

Data Center RFP Template

An Expert Guide for Leaders to Define Request
for Requirements for Data Center Providers

Agenda

- ① Introduction
- ⑤ Overview of Your Business
- ⑥ Your Desired Data Center Requirements
- ⑨ Data Center Provider RFP Details
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Data Center Provider RFP details

Whether driven by finances, expansions, consolidation, disaster recovery planning or simply wanting to focus resources on core competencies. Many firms, driven by expansion, DR, the Cloud, consolidation or costs, are now deciding to move a portion or all their data center operations to a third-party data center provider.

The benefits of outsourcing your data center include realizing a large reduction in future capital costs, increased reliability, simpler management, a smaller number of employees dedicated to managing the data center, and the ability to expand or reduce the amount of data center space used.

A RFP is key to give data center providers the opportunity to describe all aspects of their offering, from electrical infrastructure to how they handle deliveries. The RFP should also request information relating to pricing and terms, sample agreements, and floor plans showing where your company's IT equipment would reside, electrical one-line diagrams, and facilities maintenance records.



However, making the outsourcing decision can be a complex and risky task. It is a decision that requires significant change. Despite all the benefits that come with moving to an outsourced data center solution, the struggle to properly outline your business requirements, connect with appropriate thirdparty data center providers, and then obtain comparable data center provider quotes can require substantial time and resources.

If you need help with your data center RFP or selection, please contact Logix Fiber Networks.

Write a brief description of your firm, the objective of your data center initiative, and any of your business challenges:

Proposed Timeline and Key Dates:

Dates	Key Activities
	Distribute the data center RFP
	Question submittal period
	Last day to submit or ask questions about RFP
	Responses questions from all respondents
	RFP due date
	Shortlist notification to data center providers
	Final negotiations begin
	Data center provider is selected
	Go-live date at selected data center provider

Describe Your Current Data Center Operations:

Overview

Briefly describe your current IT operations including equipment, power usage, reasons for moving away from the current environment and any new technology initiatives at the company:

Describe Your Current Data Center Operations:

Current Data Center Details

Current data center set-up (i.e.: owned, leased-client-managed, leasedvendor-managed, colocation, or managed services):

Current data center sq. ft. (wall-to-wall, usable area):

Location (city, state) of current data center(s):

IT load kW:

Total data center kW:

Number and type (voltage/amperage) of power receptacles/whips used:

Number of racks or cabinets and dimensions:

Describe Your Current Data Center Operations:

Current Data Center Details

Electrical, mechanical and network redundancy:

Telecommunications providers and services used:

Public peering:

Growth projections of IT environment (low, mid, and high projections):

Migration plan (single or multiple phases, use of a 3rd party):

Top reasons driving new data center procurement:

Upcoming technology initiatives:

Any other details you would like to provide:

Data Center Provider RFP Details

1 Use This Section To Fill In Your Desired Requirements

Data Center Location(s):

(Geographic location - city, state): _____

Term:

(Commitment term): _____

Commencement Date:

(Desired move-in date): _____

Type of Relationship:

(Land Lease, Build-to-Suit, Powered Shell, Private Data Center, Cage Colocation, Cabinet Colocation): _____

Space:

(Amount of square feet or cabinets): _____

Power:

(Capacity requirements in KW, desired redundancy, and AC or DC power requirement): _____

Expansion:

(If required and date) _____

Renewal Option:

(At term end or sooner, # of years): _____

Office Space:

(Requirements for office space): _____

Storage Space:

(Requirements for storage space): _____

1 Use This Section To Fill In Your Desired Requirements

Cross Connect Services:

(Number and type of cross connections desired, including any public peering requirements):

Remote Hands:

(Types of services desired):

Miscellaneous:

(Other items required):

Vendor Requirements:

(Provide all recurring and non-recurring charges, including taxes, inflationary increases, expense reimbursements, security deposit and total amounts due upon execution):

2 Data Center Provider Description

(Find providers with a proven track record – for example, firm has been in business at least 10 years. Work with a provider with solid financials to ensure they are stable and well run. Look for providers growing their footprint to show they are healthy and investing in their business)

Please give an overview of your data center company by answering the following questions.

Company Name: _____

**Corporate Headquarter
Address:** _____

Company Telephone: _____

Website: _____

Year Founded: _____

**Company Ceo And Years With
Company:** _____

Company Overview: _____

Total Number Of Employees: _____

**Location Of Offices And Data
Centers:** _____

3 Current Customers

Please share names of some of your current customers.

(Look for large, enterprise customers since they are thorough with their procurement process, have high technical requirements, and expect excellent customer service. Providers should share testimonials on their website, and be well-regarded operator by their peers)

4 Data Center Locations

Please provide the locations of your data centers.

(Find providers who are willing to provide detailed data center specifications)

5 Management Team

Please provide the names, titles, and background of your top corporate executives.

(Examine executive's backgrounds and ensure key personnel have experience in the data center space. This means you can leverage their experience to develop the best solution for your needs)

6 Alliances & Strategic Relationships

Please list and describe any alliances or strategic relationships you have with fellow technology companies including the ones listed here.

(Find providers with strong relationships to 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.)

7 Relevant Memberships And Certifications

Please list relevant Memberships and Certifications.

(These could include: Payment Card Industry Data Security Standards (PCI DSS), U.S. Green Building Council , Telecommunications Industry Association (TIA 942 Tier 4), SSAE 16, ISO 27001, Federal Information Security Management Act (FISMA), US/EU Safe Harbor (USDC), Health Insurance Portability and Accountability Act (HIPAA)

8 Building/Property

Please provide answers to the following questions:

Where is the location of this center?

What is the size of the building?

Was the building purpose built or retrofitted? When?
(Ensure the building has the most recent technology needed to support your infrastructure.)

How long was the build or retrofit process before completion?

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.)

8 Building/Property (Continued)

Please provide answers to the following questions:

Are there additional or future construction plans?

What materials were used in the construction of the building?

What is the exterior wall construction/thickness? Exterior windows/glass 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.)*

9 Additional Building/Property

Please provide answers to the following questions:

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?

10 Data Center Space

Please provide answers to the following questions:

How many square feet of raised floor do you have at this facility?

What is the height of the raised floor and what containment types are permitted?

How many square feet of ancillary space do you have at this facility?

What are the delivery procedures in place?

Where is the delivery area located?

11 Electric Specifications

Please provide answers to the following questions:

What is the designed power density of this facility?

What are the max/min densities?

What is the aggregate power capacity?

Describe your utility source and diversity paths.

What type of fuel is used for the back-up power for this facility?

What is the holistic power description?

11 Electric Specifications (Continued)

Please provide answers to the following questions:

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?

11 Electric Specifications (Continued)

Please provide answers to the following questions:

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 versubscribe at any component of the power architecture?

What type of grounding does this facility have?

12 Cooling Specifications

Please provide answers to the following questions:

What is the aggregate cooling output in tons?

Is this facility water cooled or air cooled?

If water-cooled, what is this facility's water source and is it a closed-loop system? How many feeds?

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?

12 Cooling Specifications (Continued)

Please provide answers to the following questions:

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?	
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?	

13 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.)*

What carriers are used at this facility? Do they provide their own connectivity option?

Is it possible to connect to carriers that are not in the facility?
Is there interconnectivity between your facilities in different locations?

Does the data center offer connectivity to competitor data centers? If so, how easy and costly is it? *(Many data center providers do not connect directly to competitor data centers, and if they do it is very difficult and expensive. This could be a problem if you expand or need to easily reach another data center provider).*

13 Network Services

Please provide answers to the following questions:

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?

What redundancy options do you have built into your backbone network? What failover options do you have in place?

What low latency options do you have available?

Where are the access points for telecom?

14 Systems & 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 control centers are located in this facility? *(If a problem arises, know how quickly the provider will be able to respond?)*

What personnel are on site? *(Are security and facility staff on site at all times?)*

14 Systems & Personnel

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What personnel are on site? *(Are security and facility staff on site at all times?)*

What is the response time for requests placed to personnel and vendors?

14 Systems & Personnel (Continued)

Please provide answers to the following questions:

What is the scope of the remote hands for this facility?

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?

What security systems are in place?

What fire detection/suppression systems are used?

What is the wall fire rating in hours?

15 Risks

Please provide answers to the following questions:

Is this facility in a floodplain? Are there railways, chemical plants, oil facilities, or water reservoirs within 10 miles?

What is the history of water leakage and flood events in the facility?

What is this facility's history of utility 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., railway, flight path, highway, etc.)

16 Availability Review

Please provide answers to the following questions:

How many square feet of raised floor is available at this facility?

What is the UPS power availability in KW at configuration?

What is the generator power availability in KW at configuration?

What is the cooling availability?

Please provide a sample SLA.

What is the rent structure?

What is the power pricing model?

What is the utility rate for this facility?

What flexibility options do you have for this contract?

17 Ancillary Services

Please provide answers to the following questions:

What additional services are offered at this facility?

What service providers do you work with?

Does your company offer device support, tape handling, rack, cabinet, and/or cage management?

What monitoring systems are in place for power reports?

Does your company have procedures in place for logistics?
(e.g., shipping and receiving)

18 Pricing

Please send a detailed pricing proposal appropriately based on the solutions above.

(Inquire about any impact on the pricing if an expansion of services is required during the term. Ask about any 'hidden fees' such as "fuel surcharges, charge-backs, connections, etc." Ensure all pricing comparisons between data center providers are 'apples to apples.' Often, a provider may share a low price upfront, but then add additional charges once the contract is nearly final.)

19 Terms

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

- ☑ Sample agreement for review.
- ☑ Impacts occurring at the conclusion of agreement.

About Logix Fiber Networks



LOGIX Fiber Networks is an established fiber-based network infrastructure operator in Texas and Oklahoma. Logix operates data center and colocation space in markets such as Dallas, Houston, Ft. Worth, San Antonio, and Austin.

LOGIX provides highly secure fiber-based data and voice services as well as data center access to over 10,000 enterprise and carrier customers. Known for its outstanding Texas-based customer service, flexible connectivity options, and best-in-class reliability, LOGIX's built-for-business fiber network delivers the reliability customers need, so they can focus on their business.

LOGIX affordable solutions leverage expertise accumulated over its 35-year history. As a nimble, regional player, LOGIX efficiently develops and deploys large, medium, or small scale footprints to support its customers current and future business requirements. Logix offers a broad range of business voice and data options for simple and complex configurations including Business Voice, Business Internet, Business Ethernet, Business Wavelength, Business Voice Cloud, Business Voice Trunks, Data Centers, and Cloud Connect.

For more information about solutions from LOGIX, contact 281-336-9006.

