

State of Delaware
Department of Technology and Information
QUESTIONS AND ANSWERS
DTI190006-DATA_CNTR
DATA CENTER COLOCATION SERVICES
Friday, January 25, 2019

#	Question	Answer
1	Project Requirements, Section II: Virtual Colocation and Infrastructure as a Service (IaaS) - is this service exempt from the 160 mile radius requirement that is indicated in the project description?	The Department expects that Virtual Colocation or IaaS offerings could include geographically diverse components extending beyond the 160 mile specification for a physical colocation site. Firms may provide the details of their offering(s) for evaluation and scoring.
2	Section number Project Requirements, I. Colocation Facility and Infrastructure, Paragraph number A, Page number 1: "The colocation data center should be located within a 20-mile minimum and 160 mile maximum radius of Dover, Delaware." Question from vendor: Is the 160 mile radius a firm requirement, as we can offer assurance that there will not be any latency issues and will be able to support a HOT - HOT configuration despite our highly secure data center being somewhat beyond this maximum distance? Our data center, which is based in a nearby State, is guaranteed priority support for access and emergency services from local utility and law enforcement authorities during a manmade or natural disaster or any type of national crisis. There would be no technical/support considerations affecting delivery despite a greater distance than the 160 mile radius specified.	Firms should provide the details of their offering(s) for evaluation and scoring. Needs may vary across State agencies. The vendor should propose with the intent that their offering could be utilized in different ways in different use cases.
3	Section number - PROJECT REQUIREMENTS, Paragraph number - I., Page number - 1, Text of passage being questioned - Colocation Facility and Infrastructure: We have read through the RFP, DTI190006-DATA_CNTR, several times but cannot tell what exactly needs to be priced out and proposed. Are there additional documents that should be part of this RFP which describe exactly what is required, equipment, enclosures, etc.	Review the Pricing Spreadsheet Provided as part of RFP Addendum Three.
4	PROJECT DESCRIPTION, Page 1 Paragraph 2 "...systems and IT hardware that cannot be housed within the primary DTI data center due to agency requirements." Will a site tour of the primary site take place prior to the proposal due date?	Firms will be notified of site tour timelines at a later date.
5	PROJECT DESCRIPTION, page 1 Paragraph 2 "...systems and IT hardware that cannot be housed within the primary DTI data center due to agency requirements." Will equipment be migrated from the existing site?	Equipment is expected to be migrated from Department data center(s) and/or state agency locations. New hardware could also be deployed to the site.

#	Question	Answer
6	PROJECT DESCRIPTION, page 1 Paragraph 2 "...systems and IT hardware that cannot be housed within the primary DTI data center due to agency requirements." How much power (kiloWatts) is being used by the equipment in the primary site?	The total power consumption of the Department data center(s) is not relevant, as all equipment is not being relocated and it has not been determined which equipment will be relocated or deployed to a colocation site. Additional information will be provided to the Awarded Firm.
7	PROJECT REQUIREMENTS, Section I, page 1, Colocation Facility and Infrastructure PART A. "The colocation data center should be located within a 20-mile minimum and 160 mile maximum radius of Dover, Delaware." Does the proposed site need to be in the state of Delaware?	The proposed site does not have to be located within the State of Delaware.
8	PROJECT REQUIREMENTS, Section I, page 1, Colocation Facility and Infrastructure PART D. "The Firm will provide a tour of the facility to the RFP evaluation team, upon request." What month will the site tour most likely take place?	Firms will be notified of site tour timelines at a later date.
9	Section II, page 2, Virtual Colocation and Infrastructure as a Service (IaaS) PART A. "The Firm may offer virtual colocation or Infrastructure as a Service (IaaS) solutions..." Do you have information on workloads that maybe hosted on our IaaS platform?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering(s). There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
10	Section II, page 2, Virtual Colocation and Infrastructure as a Service (IaaS) PART A. "The Firm may offer virtual colocation or Infrastructure as a Service (IaaS) solutions..." Will you provide hardware that will be "traditionally collocated"?	The State would consider hosting hardware at the Firm facility if warranted based upon the design.
11	Section II, page 2, Virtual Colocation and Infrastructure as a Service (IaaS) PART A. "The Firm may offer virtual colocation or Infrastructure as a Service (IaaS) solutions..." Do you have a list of hardware that is to be hosted in the colocation facility?	The State would consider hosting hardware at the Firm facility if warranted based upon the design.
12	Section II, page 2, Virtual Colocation and Infrastructure as a Service (IaaS) Part A. "The Firm may offer virtual colocation or Infrastructure as a Service (IaaS) solutions..." Can you confirm how many cabinet will be required?	The number of cabinets is not known. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
13	Section II, page 2, Virtual Colocation and Infrastructure as a Service (IaaS) PART A. "The Firm may offer virtual colocation or Infrastructure as a Service (IaaS) solutions..." Can you confirm the type of power at each cabinet (120V20A, 120V30A, 208V20A, 208V30A, etc...)?	The power requirements will be determined based upon the design.

#	Question	Answer
14	PROCUREMENT SCHEDULE, Page 3 "Proposals Due by" appears to be an error. Can you confirm due date will be February 3rd, 2019	See RFP Addendum 1 for revision to Procurement Schedule.
15	PROCUREMENT SCHEDULE, Page 3 When will this be awarded before April 1st?	The timeline for award is currently unknown.
16	PROCUREMENT SCHEDULE, Page 3 When is service expected to be ready?	The Department has not set a date for service initiation. There is no guarantee of work as result of an awarded contract.
17	SECTION VII, Paragraph J., page 5: The last sentence does not seem to be complete, "Please be aware that this contract will not be utilized for sales of any of these services that"	See RFP Addendum 2 revision on PAGE 5, PROPOSAL REQUIREMENTS SECTION, ITEM VII., J.
18	ALL SECTIONS, all paragraphs, all pages 1 through 45: There is no mention throughout the Request for Proposal of how much space, power, and bandwidth is required at the colocation facility. Without those specific requirements how are we supposed to supply pricing?	The Department intends to award Firms based on pricing and capabilities related to the scoring criteria so that state agencies can determine if physical or virtual colocation services are a fit for their needs. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
19	ALL SECTIONS, all paragraphs, all pages 1 through 45: There is no mention of what workloads to virtualize or what cloud IaaS resources would be required at the colocation data center. How can we price that without DTI specifications?	The Department intends to award Firms based on pricing and capabilities related to the scoring criteria so that state agencies can determine if physical or virtual colocation services are a fit for their needs. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
20	Page 5 paragraph 7 E How much Storage space is requested?	Firms should provide the details of their offering(s) for evaluation and scoring. Needs may vary across State agencies. The vendor should propose with the intent that their offering could be utilized in different ways in different use cases.
21	Page 5 paragraph 7 E What type of flooring is requested?	There is no specification for the type of flooring. It is expected that flooring would be suitable for the type and scale of data center specified.
22	Page 5 paragraph 7 P Using Smart Hands Is the 160 miles radius to Dover a hard requirement?	Firms may provide the details of their offering(s) for evaluation and scoring.
23	Project Requirements Sections I through V, All Paragraphs, Pages 1-2 Question: What are the colocation requirements for DTI here?	The requirements are provided in the RFP.

#	Question	Answer
24	Project Requirements Sections I through V, All Paragraphs, Pages 1-2 How many racks/cabinets are required?	Firms should provide the details of their offering(s) for evaluation and scoring. Needs may vary across State agencies. The vendor should propose with the intent that their offering could be utilized in different ways in different use cases. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
25	Project Requirements Sections I through V, All Paragraphs, Pages 1-2 Are racks/cabinets customer supplied or vendor supplied?	This is dependent upon the design and offering. Firms should provide the details of their offering(s) for evaluation and scoring. Needs may vary across State agencies. The vendor should propose with the intent that their offering could be utilized in different ways in different use cases. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
26	Project Requirements Sections I through V, All Paragraphs, Pages 1-2 What are the rack/cabinet specs?	There is no standard specification for racks across all state agencies. Department standard racks are: 24"w x 78"h x 42"d.
27	Project Requirements Sections I through V, All Paragraphs, Pages 1-2 Does DTI desire for a locking private cage?	Yes. From the RFP, PROJECT REQUIREMENTS, Section I., I. : The Department is requesting that responding Firms "... provide all options available for segregating State of Delaware equipment from that of other customers to prevent unauthorized physical access to state equipment and to promote data security."
28	Project Requirements Sections I through V, All Paragraphs, Pages 1-2 What power circuit type (Amps/Volts) and quantity per each rack are needed?	Department racks are typically deployed with a pair of 120/208V rack PDUs with either L6-30 or L6-20 plugs. The requirements may vary across the State.
29	Proposal Requirements Section IV, Paragraph above A., Page 4 The instructions indicate to "submit two copies of the Firm Project Plan, Billing and Pricing Spreadsheet ..." – How are we able to provide "pricing for all services offered with complete billing options that are available with breakdowns by server, by rack, by space, by agency, weekly, monthly, yearly, and roll ups, wherever possible" if we do not have DTI requirements for rack space needed, power required, and connectivity needed?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.

#	Question	Answer
30	<p>Proposal Requirements Section VII, Paragraph J., Page 5 The instructions indicate we should "Describe any public or cloud services which may be available to the Department that are directly related to the services your Firm can provide to support the services as described in this RFP." – What are the workloads that would be moved to a public or private cloud environment?</p>	<p>The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.</p>
31	<p>Proposal Requirements Section VII, Paragraph J., Page 5 Question: The instructions indicate we should "Describe any public or cloud services which may be available to the Department that are directly related to the services your Firm can provide to support the services as described in this RFP." – What are the CPU, RAM, and disk space requirements for a public or private cloud environment?</p>	<p>The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.</p>
32	<p>When you say "space for systems and IT hardware", do you happen to know if you need a cabinet, cage, and/or suite to house your equipment?</p>	<p>The space required is dependent upon the agencies utilizing the contract. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.</p>
33	<p>Do you know how many cross connects and/or who you would like to cross connect with?</p>	<p>The number of cross-connects has not been determined. Firms should provide information regarding their capabilities with any major cloud providers. Specifics on ISP can be found on GSS17442 Internet Service Provider. http://contracts.delaware.gov/contracts_detail.asp?i=4396</p>
34	<p>Do you know your power requirements for this equipment?</p>	<p>To be determined. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.</p>
35	<p>Project Requirements, Page 1. C. The Firm must offer cross-connect capabilities to Cloud and carrier providers. Is DTI working with a specific cloud provider as it relates to this project?</p>	<p>Firms should provide information regarding their capabilities with any major cloud providers.</p>
36	<p>Procurement Schedule, Page 3, Can DTI share the next steps timeline in the evaluation process (i.e. presentations, negotiation period, finalize selection, projected award date)?</p>	<p>The timeline for the requested items are currently unknown.</p>

#	Question	Answer
37	Procurement Schedule, Page 3, Can DTI share the anticipated implementation timeframe for this project?	This contract is intended to service all State Agencies on an as needed basis.
38	Section: Overview of Selection Process - IDIQ, Paragraph: 1, Page: 7 Text: "This is an indefinite delivery/indefinite quantity agreement utilized for the performance of services for a number of projects under task orders issued on an as-needed basis." Can you share estimates for the initial Cabinet Count and kW requirement?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
39	Section: Overview of Selection Process - IDIQ, Paragraph: 1, Page: 7 Text: "This is an indefinite delivery/indefinite quantity agreement utilized for the performance of services for a number of projects under task orders issued on an as-needed basis." What is the estimated expansion capacity required after 3 years?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
40	Section: Overview of Selection Process - IDIQ, Paragraph: 1, Page: 7 Text: "This is an indefinite delivery/indefinite quantity agreement utilized for the performance of services for a number of projects under task orders issued on an as-needed basis." What is the estimated expansion capacity required after 5 years?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
41	Section: Overview of Selection Process - IDIQ, Paragraph: 1, Page: 7, Text: "This is an indefinite delivery/indefinite quantity agreement utilized for the performance of services for a number of projects under task orders issued on an as-needed basis." Is there a square footage requirement related to the initial colo footprint?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
42	Section: Overview of Selection Process - IDIQ, Paragraph: 1, Page: 7, Text: "This is an indefinite delivery/indefinite quantity agreement utilized for the performance of services for a number of projects under task orders issued on an as-needed basis." Is there a square footage requirement related to an expansion requirement?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
43	Section: Project Requirements / Colocation Facility and Infrastructure, I.A, Paragraph: 1, Page: 1, Text: "The colocation data center should be located within a 20-mile minimum and 160 mile maximum radius of Dover, Delaware." The min of 20mile and max of 160 mile guideline provides multiple options for facilities – Can the state rank in their preferred order? (MD, VA, PA, DE, NJ)	No preference.

#	Question	Answer
44	Section: Project Requirements / Colocation Facility and Infrastructure, I.A., Paragraph: 1, Page: 1, Text: "The colocation data center should be located within a 20-mile minimum and 160 mile maximum radius of Dover, Delaware." Is it acceptable to provide information on more than one facility in the Provider's portfolio?	Yes, the Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
45	Section: Project Requirements / Colocation Facility and Infrastructure, I.B.,C., Paragraph: 1, Page: 1, Text: "Colocation providers must have one or more of the Internet Service Providers currently on State contract...The Firm must offer cross-connect capabilities to Cloud and carrier providers" Please expand on the potential requirements for cloud and carrier providers.	Firms should provide information regarding their capabilities with any major cloud providers. Specifics on ISP can be found on GSS17442 Internet Service Provider. http://contracts.delaware.gov/contracts_detail.asp?i=4396
46	Section: Project Requirements / Colocation Facility and Infrastructure, I.B.,C., Paragraph: 1, Page: 1, Text: "Colocation providers must have one or more of the Internet Service Providers currently on State contract...The Firm must offer cross-connect capabilities to Cloud and carrier providers" Can specific platforms and connectivity requirements be provided at this time? (AWS, Azure, GCP?)	Firms should provide information regarding their capabilities with any major cloud providers.
47	Section: Project Requirements / Other Support, IV.B., Paragraph: 1, Page: 2, Text: "Ability to facilitate off-site tape shipping..." Will client require backup needs for the either or both sites?	The Department or other state agencies may require backup tapes to be picked up and dropped off by the Awarded State Contract Offsite Data Storage Firm. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
48	Section: Project Requirements / Other Support, IV.B., Paragraph: 1, Page: 2, Text: "Ability to facilitate off-site tape shipping..." If client requires backup needs for the either or both sites, what type of capability is needed, ie hypervisor/vm/db/app backup?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
49	Section: Project Requirements / Other Support, IV.A, Paragraph: 1, Page: 2, Text: "The Firm may provide Remote Hands or Smart Hands services." Please define specific remote hands needs, and estimations per month of requirements.	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.

#	Question	Answer
50	Section: Project Requirements / Colocation Facility and Infrastructure, I.B.,C., Paragraph: 1, Page: 1, Text: "Colocation providers must have one or more of the Internet Service Providers currently on State contract...The Firm must offer cross-connect capabilities to Cloud and carrier providers" Does a logical network diagram exist that shows how the state's primary Data Center would be connected to the provider facility and client's overall WAN?	No, details will be provided to the awarded Firm(s).
51	Section: Project Requirements / Colocation Facility and Infrastructure, I.B.,C., Paragraph: 1, Page: 1, Text: "Colocation providers must have one or more of the Internet Service Providers currently on State contract...The Firm must offer cross-connect capabilities to Cloud and carrier providers" Please provide any information around Internet access and private WAN access.	Please refer to state contract GSS17580 - Telephone and Data Transport Service. http://contracts.delaware.gov/contracts_detail.asp?i=4392
52	Section: Project Requirements / Colocation Facility and Infrastructure, I.F., Paragraph: 1, Page: 2, Text: "The Firm will provide 24x7x366 monitoring by on-site staff trained in security and environmental monitoring." 10. Will the client be responsible for their security posture or would they require this from the provider, ie IDS/IPS, logging, etc?	The Department is interested partnering with the awarded Firm(s) to implement the best solution based upon the requirements of the deployed systems. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
53	Section: Proposal Requirements / Firm Profile and Capability, VII.O., Paragraph: 1, Page: 6, Text: "Describe the available value-added services offered to the Department directly related to the Data Center Colocation needs of the Department including but limited to, professional services and managed services." Does the client see themselves rolling out of a pure colo solution over the term of the contract?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
54	Section: Proposal Requirements / Firm Profile and Capability, VII.O., Paragraph: 1, Page: 6, Text: "Describe the available value-added services offered to the Department directly related to the Data Center Colocation needs of the Department including but limited to, professional services and managed services." Does the client require cloud transformation services?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
55	Section: Proposal Requirements / Firm Profile and Capability, VII.O., Paragraph: 1, Page: 6, Text: "Describe the available value-added services offered to the Department directly related to the Data Center Colocation needs of the Department including but limited to, professional services and managed services." Will the client require assistance in the physical relocation of the footprint?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.

#	Question	Answer
56	Section: Project Requirements / Other Support, IV.B, Paragraph: 1, Page: 2, Text: "Ability to facilitate off-site tape shipping..." Can the client define the requirements for off site tape shipping and receiving?	This would be dependent on the requirements of the system(s) leveraging the service.
57	Section: Project Requirements / Other Support, IV.B, Paragraph: 1, Page: 2, Text: "Ability to facilitate off-site tape shipping..." Can the client define the frequency for off site tape shipping and receiving?	This would be dependent on the requirements of the system(s) leveraging the service. Typically, tapes are moved off-site daily via the referenced State Contract.
58	Section: Project Requirements / Virtual Colocation and Infrastructure as a Service (IaaS), II.A, Paragraph: 1, Page: 2, Text: "The Firm may offer virtual colocation or Infrastructure as a Service (IaaS) solutions within their data center, which enable State agencies to deploy systems on Firm servers and Storage Area Network(s) (SANs)" Please define any requirements for IaaS services the State may be interested to deploy on a providers hardware. (compute and/or storage)	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
59	Section: Project Requirements / Colocation Facility and Infrastructure, I.I., Paragraph: 1, Page: 2, Text: "The Firm should provide all options available for segregating State of Delaware equipment from that of other customers to prevent unauthorized physical access to state equipment and to promote data security." Are there any preferred options for segregation of the State's equipment from unauthorized physical access? (walls vs cage)	No preference. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
60	Section: Proposal Requirements / Submit two (2) copies of the Firm Project Plan, Billing and Pricing Spreadsheet..., IV.A., Paragraph: 1, Page: 4, Text: "Pricing for all services offered complete with billing options that are available with breakdowns by server, by rack, by space, by agency, weekly, monthly, yearly, and roll ups, wherever possible." Is the State providing an excel pricing template for bidders to use?	Review the Pricing Spreadsheet Provided as part of RFP Addendum Three.
61	Section – Project Requirements, Pages 1-2, Item I "Colocation Facility and Infrastructure": Does the State plan to use a single datacenter or multiple datacenters for diversity?	This requirement will be reviewed with the Awarded Firm. The resulting contract is meant to service all State Agencies on an as needed basis.

#	Question	Answer
62	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Does the State have a diagram of the current environment(s) including cage and cabinet details?	This requirement will be reviewed with the Awarded Firm. The resulting contract is meant to service all State Agencies on an as needed basis.
63	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: If cages are utilized today, do the cages additional security top or bottom cage required?	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
64	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Fabric to block out the view of the equipment?	This is not a requirement. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
65	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Is there a list of current cage and cabinet environments hosted internally today?	That information is not pertinent to this solicitation.
66	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Is there an estimate of power usage requirements to meet the state needs or will an audit be required?	Power usage estimate is not available. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
67	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Power: Types of power circuits needed	The Department racks are typically deployed with a pair of 120/208V rack PDUs with either L6-30 or L6-20 plugs.
68	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Volts, i.e. 120v or 208v and Amps, i.e 20A – 60A?	The Department racks are typically deployed with a pair of 120/208V rack PDUs with either L6-30 or L6-20 plugs.
69	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: A/B standard, denote “primary only” if needed?	This requirement will be reviewed with the Awarded Firm.

#	Question	Answer
70	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Any special needs regarding sockets C13 / C19 for PDUs?	Not at this time.
71	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Does the state have any non-standard equipment requiring special rack or cage environments?	Not at this time. However, The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
72	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Will the state provide its own PDUs and or cabinets in certain instances?	This is dependent upon the offering and the need of the state agency leveraging the contract. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
73	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Any custom power requirements for equipment currently deployed?	Not at this time. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.
74	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Cross-connects: Is there an estimate of how many cross-connects will be required?	Minimally, one Internet cross-connect and two carrier metro Ethernet services.
75	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: What type of cross-connects if required?	Single-mode fiber and copper Ethernet.
76	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Are Single or multi-mode fiber or copper cross-connects required?	Single-mode fiber and copper Ethernet.
77	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Will out of Band management be required?	This will be dependent upon the requirements of the deployed system. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
78	Section – Project Requirements, Pages 1-2, Item I “Colocation Facility and Infrastructure”: Do you anticipate any custom structured cabling to be performed by CenturyLink/Cyxtera?	Not at this time. However, The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.

#	Question	Answer
79	Section – Project Requirements, Page 2, Item II “Virtual Colocation and Infrastructure as a Service (IaaS)”: Will the State be evaluating hyperconverged bare metal computing solutions for IaaS?	Yes. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
80	Section – Project Requirements, Page 2, Item II “Virtual Colocation and Infrastructure as a Service (IaaS)”: Does the State utilize any virtualized platforms today – Acropolis, VMWare, KVI, etc?	The state utilizes various platforms, with the primary being VMware.
81	Section – Project Requirements, Page 2, Item III “Security”, “B: The site should employ physical access controls and video surveillance systems both internally and externally for the facility.”: Does the state currently use a caged environment with biometric/fingerprint scan to ensure unauthorized access?	The Department and other state agencies employ a variety of physical security methods in restricted areas, including cages, key card readers, and 2-factor, biometric controls.
82	Section – Project Requirements, Page 2, Item III “Security”, “B: The site should employ physical access controls and video surveillance systems both internally and externally for the facility.”: Has Physical security access for vendors and employees been defined? Examples include: Key entry, Card Reader, Biometric	The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
83	Section – Project Requirements, Page 2, Item III “Security”, “B: The site should employ physical access controls and video surveillance systems both internally and externally for the facility.”: If the state will have a hybrid cloud/colocation design, is it acceptable to propose a zero trust software defined perimeter security option to secure the states new expanded perimeter?	Yes. A detailed design would be required.
84	Section – Proposal Requirements, Page 5, Item IV: “A. The Firm must supply five (5) years of annual financial statements as part of their proposal.” As a publicly traded company, Vendor’s financials are open to the public and are posted as a 10-K on its website. The 10-Ks range in page number between 200 and 500 per year. In an effort to reduce unnecessary printing, is it acceptable to submit a snapshot of key financial information, along with a link to the complete financials?	Yes.

#	Question	Answer
85	Section – Proposal Requirements, Page 5, Item IV: “A. The Firm must supply five (5) years of annual financial statements as part of their proposal.” As a publicly traded company, Vendor’s financials are open to the public and are posted as a 10-K on its website. The 10-Ks range in page number between 200 and 500 per year. In an effort to reduce unnecessary printing, is it acceptable to include the 10-Ks on the electronic version only?	No, the hard copy and electronic copies provided must be identical.
86	Section – Proposal Requirements, Page 5, Item VII: “A. Note any security and compliance standards that the Firm meets including but not limited to NIST 800-53, IRS Pub. 1075, HIPAA, FISMA.” Do these security and compliance standards pertain to all of the services and solutions the vendor will provide? (i.e. colocation, virtual colocation as well as value added services)	No, only if systems using data governed by those regulations are deployed under the contract.
87	Section 4, Terms and Conditions, pages 14-27 (item G. iv, p. 17): As the terms and conditions are silent in regard to any limitation of respondent’s liability or a damage cap with respect to respondent’s indemnity obligations as set forth in Section G.iv of your General Contract Terms, are you willing to negotiate some limitation or damage cap of respondent’s liability?	Negotiations of Terms and Conditions will take place with the Awarded vendor at the conclusion of the RFP Process.
88	Attachments 7 & 8, pages 38-43: In the event Attachments 7 and 8 are applicable to respondent’s offering, can you please clarify if any deviations or exceptions to such Attachments are permissible?	Negotiations of Terms and Conditions will take place with the Awarded vendor at the conclusion of the RFP Process.
89	Please confirm if the colocation facility needs to be FedRamp pre-approved?	There is no current requirement for FedRamp pre-approval. However, The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering.
90	For clarification, will you consider respondent’s standard master service agreement with the inclusion of applicable service schedules as a baseline for developing any contract between the parties?	Any agreements or additional language for consideration should be submitted with the Firm’s response to the RFP in order to be considered.
91	Section 1 G on page 2. The request is to: “Provide maintenance contracts on all infrastructure supporting the offered service(s). At a minimum, service level agreements with maintenance vendors should include 24x7x366 coverage with the ability to get a certified service tech on-site within 4-6 hours.” The request information is considered confidential. Is it acceptable to provide an attestation to these requirements? If attestation not is it acceptable should we list by section and include on attachment 4 of the RFP response and redact from the copies of the RFP response?	All documents related to a State of Delaware RFP are subject to the Freedom of information Act as described in the RFP Proposal Requirements, Section III. Redacted and Original versions of responses are to submitted as outlined by the RFP Proposal Requirements, Section III as well.

#	Question	Answer
92	The letter of interest is a maximum of 4 pages to address topics A-F of section V on page 4?	RFP Section PROPOSAL REQUIREMENTS, Section V. clearly lists expectations. Vendors should refer to this section in preparing a response.
93	The Rating Criteria Support Information Section (VIII page 6) is also limited to 4 pages and will include the responses to section VII A-Q Firm Profile and Capability?	RFP Section PROPOSAL REQUIREMENTS, Section VII. and VIII. clearly list expectations. Vendors should refer to these sections separately in preparing a response.
94	Financials, Pricing, Project Plans as well as all the supplied attachments are above and beyond the total page count of 8 written pages of the response?	RFP Section PROPOSAL REQUIREMENTS, Section VIII. clearly lists expectations. Vendors should refer to this section in preparing a response.
95	PROPOSAL REQUIREMENTS Section IV, Paragraph number: A, Page number: 4, Text of passage being questioned: "Pricing for all services offered complete with billing options that are available with breakdowns by server, by rack, by space, by agency, weekly, monthly, yearly, and roll ups, wherever possible." Does DTI have a Pricing Template that respondents should use? If so, would you please direct us where to find this or provide it to us?	Review the Pricing Spreadsheet Provided as part of RFP Addendum Three.
96	PROPOSAL REQUIREMENTS Section IV, Paragraph number: C, Page number: 4, Text of passage being questioned: "Firms are to submit a proposed project plan and timeframe to set up our initial infrastructure. This project plan should include: i. Initial project schedule to establish an account and; ii. Subsequent projects to onboard new work." : What is the size and scope of the "initial infrastructure" referred to in this requirement?	This information will be provided to the Awarded Firm.
97	PROPOSAL REQUIREMENTS Section VIII, Paragraph number: 1, Page number: 6, Text of passage being questioned: "Rating Criteria Support Information Section may be included limited to four (4) pages on two (2) sheets of paper formatted using Times New Roman, 12pt. font that covers any information that directly relates to your ability to meet the specific rating criteria cited within the RFP document." Would DTI like for all responses for all sections be formatted in the same font type and size? Are there any exceptions for infographics or other proposal content?	RFP Section PROPOSAL REQUIREMENTS clearly lists expectations. Vendors should refer to this section in preparing a response.

#	Question	Answer
98	<p>Section Number I(G), Paragraph Number 1, Page Number 1-2, "Provide maintenance contracts on all infrastructure supporting the offered service(s). At a minimum, service level agreements with maintenance vendors should include 24x7x366 coverage with the ability to get a certified service tech on-site within 4-6 hours." What does provide maintenance contracts on supporting infrastructure mean? Does it mean that we maintain them or have to provide a copy?</p>	<p>The Department is not requesting copies of respondents' Firm contracts at this point in time. The respondents are expected to indicate how this requirement is met and have the materials available upon request.</p>
99	<p>Section Number IV(B), Paragraph Number 1, Page Number 2, " Ability to facilitate off-site tape shipping and receiving as well as maintenance of audit records and Firm verified transaction receipts. Firms must coordinate these services with awarded State Mandatory Use contract vendors. The current contract for reference, GSS17406-DATA_STOR, Offsite Data Storage can be found here: http://contracts.delaware.gov/contracts_detail.asp?i=4515" What are verified transaction receipts?</p>	<p>Receipts signed by the Awarded State Contract Offsite Data Storage Firm and the awarded firm detailing the drop-off and pick up of media at the firm's location.</p>
100	<p>Section Number IV(B), Paragraph Number 1, Page Number 2, " Ability to facilitate off-site tape shipping and receiving as well as maintenance of audit records and Firm verified transaction receipts. Firms must coordinate these services with awarded State Mandatory Use contract vendors. The current contract for reference, GSS17406-DATA_STOR, Offsite Data Storage can be found here: http://contracts.delaware.gov/contracts_detail.asp?i=4515" What audit records require maintenance?</p>	<p>The audit records that the responding firm will be required to maintain will be dependent upon the data backed up and moved off-site. The requirements could include those detailed in IRS Publication 1075 if IRS data resides at the site, for example.</p>
101	<p>The requirements request that the vendor manage the State's/DTI's environment in the designated Collo space. In order to fully understand and validate if we can manage the equipment we would need a complete list of the quantity, make and model #'s of the customer premise equipment.</p>	<p>This information will be shared with the Awarded Firm. The Department is interested in the capabilities, options, limitations, and pricing of the Firm offering. There is no guarantee of work as result of an awarded contract. The resulting contract is meant to service all State Agencies on an as needed basis.</p>
102	<p>Pricing- the requirements state that the vendor should provide pricing. The RFP does not include any specifics about the size, scope, or specifics of the requested collo environment. Can the State provide specific requirements for this RFP, so that we can develop pricing?</p>	<p>Review the Pricing Spreadsheet Provided as part of RFP Addendum Three.</p>
103	<p>Can you please confirm whether or not there are any Minority or Woman Owned Business requirements or whether those types of certifications will be used in the evaluation process?</p>	<p>The State does not give preference based on Diverse Supplier designations.</p>