



## Request for Proposal

### Colocation & Network Services for Backblaze

#### Company

Backblaze has grown over the past few years to be one of the largest online backup providers in the world. The company is HQ'd in San Mateo, CA and is currently exploring options for the continued expansion of their datacenter footprint and possible migration of existing infrastructure. For more details on the company please visit [www.Backblaze.com](http://www.Backblaze.com).

#### Contacts for Questions

Please direct all correspondence and questions via email to:

[DataCenterRFP@backblaze.com](mailto:DataCenterRFP@backblaze.com)

#### 1. RFP Preparation & Submission

The submitted response must be prepared following the instructions detailed in this section. Partner's response must include the RFP questions with responses (in the order presented), followed by any Partner's supporting or additional information. The term "Partner" in all cases refers to the service provider responding to this RFP. The pricing section must be filled out in its entirety as presented so that proper evaluations can be made.

#### 2. Proprietary and Confidential Information

This RFP is available to be shared publicly and was originally posted on <http://blog.Backblaze.com>

#### 3. Projected Schedule of Events:

<u>Milestone</u>	<u>Date</u>
RFP sent to Partners	August 3 <sup>rd</sup> , 2012
Partner Questions Sent to OSI/ Backblaze	August 8 <sup>th</sup> , 2012
Partner Responses Due	August 20 <sup>th</sup> , 2012
Follow-up Questions from OSI/ Backblaze Sent	August 22 <sup>nd</sup> , 2012
"Short List" Notification	August 24 <sup>th</sup> , 2012
Scheduled Tour Dates	Wk of Aug 27 <sup>th</sup> & Sept 3 <sup>rd</sup>
Final Negotiations & Partner Selection	Wk of Sept 10 <sup>th</sup>
Legal Review & Contract Signed	Wk of Sept 17 <sup>th</sup> & Sept 24 <sup>th</sup>
Expected Move-In Date	December 1 <sup>st</sup> , 2012

## 4. Proposal Scope

Primary criteria will include but are not limited to:

- Vendor Reputation & Financial Stability
- Geographic Proximity to San Mateo, CA is preferred
- Carrier Neutral – Network Connectivity Options
- Competitive Pricing
  - Price scalability in ramping up during migration
  - Price scalability as additional racks are added over time
  - Cross Connect Pricing
  - Non-Recurring Charges
  - On-site remote hands availability, pricing and level of support offered
- Other
  - On-site workspace
  - Security
  - Environmental reporting
  - Facility/location Risk Profile
  - Shipping & Receiving Policies

## 5. Initial Physical, Power, Network & Pricing Requirements

### PHYSICAL

Facility must provide room for a Server Lift and wall outlet to charge the lift

Facility must provide room for a durable desk and chair for Backblaze's use

Facility must provide room for storage of Backblaze spare parts and other materials (does not need to be on datacenter floor)

### POWER

Initial ramp during year 1 is 1.5 cabinets/month with a single primary 30Amp 208Volt circuit installed per cabinet (80% usable). Option to have a redundant circuit installed in one or more cabinets as needed.

Ramp during years 2 and 3 will be 2 cabinets/month with a single primary 30Amp 208Volt circuit installed per cabinet

Minimum commit equals 66 cabinets & primary 30Amp 208Volt circuits of new growth installed before end of month 36

Additional 16 existing cabinets in contract in Oakland could/would be moved over during the year starting December 2013 and 44 more in August of 2014

Total cabinet commit, including the potential cabinets moved from Oakland, is 100 cabinets and primary 30Amp 208Volt circuits installed at the end of 3 years and 175 at the end of year 5.

Actual documented historical usage measures 70-80% of circuit = 4.4 - 5.0 kW usable per rack

## NETWORK

4 x 10G ports will be required from redundant paths (<= 20G throughput) day 1

8 x 10G ports will be required from 2 or more redundant paths (<= 40G throughput ) within 2-3 years

12 x 10G ports will be required from 2 or more redundant paths (<= 60G throughput) within 3-5 years

## PRICING for Bandwidth

Metered connectivity including fault tolerant redundant path bandwidth, routing and class C IP addresses at capacities outlined above should be at or below \$1.50/Mbps (95th percentile billing).

Please do not hesitate to contact [DataCenterRFP@backblaze.com](mailto:DataCenterRFP@backblaze.com) if you have any questions or are in need of further clarification. If this pricing is out of line with what the carriers in your facility can offer, we would prefer to have this conversation up front and save everyone the time!

## **6. Potential Expansion Requirements**

Ability to accelerate growth up to 150 cabinets in 3 years and 225 cabinets in 5 years provided 30-60 day notice and/or within a Right of First Refusal.

## **7. Partner Profile**

7.1 Please provide a Corporate Overview/History and key differentiators.

Attaching a corporate profile document, 'slick', or other marketing collateral is preferable

7.2 Is your business entity public or private? If public, provide NYSE or other symbol

7.3 Please provide customer retention rates if available

7.4 Please provide a typical customer profile and size if available

7.5 Please provide at least 3 client references. Contact details not necessary.

## **8. Facility Questionnaire**

8.01 Please include your seismic rating. Include documentation no older than 2008.

If unrated, please give USGS Earthquake zone (0-64+). And does the facility have any way to dampen earthquake energy (e.g. rubber foundations, motion isolated cabinets, etc)

8.02 Please include Flood Zone information based on FEMA reports, no earlier than 2008

8.03 Fire Suppression: Please provide details on your fire suppression system and any history of past events in past 3 years

8.04 Which mobile carrier networks are supported in the facility (Verizon/Spring/AT&T)?

8.05 Backblaze may require use of a conference room, and internet access. In addition, Backblaze may require occasional office space. Please provide a price per square foot for office space and indicate if internet access and a conference room are available for use.

8.06 Target Facility or Facilities

Street Address

City, State, Zip

8.07 Own or Lease

If lease – what is the lease term?

8.08 Date of building construction?

8.09 What was the original purpose of this building?

(i.e. warehouse, systems hosting, telecom POP, other)

8.10 Total facility square footage as well as utility and backup power available?

8.11 Total data center square footage as well as utility and backup power?

8.12 Available data center square footage and power?

8.13 Planned future growth phases for the facility?

8.14 What is the designed and allowable power density of the facility?

8.15 What is the designed PUE of the facility once fully loaded?

8.16 When did the facility officially “go-live”?

8.17 Please detail any planned or unplanned customer affecting outages since the building “go-live” date

8.18 Does this building serve functions other than co-location (if yes please describe in detail)?

8.19 Facility access hours

8.20 Proximity of location to airport(s)

8.21 Proximity to mass transit (BART, Caltrain, Muni, Capital Rail, etc)

8.22 Which network carriers/providers have fiber directly fed into the facility?

8.23 Which network carriers/providers are on-net within the facility?

8.24 If applicable, how does the facility connect to the nearest carrier hotel and which carrier hotel(s) are in close proximity? If known, who are the carriers available within the nearest carrier hotel?

8.25 Parking Availability, Policies and Security Provided?

8.26 What, if any, facility costs are associated with copper and/or fiber cross connects?

8.27 Are remote hands services available and if so what's the cost?

8.28 What mechanisms are available to ensure competitive pricing for contract renewals?

## **9. SSAE 16 or SAS 70 type II Independent Audit Report**

Providers must provide documentation on their SSAE 16 or SAS 70 Type II status and at very least the summary of the most current audit report(s). It is required that the Provider remains current annually on these compliance audits and provide Backblaze with at very least the summary of their annual report for the duration of the contract. In addition, Backblaze may from time to time be required to provide these reports to other 3rd parties who are required to perform this due diligence per their contractual terms. Backblaze therefore requires an upfront agreement from the Partner that they will assist Backblaze should such a need arise.

9.1 Compliance, Certifications, etc.

## **10. Infrastructure**

Describe level of infrastructure currently in place in support of the facility to include utility power, UPS, generators, battery backup systems, HVAC and other support elements required to operate the facility.

If there are accurate 'Spec sheets' for the facility, please attach.

10.1 Utility Feed Redundancy

10.2 Power Redundancy

10.3 Cooling Redundancy

10.4 Generator/Diesel specs and capacity, fuel reserve, etc

10.5 Connectivity provider redundancy (dual paths into building, etc)

10.6 DC power available and delivered to the datacenter floor? (not a pre-requisite but may be utilized if available)

## **11. Security**

Describe the building from a physical security perspective regarding proximity to public roads, other buildings and external fencing or barriers. Describe the security measures that target facility has in place including perimeter security, CCTV, manned patrols and manned stations. Describe the security processes around building access points including the main entrance, other entrances and the loading dock. Define the type of access control system(s) in place at the target facility proposed and the access control procedures that are in place.

11.1 Security Access Hours

11.2 Security company out-sourced or in-house? Name of outsourced company.

11.3 Security Measures in place? Biometrics, man-traps, camera systems, etc.

11.4 What is the process for bringing equipment in/out of the facility?

## **12. Shipping & Receiving**

As Backblaze regularly ships hardware to the datacenter and replaces hardware at the datacenter any and all policies and procedures around inbound and outbound equipment greatly affect the day to day operations of the company. Thus, it is the getting in and out, moving hard drives in and out, and storing equipment that end up becoming the bottlenecks has previously run into. In an attempt to minimize roadblocks in all these areas please outline in detail your policy(ies) that will affect how a client performs these operations while on site.

## **13. Terms**

Backblaze is seeking flexible contract terms. Partner shall provide 3 and 5 year contract terms. Partner shall provide guaranteed maximum price increases post initial term via an option to renew the initial contract.

## **14. Service Level Commitment**

Backblaze is looking to satisfy a power uptime availability requirement of 3-9's (99.9%) or better. Please indicate your documented service level commitment, historical performance and the contractual terms that ensure this level of commitment will be met.

14.1 Power SLA % and recourse for non-redundant power?

14.2 Cooling SLA temperature range and recourse?

14.3 Network SLA % and recourse?

14.4 Please complete this sentence that will be included in your SLA; “Should partner have any more than \_\_ documented SLA violations during any \_\_ period, Backblaze will have the right to terminate their agreement with partner for cause and can provide 60 day notice. Should 60 day notice be provided, Backblaze will not be held responsible for any payments to partner beyond the 60 day notice.”

## 15. RFP Exceptions

If your response does not comply with any of the specified sections you must disclose this fact with your initial submission. Failure to do so will render your response unacceptable and disqualify your proposal.

## 16. Pricing

In your response, please provide any and all pricing to include incidentals so that all Partner costs are reflected for the services required.

- Please outline your remote hands and eyes availability, policies and pricing if used on demand or pre purchased in 10 hour/month increments.
- Based on the ramp schedule outlined in Section 5 please provide all monthly recurring and non-recurring fees associated with:
  - per KW, per circuit power pricing for a single 30Amp 208Volt PRIMARY CIRCUIT ONLY delivered per cabinet.
  - per cabinet or per sqft pricing for the deployment.
- Cross Connect Pricing for Fiber and Copper

*If pricing can be provided displaying how the ramp will affect Backblaze’s Total Monthly Recurring and Non-Recurring over the 36 or 60 month term, this would be extremely beneficial as to avoid any confusion in translation.*

*As requested in Section 12, please provide information about any annual increases that may apply for power, space, cross connects or labor charges.*

## **17. Delivery of Proposals**

Please provide your quote in your standard proposal format including:

- Partner profile from section 7
- Facility Questionnaire from section 8
- SSAE 16 or SAS 70 Type II report from section 9
- Infrastructure description from section 10
- Security description from section 11
- Shipping & Receiving details from section 12
- Renewal Terms from section 13
- Details of your SLA's from section 14
- RFP exceptions if any from section 15
- Pricing from section 16
- Related contract documents
- Acknowledgment of any addendums