



Request for Proposals

Data Center Colocation Services

On behalf of



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1. Instructions to Bidders

1.1. Project Summary

This Request for Proposals ("RFP") is hereby requested by the Bick Consulting Services ("Bick") on behalf of the Missouri Housing Development Commission ("MHDC") for the requirements and objective sections of this RFP.. Bick and MHDC will review the responses submitted under this RFP (each a "Response" and collectively the "Responses"), and will use the results of this RFP to assist in formulating a go forward strategy and next steps.

Bick, a member company of Bick Group, has been retained by MHDC to act as its agent during the RFP issuance, review and selection process. Any resulting contracted services will be entered into directly with MHDC.

Each individual respondent under this RFP shall be referred to herein as a ("Respondent") and the collective group of respondents shall be referred to herein as the ("Respondents").

1.2. Bick Consulting Services

Bick provides data center centric business strategies and risk analysis to clients, be they in-house, colocated, or outsourced. Bick provides third-party and independent advice. Its senior level staff effectively interfaces with personnel up and down each client's organization (C-Suite as well as data center/facility operations personnel).

Bick's business, which consists of a facility services unit and a consulting services unit, is to improve the performance of mission critical facility assets. Bick makes data centers flexible, efficient and better able to support its clients business needs in a competitive environment.

Since 1964, the objective of the Bick Group Companies, the parent of Bick Consulting Services, has been to align its clients' data centers to achieve their respective business goals. Bick Group's facility and consulting services teams work in more than 1,000 data centers per year. Bick Group works with clients nationally to ensure all aspects of each data center – space, energy, technology, and business objectives – are delivering operating, environmental, and expense efficiencies. With Bick Group's collective expertise, it moves from the toolbox to the boardroom, offering knowledge and experience so its clients can manage availability, cost, and investment.

Kevin N. Carpenter (primary contact)
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1.3. Missouri Housing Development Commission

The Missouri Housing Development Commission (“MHDC” or the “Commission”) was established in 1969 in order to increase the availability of decent, safe and sanitary housing at prices within the means of low- and moderate-income persons. The Commission is a governmental instrumentality of the state of Missouri and a body corporate and politic. The Commission’s authority is derived from Section 215.030, et seq., of the Revised Statutes of Missouri, as amended and supplemented.

The Commission administers a variety of state and federal funding sources to finance the purchase of single family homes for owner occupancy and to finance the construction and rehabilitation of affordable rental housing for low-income Missourians. Funding is made available through a combination of issuing tax credits, sale of bonds to provide mortgages, providing grants, and making low-interest loans. Sources include the federal Low Income Housing Tax Credit, Missouri Low Income Housing Tax Credit, HOME Investment Partnership Program, federal Risk-Share insurance, Affordable Housing Assistance Program and proceeds of bond sales, as well as the Commission’s own general fund balances. The Commission’s activities are governed by the laws and regulations of each particular funding source as well as Commission policy.

1.4. MHDC’s Standards of Conduct

This RFP is considered a “Competitive Matter” as that term is defined in Commission’s “Standards of Conduct” Policy (the “Standards of Conduct”). Further, every Respondent, including, but not limited to, their respective principals, key employees and agents acting on their behalf are considered “Interested Parties” (as defined in the Standards of Conduct). As a result, every Respondent (including, but not limited to, its principals, key employees and agents) under this RFP is obligated to abide by the rules and restrictions imposed by the Standards of Conduct, including the rules governing contact with Commissioners and MHDC employees. The failure of any Respondent to abide by the rules and restrictions established by the Standards of Conduct may result in the disqualification of that Respondent’s Response. Therefore, you are strongly encouraged to review and familiarize yourself with the Standards of Conduct. The Standards of Conduct policy is available on MHDC’s website at www.mhdc.com/about/commission/policies/standards_of_conduct.htm.

Furthermore, pursuant to the Standards of Conduct, any Response under this RFP shall disclose the name of the individual(s), entity and/or entities having ownership interests in the Respondent. All entities identified in this disclosure shall be reduced to their human being level irrespective of the number of entity layers which may be present for any disclosed entity. Notwithstanding the previous sentence, to the extent any Respondent under this RFP is a publicly traded corporation, such a Respondent may limit this disclosure to all board members, officers (and other key employees) and any shareholders owning or controlling ten percent (10%) or more of the corporation. Questions regarding this requirement or any other requirements or restrictions imposed by the Standards of Conduct may be directed to the Commission’s General Counsel, Weylin Watson, by phone at 816-759-6624 or email at wwatson@mhdc.com.

1.5. MHDC’s Reservation of Rights

MHDC reserves the right to conduct any investigation of the qualifications of any Respondent that it deems appropriate; negotiate modifications to any of the items proposed in the Proposal; request additional information from any Respondent; reject any or all Proposals; and waive any irregularities in any Proposal.

1.6. MHDC's Public Records Requirement

Each Respondent to this RFP should be aware that its Response, once submitted to MHDC, immediately becomes a public record under laws of the State of Missouri and may be subject to disclosure pursuant to Chapter 610 of the Missouri Revised Statutes (the "Sunshine Law") once the evaluation process has been completed.

1.7. MHDC's Federal Work Authorization Program

Pursuant to Mo.Rev.Stat. §285.530.2, firm(s) selected pursuant to this RFP shall provide MHDC with an affidavit stating that the firm does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the firm is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with the contracted services. Prior to execution of any agreement contemplated herein, the firm shall provide evidence of participation in a federal work authorization program. Questions regarding this requirement may be directed to the Commission's General Counsel, Weylin Watson, by phone at 816 759 6624 or email at wwatson@mhdc.com. In your proposal, please indicate whether your firm is currently enrolled in and participating in a federal work authorization program such as E-Verify.

1.8. Evaluation Criteria

The Proposals will be evaluated on a variety of factors, including:

- Capabilities presented in proposal encompassing items described in this RFP; combined with consideration for efficiency and cost effectiveness.
- Depth of industry experience and reputation.
- Previous experience working with MHDC.
- Previous experience in working with State of Missouri government.
- State of Missouri business presence.
- MBE/WBE status.

1.9. Questions and Agenda

If a Respondent requires interpretation or clarification of any of the RFP documents, such inquiries should be submitted to:

Kevin N. Carpenter, Bick Group
kcarpenter@bickgroup.com

All requests must be made via email. Bick will repost each question and Response to all bidders.

MHDC/Bick may issue addenda to this RFP for the purpose of modifying and/or clarifying the intent of this RFP.

1.10. RFP Submittal Statement

. Respondents shall submit their Responses to the RFP as outlined below.

The content of each Respondent's response to this RFP may be used as part of basis for contractual terms when and if a contract is agreed to.

All information submitted pursuant to this RFP shall, upon receipt, become the property of MHDC. If, after receipt, MHDC should request supplemental data such as additional information or further clarification of information already received, such supplemental data shall be submitted as directed and become part of the submitted RFP.

Every response must include a formal contact for future reference. In providing the formal contact for each response, the Respondent must include the following information: Company Name, Name of the contact, Address, Telephone number, Fax number, and E-mail.

1.11. Management Summary

Every Respondent must provide a narrative summary of its Response within the Response submitted. This summary should identify all product(s) and/or service(s) that are being offered in the Response. A brief description of the Respondent's organization and its history must also be included.

1.12. Additional Information

Please provide any additional information in the Response which will be essential to understanding your Response to the RFP. This might include diagrams, excerpts from manuals, or other explanatory documentation, which would clarify and/or substantiate the Response document. Any material included here should be specifically referenced elsewhere in the Response.

Multiple Responses from a single Respondent outlining different solution scenarios are acceptable. Each scenario must contain appropriate costing information.

2. RFP Objectives

Respondents are expected at a minimum to provide unbundled/itemized pricing (where appropriate) for the following environments:

1. Data center space to house, power, and cool two (2) racks as per the attached "Pricing" spreadsheet.
2. Secured rack space for all infrastructures.
3. 7x24x365 technical staffing for physical security and environmental and security monitoring.
4. Data communication egress in to and out of the building with enough capacity to handle MHDC needs. Two demarcations points within the facility fed by multiple carriers with diverse and separate paths from the facility to the carriers.
5. A web based portal for MHDC to use for monitoring the status of the facility, SLA reporting, and billing.
6. The facility must be SAS 70 Type II or SSAE-16 certified as well as NIST certified to the extent they apply to the responses.
7. MHDC will require the right of first refusal on space adjacent to their allocated location for expansion in the future.
8. Expected pricing over a 7 and 10 year period per the Exhibit A, "Pricing" spreadsheet (available upon request to kcarpenter@bickgroup.com). Please note that of your pricing response MUST be supplied via returning the completed spreadsheet. A summary of your pricing may be included in other response documentation, but is not recommended.
9. All facility management (HVAC, Electrical supplies, UPS, Generators, Meet-Me Rooms, etc.) is the responsibility of the provider.

Not required, optional services that may be of interest (with associated pricing) would include:

1. On site "hands and feet" support available 24x7x365 to handle functions such as server reboots, equipment power cycling, CD insertion, etc.
2. Special pricing associated with network carriers present at the facilities.
3. Special pricing associated with Internet service providers at the facilities.
4. Other services you offer.

3. RFP Schedule

Release of RFP	03/04/2014
RFP Feedback and Q&A period	03/04/2014 -> 03/10/2014 5pm CDT
RFP Responses due	03/24/2014 5pm CDT

4. Completion Instructions

Respondents are responsible for making a careful examination of the scope of this RFP and to comply with all terms and requirements. Each Respondent must supply concise answers to questions within this RFP and the attachments provided. Failure to address any of the requirements in this RFP could subject the Respondent's proposal to rejection.

4.1. Questions and Addenda

If a Respondent requires interpretation or clarification of any of the RFP documents-- Please submit all requests and questions via email to:

Kevin N. Carpenter
kcarpenter@bickgroup.com

Respondents asking questions will be de-identified and not identified in responses. Any questions submitted may be shared with all Respondents for this RFP.

Attempts to contact MHDC and/or Bick by means other than those specifically provided or under this RFP should be avoided. Respondents who attempt to initiate contact by other means other than those specifically provided for herein risk being disqualified from consideration under this RFP.

MHDC may issue addenda to this RFP for the purpose of modifying and/or clarifying the intent of the RFP Documents. All addenda shall become a part of the RFP Document.

4.2. RFP Close

It is each Respondent's responsibility to delivery its proposal on or before the RFP Response Date as specified in Section 3 of this RFP. Proposals received after the time specified will be considered late and may be disqualified at MHDC discretion. Time is of the essence, therefore no extensions will be granted.

All Responses to this RFP become the property of MHDC. We reserve the right to use any information in this proposal to MHDC's benefit. MHDC reserves the right to issue revisions in writing to this RFP at any time prior to the closing date and/or to resubmit such revisions at a time of their choosing.

5. RFP Requirements

Based on the attached technical and functional requirements, supply details of your proposed solution including pricing, SLA agreements, and all other information as required by MHDC to verify your capability to provide this service. At a minimum, the Respondent must provide in its response:

1. Solution overview
2. Vendor performance over the prior five (5) years (reliability, availability, serviceability)
3. Financials (3 years)
4. At least three (3) references that are capable of verifying information supplied in your response.
5. Detailed proposal on addressing RFP requirements (minimum and optional)
6. Process (SOP, etc.) for handling incidents/service disruptions (notification, escalation, closure)
7. Security process for controlling access to MHDC hardware, network intrusion, and handling data media
8. Details on insurance coverage that Respondent has in place
9. Written agreement in principle to comply with the MHDC Terms and Conditions and MHDC HIPPA Business Associate Agreements included in this package

5.1. Facility Infrastructure

1. What is the total facility square footage and what expansion capabilities do you have.
2. How many customers are served from this facility?
3. Does the facility house only data center tenants? If not provide a specific description of the type of business of all other tenants. The tenant's name is not needed.
4. How are client spaces delineated?
5. Describe loading dock and freight elevation.
6. Is secure storage available for new deliveries?
7. Describe the secured staging, testing, and spare part storage areas in the facility.
8. If your facility is in a cave, describe measures to ensure cave material integrity and dust mitigation.
9. Please describe in detail the power infrastructure and age. Describe incoming power feeds, backup power feeds, generation methods, equipment vendors, planned maintenance activities and monitoring systems. Please provide a detailed one-line diagram and all refresh schedules for major items such as UPS batteries.
10. Please provide maintenance and testing schedules for major equipment subsystems.
11. Please describe in detail the cooling infrastructure and age. Describe the equipment used; provide a detailed mechanical one-line diagram, and temperature/humidity set points. Include heat rejection limits if any.
12. What is the total current power and cooling capacity of the facility and how much is committed to current customers?
13. How much more power and cooling capacity can be added in the future?
14. How is power & cooling distributed? What is the maximum kW per rack you can support from a power and cooling perspective? How is this achieved?
15. Please describe in detail fire detection and suppression systems protecting the customer area, the monitoring tools and the procedures used to manage and maintain it.
16. Does the site have EPO? If so, please describe.
17. Describe the cable pathway options (overhead, ceiling, under floor).
18. Describe environmental and power monitoring techniques, tools, etc.
19. Describe your network architecture.
 - a. What network carriers are available from your facility? Does site have multiple active and fully redundant fiber communication paths to the data center?
 - b. Does site have multiple active and fully redundant Ethernet data communication paths to MHDC equipment?
 - c. What level of bandwidth connectivity is available?
 - d. What network carriers are available from your facility?
 - e. How is connectivity achieved from the carrier to the client racks?
 - f. Please describe "Meet Me Room" features and capabilities.
 - g. What kind of security measures are in place to protect against threats to client data?

5.2. Operations and Performance

1. Describe your current technical staff and their capabilities.
2. What level of certifications do your employees maintain?
3. How is a service request logged and what is the average time to complete a service ticket?
4. Indicate your process for notifying us of your noncompliance with the SLA.
5. Describe the process for clients to have equipment received and staged at your facility.
6. What security measures are in place to protect client assets?
 - a. Is physical access available 24x7 to access equipment? If not, what are the hours of availability?
 - b. What access is setup for client, vendors (install/repair), and auditors?
7. What refueling contracts are in place?
8. Does site have a proven uptime of 99.99% or greater?
9. Is your facility manned with technical staff capable of performing remote hands operations 24 hours a day, 7 days a week, 365 days a year?
10. Do you offer "remote hands" assistance (including, but not limited to, power cycling a device, activating a physical switch, relaying screen messages) available on a 24 x 7 x 365 basis?
11. Can you offer first responder, troubleshooting services to hardware/network problems?
12. What standards do you adhere to: SAS70, SSAE16, SOC2, SOC3, FISMA?
13. How does your company handle/protect confidentiality?
14. What was your facility PUE over the last year? If new infrastructure, was is the targeted PUE? Will you guarantee that performance level?
15. Is your facility LEED or Energy Star rated? If so, at what level.
16. Please describe your security surveillance systems.
17. What background checks are performed for all site personnel that might have access to the proposed data center space?
18. Please describe all facility monitoring systems in place and the level of tenant access to these systems.

5.3. Contract Management

1. What is involved in making modifications to the contract if there are changes to the equipment configurations and either an increase/decrease in the space requirements?
2. Does the tenant have the right to hold over beyond the expiration of the lease for a period? Please describe renewal terms.
3. Do you have web portal that will allow for the opening of tickets, notifications of emergencies and the ability to adjust the access rules to the space?
4. What SLAs are offered? Please respond with both the SLAs and any associated penalty schedules.
5. What is the SLA resolution process?
6. What access to internal-auditing documentation will you provide if our auditors, customers or business partners require this documentation in support of legal, regulatory or contractual requirements?

5.4. Insurance

Respondent shall procure and maintain at its sole cost and expense for itself and its employees all appropriate insurance coverage for the term of any agreement entered into as a result of this RFP, and for all claims that may accrue during such term, and to protect against claims or liabilities that may arise directly or indirectly as a result of the Respondent's performance or non-performance under any such contract. The types of insurance for which Respondent must provide proof of insurance shall include, but are not necessarily limited to, worker's compensation, employer's liability, commercial general liability, automobile liability, umbrella liability, cyber risk / network privacy coverage and errors and omissions. The minimum acceptable amounts of such coverage will be stipulated by MHDC in its sole discretion and negotiated as part of the negotiations for any final contract that may result from the selections made under this RFP.

In addition to the insurance coverages specified above, Respondent is responsible for providing any additional insurance deemed necessary and appropriate for the types of services Respondent will be required to perform pursuant to the contract entered into as a result of its selection under this RFP. None of the requirements contained herein as to coverage types to be maintained by the Respondent are intended to and shall not in any manner limit the liability of the Respondent to MHDC hereunder. Respondent shall be responsible for payment of its own insurance deductibles or self-insurance retentions.

Respondent shall be responsible for ensuring its employees providing services hereunder comply with the insurance required in this Section. Simultaneously with the execution of any contract resulting from Respondent's selection under this RFP, annually thereafter, and each time a change is made to any insurance required herein, Respondent shall deliver to MHDC a Certificate of Insurance evidencing the required coverage for itself and its employees.

Respondent shall name MHDC as an additional insured under Respondent's Commercial General and Umbrella Excess Liability policies. This additional insured coverage shall be primary without the right of contribution by any insurance carried by MHDC with respect to claims arising out of Respondent's services provided under any contract executed between MHDC and Respondent. Respondent further agrees to waive all rights of subrogation against MHDC. Respondent shall provide that no less than thirty (30) calendar days advance written notice be given to MHDC prior to cancellation, termination or material modification of the policies.

All the foregoing coverage in this Section shall be underwritten by an insurer or insurers acceptable to MHDC and having an A.M. Best rating of not less than A minus VII. With respect to any coverage provided on a "claims-made" policy form, such policy retrospective date must precede the commencement of services provided under any contract entered into by MHDC and Respondent pursuant to this RFP. In the event Respondent terminates a policy providing coverage during the term of any contract between Respondent and MHDC entered into pursuant to this RFP, Respondent must either purchase a new policy having a retrospective date that precedes the commencement of services under such contract between MHDC and Respondent or purchase an Extended Reporting Endorsement or "Tail" coverage under the policy being terminated. Coverage must be maintained during the entire term of any contract entered into between MHDC and Respondent pursuant to this RFP and for a period of at least three (3) years after its termination.

5.5. Provider Information

1. Explain the expected working relationship, roles and responsibilities between your customer care or account manager and MHDC's staff.
2. Please describe key differentiators between yourself and your competitors.
3. How many Fortune 1000 companies utilize your services for their primary data center?
4. How long has your company been offering data center colocation services?
5. For the past fiscal year, what was your firm's revenue in USD?
6. For the past fiscal year, what was your firm's total sales for colocation services in USD?
7. If your company changed ownership in the last 3 years, please describe the situation.
8. Is your company currently involved in discussions that would alter its current ownership situation?
9. Please confirm compliance with Section 1.4.
10. Are there any current lawsuits with your company named as a defendant?
11. In the past three years has your company filed any form of bankruptcy proceeding?
12. Describe the ownership structure of your company and the ownership of the data center being proposed.

5.6. Facility History

1. When were your proposed facilities built?
2. Were the facilities purpose built as data center space?
3. How many facility incidents have occurred in the past 5 years that have affected your customers? Please include descriptions of all disruptive events, both physical (e.g. Power outages), network, and security related.
4. When was your last facility outage and what the circumstances of the event. How long did it take to remedy?

5.7. Business continuity / Disaster Recovery

The Respondent will maintain a Business Continuity/Disaster Recovery Plan to validate that the Respondent will maintain service level and performance guarantees during a business interruption and/or disaster. "Disaster" as used herein may include by way of example and not by way of limitation fire, war, flood and/or pandemic or other force majeure event. "Business Continuity/Disaster Recovery Plan" shall mean the comprehensive documentation used to respond to a disaster including any emergency response plans and business continuity plans plus the processes, personnel, facilities and procedures to restore business operations. If MHDC reasonably requires additional requirements from the Respondent to meet MHDC's needs in the event of a business interruption and/or disaster, the Respondent will modify their Business Continuity/Disaster Recovery Plan to accommodate MHDC's Business Continuity program.

As frequently as reasonably deemed necessary by MHDC, Respondent shall grant the internal and external auditors of MHDC reasonable access to the facilities from which Respondent provides services to MHDC and Respondent's Business Continuity/Disaster Recovery Plan(s) for the purpose of performing audits by MHDC. MHDC shall give Respondent at least thirty (30) days prior notice with respect to any ordinary audit or inspection, and at least twenty-four (24) hours prior notice with respect to any audit or inspection necessitated by a situation which MHDC, in good faith and after reasonable investigation, deems an emergency with respect to MHDC's ability to provide services to MHDC's customers in accordance with MHDC's contracts with such customers due to the actions or inactions of the Respondent. Audits will include the examination of Respondent's Business Continuity/Disaster Recovery Plan(s) under such potential contract between MHDC and Respondent. Respondent may establish procedures to protect the data of other customers of Respondent from disclosure to such auditors, inspectors and agents. Respondent may require such auditors to execute a reasonable nondisclosure agreement.

Please indicate your acceptance to the above language in your response. Exceptions must be noted your proposal response.

6. Due Diligence Session

It is MHDC's intent to perform due diligence activity during April of 2014. This would include 1-day site visits for selected vendors for tours and related facility presentations. It is expected that proposal reviews would occur on site during these visits.

7. Post Proposal Steps

After completion of the RFP process, MHDC shall review and determine any subsequent questions or need for clarification to be sought as soon as identified. MHDC intends to award one or more contracts based on technical and commercial criteria. ***The lowest bid does not automatically become the winning bid.*** MHDC reserves the right to award the business as stated, negotiate further, or not award the business to any Respondent.

8. Proposal Validity

The Response shall not be conditional and shall remain valid for 120 days from bid due date. The content of the Respondent's Response may be included as part of the contractual obligations when and if a contract ensues. Failure of the Respondent to meet the obligations as listed in the RFP, unless otherwise agreed to in writing by both the Respondent and MHDC, may result in cancellation of the potential contract.

9. Provisions

9.1. Confidentiality

All information concerning MHDC contained in this RFP, or provided via separate cover relating to this request, must be treated as confidential material and information. The Respondent agrees not to disclose or publicize any information provided in reference to this request.

9.2. Billing and Payment Terms

Provide a detailed billing schedule for specific milestones of the project and when payment is due and the amounts. Standard payment terms are Net 30.

9.3. Conditions and Disclaimers

Please note, only the execution of a written contract will obligate MHDC in accordance with the terms and conditions contained in such contract.

All costs associated with the preparation of a proposal or contract in response to this RFP will be borne solely by the Respondent. All proposals shall become the property of MHDC. MHDC reserves the right to use any concepts or ideas contained therein, without incurring any liability.

MHDC reserves the right to accept or reject any or all Response(s) even if all of the stated requirements are met. In addition, MHDC may enter into negotiations with more than one Respondent simultaneously and award the transaction to any Respondent in negotiations without prior notification to any other Respondent currently negotiating with MHDC.

MHDC reserves the right to amend or cancel this RFP in any manner prior to contract award. MHDC will notify all responsive Respondents in this event.

MHDC reserves the right to share, with any consultant of its choosing, this RFP and any Responses received hereunder in order to secure expert opinion.

For purposes of the evaluation process, MHDC reserves the right to make copies of Respondent's Response.

MHDC reserves the right to verify all information provided by a Respondent via direct contact with the Respondent's clients and prior personnel, and the Respondent must agree to provide and release necessary authorizations for MHDC to verify any of the Respondent's previous work. Misstatements of experience and scope of prior work may be grounds for disqualification of the Respondent.

The Respondent is hereby advised that MHDC is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a Response from any Respondent in response to it. In particular, Respondents should note that MHDC may, in its sole and absolute discretion:

- Reject any Response which does not conform to instructions and specifications contained in this RFP
- Not accept Responses after the stated submission deadline
- Reject all Responses
- Negotiate with one or more Respondents
- Award a contract in connection with this RFP at any time
- Award a contract for only a portion of the scope of work contemplated under this RFP
- Make no award of a contract

9.4. Miscellaneous Provisions

Choice of Law: This RFP and any attachments shall be interpreted in accordance with and governed by the laws of the State of Missouri.