COMPANY FINANCIAL STATUS

Define the general financial state of the company and identify any conditions that may impede the provider's ability to complete the project. This includes bankruptcy, pending litigation, planned office closures, impending merger.

KEY MANAGEMENT PERSONNEL

Identify the names and titles of the top corporate executives within your company. Please include their brief background information and the years of experience in the field.

COMPANY INFORMATION

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
What is the company full name?	
Who is the facility owner?	
What is the corporate headquarter address?	
Company telephone?	
Company website?	
What is the total number of employees?	
Where are your offices located?	
Where are your data centers located?	

PARTNERSHIPS AND AFFILIATIONS

Describe any alliances or partnerships with other tech companies, organizations and service providers.

CERTIFICATIONS AND AWARDS

Please list the certifications and awards this facility has been given, including but not limited to Leadership in Energy and Environmental Design (LEED), Statement on Standards for Attestation Engagements (SSAE) 16, Health Insurance Portability and Accountability Act (HIPAA), etc.

Awards	Certifications

SITE DETAILS AND BUILDING PROPERTIES

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
Do you own or lease the land? When does the lease expire?	
Who is the facility owner?	
Who is the data center manager?	
On how many acres of land is the site located?	
What is the square footage of premises?	
What is the square footage of storage premises?	
What is the square footage of conditioned, raised floor data center space?	
What is the total amount of data center space currently built at the facility and amount of future data center space anticipated to be built out?	
Is your data center a dedicated facility? Are there other businesses in the same facility?	
Was the building purpose-built or retrofitted and when?	
Does the facility have space that is available for expansion if necessary?	
What materials were used in the construction of the building?	
What is the exterior wall construction and thickness?	
What materials were used in the construction of the roof? What is the age, type of roof deck, wind uplift rating (lbs./sq. feet), etc.?	
What is the ceiling height in feet?	
What is the existing condition of the space?	

NATURAL RISKS

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
Are the emergency procedures documented including notification and escalation processes?	
Is the facility near a river? Describe the distance from the nearest body of water (river, lake, etc.).	
Is the facility in or near a flood plain?	
What is the Seismic zone rating for site location?	
Is the data center compliant with the local code requirements for earthquake safety?	
Is the data center compliant with local code requirements for wind storm safety?	
Is the data center code compliant to withstand other geological risks (e.g. volcanic eruptions, floods, landslides, tsunamis, sinkholes, dust storms/sand storms, fires)?	
Is the facility located in an area prone to hurricanes, tornadoes, or other weather catastrophes such as large hail or tropical storm occurrences?	
What lightning protection do you have? Please describe.	

PHYSICAL RISKS

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
How close is the facility to the nearest runway?	
Is the facility near a commercial airport? If so, is it located on or near the flight path?	
What is the distance of the facility to unsecured roadways?	
What is the distance of the facility to the nearest highway?	

What is the distance of the facility to the nearest railway?	
What is the distance of the facility to large combustible material storage?	
Provide the proximity of the facility to any hazardous materials routes.	
What are the crime statistics for the immediate area?	

POWER SPECIFICATIONS

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
What type of power can you provide?	
What is the designed power density of this facility?	
What is the current available critical power capacity in the facility?	
What power options are available in each data center room?	
How many utility power feeds does this facility have? What is the voltage? What type of distribution?	
Does the facility have unique redundant substations?	
What is the aggregate power capacity?	
Describe your utility source and diversity paths	
What is the capacity (MW) of the incoming utility?	
What are the maximum and minimum densities?	
What is the average power density available for the collocation hosting space (W/sqft)?	
How many power grids are you connected to?	
Are the standby UPS batteries checked, tested, and replaced on a regular basis?	
What UPS capacity do you have before alternate power systems take over?	

How many UPS systems do you have at this facility? What is the size in KW? What is their output capacity, power factor, configuration, and maintenance schedule?	
What is the UPS average run time? Do you oversubscribe at any component of the power architecture? What is the runtime for the generators at 100% load?	
Can the UPS sustain the systems during a switch to the generators in the event of a commercial power failure?	
When and how often are your backup power systems tested? Are they load-tested?	
What type of fuel is used for the power used by this facility?	
What is the holistic power description? Provide the design from cabinet to utility feed.	
How many generators are available to this facility? What is their output capacity, configuration, and maintenance schedule?	
How many ATS switches does each leg of power have?	
What is the runtime for the generators at 100% load?	
What is the total autonomy with generators running at 80% without refueling?	
What is the emergency fuel delivery program? How many contracted fuel providers do you have?	
Describe sourcing of fuel for the generators in the event on-premises reserves are exhausted.	
How many days' worth of fuel for the generator is stored on-premises?	
What type of grounding does this facility have?	
What is the fuel capacity of each generator in gallons? What is the fuel type?	
What arrangements are in place for fuel resupply?	
Describe any power interruptions in the past five (5) years, and how these have been mitigated.	

COOLING AND HVAC SYSTEM

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
What types of cooling systems are in place? How many are in place? How big are they? How are they configured? How many feeds per unit? Please describe.	
What is the temperature and relative humidity of the collocation space?	
What is the aggregate cooling output in tons?	
What is the overall design redundancy of the critical cooling system?	
What is the design PUE? What is the actual/operating PUE?	
If water cooled, what is this facility's water source? How many feeds?	
How many chillers, pumps, cooling towers are installed on site?	
Describe your end-to-end cooling plant including details regarding resiliency.	
How many cooling distribution loops does this facility have? How far is it from the main system? What is the temperature in the pipe?	
Provide details of the power topology supporting the critical cooling components (chillers, cooling towers, system controllers, pumps, Dx, fans etc.)	
If air cooled what is the backup system?	
How many cubic feet per minute (CFM) per kilowatt is the air velocity?	
What percent of the year can you run without mechanical refrigeration?	
What is your operating temperature? Are you following ASHRAE TC 9.9 recommendations?	
Is critical cooling supported by UPS power for continuous cooling? Provide details of which components of the cooling system are UPS protected.	
What is the current HVAC system configuration?	

| Is there thermal storage in place in the event of a chiller shutdown? | |
| Is the HVAC system redundant? | |

MONITORING AND DETECTION SYSTEMS

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
Detail the monitoring and management system for the power.	
What leak detection and monitoring systems are in place?	
Is there staff on-site 24/7/365 to respond to alarms and indications?	
What fire protection systems are in place (e.g., Very Early Smoke Detection Apparatus)? What is the wall fire rating in hours?	
Do you provide mechanical monitoring and control of HVAC and cooling systems?	
Describe how the HVAC control system failure will not interrupt cooling to critical areas.	
What UPS monitoring systems are in place?	
What is the time to restart cooling during power transfer/failure?	
Is real-time monitoring data available via direct or indirect access?	
Is BCM (Branch Circuit Monitoring) available?	

NETWORK AND CONNECTIVITY

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
Is the facility vendor carrier diverse/neutral?	

Provide a complete list of carriers that are accessible at the facility.	
Detail the internal network, list the devices used and explain the network architecture.	
Outline the capacity for additional telecom vendors to enter the facility.	
Is it possible to connect to carriers that are not in the facility? If yes, please describe the method of connecting to carriers not present in the facility.	
What private line networking options do you have? Are they provided by a third party? How are they supported?	
What dark fiber providers do you work with?	
What lit services provider do you work with?	
Is there interconnectivity between your facilities in different locations?	
Where are the access points for telecom?	
Can you describe the riser and conduit access and path architecture?	
Describe the number of diverse fiber entry vaults for the building.	
What low latency options do you have available?	
What redundancy options do you have built into your backbone network? What failover options do you have in place?	
Does the data center provider sell Internet connectivity?	
Describe any network service offerings, such as firewalls, Network Function Virtualization (NFV) functionality as a service, data center switching fabrics, etc. Please note whether these are provided by your firm or a partner.	
Can customers access multiple cloud service providers and manage direct, multi-cloud connectivity through APIs or a portal?	
Is there periodic testing of network performance?	

SECURITY

This section contains questions pertaining to security of the building.

BUILDING SECURITY SYSTEMS

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
What security system is in place? Please describe exterior and interior security overall.	
Describe the CCTV system and video retention policy.	
What type of biometric control systems are used, such as retina scanners, handprint/fingerprint scanners, etc.?	
Does the facility employ multifactor identification and authorization?	
Do all cabinets contain locks?	
What are your protections against vehicular attacks?	
Describe the process for entering your facility at any hour as a customer. Is the customer physically escorted or may they access the facility unescorted with the correct credentials?	
Are there areas within the data center, such as the lobby, that are protected by bulletproof glass?	
Do you video monitor access to your customers' collocation environment? Is it recorded? How long do you keep recorded frames?	
Are there any access logs?	
Would the customer have access to review security logs? Could this be done electronically?	
Will your company send notifications in the event of a system outage or service failure? Please describe the process and what triggers that notification.	
Is customer personal surveillance permitted?	
Do customers have 24/7/365 physical access to their space?	
Are visitors required to sign in and out?	

SECURITY PERSONNEL

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
Is the security staff in-house or outsourced?	
If outsourced, what service is used? Please provide the contact of the company.	
Are personnel background checks performed? Please detail the on and off-boarding process for personnel.	
Are security personnel on site at all times (24/7)?	
Does staff manage the facility with frequent walk-arounds?	
What are the ingress and egress access control methods in places?	
Are security officers able to effectively communicate in English?	
What is the response time for requests placed to personnel and vendors?	

AVAILABILITY REVIEW

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
How many square feet of raised floor is available at this facility?	
What is the height of the raised floor and what containment types are permitted?	
What are the delivery procedures in place?	
Where is the delivery area located?	
What is the load capacity of the freight/cargo elevators in the facility	
What is the facility's tier rating?	
Can you guarantee continuous hosting space?	

What is the UPS power availability in KW at configuration?	
What is the generator power availability in KW at configuration?	
What is the utility rate for this facility?	
How many power or A/C failures caused any outages for customers within the last 2 years?	
Describe how many infrastructure failures this facility has experienced within the past thirty-six (36) months.	
What is the rent structure?	
What flexibility options do you have for this contract?	
Do you rent non-datacenter space (regular rooms) that customers can use for storage, staging and other activities?	

ADDITIONAL SERVICES

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
What additional services are offered at your facility?	
Are these service managed by your company or by a third party?	
What managed service providers do you work with?	
Does the vendor offer janitorial services?	
What professional services are available to assist in the execution of the move from our current data center facility to your facility?	
Does your company offer smart hands and device support? (e.g., rack and stacking, hot part replacement, power cycling.)	
Does your company offer tape handling?	
Do you provide off-site tape storage?	
Does your company offer rack, cabinet, and/or cage management?	

INCIDENT MANAGEMENT AND SUPPORT

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
What is the process for ordering services and submitting trouble tickets?	
Are security incidents reported to impacted customers in a timely manner? How are incidents escalated?	
Do you provide a customer portal?	
Do we need to open specific tickets for all deliveries?	
Will any support staff or sub-contractors be based off-shore and where?	
What are the costs associated with support services?	
Are maintenance records for the past two years available for client review?	
Who is responsible for grounding the racking, and ensuring that it has been done properly?	

PRICING AND TERMS OF AGREEMENT

Please provide the answers to the questions below. Use the "Vendor Response" column for your entries.

Question	Vendor Response
Please describe your standard pricing model (e.g. USD per sq. ft., USD per kW all in, space plus power, etc.)	
What is the cost for Remote Hands service?	
For Remote Hands, what number of touches are included for free?	
Is there any extra cost for riser and conduit requirements?	
What are the costs associated with support services?	
Is there extra charge for adding a cage for physical segregation?	

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What is the SLA response time for remote hands services?	
Are all your agreements covered by SLAs? Are SLAs negotiable? Are there documented typical SLA tiers?	
Please provide details regarding optional services and their pricing.	
How long after the contract signature will be required to set up the hosting environment? Please provide details regarding the process, activities and typical timeframes.	
Does your firm offer metered power?	
Please provide a sample SLA for review.	