

Request for Proposal (RFP)

Title: JUDICIAL COUNCIL OF CALIFORNIA WEBSITE COLOCATION FACILITY

RFP Number: IT-OPD-18-043-RB

ANSWERS TO QUESTIONS

1. Is there a requirement to connect the judicial branch office at 455 Golden Gate or any other key address to the colocation facility for management with a private line circuit of some sort (Dark Fiber, Ethernet Private Line, etc.)?

Answer: No requirement to connect through a private line circuit.

2. Can you clarify the agreement term request? The Agreement suggests you seek a month-to-month term across a year. Most colocation providers will bill their services as a monthly cost on a monthly basis, but on a 12, 24, 36 or 60-month term commitment. Do you intend to commit to a 12-month term or a month-to-month term with committed number of months?

Answer: We are looking at an annual agreement with monthly billing cycles. The contract would be annual with four (4) option years for renewal under the same terms.

3. Do we need to register with any online bid management system or vendor platform to properly respond to this bid? We understand we need to submit our hard copy and soft copy response according to the directions outlined in the RFP. Nevertheless, do we also need to work or register with any online system?

Answer: No. You do not need to register and work on any on-line bid management system.

4. Are there any requirements or preferred locations for the data center? For instance, must be 300 miles from San Francisco, etc.

Answer: It is required that the secured location be within 60 miles from the Judicial Council of California's 455 Golden Gate, San Francisco, Ca. office. As we will do periodic onsite maintenance and troubleshooting on the gear located at the facility.

9. Section 9.0 – Contains set aside for DVBE. The RFP also mentions a preference for small businesses, but there is no mention of it, or related points in this Evaluation area. Please confirm this is correct.

Answer: We will provide a 5 percent preference to entities that have been certified as a "small business" or "microbusiness" by Department of General Services. It is not listed in the evaluation area because it is a calculation preference. We add 5% of the highest scored bid to the certified small bidder.

10. What are the definitions for Tier3 and Tier 4 provider referenced in the document? The document references an attachment with the definitions, but I do not see that language in any of the 9 attachments.

Answer: To meet Tier3 or higher data center requirements that we are seeking are at minimum:

- 99.9% facility uptime without affecting the continuity of services.
- No more than 90 minutes total (1.5 hours) of downtime per calendar year.
- N+1 fault tolerant systems providing at least seventy-two (72) hours of power protection.
- From a general view. A data center built to tier 3 specifications should meet two key requirements of Redundancy (power, HVAC, data access) and Concurrent Maintainability for all power, cooling (HVAC), data distributions systems (internet/multiple uplinks) and Security (physical and virtual for the facility). A facility's lack of high availability due to failure or site maintenance should not affect the infrastructure's normal functions.
- Specific procedures show be in-place that allows for maintenance/updates to be done in the data center without causing downtime. A tier 3 data center is required to have a more sophisticated infrastructure that allows for greater redundancy and high availability.