2.1.8 Colocated Hosting Service [C.2.4]

Global, Robust Colocated Hosting Service

[redacted]

- Strategically located robust fiber-rich co-location facilities

The MetTel Team provides compliant Managed Services and co-location solutions for the Federal Government and commercial industries. MetTel provides a comprehensive portfolio of facilities throughout North American, Europe, and Asia [redacted] secure, state-of-the-art co-location infrastructure. Our robust, reliable, fiber-rich co-location facilities are strategically located to provide Agencies with highly-secure and cost-effective options for consolidating existing data center infrastructure and leveraging new IT consumption models such as managed hosting and/or multi-tenant infrastructure services to scale their IT infrastructure and meet their mission requirements.

2.1.8.1 Compliance with Evaluation Criteria [L.29.2.1]

The MetTel CHS solution fulfills the mandatory service requirements as specified in Section C.2.4. This section presents a technical description of our offering, demonstrating our capabilities in standards, connectivity, technical capabilities, features, performance metrics, and security. **Exhibit 2.1.8-1** highlights some key strengths and benefits of our CHS solution.

Exhibit 2.1.8-1. Features and Benefits of Approach to CHS

Evaluation Criteria	Features and Benefits of MetTel's Approach
Understanding (M.2.1(1))	• [redacted] • Standards compliant co-location facilities with bandwidth choices • Secure locations with cages, racks, enclosures with state of the art site surveillance
Quality of Services (M.2.1(2))	• MetTel co-location facilities provide robust, reliable compliant services • 24x7x365 live customer support and service monitoring
Service Coverage (M.2.1(3))	• A comprehensive portfolio of facilities throughout North American, Europe, and Asia
Security (M.2.1(4))	• Many choices in type, bandwidth and security of communications to all co-location facilities. • Standard security features include physical protection with guards at each access point, cameras (internal and external), secure locks, mantraps, controlled freight areas and package-handling systems and restricted access to key infrastructure areas

2.1.8.1.1 Service and Functional Description [L.29.2.1, C.2.4.1]

MetTel offers space options from single cabinets to multi-rack cages to private suites. Coupled with configurable primary and redundant power options to support GFP, CHS scales to support Agency near term growth requirements and future expansion. Each cabinet is capable of housing up to 47 rack-unit (RU) worth of equipment and includes secure combination locks for the Agency to control access. External traffic access provides many options with redundancy and choices of circuit type. Internet and other dedicated connection speeds, space requirements, maintenance support and operational support are implemented as specified and approved in an Agency TO.

Cages are designed for Agencies who need the convenience and flexibility of open floor space. Cage environments are built in modular sixty-four square foot (8x8) sections and can be configured to meet Agency growing demands. Cages can accommodate open racks, cabinets, free-standing or non-rack mountable equipment.

For Agencies requiring a higher level of security or larger amounts of floor space, MetTel designs and builds custom suites according to TO requirements. Suites are solid wall structures that restrict visibility and typically add dedicated access security controls such as badge readers. Additional security options include biometric access controls and secure enclosures over the top of the suite and below the floor.

MetTel provides the Government and its representatives with 24x7x365 access to leased space and GFP in the co-location facility. The co-location facilities support the technical capabilities defined in **Exhibit 2.1.8-2**.

Exhibit 2.1.8-2. Co-location Facility Capabilities.

Capability	Met Tel Response
1. Redundant and High-availability power to GFP	MetTel offers configurable primary and redundant power options to run Agency infrastructure in collocated facilities. Primary and secondary power options are available for AC and DC power and are available in several voltage/current circuit configurations.
2. Redundant Uninterruptible Power Supplies (UPS)	Secondary (redundant) power circuits are provisioned to a UPS system that is separate and redundant from the primary power circuit to ensure full redundancy for provisioned power. UPS systems receive power from both commercial power feeds and alternate power sources.
3. Very Early Smoke Detection Apparatus (VESDA)	All co-location facilities are equipped with VESDA systems as part of a comprehensive fire detection and suppression system.
4. Fire Suppression System	All co-location facilities are provisioned with multiple infrastructure elements to ensure timely fire detection and suppression including VESDA throughout the co-location facility. Pre-action dry pipe systems are triggered upon an alert from two sensors, and

Capability	Met Tel Response
	smoke sensors deployed throughout the facilities above the raised floor. Local fire extinguishers are also deployed throughout the facilities and all staff are routinely trained on proper procedures to employ during a fire-related event.
5. Redundant Cooling systems	All co-location facilities are deployed with a redundant N+1 chiller plant to ensure adequate capacity for cooling Agency environments. The overall size/cooling capacity of the chiller plants vary from site to site depending upon the size of the co-location facility.

2.1.8.1.2 Standards [L.29.2.1, C.2.4.2]

MetTel's response to CHS standards are specified in **Exhibit 2.1.8-3**.

Exhibit 2.1.8-3. CHS Standards Requirements

Standards Requirement	MetTel Response
1. TIA-942 Telecommunications Infrastructure Standard for Data Centers (as updated)	TIA-942 Tier 3 standard is our basis for co-location facility design for a continuously maintainable N+1 infrastructure.
2. NIST SP800-53 Rev 4, Security and Privacy Controls for Federal Information Systems and Organizations	Multiple co-location facilities have been formally audited and assessed to the Physical and Environmental control standards defined under NIST800-53 rev 4.
3. ICD 705, 26 May 2010, Sensitive Compartmented Information Facilities (as required)	ICD-705 compliant Sensitive Compartmented Information Facilities (SCIF) facilities can be provided upon request in a TO.

2.1.8.1.3 Connectivity [L.29.2.1, C.2.4.3]

MetTel provides exceptional route diversity options and flexible installation schedules to meet Agency requirements specified in a TO. Agencies who need large amounts of bandwidth to conduct their business efficiently will never have to worry about running out of capacity at our co-location facilities. Similarly, Agencies who require exceedingly high communications security have the benefits of selecting from physically diverse routes between their ends points. In short, there are virtually no limitations to the type, amount, or security of communications available at each co-location facility.

2.1.8.1.4 Technical Capabilities [L.29.2.1, C.2.4.4]

MetTel responses to CHS Technical Capabilities are specified in **Exhibit 2.1.9-4**.

Exhibit 2.1.8-4. CHS Technical Capabilities

Technical Capability	MetTel Response
1. At the co-location facility, MetTel is responsible for the following as required:	
a) Assuming responsibility for all damage or injury to persons or property occasioned through the use, maintenance, management, and operation of the contractor's facilities, GFP, or other equipment by, or by the action of, the contractor or contractor's employees and	In no event will either party be liable to the other for any type of incidental, special, exemplary, punitive, indirect or consequential damages, including, but not limited to, lost revenue, lost profits, replacement goods, loss of

Technical Capability	MetTel Response
agents. The government shall in no event be liable or responsible for damage or injury to any person or property occasioned through the use, maintenance, management, or operation of any facility, GFP, or other equipment by, or by the action of, the contractor or the contractor's employees and agents in performing under this contract, and the Government shall be indemnified against claims for damage or injury in such cases.	technology, rights to services, loss of data, or interruption or loss of use of service or equipment.
b) Completing any necessary pre-delivery preparations for the delivery site, site security, or storage facilities to temporarily or permanently accommodate the GFP in a safe and secure manner.	MetTel provides controlled freight areas and package-handling systems to ensure proper delivery and storage of GFP in a safe and secure manner.
c) Relocating GFP from initial receiving points or temporary storage facilities to the final contractor facility and installation site.	Remote Hands/Smart Hands services are available to relocate GFP from initial receiving points or temporary storage facilities to final MetTel co-location facility for installation.
d) Preparing the final installation site including the provisioning of necessary physical space, environmental systems, and network connectivity, including but not limited to: Internet working connections, fire suppression, HVAC, power, lighting, water, sewer, telephone and communications, physical security systems, network security systems, disaster resistance and recovery systems, cages, racks, and UPS, emergency power systems, all on a 24x7 basis, unless otherwise mutually agreed upon and specified.	MetTel provisions space for CHS to include allocation of physical space, all environmental systems necessary to support the environment, power provisioning, network provisioning and all associated facility systems necessary to maintain the environment on a 24x7x365 basis unless otherwise mutually agreed upon and specified.
e) Facilitating GFP setup, including assembling, loading, configuring, testing, and (at end of life) crating and packing GFP for return. Determinations of inter-compatibility and inter-operability shall be conducted by the contractor as soon as practical after delivery and setup.	MetTel provides Remote Hands/Smart Hands services to facilitate GFP setup, including assembling, loading, configuring and testing. At end of life crating and packing of GFP for return is also provided.
f) Providing contractor personnel with all required national citizenship, security clearances, training, and technical certifications to receive, use, maintain, manage, operate, package, transport, or ship sensitive and secure GFP.	MetTel provides personnel with all required national citizenship, security clearances, training and technical certifications to receive, use, maintain, manage, operate, package, transport, or ship sensitive and secure GFP.
2. Authorized government personnel and third-parties shall have access to GFP at specified times, in specified locations, as mutually agreed upon between the government and the contractor. Government personnel shall conform to the contractor's Acceptable Use Policy (AUP) in effect at the specified contractor facility, except where the AUP conflicts with government policy, or other government executive orders, regulations or laws.	MetTel provides approved personnel, government and third parties, with the ability to access allocated space and GFP on a 24x7x365 basis at specified times, in specified locations, as mutually agreed upon between the government and the contractor. Access to co-location facilities requires pre-registration of individuals by an authorized Agency representative 48 hours prior to the first access. Presentation of a valid Government-issued identification is required for access to all co-location facilities. All personnel must agree to conform to the MetTel Co-location Facility Policy and the MetTel Acceptable Use Policies (AUP) except where the AUP

Technical Capability	MetTel Response
	conflicts with government policy, or other government executive orders, regulations or laws.
3. The contractor shall provide a service management capability such that user can remotely monitor facility and equipment status in real-time.	Statistics related to power, temperature, entry/exit logs, and other events within the co-location environment are available through the MetTel EIS Portal. Agency personnel are provided access to the MetTel EIS Portal upon establishment of services. Authorized users can access the MetTel EIS Portal remotely.
4. The service management capability shall present alarms to the user in real-time for facility and communication failures.	MetTel provides service alarms to users in real-time for facility and communications failures. Notification are provided via e-mail list, Trouble Ticket notification, or other means as required by a TO.
5. The service management capability shall continuously update and present to the user the status of power for each rack, cooling, environment temperature, entry/exit logs, smoke detection, and connectivity.	Statistics related to power, temperature, entry/exit logs, and other events within the co-location environment are available through the MetTel EIS Portal.

2.1.8.1.5 Features [L.29.2.1, C.2.4.5]

The MetTel Team, in collaboration with Raytheon, has experience and supports construction of Sensitive Compartmented Information Facility (SCIF) facilities built to ICD-705 standards. MetTel supports Agency SCIF size and other characteristics as provided in TOs.

2.1.8.1.6 Performance Metrics [L.29.2.1, C.2.4.5.1]

MetTel complies with the performance metrics specified in C.2.4.5.1 for Internet availability and Time to Restore for CHS services.