



**REQUEST FOR INFORMATION
Managed Service Provider
Contract Data Center**

(RFI 22-111; 6100015781)

**Release Date: July 13, 2022
Proposals Due: July 27, 2022**

The purpose of this Request for Information (RFI) is to assist the City of San Antonio (City) in understanding the availability of data center space for a City data center co-location. We must decommission our legacy data center, not later than 3rd quarter 2023. As part of overall effort for moving into a managed data center space, the City will work through City approved contractors to move servers and devices to build out a functional co-located data center (the Solution) which will operate with existing datacenters owner and/or operated by the City.

The City is seeking a solution that provides us the support, access, security and resiliency with redundancies that eliminate downtime. The solution should possess and monitor power and cooling services using software to indicate electrical or cooling faults with the co-location space, typically known as a building maintenance system (BMS). In addition, the solution should allow standardization for City workloads to include CJIS standards, HIPAA standards and PCI-DSS standards.

The City welcomes information from all interested Respondents on the information contained within this RFI. The City does not intend to award a contract based on responses nor otherwise pay for the preparation of any information submitted or the City of San Antonio's use of such information. Acknowledgement of receipt of responses will not be made, nor will respondents be notified of the review of the information received. The information collected in this RFI will be used to refine the City's specific requirements and create the appropriate acquisition strategy.

Respondents should note that this RFI is for information and planning purposes only and should not be construed as a solicitation or as an obligation on the part of the City.

DESCRIPTION OF OBJECTIVE

The City seeks a solution that includes the lease of a managed data center space meeting our long-term requirements in order to facilitate the need to move and migrate from a legacy data center to a managed services provider (MSP), also known as the Solution.

GENERAL DATACENTER QUESTIONS

1. Does the solution data center accommodate a space large enough for four (4) rows of ten (10) 31.5" (800MM) W X 47.2" (1200MM) D X 88.6" (2251 MM) H, 48 RMU standard cabinets, within a minimum of 1,400 square feet?
2. If the engineering indicates a floor plan other than identified in Question #1, please provide the City a diagram by row and cabinet number?
3. Can the solution data center space offer any City storage space on site?
4. Can the solution data center space offer any office space on site?
5. Can the solution data center space house the City co-location space be housed in a steel, lockable cage, or a fireproof room?
6. Can the solution data center space require construction or build out to provide a customized power bus system for forty (40) cabinets overhead?
7. Can the solution data center space have sufficient power to supply 30A/208V (30 cabinets) and 60A/208V (10 cabinets)?
8. Can the solution data center space provide a cable tray system that will be used for City overhead fiber, copper and cable to top of 40 cabinets, or would the City be allowed to install their own cable tray system?
9. Can the solution data center offer unrestricted access to City personnel to the following locations within the MSP?
 - a. Building entry point access
 - b. Dock and entry point access
 - c. Prep room entry point access
 - d. Meet Me Room (MMR) DMARC for carrier access and City personnel?
10. Can the City be allowed to house City carrier routers and gear in a secure cabinet with City only access?
11. Can the solution data center offer the City the opportunity to land the DMARC directly into the City data center co-location space as an alternative to the MMR?

12. Can the solution data center allow for City owned door badge access controls at (1) data center walk-thru door and (2) data center cargo door entry point access, operated by the City with only emergency access by the MSP into City leased data center space?
13. Can the MSP meet the City resiliency requirements (Attachment B) document (editable) for power, cooling, security, and fire protection?
14. Is the MSP facility fenced, gated and single point of entry?
15. Does the MSP have a tower which the City could erect an antenna, or place on the roof of the facility?
16. Can the MSP allow the City to use its own contractors for cabinet install, cabling, networking, fiber connectivity to MMR and the City data center space?
17. Can the MSP allow the City to use its own vendor for electrical work including connectivity of power bus systems, and rack mounted PDUs?
18. Does the MSP rise to the Health Insurance Portability and Accountability Act (HIPAA) standards and willing to sign a BAA as part of HIPAA standards?
19. Does the MSP rise to Criminal Justice Information System (CJIS) standards?
20. Does the MSP rise to Payment Card Industry Data Security Standard (PCI-DSS) standards?
21. Which communication carriers currently support this MSP? (AT&T, SPECTRUM, Grande, XO, Windstream, other(s))?
22. Do any carriers in Question 19 provide dark fiber and if so which vendor(s)?
23. Can this MSP provide electrical submetering to the City data center Space?
24. Is this solution data center considered Tier 4 service reliability?
25. Is this solution data center 44 miles from downtown measured by fiber routes?
26. Is this solution data center SOC2 certified for ISO 27001 and 27002?

DATA CENTER MANAGED LEASE SPACE QUESTIONS

1. Is this MSP willing to enter into a ten (10) year agreement, with two (2) five (5) year automatic renewal terms with the City if approved by City Council?
2. What time period is available for a contract / lease term to begin, after contract execution, with this MSP?

3. Does this MSP require a separate construction contract for the purpose of building out the City data center space to include power, cooling, conduits, interconnections, cable trays, and other contractual necessities for the City to operate a data center within the MPS's leased space?
4. What address would this MSP use for the site location of the City data center space?
5. Will the MSP be willing to provide the City a Non-Disclosure Agreement, and copies of any construction and lease for City legal review as part of this RFI process?
6. If MSP does not provide a copy of their lease agreement with the RFI responses will this MSP please provide information that will outline sanctions for City's early release?
7. If the MSP does not provide a copy of the lease agreement with the RFI responses will this MSP please describe any PPM for MSP owned devices and whether MSP provides PPM janitorial service for the City?
8. If not otherwise provided, will this MSP provide any and all insurance requirements to the City for review?

For the purposes of this RFI, Respondent's responses can be simply formatted with answers in the following manner: Q1. (Respondents Answer). Please limit your response to no more than ten (10) pages (not including illustrations) in Microsoft Word format.

In addition, please provide your answers to the resiliency requirements, power, cooling security and fire protection in the editable WORD doc attached to this RFI as Attachment B. Respondents should indicate an answer even if they do not provide the services indicated.

RESPONSE SUBMISSION

The deadline for submitting a Response is **2:00 p.m., Central Time, Wednesday, July 27, 2022**. Please submit One (1) electronic response, "**RFI – Managed Services Provider Contract Data Center**".

Respondents MUST submit proposals electronically.

When submitting electronically through City's portal, scan and upload these documents with your proposal. Email submissions are also acceptable.

Electronic submission via email:
City of San Antonio, Finance Department, Purchasing Division
peter.farley@sanantonio.gov

Questions about this RFI may be submitted via email to:

Peter Farley, Procurement Specialist III
peter.farley@sanantonio.gov

Any submissions received after 2:00 p.m., Central Time, Monday, July 27, 2022 may not be considered.

GENERAL TERMS AND CONDITIONS

1. This is a REQUEST FOR INFORMATION (RFI) and should not be construed as intent, commitment or promise to acquire a solution for an MSP presented by respondents.
2. Respondents to this RFI may be asked to provide a walk through to demonstrate and validate all information provided, and for City familiarity with facilities and personnel. Any on site demonstration will be coordinated through the individual identified below who is responsible for this RFI. held either at a City of San Antonio facility or electronically at a date later to be determined. Sufficient notice will be given.
3. The City of San Antonio will not be obligated to any respondent as a result of this RFI. The City is not obligated for any cost incurred by respondents in the preparation of the Request for Information. The City will not pay for any information herein requested nor is liable for any costs incurred by the Respondent. For economy of presentation, special bindings, colored displays, promotional materials and the like are not required but if they are presented, the City will not be responsible for this cost.
4. This RFI is being issued for the purpose of gaining knowledge of the services available at the MSP's site which would host a solution data center for the City.
5. City will review all information and recommendations received to assess our needs and to better define further requirements.
6. All information obtained shall become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by the respondent should be clearly noted on the page(s) where confidential information is contained; however, the City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by the respondent may not be considered confidential under Texas law, or pursuant to a Court order.
7. The City welcomes respondents to submit any pertinent information, except specific pricing, that the City should consider, including topics that the City has not included in our RFI.

Please provide your responses directly after each request on the below RFI – Attachment A and Attachment B. Respondents are asked to provide answers to all questions even if they do not provide those services.

RFI ATTACHMENT A – General Company Information

RESPONDENT QUESTIONNAIRE

1. A cover letter on the respondent's letterhead containing the following information:
 - a. Your organization's name
 - b. Organization's website and mailing address
 - c. Primary point of contact's (POC's) name and title
 - d. POC's office and cell telephone number and email address
 - e. Organization's DUNS number if in use
2. A brief description of the Respondent's experience in providing MSP Services, limited to 5,000 words at double spaced, 12 font.
3. A brief history of your company, how long your company has been in business, last FY year's annual US sales, and statement demonstrating its financial viability.
 - a. Respondents are not required to show proof of insurance via a Certificate of Insurance (COI) at the RFI stage; however, if the City contacts the Respondent for an RFP, then a COI which meets the City requirements for indemnification will need to be produced to advance in the process beyond the RFP.
 - b. If Respondent uses third-party services it is advisable to note this in the response, however, identifying specific companies is not required for this RFI.
4. Although not required, Respondent may include marketing brochures, technical documents, and other supporting material.
5. Describe the use of any best practices in the development and delivery of the Respondent's solutions.
6. Identify any constraints or dependencies which may impact implementation of the solution for the City.
7. If Respondent currently maintains a public sector contract, then identify this. Acceptable contract references can include but are not limited to any Texas city or county.

RFI ATTACHMENT B – Data Center Information (Attached)

RESPONDENT QUESTIONNAIRE – Attachment B – Data Center Information

1. Respondent should provide an answer to each question, even if the Respondent doesn't provide this service.