

RFI Number 3791 Memorandum

To: Vendors Interested in Responding to Request for Information (RFI) Number 3791 for the University of Mississippi Medical Center (UMMC)

From: Craig P. Orgeron, Ph.D.

CC: ITS Project Number 41927

Date: May 12, 2015

Subject: Request for Information for a Disaster Recovery Data Center

Contact Name: Patti Irgens

Contact Phone Number: 601-432-8223

Contact E-mail Address: Patti.Irgens@its.ms.gov

UMMC is seeking information from firms who can satisfy the resource needs necessary in establishing a geographically diverse Disaster Recovery (DR) Data Center from its current Primary Data Center. UMMC would like a technical proposal answering the Requirements and Questions section below. UMMC anticipates using up 12 racks of space with the ability to grow as needed. For purposes of responding to this RFI, this will be considered UMMC's Disaster Recovery Site. UMMC does not anticipate a need for other managed services offerings.

1. RFI SUBMISSION INSTRUCTIONS

- 1.1 UMMC is interested in receiving informational responses from Vendors who can provide and implement a DR Data Center.
- 1.2 Below are UMMC's draft requirements. Vendors are not required to provide a response for each requirement or question and can use any format they choose to illustrate their expertise in the DR environment.
- 1.3 Vendors should state their estimated cost to implement the proposed solution.
- 1.4 Vendors should explain their preferable cost method and demonstrate how UMMC will pay the Vendor for their proposed solution. (e.g., based on deliverables, full or one lump sum payment, upon acceptance, etc.)
- 1.5 Information received during this RFI process is for information purposes only and will not be evaluated.
- 1.6 Vendors must submit (4) four copies of their responses. Responses will be accepted at any time prior to Wednesday, May 27, 2015, at 3:00 p.m. (Central

Time) to Patti Irgens at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211.

1.7 Vendor responses should be sealed and labeled as follows:

**SUBMITTED IN RESPONSE TO
RFI NO. 3791 - 41927
Accepted until May 27, 2015 @ 3:00 p.m.,
ATTENTION: Patti Irgens**

If you have any questions concerning the information above or if we can be of further assistance, please contact Patti Irgens at 601-432-8223 or via email at Patti.Irgens@its.ms.gov.

cc: ITS Project File Number 41927

REQUIREMENTS AND QUESTIONS

1. REQUIREMENTS

1.1 Cage Area

1.1.1 Cage Area to provide space for 12 racks that has expandable areas.

1.2 Power Requirements

1.2.1 6 Racks of Server compute space 6,000 watts and 21,000 BTU

1.2.2 2 Racks of SAN Storage equipment 5,000 watts and 13,000 Btu/hr (208V 1-Phase Nema L6-30P X 2)

1.2.3 4 Racks of Network and other Equipment 2 Quad BOX 110V and 2 208V 30Amp Plugs

1.3 Please list any power outages or major equipment failures the proposed site has experienced since January 1, 2010.

1.3.1 Log of remediation steps after outage

2. QUESTIONS

2.1 Area Designation

2.1.1 Please describe how you provide designated areas.

2.1.2 What is the growth process for procuring additional space?

2.1.2.1 Will additional space be contiguous with existing space?

2.2 Climate Control

2.2.1 Will UMMC have the ability to control the temp in its designated space independent of other areas in the datacenter?

2.2.2 Describe your cool to hot air circulation plan for the data center. Will Cool are be pushed up from the floor?

2.2.2.1 Will Hot air removal happen through ceiling returns?

2.2.3 Will UMMC have the ability to place vent tiles in locations they require or will restrictions be placed on vent tiles?

2.2.3.1 What is the process for UMMC to request vented tiles and turnaround times?

2.3 Raised Flooring

- 2.3.1 What is the minimum height of the raised floor?
- 2.3.2 Will UMMC have access to the below raised floor cabling and other needs?
 - 2.3.2.1 What restrictions are there on the below raised floor space?
- 2.3.3 What is the process for UMMC to request cut tile?
 - 2.3.3.1 What restrictions if any are there around cut tile?
 - 2.3.3.2 What is the turnaround time for cut tile?
- 2.3.4 Are there overhead raceways?
- 2.3.5 Are there cable restrictions, like plenum or UL?
- 2.4 Power
 - 2.4.1 Describe your power distribution methodology.
 - 2.4.2 Will multiple diversely located PDUs be allocated to UMMC?
 - 2.4.3 Please describe any limitation to per rack power configurations.
 - 2.4.4 Can UMMC install local UPS systems in its area?
 - 2.4.5 What is the process to request additional power and turnaround times for those requests?
- 2.5 Security
 - 2.5.1 Please describe the methodology to limit physical access to the UMMC designated area.
 - 2.5.2 Will barriers reach from true floor to true ceiling?
 - 2.5.3 What form of locks will be employed?
 - 2.5.4 Will UMMC be able to use locks on local racks?
 - 2.5.5 What auditing will be in place for personal who will have access to the physical room the designated area will be in, as well as any subordinate area such as power or network egress points?
 - 2.5.6 Will UMMC be able to review camera footage related to UMMC designated areas?
 - 2.5.6.1 What is retention of that footage?
 - 2.5.7 Can hours of access be assigned to individuals?

2.6 Racks

2.6.1 Can UMMC use its own racks in our designated areas?

2.6.1.1 What limitations if any would be involved?

2.6.2 Can UMMC request racks from the provider and what would be the process and types of racks?

2.6.3 Are there restrictions on physical device types, ages, or noise restrictions?

2.7 Network

2.7.1 What is the availability of network egress points to the facility?

2.7.1.1 Are they physical diverse?

2.7.2 What network services are available from the provider?

2.7.3 Is Private Dark Fiber allowed into the facility?

2.7.3.1 Any restrictions?

2.8 Personal Space

2.8.1 What personal work space is available to UMMC personal while at the location?

2.8.1.1 What restrictions are there around this space?

2.8.2 Is there network/internet access available in the public work areas via cable or wifi?

2.9 Equipment Receiving

2.9.1 Please describe how UMMC can receive equipment at the facility.

2.9.2 Describe how new equipment may be brought into the facility.

2.9.2.1 Is there a carrier requirement?

2.9.2.2 Is there a size limit?

2.9.3 Describe the process for removing physical assets from the facility.