



CITY OF MEMPHIS

REQUEST FOR PROPOSAL

#52148

Disaster Recovery Data Center Colocation Facility

Addendum #2

Submission Deadline is March 31, 2021 at

12:00 pm CT.

Additional questions are answered.

Questions & Answers

Except to remove vendor names and addresses, questions are provided exactly as submitted.

#		Section	Question / Answer
1	Q	2.2.2.d	Power utilization-are the 2KW cabinets average and /or max use? Would the City of Memphis's equipment handle different power? E.g.. 20A208V,30A 120V or 30A208V
1	A		2KW cabinets are max use estimate. Yes, other power configurations will likely work.
2	Q	2.2.2.b	Future Growth- is there a timeline for the 2 ROFR growth cabinets?
2	A		No, at any point during the term of the agreement
3	Q	2.2.2	Can the City provide an equipment list of the equipment that will be placed in the data Center?
3	A		This can be provided to the vendor upon selection.
4	Q	2.1 and 2.2.1.a and 2.2.1.b	Is this a new deployment or will this be coming from another location? What is driving the need for the deployment and the specific geography that is listed?
4	A		Coming from another location. The geographic scope is determined by the City's needs in the event of a disaster. Primarily to make the secondary site close enough to be conveniently reachable but far enough away as to not be affected by a regional incident.
5	Q	2. 1.i.ii	There is an ask to have connectivity to public cloud-which public cloud providers does the City need access to?
5	A		Azure and Oracle Cloud
6	Q	4.6	Is there a specific time on March 31,2021 that submissions must be submitted?
6	A		12:00 pm CT.
7	Q		c. 2 Racks with up to 8kW Monitored Power i. 208VAC @ 30A Three-Phase Power (A+B, both UPS protected) Does this mean 8kW for each individual rack? Or 8 kW total between the two racks? Should to quote be for the max amount of kW?
7	A		8kW is a max use estimate per cabinet. The City does not have average use power estimates at this time. We will review all options presented on this item.
8	Q		d. 2 Racks with up to 2kW Monitored Power i. 208VAC @ 30A Three-Phase Power (A+B, both UPS protected) Does this mean 2kW for each individual rack? Or 2 kW total between the two racks? Should to quote be for the max amount of kW?

8	A		2kW is a max use estimate per cabinet. The City does not have average use power estimates at this time. We will review all options presented on this item.
9	Q		We are a datacenter in Knoxville. We have a contract with Knox County you could piggy back off of. We meet all the specs, except the Tier 3 certification, but we are going through the process for Tier IV certification.
9	A		Refer to the answer in 11 A.
10	Q		We are more than 300 miles, but we are still in the state and east of the Mississippi.
10	A		Refer to the answer in 11 A.
11	Q		I am writing to ask if there is any flexibility on the requirement that the facility be located between 200 and 300 miles via Interstate Highway from Memphis.
11	A		No, this requirement was designed to make the secondary site close enough to be conveniently accessed, but far enough away to not be affected by a regional disaster.
12	Q		Will the City of Memphis entertain Atlanta, GA as a colocation site or additional cities like Dallas?
12	A		No.
13	Q		Are there any compliance requirements for this Data Center to be aware of?
13	A		CJIS (Criminal Justice Information Services) compliance
14	Q		Are biometrics needed?
14	A		No.
15	Q		Will the City of Memphis be purchasing the racks, leasing or bringing their own racks?
15	A		Racks should be leased and included in the quote.
16	Q	2.2 PROPOSED FACILY REQUIREMENTS 2.e.	Does the City of Memphis have an interest in a private layer 2 Ethernet connection from one or more of the City of Memphis locations to one or more of DC BLOX locations/ecosystem?
16	A		Not at this time.
17	Q	2.2 PROPOSED FACILY REQUIREMENTS 2.e.	- If yes, then what are the bandwidth requirements and redundancy requirements for these connections?
17	A		Refer to 16 A

18	Q	2.2 PROPOSED FACILITY REQUIREMENTS 2.e.	- Does the City of Memphis have certain carriers they wish to use, or not use, for private layer 2 Ethernet connections?
18	A		Refer to 16 A
19	Q	2.2 PROPOSED FACILITY REQUIREMENTS 2.e.	Does the City of Memphis have any interest in a direct private connection to any Public Cloud Providers?
19	A		Not at this time.
20	Q	2.2 PROPOSED FACILITY REQUIREMENTS 2.	Does the City of Memphis have Cloud Storage needs?
20	A		Not at this time.
21	Q	2.4 DURATION	What is the installation timeline for full deployment in the facility?
21	A		We would like to be moved in and operational on or before June 30th
22	Q	2.4 DURATION	- Is there a phase approach for installation?
22	A		Installation will be done in a single phase, if at all possible.
23	Q	2.4 DURATION	- Does network connectivity need to be in place and established before equipment installation?
23	A		No. but it does need to be available within a reasonable timeframe (72 hours).
24	Q	2.2 B	Will distances less than 500 miles from Memphis 38103 be considered ?
24	A		The range of 200-300 miles is firm.
25	Q	2.3 ii	Our DataCenter is manned 24x7x365. We do shift walks, facility is locked, surveillance of everything including parking lot. We do not have one person as a "security" Guard 24x7x365. Does this configuration work for the City of Memphis requirements ?
25	A		As long as City Personnel can get access with as little as 4 hours notice it is not a problem.
26	Q	2.3 H i	We do not have perimeter fencing around the facility. Our data centers are manned 24x7x365. We perform shift walks, and the facility is locked and under surveillance. Does this configuration work for the City of Memphis requirements regarding fencing?
26	A		No. Perimeter fencing is a requirement.

27	Q	2.3 H iii	We do not have perimeter vehicle gate at our facility. Our data centers are manned 24x7x365. We perform shift walks, and the facility is locked and under surveillance. Does this configuration work for the City of Memphis requirements regarding vehicle gate?
27	A		No. Vehicle gate is a requirement.
28	Q	2.3 I iii	Who will be providing the connectivity?
28	A		City of Memphis will provide the connectivity.
29	Q	2.3 2. G	Our data centers have conference rooms and a lobby area that our clients use for workspace and conference calls. These are first come first serve for our clients. We provide wi-fi. How long will you need this work space as an estimate per event? Will you be able to provide 5 or 7 days advance notice that you are coming? With advance notice, the chances of procuring a conference room are very good, but not guaranteed. Will this work for the City of Memphis requirements ?
29	A		This requirement is intended to guarantee a space for City personnel to work in the event of a regional catastrophe or natural disaster. The City does not want to compete with other customers for work space in an event of this nature. As long as a work space for 2 personnel can be provided on request (4 hour notice) in the event the City of Memphis declares a state of emergency, it would be acceptable. Under normal business operations we would be able to provide a 5-7 days' advanced notice or not require a workspace.