



August 17, 2021

TO: HOLDERS LIST

**SUBJECT: Datacenter DR Warm Site
RFP NO. 071556**

ADDENDUM NUMBER # 01

This addendum is issued to add, remove, clarify and amend the following:

**1. Attachment A – Instructions for Proposing
Procurement Process Solicitation Timeline.**

SOLICITATION TIMELINE:

Issuance of RFP	AUGUST 3, 2021
Last Day To Submit Questions	AUGUST 13, 2021
Proposal packets due	AUGUST 24, 2021 @ 2:00 PM (PST) AUGUST 26, 2021 @ 2:00 PM (PST)
Short List Consultants*	AUGUST 31, 2021 SEPTEMBER 07, 2021
Interviews (if required)*	WEEK OF SEPTEMBER 07, 2021
Final Selection*	SEPTEMBER 10, 2021
Execute Contract*	SEPTEMBER 13, 2021

2. Attachment D – Requirements Matrix

Adding SLA Worksheet referenced in Attachment D

	Mandatory	List all SLA's, including Include uptime SLA, Smart Hands response, service response SLA, incident response SLA, Physical Security SLA, etc. See attached Worksheet.		
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Datacenter DR Warm Site Requirements		Vendor Name:	
SLA	Port Of Tacoma Preferred SLA	Describe Your SLA	Credits For Missing SLA
Datacenter Uptime	100.00%		
Network Uptime	99.99%		
Smart Hands Response Time	30 Minutes		
Other Service Response	1 Hour		
Power Uptime	99.9999%		
UPS/Generator Uptime	99.9999%		
Physical Security	Describe the level of physical security required to access the datacenter and customer rack/cage.		
Incident Response/Escalation	Respond to Priority 1 Incidents within 30 minutes		
Temperature/Humidity	Temperature at 70° +/- 10° Fahrenheit, 45% +/- 5% humidity		
Monitoring	24 x 7 Monitoring,		