**Generic Datacenter RFP**

**For spaces 500Kw-2Mw**

**Version 1.50**

Table of Contents

RFP Background 2

Confidentiality Note: 2

Company background: 2

RFP Timeline: 2

Brief Scope of request: 2

Technical background and definitions. 3

Detailed scope 3

Power Sizing 3

Room Sizing 3

Contract Length 3

Cabinet height: 4

TIA 942 compliance. 4

Operational history. 4

Additional Termination rights 4

Open IX certification. 5

Staging area 5

Office area 5

Parking spots. 5

24\*7 Access and engineering response. 5

Rack /Power presence in MMRs 5

Detailed questions (datacenter company) 6

General Background 6

Building (general) 6

Operational history 6

Security Questions 6

Certifications: 7

Contract / Financial Details: 7

Shipping Area 7

Datacenter space (general) 8

Physical pathway questions: 8

Detailed Questions (Power) 9

Detailed questions (cooling) 9

Detailed questions (connectivity) 9

Campus connectivity questions 10

Detailed Questions (MMR, office and storage area) 10

Office questions 10

Staging area questions 11

Additional Amenities 11

# RFP Background

# Confidentiality Note:

This RFP is confidential. Any redistribution of this RFP outside of the intended audience may result in elimination from RFP participation for the next 2 (two) years.

# Company background:

Add company background here.

# RFP Timeline:

RFP Issued: X

RFP Q&A window X to Y

RFP Responses due: 5:00PM PST on X/Y/Z

RFP Follow up questions – will be asked by X/Y/Z

RFP Follow up responses – due on X/Y/Z

Selection for second round will occur on X/Y/Z

Sample LOI and contract language received.

LOI signed.

Contract signed.

# Brief Scope of request:

* Market/Metro Area: XXXXXX
* Power sizing XXXKw – YYYKw
* Space sizing: A Private cage that can hold up to XX (COMPANY) Racks
* Each Rack must be able to draw up to: XX Kw of power
* Each Rack must be able to be cooled to meet the power consumption.
* Up to YY Crossconnects
* X year contract, with Y Z Year renewal options.
* Power to be delivered as XX Kw year X, YY Kw Year Y, fully built out year Z.
* Option to expand to YY Kw of power and space.
* Needs to support vertical clearance to wheel in and out racks.
* Must conform to TIA 942 Tier3 Electrical, Mechanical, and most of the architectural specifications, for the life of the contract.
* Operational history,
* Additional termination rights.
* Staging area.
* Parking spots
* 24\*7 access, and response.

# Technical background and definitions.

Cabinet - We use custom cabinets, that measure, XX” (XXXmm) wide, YY” (YYYmm) Deep, and ZZ” (ZZZmm) high. These cabinets weigh up to X XXX pounds, and are wheeled.

Our cabinets are powered by 208V power (including 208V 3 phase) in the US, and 380V, 400, or 415 3 phase outside of the US)

We currently have an existing datacenter footprint of ~XXX Kw.

# Detailed scope

## Power Sizing

* We are looking for a datacenter presence to allow us to expand and relocate existing equipment.
* We are looking for a facility that will allow for us to expand our infrastructure up to XXX Cabinets (YYY Kw)

## Room Sizing

* We envision the room to deliver power from 2 separate power sources.
* We envision X-Y rows of infrastructure.
* Due to the sizing of the racks, and aisle requirements, it is envisioned that we will need a space of at least. X’ \* Y’ for 1 row, or XX’ \* YY’ for 2 rows. (see sample room layout)
* The aisles shall be able to accommodate a rack being wheeled in and out of its position and swapped. (eg: if a rack is 42” Deep, then the aisle shall be > 42” deep to allow the rack to be placed.

## Contract Length

We are looking for a contract that is up to X years. It should also have Y Z year renewal options.

For months 1-12, we plan to have a XX Kw deployment. We would expect for the cage to be priced as such

For months 13-XX, we plan to have a YY Kw deployment. We would expect for the cage to be priced as such

For months YY – ZZ we would be paying full 100% space rent.

## Cabinet height:

Our cabinets may arrive fully assembled from a 3rd party integrator.

They are designed to go from the shipping area to the datacenter floor without being tipped, tilted, or depopulated.

It is critical that there is at least 8 feet (2.4M) of vertical clearance everywhere from the shipping area to the final location on the datacenter floor.

Also, due to the weight of the cabinet, it is required that the flooring from the shipping area to the datacenter floor be rated to support a fully loaded rack, without additional structural reinforcement or via ad-hoc solutions (eg: Masonite).

## Rack Considerations:

The rack can participate in a containment system (the system can bolt to the rack), but the containment system shall not require a rack.

As each rack is interchangeable, (able to be removed/ replaced, there shall be no permanent connections to the rack).

All bolts shall be removable.

No self-tapping screws shall be drilled into the rack

No additional holes shall be drilled into the rack.

## TIA 942 compliance.

We are seeking a Tier-3 or better datacenter.

For the electrical and mechanical subsystem we seek full “Concurrent Maintainability” for the systems.

For the architectural system, we have some flexibility on some items (eg: proximity to the airport), but we expect adherence to most of the architectural Tier 3 rules.

The datacenter must meet the agreed to TIA-942, Tier-3 requirements for the entire contract.

## Environmental Controls

We are expecting a facility that can meet all of the temperature guidelines from both TIA 942, and ASHRAE. This includes staying within temperature ranges (64-80f), humidity ranges (20-80%), as well as the allowable rate of change for both temperature and humidity.

## Operational history.

For the building we will need to examine all of the level 4 and 5 commissioning documentation of the building, and the past 12 months of operational history, and policies and procedures.

## Additional Termination rights

In addition to any standard termination rights (eg: power, temperature), we will require a termination right for a single event of gross negligence, or willful misconduct on behalf of the datacenter provider, that results in downtime or impairment of our datacenter. (eg: work being done without a ticket or work with a MOP, where the MOP is deviated from such that it causes an outage etc.)

Additional termination rights will also be required for the ability to bring cabinets into and out of the datacenter. We will provide sufficient notice of large cabinets arriving and will expect them to be unimpeded in their installation to the datacenter floor. (eg: if the equipment was on a 2nd floor and the single freight elevator was to break down for multiple hours or days, then this should start accruing termination rights, until either the elevator is fixed or an alternate solution is found, or, if there was a single hallway, and it was blocked for hours, or if there was a loading bay, and we had an appointment (if applicable), and the loading dock was not available at the scheduled time for multiple hours.)

We also require RFP deviation language. If a response that is indicated in this RFP turns out to not be correct, or if the building policy should change, so that the response is no longer valid, we will expect it to be remedied or to eventually result in a termination right. If this RFP response is successful, the will be binding and an exhibit in the future datacenter contract.

## Staging area

We would like to have access to a staging area for us to store cardboard, and prepare equipment. It should ideally be at least 25’\* 30’ (750 sqft), and be located near the shipping area or the datacenter floor. There should be a clear path of travel from the datacenter floor, and shipping to the staging area. It must also have sufficient power for us to power on and test equipment, with the same outlet that is delivered in our cage. The power is not required to be UPS or generator backed.

## Office area

We would like to have access to an office area for us to use as a work area, for employees while at the datacenter. It should have access to WiFi, and standard wall outlets. It should have an exterior window, and be ideally at least ~750 Sq Ft.The power is not required to be UPS or generator backed.

## Parking spots.

If possible, we will need up to X parking spots on an as needed basis. Further details in the RFP section.

## 24\*7 Access and engineering response.

We are expecting 24\*7 access to our datacenter floor, 24\*7 security on-site, and 24\*7 technicians able to respond to the site within 15 minutes of being alerted.

Any employee who is enrolled in the system should be able to get to the datacenter space within 10 minutes.

Any employee who arrives, and is not enrolled in the system (first time visitor), should be able to be enrolled, and get to the datacenter space within 30 minutes.

## Fiber presence in MMRs

For every MMR or POP, located in the datacenter, we will require the ability to have fiber into that area, such that we can interconnect with vendors. Our fiber will have LC terminations, and can be connected back to our cage via either Pre-made, pre-tested Fiber, or via Fusion splicing.

# Detailed questions (datacenter company)

Please provide information for the following sections.

Please also fill out the RFP Checklist as a summary (separate attachment)

## General Background

* information about your company, years in business, stock ticker (if applicable), markets that you operate in etc.
* example customers that are similar to our offering (eg: video distribution, online presence, social media etc.) Please provide reference information if possible.
* Information on your leadership team.
* Please provide your most recent annual report.

## Building (general)

* What is the full address of the building?
* What suite or cage # is this space designated?
* please provide basic information regarding building:
  + size, average height, # floors, year constructed. etc.
  + designed watts/sq feet rating
  + # sq feet of datacenter floor.
  + # sq feet for mechanical rooms, electrical rooms, storage area, etc.
* Are roof rights available?
  + What conduit is currently available to the roof?
  + What would the cost be?
  + What are the size limitations? (eg: for a satellite dish / microwave dish etc?
* Confirm that customer access will be allowed 24\*7.

## Operational history

Please provide all operational history for this facility.

Please provide/make available the full level 4 and 5 commissioning documentation for this facility, as well as all remediation steps taken.

Was this building tested under full (100%) critical load as part of commissioning?

Was the building tested at full load, and then the power to the building was turned off at the input breaker? Did the building respond as expected?

Have there been any user facing datacenter issues that have resulted in a SLA credit, in this facility in the past 12 months?

## Security Questions

Do you offer 1 cardkey or biometric system for the entire continent?

Can a user be guaranteed a unique pin code or badge across the continent?

Please list the number of biometric and non biometric checkpoints needed when entering the building to enter and exit our space.

Please confirm that your security is 24\*7.

How long is your video retention? (expecting ~95 days or more)

Please confirm that the security infrastructure is run on critical power (UPS/Generator backed).

Are we allowed to install our own security cameras, In all places we have leased (eg: datacenter floor)

Please describe the security protections for entering the building (eg: parking lots, gates, etc.)

If you have a gate, do you have multiple ways to contact the front desk should the primary button for reaching them fail? (eg: is an emergency number posted).

## NOC Questions?

Do you have alerting for this facility?

What is monitored? And what are the thresholds?

What is the escalation path for alerts?

Is the NOC based on-site?

Please provide a sample email alert from the system to a technician

Please provide a sample communication from the datacenter to users of the datacenter.

If the temperature in the cold aisle of the room reached 85F, would someone be paged? How long until they respond?

If a breaker in a PDU was tripped, would someone be paged?

If critical load in the room dropped or increased by ~100 Kw, would someone be paged?

## Certifications:

Please list all of the certifications that your datacenter holds.

If it is determined that there are additional certifications we need (eg: SSAE 16 – SOC1), please confirm that you will assist in getting these? Will you make your technicians, security, and engineers available to assist in the audit free of charge?

## Contract / Financial Details:

* what is the $/Kw monthly rate?
* What is the PUE for the space? Is it fixed or variable?
* Are there any additional costs?
* What is the rate for power from the local municipality?
* How is your price derived (eg: do you have a special pricing agreement?)
* can you provide the past 12 months of power cost for a similarly sized tenant?
* How is power and cooling billed (eg: billed after a separate true up.)
* Is it possible for another tenant in the building to affect my bill? How? (eg: there is a common chiller plant, and a tenant pays their pro-rated portion, the room is subdivided etc.)
* please provide a sample invoice of fully loaded rent (XXXKw of power), assuming 60% power usage (XXXkw\*.6), in a room with a 25% PUE usage rate, showing ALL costs.
* Are there annual escalators involved?
* Are there any crossconnect costs? (expected to be no)? Please enumerate all costs?
* Are there any riser costs? (expected to be no)
* Are there any other costs? (eg: admin fee, management fee, remote hands fee etc.)

## Termination Rights

## Power Failure

* Can you agree to termination rights and credits for power failure according to following schedule:

|  |  |  |
| --- | --- | --- |
| Outage Time | Failure of A and B Power | Failure of 1 power Leg (Either A or B) |
| 0-5 minutes | 10% | 5% |
| 5-15 minutes | 25% | 15% |
| 15-30 minutes | 33% | 30% |
| 30-60 minutes | 50% | 40% |
| 61-90 minutes | 75% | 50% |
| 91-120 minutes | 100% | 60% |
| 2 hr - 3 hr | 100% | 70% |
| 3 hr - 4 hr | 100% | 80% |
| 4 hr - 6 hr | 100% | 90% |
| 6 hr - 8 hr | 100% | 100% |
| Note: All credits in the table shall be the percentage of the monthly fully demised rent, including power, crossconnects etc. | | | |
| Note: any 3 failures, (of either temperature, humidity or power, within a 12 month rolling window, shall result in the customer having a termination right with no penalties associated. | | | |

## Temperature Failure

* Can you agree to termination rights and credits for temperature failure according to following schedule:

|  |  |  |
| --- | --- | --- |
| Temperature at cold aisle | |  |
| Outage Time: | up to 9 degrees over spec (between 81- 89F) | 10 degrees or more over spec (90F or Greater) |
| 0-5 minutes | 5% | 10% |
| 5-15 minutes | 15% | 25% |
| 15-30 minutes | 30% | 33% |
| 30-60 minutes | 40% | 50% |
| 61-90 minutes | 50% | 75% |
| 91-120 minutes | 60% | 100% |
| 2 hr - 3 hr | 70% | 100% |
| 3 hr - 4 hr | 80% | 100% |
| 4 hr - 6 hr | 90% | 100% |
| 6 hr - 8 hr | 100% | 100% |
| Note: All credits in the table shall be the percentage of the monthly fully demised rent, including power, crossconnects etc. | | | |
| Note: any 3 failures, (of either temperature, humidity or power, within a 12 month rolling window, shall result in the customer having a termination right with no penalties associated. | | | |

## Humidity Failure

* Can you agree to termination rights and credits for humidity failure according to following schedule:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Outage Time | up to 7% over spec (81-87%) | 8%s or more over spec (88% RH or greater) |  | up to 5% below spec (15-19%)) | 6% or more below spec (14% RH or lower) |
| 0-5 minutes | 5% | 10% |  | 5% | 10% |
| 5-15 minutes | 15% | 25% |  | 15% | 25% |
| 15-30 minutes | 30% | 33% |  | 30% | 33% |
| 30-60 minutes | 40% | 50% |  | 40% | 50% |
| 61-90 minutes | 50% | 75% |  | 50% | 75% |
| 91-120 minutes | 60% | 100% |  | 60% | 100% |
| 2 hr - 3 hr | 70% | 100% |  | 70% | 100% |
| 3 hr - 4 hr | 80% | 100% |  | 80% | 100% |
| 4 hr - 6 hr | 90% | 100% |  | 90% | 100% |
| 6 hr - 8 hr | 100% | 100% |  | 100% | 100% |

## Gross Negligence SLA Schedule

* Can you agree to an immediate termination right due to negligence or misconduct:

|  |
| --- |
| Any issue due to gross negligence or willful misconduct that results in a failure of temperature,or humidity, or power, or cabinet access, shall result in a immediate termination right with no penalty. |
| **Cabinet Bring-in Schedule** |

* Can you agree to credits for inability to bring in cabinets according to following schedule:

|  |  |  |
| --- | --- | --- |
| Outage Time | Inability to bring in or remove a cabinet, that had less than 24 hrs of notice | Inability to bring in or remove a cabinet, that had 24 hrs + of notice |
| 0-30 minutes | 0% | 0% |
| 31-60 minutes | 5% | 10% |
| 1 hr - 2 hr | 10% | 20% |
| 2hr - 4hr | 20% | 30% |
| 4hr - 6hr | 30% | 50% |
| 6hr - 8hr | 40% | 60% |
| 8hr - 10hr | 50% | 70% |
| 10hr-12hr | 60% | 80% |
| 12hr-14hr | 70% | 90% |
| 14hr-16hr | 80% | 100% |
| up to 24 hrs | 90% | 100% |
| up to 48 hrs | 100% | 100% |

Note: All credits in the table shall be the percentage of the monthly fully demised rent, including power, crossconnects etc.

## RFP Deviation SLA Schedule

* Can you agree to termination rights and credits for RFP Deviation according to following schedule:

|  |  |
| --- | --- |
| Outage time | RFP is deviated from, and not fixed |
| 0-4 hrs | 0% |
| 4hrs - 12 hrs | 10% |
| 12hr - 24hr | 15% |
| 1 day - 2 day | 20% |
| 2day - 3 day | 30% |
| 3 day - 4 day | 40% |
| 4 day - 5 day | 50% |
| 5 day - 7 day | 60% |
| 7 day - 9 day | 70% |
| 9 day - 11 day | 80% |
| 11 day - 13 day | 90% |
| 13 day - 15 day | 100% |

## Access SLA:

These are the expected times for a user accessing the site.

* First time user (with appropriate tickets)– access to cage within 30 minutes
* Existing user (with appropriate tickets) – access to cage within 10 minutes.

## Additional Credits:

Can you agree to the following credits:

* $500 per person for each failure to meet the Access SLA.
* $500 additional per person for every additional hour of wait time.

## Shipping Area

* Please enumerate the # of shipping bays into shipping, and type: eg: X locations with dock levelers
* Are you able to support a truck with a 40 foot trailer (with no liftgate)?
* Are there dock levelers?
* Are you able to support equipment driven up in a car or small truck (eg: a rush delivery from a local company?) Is there some sort of ramp or leveler to accommodate trucks that do not have lift gates, and that are not at dock height?
* Are there any special requirements for receiving a delivery (eg: everything needs a ticket, multiple hour notice? Business hours only?)
* Please provide your shipping policy.
* Is there an area within shipping to break down pallets or crates?
* Is there a storage area to store custom crates prior to them being returned to the manufacturer?

## Datacenter space (general)

* Please provide a diagram of the space. Please include 2’ \* 2’ tiles, all vertical obstructions, and any existing items in the space (eg: PDUs, CRAHs, structural columns) etc.
* How many square feet are usable in this area?
* Is this a dedicated cage in a shared room, or located in a dedicated room?
* How is the area secured? (What are the specifications on the wall mesh, if any).
* Does the room have raised floor?
  + How high is the raised floor?
  + What is the clearance from the raised floor to the ceiling?
  + What is the PSF rating on the raised floor?
  + With a fully loaded datacenter (assuming an average cabinet weight of 2500 lbs), will there need to be any additional reinforcement to the raised floor?
* In the case of no raised floor, please confirm that the concrete / tile, is able to securely hold a rack using standard threaded rod, going into a flush mounted anchor.
* How high are we allowed to build infrastructure AFF (Above the Finished Floor)?
* In the case of additional reinforcement being needed, (eg: additional concrete needed, thicker raised floor tiles) is the landlord willing to assume the cost of retrofitting the floor?
* Is there an overhead grid for hanging ladder rack, and/or fiber tray? Is the landlord willing to assume the cost for installing the grid if needed? Is the grid rated sufficiently, to be able to hang up to fiber tray /Ladder rack for fiber and copper distribution?
* Is there a grounding grid? If no, can one be supported?
* Does the grounding grid have bonding points to every rack position?
* With our cabinet configuration, (weight, size, power draw, and cooling requirements etc.), are there any concerns that we should have deploying in your facility? (eg: inability to cool, provide power, support the floor etc.)
* With our gradual deployment schedule, will that present any issues? (eg: permitting etc.)

## Physical pathway questions:

(this is to confirm that a custom cabinet can travel all the way to the datacenter floor).

* Please describe the height of the loading dock door, and all doors that will be encountered on the way to the datacenter floor.
* Please confirm that all flooring on the way from the loading dock to the datacenter floor, as well as from the loading dock to the staging area to the datacenter floor, are able to hold the full weight of a cabinet. Please list any concerns.
* Please mention all vertical transitions needed for a cabinet (eg: there is a 40 foot ramp that goes up 42 inches to the datacenter floor height).
* Please provide a map showing the path that a cabinet would take, from shipping to the datacenter floor, and from shipping to the staging area, to the datacenter floor.
* Please confirm that there are no additional obstacles on any pathway that a cabinet may travel (eg: exit signs, ladder rack, fiber tray, door threshold).
* Please confirm that there are no horizontal challenges (eg: tight turns, limited clearance etc.) that would prevent our cabinet from going to the space, (including cold aisle containment doors).
* Pleae confirm, that in the aisles, that a rack can be removed, or inserted into a rack position, and that there is sufficient space to turn the rack within those aisles.
* If there are elevators required to get to the datacenter floor, please provide the count of elevators, the weight tolerances, vertical clearance (including door clearance), of the elevator.
* If there is a freight elevator, is it a Single Point Of Failure? What are your plans if it fails or needs maintenance?
* Please confirm that a standard truck with a 40 foot trailer can unload a cabinet, in a crate at your loading dock/shipping area.
* Please confirm, that our rack (as indicated) can travel from the shipping area to the final rack position, on the datacenter floor without being tipped, tilted, or depopulated, and without anything in the building having to be removed or adjusted.

## Detailed Questions (Power)

* Please provide a electrical one line of the power distribution for our building.
* What is the overall power rating of this facility?
* What was the highest level of power draw tested during level5 commissioning?
* During commissioning, Did the building continue running, with no issues to Critical Power, when the main input breaker was opened?
* What is the average power draw per cabinet intended? What is the maximum power draw per cabinet allowed (that can also be cooled)
* We expect 2N power (diverse RPP, PDU, UPS). Please confirm that we can provision 2N infrastructure to our equipment.
* Please provide a map with the utility feeds, their voltage and amperage and their paths into the building.
* How many generators are available to the building? What size are they? How much fuel can they hold? How frequently are they maintained and tested?
* At full load, how long will the generators run before they run out of fuel?
* What are your contracted fuel delivery times? And from how many vendors?
* Please confirm that your power is 2N at the customer, and meets the Tier-3 definition of “Concurrently Maintainable”.
* For all electrical / RPP work, we expect the Datacenter Provider to be responsible for ALL breakers within the RPP and PDUs. This is because when the contract ends, we will not be deinstalling them / they may not be compatible with future hardware. All breakers are to be 100% rated. This could also be covered in a TI (Tenant Improvement)). Will you provide/pay for the appropriate breakers?
* Please provide a sample breaker schedule for how our space would be provisioned. Show amperages, breaker rating (80%, or 100%).
* If we wanted to install a busbar system (eg: starline), can this be supported?

## Detailed questions (cooling)

* What is the expected PUE of the building? What is the actual PUE for a similar suite in this building, or in a building built to similar standards for 1 year?
* Is the building Air cooled or water cooled?
* Is the cooling into the room from above or from below?
* Do you have a preference for cold aisle vs hot aisle containment?
* Do you provide the containment as part of our tenancy?
* How do you maintain humidity in the space?
* Please confirm that any moisture added into the air to maintain humidity is filtered / purified.
* Where are the temperature and humidity sensors located in the room? Can they be moved based upon request?
* Please confirm that your cooling is “Concurrently Maintainable”

## Detailed questions (connectivity)

* Please provide a list of all carriers built into the building. Please enumerate which locations they are built in to (which MMRs), and which fiber paths they use.
* please provide a detailed diagram of the connectivity from the datacenter space to your connectivity locations. Please describe conduit size, underfloor/above floor (and heights).
* Please provide a detailed map of all connectivity into the building and to the datacenter space.
* Please enumerate the connectivity locations (eg, 1 MMR, 2MMR, 1 Pop, 1 SPOP).
* Please confirm that the datacenter space has diverse connectivity to at least two locations, and that they are at least 60 feet diverse when leaving the space, and stay at least 60 feet apart until reaching their end location.
* Please confirm that you have fiber connecting both of the MMR or pop locations, and that customers can use space in the conduit, if desired.
* Please confirm that the electrical layout of the POP/MMR rooms have 2N power, backed by UPS/flywheel and generator.
* Please confirm that the mechanical layout of the POP/MMR rooms is redundant and is generator backed.
* Are there any costs associated with crossconnects, work in the meet me room, leasing conduit, installing panels, using ladder rack, electrical, cooling, or any similar related costs that we may incur as part of having a presence in the MMR?
* Please confirm that you can support LC fiber connectors.
* Please confirm that you can support our standard panels in our rack, (the Panduit FCE4U), at a density of up to 144 Pair of fiber per 4U, and up to 4 panels per rack.
* What is the standard SLA turnaround for a crossconnect? (expected to be no longer than 1 business day).

## Campus connectivity questions

* Is this building part of a campus (if no proceed to next section)
* Please provide a detailed map of the campus.
* Please provide a list of all providers built into the campus, that we could connect to.
* If we wanted to connect to a provider that is in another building how could we do that, and is there an additional cost, vs an in-the-building crossconnect?
* If there is a common meet me room in another building, would we be able to get a diverse high fiber count presence into that location?

## Access questions

* What is the expected time for a enrolled user to access the datacenter space when walking into the building? (expected to be 10 minutes or less)
* What is the expected time for a NON-enrolled user (with appropriate tickets) to access the datacenter space when walking into the building (expected to be 30 minutes or less)
* Do you offer a method for enrolled users to access the space without interacting with a security guard (eg: full biometric, fast-pass, etc.)? (we expect all of our enrolled users to be able to access the space as fast as possible, with no interaction to security.
* Will all of our users be automatically enrolled in the fastest method of access?

## Detailed Questions (MMR, office and storage area)

MMR Questions

* Please confirm what our Rack or panel number(s) are in the MMR.
* Please confirm the pathways from the MMRs to our space in the datacenter floor.
* Please confirm which paths will be in conduit.
* Please confirm the sizes of all conduit.
* Please confirm that various conduit sleeving options are supported (eg: maxcell, innerduct etc.)
* Please confirm if there any special restrictions on fiber or copper being run in conduit. (eg: plenum rated, maximum counts etc.)
* Please provide any documentation or policies on conduit/fiber or copper. EG: all conduit must be marked every X feet.
* Please describe the ordering process for a crossconnect.
* Is there a MMR or Riser Operator? What are their hours?
* Do they have any charges or costs that we will encounter? Please provide detail.
* Please confirm that POP/MMR Access is 24\*7 for the customer.

## Detailed questions – end user portal.

* Is there an end user portal?
* Please provide sample/test environment credentials for us to examine the portal, sized similar to the request.
* What can a user see from there?
  + Power usage?
  + Room/Datacenter Efficiency?
  + Temperature, relative humidity, dewpoint at each CRAC/CRAH?
* What can be ordered from the portal?
  + Crossconnects?
  + User maintenance (add/modify/remove)
  + Remote hands?
    - Are remote hands 24x7?
* Is the portal designed to be redundant? How much downtime does it have per year?
* Is there another way to process requests? Is this method 24\*7?

## Office questions

* Please provide a map showing location of the office, and dimensions of the office.
* What is the overall size of the office in Sq Ft.
* Please confirm the amount of power available to the office.

## Staging area questions

* Please provide a map of the staging area, including physical dimensions
* What is the square footage of the staging area?
* Please list the security for the staging area.
* If the staging area is using mesh walls, how high are the walls? Do they extend to the ceiling?
* Please confirm the height of the entrance into the staging area is sufficient to bring in a cabinet.

## Additional Amenities

Please enumerate the additional amenities that the building has. Some examples are below:

* Bike parking
* Showers
* Free wifi
* On-site gas BBQ
* Coffee, Cups, Milk, sugar, and stirrers for coffee.
* Espresso machine.
* Vending machine
* Fridge,
* EV parking spots, and EV chargers.
* BBQ, Smoker, Pizza oven

## TIA942 non compliance

Please list all of the aspects of the building, electrically, mechanically, and architecturally, that do not meet TIA942 tier 3 requirements.

## Meetings

- During the bring-up phase, please confirm that we can set up a weekly progress meeting, that will involve, the site manager, and our account team to address issues.

* Please confirm that during steady-state, there will be a standing Quarterly Business Review, to go over all issues.

**Authorship note:**

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