



# Data Center RFP Template

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# Corporate Profile

Please answer the following questions to give an overview of your company.

## Overview

Please give a brief history of your company, the product and service offerings, and describe the core competencies. (Look for providers with a proven track record – for example, being in business at least 10 years, work with a public company so you can research and examine their financials to ensure they are stable and well run, and look for companies that are growing their footprint to show they are healthy and investing in their business). Additionally, describe your primary strengths and key differentiators between your service offerings and those of your major competition.

## Customer Satisfaction

Provide information regarding your commitment to customer satisfaction. How do you measure it? How often do you measure it? How does it compare to industry averages?

## HQ Location

Please provide the address of your corporate headquarters.

## Data Center Locations

Please provide the locations of your other data centers. (Look for providers who are adding new data center locations to show they are investing in future growth, who are willing to provide detailed data center specifications to ensure you understand how they cool, power, secure or connect their data centers. Also look for those providers who offer virtual tours as these are great tools for your team to gain insight into the data center without needing to physically visit the facility while in early discussions)

## Management Team

Please provide the names, titles, and background of your top corporate executives. (Look for providers willing to share executive names and titles on their website so you can directly contact those people if the need arises. Not listing executives may indicate high turnover on the team or executive's backgrounds and ensure key personnel have over 15 years of experience in the data center space. This means you can leverage their experience to develop the best solution for your needs)

## Financials

Please provide a copy of your company's latest Annual Report. (Review the providers financial statements to ensure they are healthy, have enough capital for future growth, and can borrow additional funds if needed. A weak financial position likely means they may be cutting back on people and resources right when your business needs them the most.)



## Alliances & Strategic Relationships

Please list and describe any alliances or strategic relationships you have with fellow technology companies including the ones listed here: (Look for providers that have strong relationships with known vendors and service providers. You may not need them now, but if the need arises it is always good to know the partners the data center provider can bring in to help you. This information should be readily available.)

- Xx

## Relevant Awards and Recognition

Please list and describe any relevant awards your company has received in the last 2 years. (Look for providers that have been officially recognized in the industry. This proves they are thought-leaders and active in coming up with cost-saving strategies that benefit their customers)

## Relevant Memberships and Certifications

Please list relevant Memberships and Certifications. These could include the following:

- Payment Card Industry Data Security Standards (PCI DSS)
- ISO 27001
- Uptime Institute Tier Classification
- SSAE 16
- Federal Information Security Management Act (FISMA)
- Health Insurance Portability and Accountability Act (HIPAA)



## Building/Property

Please provide answers to the following questions.

- Where is the location of this center?
- What is the size of the building?
- How are your data centers managed? Describe the positions and the level of expertise and experience required.
- Was the building purpose built or retrofitted? When? *(Ensure the building has the most recent technology needed to support your infrastructure.)*
- Do you have a process for rapid scalability and deployment? *(If you need more space in a location, how long would it take for the provider to be able to offer that new space? Speed is key when you need more space or power based on your growing business demands.)*
- Are there additional or future construction plans?
- What materials were used in the construction of the building?
- What is the exterior wall construction/thickness? *(How efficient was the design of the building for energy conservation. Most successful data center operators work to continually optimize their facilities to reduce waste.)*
- What materials were used in the construction of the roof? What's the age, wind uplift rating (lbs./sq.ft.), type of roof deck, etc.
- What existing roof equipment & penetrations are in place? What lightning protection do you have?
- What is the ceiling height in feet?
- What green initiatives are in place at this facility?

## Data Center Space

Please provide answers to the following questions.

- How many square feet of colocation space do you have at this facility?
- How many square feet of ancillary space do you have at this facility?
- What are the equipment delivery and storage procedures in place?
- Where is the delivery area location?
- What brand of colocation cabinets are used at the facility?
- What is the scope of Remote Hands for the facility?

## Electrical Specifications

Please provide answers to the following questions.

- What is the designed power density of this facility?
- What are the max/min densities? (Can a cabinet support a power density of 15 Kw? Is there a minimum power density that needs to be upheld?)
- What is the aggregate power capacity?
- How many utility power feeds does this facility have? What is the voltage? What type of distribution? (If you need 2N, ensure the facility has redundant power architecture?)
- Describe your utility source and diversity paths.
- 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? What is their configuration? What is their maintenance schedule? (Are the generators exclusive to the customers in a specific area, or are they shared with others? Is it first come first serve during an outage, or is there enough generator capacity for everyone? What is the maintenance schedule? If there is an outage, it's critical the generators are ready to handle the load.)
- How many ATS switches does each leg of power have?
- What is the fuel capacity of each generator in gallons? What is the fuel type? What is the runtime at maximum load?
- What is the emergency fuel delivery program? How many contracted fuel providers do you have? (Ensure sufficient fuel deliveries are under contract to provide fuel in the case of an emergency)
- How many UPS systems do you have at this facility? What is the size in KW? What is the configuration? What is the output capacity and power factor? What is the maintenance schedule? What is the average run time? Do you oversubscribe at any component of the power architecture?
- What type of grounding does this facility have?

## Cooling Specifications

Please provide answers to the following questions.

- What is the aggregate cooling output in tons?
- What is the design PUE? What is the actual/operating PUE? (Ensure the PUE is at least 1.8 or lower. The PUE is important because it indicates how efficient the data center is running. The lower the PUE number, the more efficient the facility and the lower your power costs could be.)
- Is this facility water cooled or air cooled?
- If water cooled, what is this facilities water source? How many feeds? (Are there backups for the water?)
- How many cooling distribution loops does this facility have? How far is it from the main system? What is the temperature in the pipe?
- 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?
- Is the humidification in unit or external?
- What is the operating temperature? What humidity standards does this facility have?
- What leak detection and monitoring systems are in place? (Ask what happens if there is water on the raised floor? Are monitoring systems in place to detect leaks? Water can be very harmful to data centers and the gear inside.)
- If air cooled, describe the system? What is the back-up 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?

## Network Services

Please provide answers to the following questions.

- Is your facility carrier neutral? *(Ensure you can select your own carrier or several carriers. Most customers do not want to be locked into an agreement with a specific carrier that the data center provider mandates. This decreases your flexibility and likely will drive costs higher.)*
- What carriers are used at this facility?
- Is it possible to connect to carriers that are not in the facility?
- Is there interconnectivity between your facilities in different locations?
- What private line networking options do you have? Are they provided by a third party? How are they supported?
- Where are the access points for telecom?
- Can customers access multiple cloud service providers and manage direct, multi-cloud connectivity through APIs or a portal?
- Do customers have the ability to right-size their cloud connectivity capacity by scaling bandwidth up and down with flexible terms?

## Data Center Systems and Personnel

Please provide answers to the following questions.

- What environmental and security monitoring systems are in place?
- Will your company send notifications in the event of a system outage or service failure?
- How will that notification process take place?
- What triggers that notification?
- What personnel are on campus? (Are security and facility staff on site at all times?)
- What physical security is in place?
- What escort procedures are in place on the raised floor?
- Who is responsible for control to a customer's cage?
- What are the access control options for a customer's cage?
- Are the security personnel in-house or outsourced? (If the security is in house, what training program does the provider have in place? Ensure the security team has completed training and will remain qualified over time as personnel change.)
- What security systems are in place?
- What fire detection/suppression systems are used? (Does the fire suppression system keep water in the pipes above your equipment? Or are advanced systems like VESDA used? VESDA is a gold standard for data center early smoke and fire detection systems.)
- What is the wall fire rating in hours?

## Risks

Please provide answers to the following questions.

- Is this facility in a flood plain?
- What is the history of flood events in the area?
- What is this facility's history of utility downtime?
- What is this facility's history of customer-affecting downtime?
- What is the post-mortem process in place?
- What severe natural disasters may occur in this region?
- What is this facility's proximity to major transportation paths? (e.g., rail way, flight path, highway, etc.)

## Service Levels

Please provide answers to the following questions.

- Do you offer an uptime SLA?
- Describe the service levels and any financial ramifications for failures.
- Please provide a sample SLA.

## Pricing

- Provide your pricing structure for the proposed services including usage based (metered) charges and how they are calculated
- What is the term of the contract?
- What are the flexibility options for the contract?
- What are the options for growth space if necessary?

## Terms

Please send your company's standard contract and service level agreement. Include:

- Please provide a sample agreement for review.
- Impacts occurring at the conclusion of agreement