# Table of Contents

1. Introduction .................................................................................................................. 3
2. Milestone Calendar ......................................................................................................... 3
3. Required RFP Response ................................................................................................. 4
4. Proposal Due Date, Delivery Instructions and Communication ...................................... 4
5. Proprietary Information, Non-Disclosure ....................................................................... 4
6. Costs Incurred .................................................................................................................. 4
7. NYULH Reserves Right to Refuse Any and All Bids ....................................................... 4
8. Effective Period of Prices ............................................................................................... 5
9. Requirements .................................................................................................................. 5
10. Professional Services and Customer Support for On Request and Migration Services ... 15
11. Regulatory and Compliance .......................................................................................... 16
12. Pricing .......................................................................................................................... 16
13. Implementation Timeline .............................................................................................. 17
14. Description of Company .............................................................................................. 17
15. Past Performance and References ............................................................................... 18
16. Evaluation Criteria ....................................................................................................... 18
1. Introduction

The NYU Langone Hospitals (NYULH), invite you (the "SUPPLIER") to submit a quote in accordance with the requirements, terms, and conditions in this Request for Proposal (RFP) for the NYU Next Gen Data Center Colocation.

This RFP process is your opportunity to demonstrate your strong commitment to collaborating with HOSPITALS and ensures highly competitive pricing with quality customer support services.

This RFP solicits a detailed offering that includes line item pricing as well as a detailed response regarding your services data center colocation services and Contract/Payment Terms compliance. We encourage you to submit a bid that is aggressively priced which will exceed our expectations and influence the consolidation of our SUPPLIERs and market share.

The RFP submissions will be applicable for NYU Langone Hospitals (NYULH) referred to as "Hospitals" having places of business at Tisch NYU Medical Center 550-560 First Avenue, New York, NY 10016 and NYU Hospital for Joint Disease 301 East 17th Street, New York, NY 10003 and Outpatient Surgery Center 333 E 38th Street (at 1st Avenue) New York, NY 10016.

2. Milestone Calendar

The following calendar of events is based on planned NYULH activities and anticipated supplier delivery capabilities.

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release Date</td>
<td>August 15, 2017</td>
<td>6PM EST</td>
</tr>
<tr>
<td>Intent to Bid</td>
<td>August 21, 2017</td>
<td>5PM EST</td>
</tr>
<tr>
<td>Vendors Questions</td>
<td>August 25, 2017</td>
<td>12PM EST</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>September 8, 2017</td>
<td>5PM EST</td>
</tr>
</tbody>
</table>
3. Required RFP Response

Suppliers are required to submit their Proposal in the specified electronic format. Supplier will submit their entire RFP response and all completed forms electronically via e-mail to NYULH with supplier’s information and responses provided in the appropriate places therein. The required electronic applications formats are Microsoft Word and Microsoft Excel. Any supporting graphic or presentation-based slides may be submitted in a separate PowerPoint file. PDF format is not acceptable for any submitted text, graphics or slides.

4. Proposal Due Date, Delivery Instructions and Communication

All Proposals are due by, September 1, 2017, no later than 5:00 P.M. EST

Please send your complete electronic response via email to ITSourcing@NYULH.org

Bidders Note: All questions regarding interpretation or specifications must be submitted in writing to ITSourcing@NYULH.org only. Under no circumstances must supplier contact any employee of NYULH. Any dialogue initiated by the bidder not addressed to contacts above will result in an immediate disqualification. Discussions on other business matters not related to this RFP are permitted.

5. Proprietary Information, Non-Disclosure

Supplier must have no rights in this document or the information contained therein and must not duplicate or disseminate said document or information outside the supplier's organization without the prior written consent of NYULH.

6. Costs Incurred

All costs incurred in the preparation of the Proposal must be borne by supplier. By submitting a Proposal, supplier agrees that the rejection of any proposal in whole or in part will not render NYULH liable for incurred costs and damages.

7. NYULH Reserves Right to Refuse Any and All Bids

Nothing in this RFP must create any binding obligation upon NYULH. Moreover, NYULH, at its sole discretion, reserves the right to reject any and all bids as well as the right not to award any contract under this bid process. NYULH reserves the right to award portion of this bid. NYULH reserves the right to adjust the evaluation criteria after finalizing the scope and pricing requirements after the supplier demo meeting. All bids should be governed by NYULH standard Policy and Procedure and Terms and Conditions.
8. Effective Period of Prices

All pricing Proposals by supplier will remain fixed and firm through June, 2018.

9. Requirements

All questions need to be answered in this RFP document.

9.1. Introduction

NYULMC launched the NYU Next Gen Data Center Colocation project to secure a colocation facility partner to host the short-term and long-term data center operations for our on premises infrastructure in accordance with our strategic requirement for a next-generation hybrid data center. The colocation facility for the next generation data center must be flexible enough to support an environment with varying levels of equipment density within the cage. It must provide efficient use of power and cooling and provide a space layout design with flexibility to grow without the need for costly migrations / consolidations. The colocation must support a variety of network carriers including dark fiber and cloud provider connectivity to support a hybrid cloud environment.

The immediate need is to host the rapidly growing High Performance Computing (HPC) infrastructure that supports our Research organization. The current Research HPC footprint is 18 cabinets, 8 compute node cabinets and 10 storage cabinets. There are four 1u CPU servers per cabinet to conform with the 10kW per cabinet limitation of the current colocation facility. The peak power utilization of the combined current HPC stack is 75kW. This requirement is expected but not limited to grow into ultra-high-density cabinets consuming 25kW or more per cabinet with overall power demands across the HPC infrastructure of 400 kW by early 2018, growing to 600 kW in 2019 and increasing to 800 kW by 2021.

The long-term preference is to migrate or upgrade our non-HPC infrastructure into the same colocation space with HPC by 2021. We will entertain options from a colocation partner regarding the combined need over time. Our current non-HPC footprint is 138 cabinets utilizing 560 kW of power. This is expected but not limited to grow annually between 20% and 30%.

9.2. Business Requirements

9.2.1. General Organizational Information

Background
i. What is the formal name of your company? Please enter your name and your contact information.
   1. Describe the products and services offered by your company.
   2. Is your company a subsidiary of another organization?
   3. What is the name of your parent company?
   4. Are you a current supplier to [RFP Issuer]?
   5. Is your company publicly traded or privately held?
   6. Founding year of your company.
   7. Number of full-time employees.
   8. Headquarters location.
   10. Provide official registration name (corporate, DBA, partnership, etc.).
   11. Has your company changed its name in the past three years? If "yes," provide the previous name of your company.
   12. Provide year-end financial results, as an attachment, for the past three years. Include latest Annual Report and 10K if public.
   13. Has your company been involved in unresolved claims, litigation or arbitration with any [RFP Issuer] company and/or an [RFP Issuer] affiliate in the past five years? If yes, provide details.

ii. Organization
   1. Provide an organizational chart and description of the relevant current organizational structure, including a description of key job functions and the number of employees assigned to each function.
   2. Describe how your organization maintains sufficient depth and breadth of management and operational staff to be able to implement the services requested (including an explanation of how expertise is maintained regardless of employee resignation, retirement, promotions, etc.).
   3. Please identify the facility operations manager, and include a description of experience and past positions.

iii. Account Management
   1. Provide a list of primary [RFP Issuer] and/or affiliate contacts, indicating current and completed engagements or projects. (Are we currently doing business in any part of the organization? Who are we to deal with pre- and postsales?)
   2. Provide the names of the those individuals who would be assigned to the [RFP Issuer] account team, if any, and why they were selected (including biographies and resumes as well as number of years each has been with the Service Provider).
   3. Provide your reporting hierarchy as it relates to issue escalation. Indicate three (3) levels that would be available to [RFP Issuer] to resolve any issues.
   4. Describe the roles and responsibilities of the account manager.
   5. Detail the process of the account manager's team in its day-to-day activities.
6. Detail your understanding of the account manager's interaction with [RFP Issuer]. Name and describe the tools the account manager's team will utilize; include software.

7. Describe in detail any staff retention policies, incentive schemes and/or employee recognition programs.

iv. Customer Service
   1. Describe the structure of your customer service operation.
   2. Will there be a customer service team solely dedicated to the customer account? If your answer to the previous question is no, state how many other accounts the team will support.
   3. Is customer service support available 24/7?
   4. Describe all applicable customer service benchmarks (e.g., calls are answered in three minutes).
   5. What is your contracted customer retention rate?

v. Competitiveness
   vi. 1.6.1 Provide a brief description of your experience in the past three years working with companies similar in size, scope and industry as [RFP Issuer].
   vii. 1.6.2 Please provide three client references with configuration needs similar to [RFP Issuer].
   viii. 1.6.3 What is your company's competitive advantage specific to this RFP?
   ix. 1.6.4 What are the most significant trends impacting the colocation industry over the next three years? How are you positioned to take advantage of or defend against these trends?
   x. 1.6.5 Provide a copy of your company's strategic plan for the next several years, providing guidance on key areas of importance and focus in your operations.

xi. Insurance
   xii. 1.7.1 Provide any information about insurance coverage you have in place. How will these insurance levels protect [RFP Issuer] and its assets located within your data center?
   xiii. 1.7.2 What insurance is expected of the client/customer?
   xiv. 1.7.3 Do you have any subcontractors or third parties providing services within the data center? Are these subcontractors covered fully under your insurance?
   xv. 1.7.4 Are there exclusions to liability that would release your insurer from claims? Please explain.

xvi. Sustainability
   xvii. 1.8.1 Do you have any programs or initiatives to promote sustainability or reduce the environmental impacts of the data center?
   xviii. 1.8.2 Indicate, with documentation, any tools you have to quantify the net impact of helping your customers promote sustainability in their operations.

xix. Partnerships
   xx. 1.9.1 Please list and describe partnerships relevant to [RFP Issuer]'s current or future business needs, such as cloud providers, managed service
providers, hosting providers and any other technology providers, such as those offering specialized hardware or management solutions.

I.  

9.2.2. **Facility Operation**

i. A facility that meets NYU’s requirements for data center redundancy. Indicate which tier level defines your facility alignment with the Uptime Institute tier ratings below and whether your facility is actually certified by Uptime institute.

1. **Minimum Requirement: Tier II Redundant Capacity Components**

   The facility includes redundant critical power and cooling components to provide select maintenance opportunities and an increased margin of safety against IT process disruptions that would result from site-infrastructure equipment failures. The redundant components include power and cooling equipment such as UPS modules, chillers or pumps, and engine generators.

2. **Preferred Option: Tier III Concurrently Maintainable**

   The facility requires no shutdowns for equipment replacement and maintenance. A redundant delivery path for power and cooling is added to the redundant critical components of Tier II so that every component needed to support the IT processing environment can be shut down and maintained without impact on the IT operation.

ii. Migration support services available to move NYULHNYULH identified equipment to the new data center location consistent with an agreed upon migration services plan.

iii. Staffing in place to operate the data center facility (both for facility operations and staff available for “on-demand” customer services)

iv. 24X7 environmental monitoring and reporting for the data center facility.

v. Customer access to the environmental monitoring reporting for the data center with environmental alerts sent electronically to the NYULH operations center.

vi. Development and maintenance of policies and procedures related to all facility operations.

vii. Is the facility based on raised floor or slab with overhead cabling?

viii. Please describe your loading dock facilities (delivery process and procedures).

ix. Is the proposed space on the ground floor, and if not, then what floor is being proposed?

x. What are the minimum and maximum floor load ratings for the proposed facility in pounds per square foot?
xi. What is the maximum pounds per rack supported in the proposed space?

xii. Please provide details on any freight elevators, if applicable to the facility. (Include: minimum capacity, size, proximity to proposed cage space, etc.)

xiii. What equipment staging space is available for use?

xiv. Is this proposed space adjacent to or part of the caged area?

xv. What office space accommodations for FTEs are available at the proposed facility?

xvi. Is the office space available to reserve/rent, or is it a first-come, first-serve basis? If there is availability to rent, please provide an example of how this is priced.

xvii. Can desks, telephones and workspaces be built and reserved for business continuity purposes?

xviii. Does this facility employ hot-aisle/cold-aisle containment or some other type of mechanism?

xix. Does this facility provide its own racks for customers? (If so, please detail the options available.) Can customers bring their own racks? Please describe any restrictions on customer-sourced racks.

xx. Please describe how many infrastructure failures this facility has experienced within the past 36 months. (Please provide a description of the incident, the customer incident report and the corrective actions.)

9.2.3. Location/Environmental

i. Where is the facility being proposed?

ii. In what other locations do you have data centers? Please indicate current versus planned.

iii. Distance in miles of the proposed data center location options from the NYU Langone Manhattan Hospital Campus at 33rd St and First Ave NYC

iv. Please provide information on all hazards and past events related to flooding, flood plains, hurricane, tornado, and lightning strike probabilities. Also, please note other relevant events, such as fire, outages or attacks.

v. Classification of flood zone status for each proposed data center location

vi. What category hurricane or force of tornado is the facility rated to withstand?

vii. What is the seismic rating of the facility, and in what zone is it located?

viii. What is wind uplift rating for the roof?

ix. Any other environmental risks associated with the proposed data center location and mitigations taken to manage these risks

x. Detail whether the facility is wholly owned or leased; in the case of the latter, how long the lease has left to run upon targeted service commencement.

xi. Is the facility purpose-built from the ground up as a data center colocation facility? Or was it originally built for some other purpose and then
converted? (If converted, what was the original purpose of the structure? When was the original structure built, and when was it converted?)

xii. Please detail the year of construction, type of construction, year of rehabilitation (if applicable), and any rehabilitation or expansion work within the past two years that was done to the premises that directly supports the proposed colocation space.

xiii. Please detail the total capacity of this facility: total square footage, compute area square footage, number of customers housed (names, if you can provide), total power/energy capacity, etc.

xiv. Does any single customer account for more than 20% of your currently occupied floor space?

xv. Is access to the facility available 24/365?

xvi. Please detail the availability of usable office space.

xvii. Please describe any customer employee meeting rooms and their availability.

xviii. Please describe parking availability and any restrictions/safeguards related to vehicle presence.

xix. Please detail proximity to airports, railroads, highways and bodies of water.

9.2.4. Space

i. A single space that will permit the NYULH data center to grow in one contiguous location over the length of the contract. This would be inclusive of a workbench staging area.

ii. A data center space that would accommodate approximately 1,000 square feet at the start of operations with the potential to grow to 10,000 square feet over the contract period.

iii. A space that can be segmented into different zones to accommodate different power and cooling demands.

iv. An additional office space area of approximately 1800-2500 square feet in proximity to the data center space to accommodate NYU data center monitoring operations and onsite support staff.

v. What is the availability for contiguous space and power for new customers in the proposed facility?

vi. How can contiguous space be reserved for future growth?

vii. Do you contractually offer the right of first refusal, such that the [RFP Issuer] is offered contiguous space surrounding the cage before it is offered to another party?

viii. Do you offer ramped deployments, such as starting and billing based on limited deployment against an eventual goal?

ix. Do you offer contract rightsizing, such that the original contract can be adjusted for power allocation (including decrements) at a fixed period after the service commencement date based on observed usage?
9.2.5. **Power**

i. The flexibility to initially power 20-25 high density (25kW) cabinets for HPC computing in the most cost effective design for efficient cooling.

ii. Are there potential options to power cabinets that exceed 25kW? Up to how many kW per rack?

iii. Ability to provide overall power distribution capacity of 750 kW for NYU HPC growth demands.

iv. Option for the eventual migration of non-HPC computing in 2021 to support a combined data center reaching up to 2MW that will accommodate another 140-160 high-density cabinets (10-20kW)

v. What is the overall power available to this facility?

vi. Is power delivered by multiple providers? Multiple paths?

vii. Does the proposed facility have unique redundant substations?

viii. What provider(s) supplies the electrical equipment for this facility?

ix. Please provide a single-line block diagram of the proposed facility electrical distribution with the total amount of power available from each available source from the major utility located in the area.

x. Does the proposed facility support N+1 or 2N configuration on all critical power infrastructure? (Please provide a single-line block engineering diagram indicating all components of utility, UPS, backup generator and associated switch gear [inclusive of automatic switch gear].)

xi. Can the UPS sustain the systems during a switch to the generators in the event of commercial power failure? Is it battery-based UPS, or flywheel? And in either scenario, what is the estimated time the system will keep load going to the floor? (Please provide a comprehensive plan or playbook detailing all aspects of emergency power operations at the proposed facility.)

xii. What is the runtime for the UPS at 100% load, and at what percentage of capacity is the facility at today? (Please provide your recommended runtime on UPS, as well as the details surrounding the power capacity of the UPS; and the make/model number of the UPS and automatic failover switch gear.)

xiii. What is the designed power density per square foot in the computing space?

xiv. What rack densities is the facility capable of supporting without customization of space?

xv. How does your facility meter and charge for power usage? (Please outline the level of detail that is provided on power usage.)

xvi. Is this facility able to provide as many as six power whips in any of the high-density racks?

xvii. Are the power whips overhead via ladder racks; under the floor; etc.? Please specify.

xviii. How many generators are on-site at the facility? (Please provide the exact MW capacity, as well as the model/manufacturer of all generators.)

xix. Do you contract with multiple fuel providers with SLAs?
xx. What is the runtime for the generators at 100% load, and at what percentage of capacity is the facility at today?
xxi. How many days' worth of fuel for the generator is stored on-premises?
xxii. Please describe sourcing of fuel for the generators in the event on-premises reserves are exhausted.
xxiii. What is the frequency of testing for both the generators and the UPS?
xxiv. What is the frequency of maintenance for generators and UPS?
xxv. Who is responsible for grounding the racking, and ensuring that it has been done properly?
xxvi. Please describe any power interruptions in the past five years, and how these have been mitigated.

9.2.6. **Cooling**

i. Capability to support various cooling approaches including:
   1. Plenum
   2. Cabinet Chimney
   3. Raised floor

ii. Is there an option for water cooling, in particular with rear-door heat exchangers (RDHX)?

iii. Describe the available options for cooling methods and the benefits or limitations of each option to support heat dissipation for high and ultra-high density powered cabinets.

iv. Recommendation for the most cost efficient cooling design to minimize the MEP costs allocated to the customer

9.2.7. **Network**

i. Is the proposed facility carrier diverse/neutral for network providers? (Please list all providers currently in use at the facility by type, i.e., dark fiber, lit fiber, basic Internet, etc.)

ii. Outline the capacity for additional telecom vendors to enter the facility.

iii. Describe the method and charges for getting the carrier to the customer space.

iv. Describe the method of connecting to carriers not present in the facility.

v. Describe the number of diverse fiber vault entries into the proposed facility.

vi. If the facility is located within 60 miles of a major city, is there dark fiber availability?

vii. If the facility is located outside of 60 miles of a major city, do you contract with an in-house cabling provider? (If not contracted internally, what vendors are available in the area to provide this service?)

viii. What are the meet-me room (MMR) specifications at the proposed facility (e.g., diverse paths from MMR to customer space, etc.)?
xi. Please describe any standard offerings or limits on the number of fully terminated single-mode fiber or fully terminated category 6 cables run between the MMR and the proposed colocation space for the purpose of supporting cross connects to various carriers?

x. How is this facility connected to other data centers offered by the provider for purposes of disaster recovery?

xi. Are provider facilities connected for the purposes of offering WAN aggregation and/or application/content distribution?

xii. If network connectivity is supplied by the facility/vendor, please attach a pricing model.

xiii. Is there periodic testing of the network performance?

xiv. Does this facility house additional service providers (AWS, Microsoft, etc.) that would offer direct connectivity via cross connect?

xv. Who will be responsible for contracting for and establishing WAN connectivity?

xvi. Who will be responsible for contracting for and establishing Internet access? Please provide details about proposed providers, and the availability of blended and/or fault-tolerant solutions.

xvii. Support for fully redundant network connectivity utilizing facilities from alternate carriers and central offices.

xviii. Provisioning at each end location with separate point of entry (POE) access and terminating equipment.

xix. Options for client managed vs. vendor managed network connections to the data center

xx. Support for dark fiber connections into the data center

xxi. List of cloud partner agreements in place with the data center and/or the process to establish new cloud partner agreements

xxii. Estimated network latency from the data center to the NYU Super Block location of 33rd Street and 1st Avenue in NYC

9.2.8. Service Level Agreements

i. Attach a copy of your standard service-level agreements (SLAs).

ii. Definition of the service SLAs to deliver power the cabinets

iii. Definition of the SLA to establish connection between carrier room and NYU connection pan

iv. Do you specify 100% availability on data center power? Please explain

v. Do you maintain 100% compliance with ASHRAE standards for temperature and humidity at server input level? Please explain

vi. Do you guarantee 100% availability of network connectivity from the carrier demarcation to the customer cage? Please explain.

vii. What is your process for calculating availability?

viii. Who is responsible for calculating and maintaining information on service credits?
ix. Please describe your escalation process for SLA failures, including communications between provider and customer, as problem identification and troubleshooting begin.

9.2.9. Security
i. Does the facility contain a comprehensive burglary intrusion system as part of the physical security plan for the overall premises? Please provide details.
ii. Does the facility employ security zone layers?
iii. Does the facility employ multifactor identification and authorization?
iv. Are devices such as mantraps employed as security devices at this location?
v. Does the facility employ a CCTV system and video retention policy? Please detail.
vi. Please describe the perimeter security for the building.
vii. How does the facility staff security? Is the security staff in-house or outsourced? If outsourced, what service is used? Are background checks performed? Detail the on- and off-boarding process for personnel.
viii. Please provide a list of security certifications for the facility: PCI DSS 2.0 provider; SSAE 16 audited; ISO 27002.
ix. Describe the provisioning process for individuals requesting access to the data center.
x. Describe the process for visitors accessing the data center, such as identification, badging and documentation.
xi. Do customers have the ability to review security logs? If so, please provide an example.
xii. What is the process for notifying customers of a possible or confirmed violation of security?
xiii. Please detail third-party audits conducted of the proposed hosting facility. Include which audits and their schedules. Are customers able to review these audits? (If so, please attach a copy.)
xiv. Describe how the UPS system ensures continuous operation of the security systems.
xv. Are there areas within the data center, such as the lobby, that are protected by bulletproof glass? Please list any additional areas with heightened security measures.
xvi. Are responses and resolutions to security alarms recorded? If so, please provide an example.
xvii. How many "swipes" or biometric challenges does it take to progress from outside the building to actually entering a customer's suite or cage?
xviii. What type of biometric control systems are used, such as retina scanners, handprint/fingerprint scanners, etc.
xix. A description of policies and procedures for maintaining the security and confidentiality of NYULH information within the Data Center.
xx. Description of Physical building security access points and procedures including:
1. Manned points of entry
2. Verification of access level for building entry

xxi. Description of Physical Security to the data center room/cage
   1. Secured separation form entry and staging areas to data center floor
   2. Identification methods supported (e.g. ID cards, biometric etc.)

xxii. Video access to monitor data center operation

**Supplier Answer:** Indicate your compliance (Yes/No) with each requirement and include a brief description of how you propose to meet each requirement.

10. Professional Services and Customer Support for On Request and Migration Services

All questions need to be answered in this RFP document.

10.1. Describe your professional services practice.

10.2. Describe your experience in providing these types of services. Highlight company strengths as it relates to the request from NYULH.

10.3. What personnel will be involved in delivering services both direct and indirect?

10.4. Briefly describe your experience in implementing similar solutions. Indicate how you provided support to the company to implement such solutions and outline any road blocks you encountered and how they were resolved.

10.5. Identify the key owner in your organization who is ultimately responsible for ensuring the success of this implementation.

10.6. Describe your proposed implementation methodology, including:
   
i. Timeline for implementation, key milestones and dates
   ii. Provide a detailed management plan and outline of the proposed workflow and any requirements to deliver services
   iii. Outline the required NYULH team members required for a comprehensive deployment and approach for engagement.
   iv. What types of standard or ad hoc reports do you provide detailing project status?
   v. What service guarantees do you offer?
   vi. What penalties have you incurred in the past year?
11. **Regulatory and Compliance**

How does your solution help the organization meet the following regulatory and industry standards? (Identify specific examples and include other regulatory entities your product adheres to and/or have experience with):

11.1. HIPAA (Health Insurance Portability and Accountability Act)

11.2. HITECH (Health Information Technology for Economic & Clinical Health Act)

11.3. CMS (Centers for Medicare and Medicaid Services)

11.4. CCHIT (Certification Commission for Healthcare Information Technology)

11.5. State specific requirements and mandates

11.6. FISMA

11.7. FERPA

12. **Pricing**

12.1. Methods

12.2. Please explain your standard pricing model (e.g., $ per sq. ft., $ per kW all in, space plus power, etc.)

i. Are you offering metered power? Explain how, including any uplift for cooling, etc.

ii. Identify your pricing approach and enter the rates in the attached pricing sheet.

iii. For Remote Hands please indicate the number of free touches and available pricing structures for bulk purchase.

12.2 Pricing Policies

i. What are your policies for pricing adjustments after the services have been commenced? Are there any variable prices or changes that can occur during the length of the contract? Describe the specifics of contract extension and price renegotiation that take place at the conclusion of the
13. Implementation Timeline

Implementation will be over multiple phases: (These timelines are tentative)

a. Phase 1: RFP Release
   - Issue RFP
   - 5-day Vendor Intent to Bid
   - 10-day Vendor Responses

b. Phase 2: Vendor selection (August 2017 & September 2017)


d. Phase 4: Implementation (January onwards)

14. Description of Company

All questions need to be answered in this RFP document.

The designated supplier must have provided privileged access services and solutions to the public for a minimum of three (3) years. The supplier will offer a comprehensive package for storage services as specified in this RFP to all NYULH facilities.

Please provide:

a. The company’s full name, address, main telephone and appropriate contact information including e-mail address.
b. A brief historical perspective on your company (years in the business, growth via mergers and acquisitions, key industry innovations)

c. What are your company values?

d. Describe your corporate culture. Explain how you differentiate yourself from your competition.

e. Describe the full range of services your company offers and the corresponding rates. Include all services that will be available and all expenses that we would incur under this agreement.

f. List office locations and specific responsibilities of each area.

g. Please provide an overview of your company’s growth over the past five years.

h. Provide audited financial statement for the two fiscal years immediately prior to this one.

i. What percentage of your business is in healthcare?

15. Past Performance and References

Provide at least three (3) references of past deployments of backup solutions in a healthcare setting of similar size and scope of NYULH.

For each reference, please include the following:

a. Healthcare organization name, contact name, title, address and telephone number.

b. Describe the relationship and services provided.

c. If you cannot provide at least one healthcare reference of a similar size and scope of NYULH, please explain and indicate the largest installation you have performed.

d. Provide current and past account information, of similar size and configuration. Include:

e. A current, long-term customer

f. A current customer implemented in the past 18 months

g. A former customer terminated within the past 18 months and reasoning for termination other than consolidation

Failure to provide suitable references to NYULH will result in the Supplier’s bid being rejected without further consideration.

Supplier Answer: Indicate your compliance with each requirement and document any exception

16. Evaluation Criteria

NYULH plans to evaluate the supplier’s response based on the following criteria:

a. Best solutions to the stated use cases
b. Existing system capabilities  
c. Forward looking architecture  
d. Compatibility to NYULH business models  
e. Technological capabilities  
f. Compatibility with NYULH IT architecture and strategy  
g. Price competitiveness  
h. Ability to facilitate continuous total cost reduction or revenue increase  
i. Quality of professional services  
j. Service Levels  
k. References