

## **REQUEST FOR PROPOSAL**

**FOR DATA CENTRE FACILITIES MANAGEMENT SERVICES**

### **XYZ DATA CENTRE**

**Kotakinabalu**

**Bid closing date – December 21, 2013**

**Failure to meet the following requirements will invalidate your bid submission**

**Deadline for Proposals:** Four hardcopies and one electronic copy (DVD or other) must be received by **December 21, 2010 by 5.00PM.** Bids must be hand-delivered to the address below in four (4) sealed envelopes marked **“Data Centre facilities management - TDC2”**

**Attn. Imtiaz Issadeen**  
**Suite 503, Asakusa**  
**Taito ku, Tokyo 111-0032**  
**E-mail Address:** imtiaz@issadeen.com

Bids will be accepted up to but no later than the time indicated on the RFP. All bids/proposals received after the time stated in the RFP will not be considered and will be returned to the bidder unopened. The bidder assumes the risk of the handling of the mail by their employees. The bidder assumes responsibility for having his bid deposited on time at the place specified.

**Bidders are notified that DATA CENTRE CO. will not make any payment for any costs incurred by the bidder or its agents in preparing a response to this RFP.**

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**All questions concerning this RFP shall be directed only to:**

**RFP Coordinator:     IMTIAZ ISSADEEN**  
**Email address:       imtiaz@issadeen.com**  
**Telephone:            1-914-334-4060 (New York)**

**No mobile phone correspondence is permitted**

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## I. INTRODUCTION AND BACKGROUND

The Consolidated Data Centre Company Pty Ltd. (hereinafter, DATA CENTRE CO.) is issuing this **Request for Proposal (RFP)** to solicit proposals from companies and firms interested in providing **Data Centre facilities management services** for its Data Centre facilities, first in Tokyo and extending later to other owned facilities in both Singapore and Hong Kong. Written responses to this RFP must be delivered to DATA CENTRE CO. no later than on the date stated on the cover page of this document. Late submissions will be not accepted.

The purpose of this Request for Proposal is to identify and endorse a **Contractor** to serve as the **Facilities Manager and/or provider of one or multiple facility services** in order to assist DATA CENTRE CO. and its participating facilities with managing, operating and maintaining their various facilities. It is envisioned that this goal would be achieved via a highly developed, centralized facility management program operated by the selected **Contractor**. The successful bidder will enter into a contractual relationship with DATA CENTRE CO. Although Data Centre facilities management services are the focus of this RFP, respondents are invited to propose other ideas or programs to efficiently manage and operate the Data Centre facilities outlined that they may include with their response to the scope of work defined in this document. Any and all ideas or programs proposed that deviate from those requested in this document must be explained in detail, and separated clearly in the bid submittal. This RFP is **not an agreement or contract**, and represents a list of requirements only. Submitted proposals shall become property of DATA CENTRE CO., and as such, DATA CENTRE CO. reserves the right to reject any or all proposals for any reason.

Components of this Data Centre facilities management program would include, but not be limited to:

- Developing, as the agent for DATA CENTRE CO., a comprehensive Data Centre facilities management program to efficiently and cost effectively operate and maintain the buildings and grounds for DATA CENTRE CO..
- As Facilities Manager, operate, maintain, clean, repair, and monitor all facilities and grounds as identified by DATA CENTRE CO.'s scope of work and/or by a specific scope of work for DATA CENTRE CO.;
- Assisting DATA CENTRE CO. with budgeting for capital and operational projects and activities;
- Managing this process on a real-time basis to take full advantage of market-place opportunities, mitigate risks and maximize reliability;
- Assessment and consulting services as necessary to document facility attributes and specifications, track and resolve code and regulatory issues, formulate

strategies, and develop and apply leverage in order to achieve desired outcomes for DATA CENTRE CO. and its Data Centre facilities;

- Providing and implementing a process that would address the potential to reduce facilities maintenance and operating costs;
- Providing and implementing a process that would enhance safety and security, and assist in mitigation of operational disruption for customers, employees, visitors and contractors; and
- Providing and implementing services to enhance and improve the comfort, cleanliness, aesthetics, and environment of DATA CENTRE CO. and its participating facilities and their grounds.

It is desired that these services shall be performed on an *objective* basis, and without conflict of interest. This objectivity is desired to ensure that no undue influences or bias will hinder the Data Centre facilities management services that are in the best interests of DATA CENTRE CO. and its participating facilities. Therefore, the Facilities Manager (contractor), majority ownership, subsidiaries or affiliates shall either (1) not own or have a direct financial interest in any materials, supplies, transportation, delivery or sales assets of DATA CENTRE CO. and its participating facilities or (2) shall provide a verifiable program whereby such desired objectivity and lack of bias will be otherwise achieved.

## II. MINIMUM QUALIFICATIONS

DATA CENTRE CO. will conduct a review of the responses received from this solicitation. Based on the results of this analysis, it may be necessary to interview and visit the operations of one or more respondents. DATA CENTRE CO. and its participating facilities then will evaluate all of the information and make a determination which will result in the endorsement of the most qualified company or firm as its **Facilities Manager**.

This determination will be based on the Bidder's ability to perform the activities described in the Scope of Work by the following information that must be provided by the Bidder:

- A. Firm address, phone and fax numbers for its primary office. Name, address, phone number and e-mail address of the contact person in the firm authorised to speak on its behalf regarding this initiative.
- B. Range of services offered by the firm. (In those cases where services are to be provided by another company, provide a description of their role in this program and their related qualifications. Companies that partner or combine resources for the sole purpose of addressing this request must demonstrate a successful history of working together.)

- C. Relevant years and range of experience of the firm and personnel assigned to this program. Bidder's must provide evidence of provision of services to at least three other Data Centre facilities.
- D. A list of five references. This information shall include:
  - i) Client name
  - ii) Individual contact
  - iii) Mailing address
  - iv) Phone number, fax and e-mail address
  - v) Brief project summary to include dates and places of service
- E. Description of the firm's experience in comprehensive Data Centre facilities management services, security, safety and health and life safety related activities.
- F. All appropriate and necessary licenses from governmental authorities, including applicable Second Class Electrical license, and any other applicable statutory authorities.
- G. Bidder must provide acceptable year-end audited financial statements from the last two (2) years that demonstrate the financial well-being of the firm. (Bidder may seal this information in a confidential envelope/folder. DATA CENTRE CO. will only open if proposal is being considered for an award). Financials need only be placed in the original submittal.
- H. Any and all professional certifications or licenses as outlined in the Scope of Work or other parts of this RFP.
- I. Indicate if any bilingual staff and their English languages abilities.
- J. Bidders must have sufficient capacity to satisfy and perform all of the facility management services requirements described in this RFP for DATA CENTRE CO. and its participating facilities in the three geographical regions.
- K. Bidders whose business is not legally incorporated shall be disqualified.
- L. Bidder who have been declared bankrupt at any time for the previous twenty five (25) years will be disqualified.

### III. GENERAL INFORMATION

#### A. Period of Performance

The period of performance of any contract resulting from this RFP is tentatively scheduled for not less than one calendar year from date of contract.

Amendments extending the period of performance, if any, shall be at the sole discretion of DATA CENTRE CO.

#### B. Definitions

Definitions for the purpose of this RFP include:

- **Bidder** – Company or firm submitting a proposal in order to obtain a contract with The Consolidated Data Centre Company Pty. Ltd. and affiliated companies.
- **Contractor** – Company or firm whose proposal has been accepted by DATA CENTRE CO. and is awarded a formal written contract. Also referred to as the **Facilities Manager**.
- **Request for Proposal (RFP)** – Formal procurement where a service or need is planned but no specific service or method has been chosen. The purpose of an RFP is to permit the bidders to suggest various approaches to meet the need at a given price.
- **RFP Coordinator**-- The RFP Coordinator is the **sole point of contact** of DATA CENTRE CO. for this RFP. All communication between the Bidder and DATA CENTRE CO. upon receipt of this RFP shall be with the RFP Coordinator, **via mail, email or fax only** to the following:

**RFP Coordinator:** IMTIAZ ISSADEEN  
**Email address:** imtiaz@issadeen.com  
**Telephone:** 1-914-334-4060 (New York)

**No mobile phone correspondence is permitted**

**Any other communication will be considered unofficial** and non-binding on DATA CENTRE CO.. Bidders are to rely on **written** statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator **may result in disqualification** of the Bidder.

- **Shall, Must, Will-** Indicates a mandatory requirement. Failure to meet mandatory requirements will invalidate the bid response, or result in a rejection of a proposal as non-responsive.
- **May, Should-** Indicates something that is requested but not mandatory.
- **Addendum (a)** – Written instruments, issued **only** by DATA CENTRE CO., that detail amendments, changes or clarifications to the specifications and terms and conditions of this RFP. Such written instruments shall be the **sole** method used by DATA CENTRE CO. to amend, change or clarify this RFP.
- **Program** – Refers to the overall Data Centre facilities management program and activities included in the scope of work for this RFP.
- **Facilities** – All buildings and grounds

C. Submission of Proposals

Proposal **format** shall be on A4 sheets. Clear, legible fonts with a minimum 12 points in size for narrative descriptions and explanations will be submitted. While complete, thorough explanations of requirement understanding and company qualifications are desirable, succinct, concise verbiage is encouraged. Unnecessary self promotion and promotional material is to be avoided.

**Deadline for Proposals is as stated on the first page of this document.**

Proposals may not be transmitted using electronic media such as facsimile transmissions or e-mail.

Bids will be accepted up to but no later than the time indicated on the RFP. All bids/proposals received after the time stated in the RFP will not be considered and will be returned to the bidder unopened.

D. Signatures

A Letter of Submittal must be signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the President or an Officer, if a corporation. The Letter of Submittal should have the contact information for the Bidder.

E. Pre-Bid Written Questions and Answers and Visit to Facilities

Any prospective Bidder is welcome to submit written questions to DATA CENTRE CO. by mail or email to the RFP Coordinator (see address, email address above). DATA CENTRE CO. will respond in writing to all questions which DATA CENTRE CO. in its discretion deems relevant and substantive, so long as the questions are received more than 7 days before the due date for the proposals. DATA CENTRE CO. **will not respond to any questions orally or over the phone.** A copy of the written questions and answers will be sent to each Bidder who received a copy of the RFP.

F. Failure to Comply

The Bidder is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

G. Revisions to the RFP

DATA CENTRE CO. reserves the right to revise the RFP and/or to issue addenda to the RFP. For this purpose, the questions (as submitted by interested parties), answers, and other pertinent information shall be provided as an addendum(s) to the RFP.

DATA CENTRE CO. also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract. In the event it becomes necessary to revise any part of the RFP, addenda will be provided to all those who received the RFP from DATA CENTRE CO..

H. Rejection of Proposals

DATA CENTRE CO. reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. DATA CENTRE CO. also reserves the right at its sole discretion to waive minor administrative irregularities contained in any proposal.

I. Most Favorable Terms

DATA CENTRE CO. reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the **most favorable terms** which the Bidder can propose. **There will be no best and final offer process.** The Bidder should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate a part or the Bidders' entire proposal. It



is understood that the proposal will become a part of the official file on this matter without obligation to DATA CENTRE CO..

**J. Obligation to Contract**

This RFP does not obligate DATA CENTRE CO. to contract for any services specified herein.

**K. Costs for Proposals**

Bidders are responsible for all their costs associated with this RFP. DATA CENTRE CO. will not be liable for any costs incurred by the Bidder in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

**IV. TECHNICAL PROPOSAL AND SCOPE OF WORK**

**A. Scope of Work**

Scope of Work activity categories and requirements of each category as an integral and inseparable part of this RFP.

Specific activity categories will include:

**i. Facility Management Services**

The comprehensive management of the entire Data Centre facilities management program, including staff requirements, accounting and financial reporting requirements, insurance, quality control, certification and licensing requirements. This section also includes requirements for the initial facility assessment and ongoing documentation, organization, reporting on cost savings in support of Client's cost reduction initiatives, analysis and regular on-going reporting of DATA CENTRE CO. and its participating facilities' management operations and analysis of cost effectiveness of the program(s). This includes management and provision of facility services in all of the following categories:

**ii. Janitorial – Interior Areas**

The comprehensive cleaning, sanitizing, and other special procedures of all building interior areas, including requirements for frequency and provisions for chemicals and equipment use.

**iii. Janitorial/Garden maintenance – Exterior Areas**

The comprehensive cleaning and maintenance of all building exterior areas, including requirements for frequency and provisions for chemicals and equipment use.

**iv. Mechanical Maintenance and Energy Management**

The planning, operation, maintenance, monitoring and reporting requirements for all HVAC, mechanical, UPS, PDU, RPP and other electrical and plumbing systems. Recommissioning, labeling, and code compliance requirements. Energy management and energy consulting requirements. Preparation of comprehensive reports from data derived from the Yamatake BEMS systems installed at the TDC2 facility.

**v. Security Guard and Investigative Services**

The deployment and minimum requirements for 24x7x365 security guards. Duty and expectation requirements. Requirements for investigative services when needed. Performance expectations.

**vi. Security – CCTV Surveillance Systems**

The comprehensive surveillance of all building and property areas; interior and exterior, entry and egress. Specific requirements for equipment and operation of equipment. Performance expectations.

**vii. Community**

The involvement by the Contractor in local community organizations, non-political civic activities will be required.

**viii. Health and Safety**

The development, administration and monitoring of all health and safety plans as they pertain to Data Centre facilities management activities. The certification and oversight of activities at all levels of contractor staff in discharging duties as required in the contract and scope of services.

**B. Work Plan**

The technical proposal must contain all work or project requirements necessary to accomplish the scope of work defined in this RFP. Include a complete description of the proposed approach and methodology for the project, all project requirements, and the tasks required to accomplish the project.

The plan must be in sufficient detail to convey to members of the evaluation team the Bidder's knowledge of the subjects and skills necessary for the project. Include any required involvement of DATA CENTRE CO. or its participating facility staff.

The Bidder may present any creative approaches that might be appropriate. The Bidder may also provide supporting documentation that would be pertinent to this RFP.

Provide a separate schedule indicating when the elements of the work will be completed and when services will be provided.

## **V. Management Proposal**

In the Management Proposal, the Bidder should describe how the project will be organized and managed.

Provide all information requested in the exact order specified below:

### **A. Identifying Information**

- (i) State the business name, address, principal place of business, telephone number, and fax number and email address of legal entity or individual with whom contract would be written.
- (ii) Provide the names, addresses, and telephone numbers of principal officers.
- (iii) Specify the legal status of the Bidder and the year the entity was organized to do business as the entity now substantially exists.
- (iv) Describe the Bidder, including size, areas of specialization and expertise, client base, and any other pertinent information in such a manner that the proposal evaluators may reasonably assess the stability and financial strength of the Bidder. Provide information or references on the financial status of the Bidder.
- (v) Include any applicable licenses including those from governmental authorities, local government and any other applicable statutory agencies.

### **B. Project Management**

- (i) Describe the proposed project staffing/organization and internal controls to be used during the course of the project, including any subcontractors and their area of responsibility.
- (ii) State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this RFP. Disclose who within the Bidder organization would have prime responsibility and final authority for the work under the proposed contract.
- (iii) Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Provide resumes for the named staff, which include information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior written approval DATA CENTRE CO..
- (iv) Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management.

#### C. Experience of the Bidder

- (i) List contracts, if any, of the Bidder during the last five years that relate to the Bidder's ability to perform the services called for under this RFP. List contract reference numbers, contract period of performance, contact persons, and telephone numbers.
- (ii) In addition to the matters described in paragraph C.(i), please list all other contractual relationships during the past 5 years in which the Bidder provided services related to Data Centre facilities management services.
- (iii) Bidder must supply names, addresses and telephone numbers of five business references for whom work has been completed. Reference information must include the client name, individual contact, mailing address, phone number, fax number, internet address or email address (if available), and a brief project summary. By providing these references, the Bidder grants DATA CENTRE CO. permission to contact the references.

- (iv) Description of the Bidder's experience in **Data Centre facilities management** services.
- (v) Bidder shall describe in detail experience with "Best Practices" plans and programs for all phases of Data Centre facilities management programs. **An example of a plan shall be included in the submittal.**
- (vi) Bidder shall describe in detail experience with Computer Maintenance Management Software (CMMS). **An example of its application shall be included in the submittal.**
- (vii) If the Bidder has had a contract terminated for default in the last five years, describe each such incident. Termination for default is defined as notice to stop performance due to the Bidder's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Bidder, or (b) litigated and such litigation determined that the Bidder was in default. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Bidder's position on the matter. DATA CENTRE CO. will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of past issues.
- (viii) If the Bidder has not had any contract terminated for default in the past five years, so indicate.
- (ix) Please list any private or governmental litigation and any inquiries by governmental regulatory agencies in which the Bidder has been involved in the past 5 years. With respect to private and/or governmental litigation, please include names of adverse parties, court(s) of jurisdiction, case number and a brief description of each case, including status or disposition. With respect to regulatory inquiries, please state investigating agency, date of initial inquiry, and a description of each matter, including status or disposition.
- (x) Bidder agrees to promptly supply DATA CENTRE CO. with background financial and corporate information, including annual returns and bank references, upon request.
- (xi) Bidder shall describe its hiring processes, including background screening procedures, in detail and certifies that it complies with Federal law with respect to hiring only employees who are legally eligible to work in the United States and that it requires the same of any service delivery partners/subcontractors it engages to complete the Scope of Work. Bidder's participation in the U.S. Citizenship and Enforcement's E-Verify

program will have a favorable impact on the overall evaluation of the Project Management submission.

- (xii) Bidder shall provide sample materials it would provide DATA CENTRE CO. for the purpose of marketing these facility management services to its participating facilities.
- (xiii) Bidder shall provide certificates of insurance showing types and levels of coverage.

D. Subcontractor Information Required

If the Bidder intends to subcontract any of the proposed work stated in its technical proposal to entities it does not own, the Bidder shall submit the information required under the Identifying Information and Experience of Bidder sections for each proposed subcontractor. Please remember that the successful Bidder will be responsible for all subcontractor work and performance.

Bidders that partner or combine resources for the sole purpose of addressing this RFP must **demonstrate a successful history of working together.**

**VI. COST PROPOSAL**

A. Identification of Costs

In this section of the Proposal, the Bidder is to identify the costs to be charged for performing the tasks necessary to accomplish the objectives of the Scope of Work presented with this RFP. The Bidder is to submit a detailed budget, including staff costs and any non-labor expenses necessary to accomplish the tasks and to produce the deliverables under the RFP.

B. Award Will Not Be Based on Price Alone

The evaluation process is designed to award this procurement to the Bidder who submits a quality proposal which best meets the requirements of this RFP. This may not be the Bidder with the lowest estimated cost proposal. DATA CENTRE CO. reserves all discretion in this regard.

**VII. EVALUATION CRITERIA**

A. Evaluation Team

The proposals shall be evaluated by an evaluation team, to be designated by DATA CENTRE CO., which will determine the proposal most responsive to the

requirements stated in this RFP. Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any addenda which may be issued. Based on the results of this analysis, it may be necessary to interview and/or visit the operations of one or more Bidders. The evaluation team will then evaluate all information and make a determination which will result in the selection of a Facilities Manager.

In accordance with DATA CENTRE CO. procedures, awards shall be made to the responsible bidder whose proposal is determined in writing to be the most advantageous to DATA CENTRE CO. based upon the evaluation criteria as determined internally. The proposals will be ranked from the one most likely to the one least likely to meet the requirements listed in the RFP. If several proposals are closely ranked, DATA CENTRE CO. may arrange for oral interviews to assist in making the decision. If an award of contract is made, the Bidder who's Proposal, in the sole opinion of DATA CENTRE CO. represents the best overall value to DATA CENTRE CO. and participating facilities, will be selected. Factors which determine the award are detailed more fully in the specifications, including, but not limited to: the Proposal's responsiveness to all specifications in the inquiry; quality of the Bidder's products or services; Bidder's ability to perform the contract; and Bidder's general responsibility as evidenced by past performance. **Again, price, although a factor, will not be the sole determining factor in award of the contract.**

B. Responsiveness

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in the RFP. Only responsive proposals which **meet the minimum requirements** will be forwarded to the evaluation team for further review.

C. Award Will Be Based on Multiple Factors

As stated previously, the evaluation process is designed to award the contract to the Bidder whose proposal best meets the requirements of this RFP. The final selection, if any, will be based upon the evaluation committee's recommendation after analysis of the technical, management, and cost elements of the proposal. DATA CENTRE CO.'s decision shall be final.

## VIII. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Material submitted in response to this Request for Proposal shall become the property of DATA CENTRE CO.. All proposals received shall remain confidential until the contract, if any, resulting from this RFP is signed by the CEO of DATA CENTRE CO. and the

successful Bidder. Thereafter, the proposals shall be deemed highly confidential **DATA CENTRE CO. records.**

Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure must be clearly designated. The page must be identified and the particular exemption from disclosure upon which the Bidder is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word “Confidential” printed on the lower right hand corner of the page.

DATA CENTRE CO. will consider a Bidder’s request for exemption from disclosure; however, DATA CENTRE CO. will make a decision predicated upon applicable Japanese laws. Marking the entire proposal exempt from disclosure will not be honoured. The Bidder must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected Bidder has been given an opportunity to seek a court injunction against the requested disclosure.