Request For Proposal

Hosting services

Document History

Version	Date	Object
1.0	12/06/07	First version

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1 Introduction

The purpose of this RFP is to find the optimum hosting solution for our Digital Media Management and Delivery Platform, which provides Supply Chain and Retail services for rich-media content to content owners and content distributors.

Digiplug is issuing this RFP to gather initial feedback on:

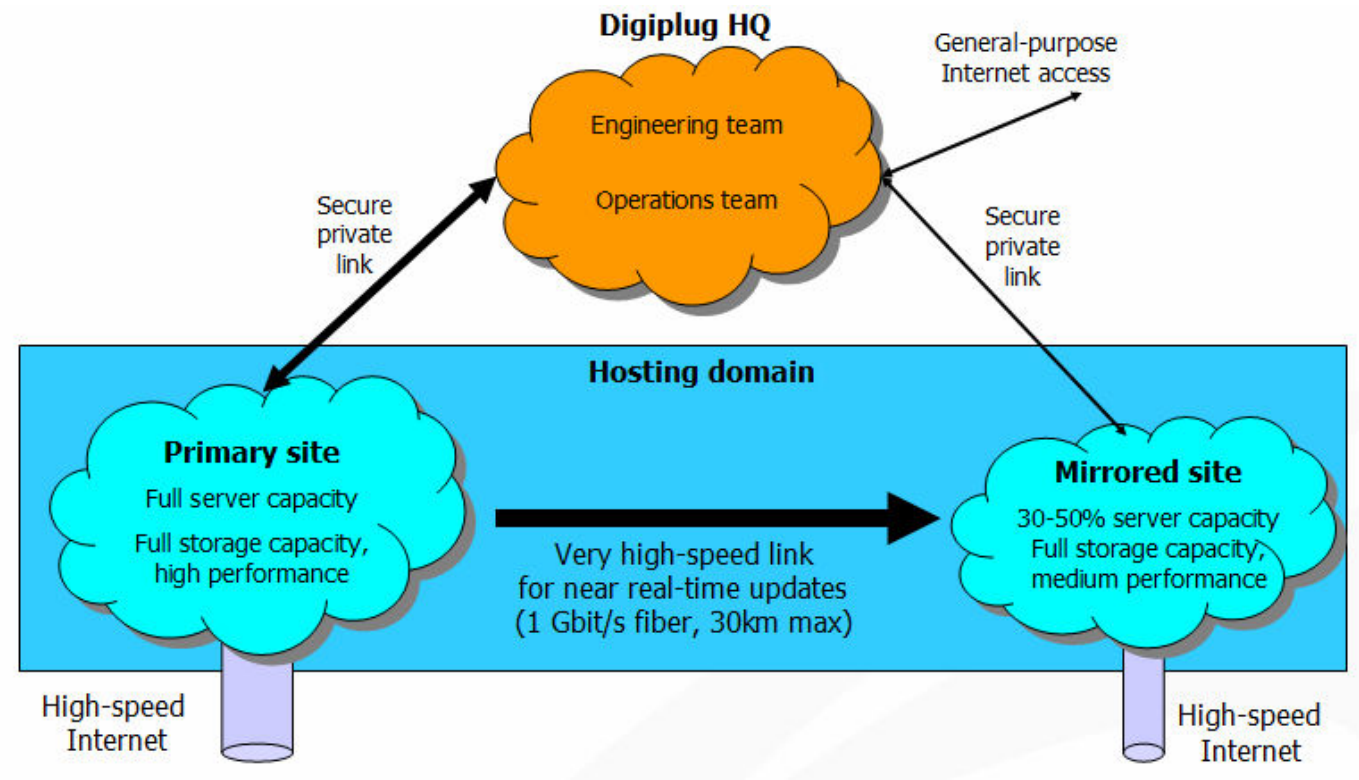
1. Server & storage hosting on a primary production site
2. Server & storage hosting on a mirror site used for internal tests and disaster recovery
3. Connectivity from Digiplug HQ to both sites
4. Connectivity between both sites for mirroring purposes
5. Connectivity from both sites to the Internet
6. DNS hosting for Digiplug domain names
7. E-mail hosting for Digiplug internal users

Additional/alternate suggestions are welcome, but only if they can truly improve the quality and the efficiency of the Digiplug platform:

- Supervision services
- Storage services
- Backup services
- Etc.

2 Technical information

2.1 High-level view



2.2 Primary site

The existing Digiplug platform includes:

- 3 (three) server racks
  - Mostly Sunfire X4100 family
  - Used for web / application / database.
  - Each rack requires 2 (two) 16A power outlets.
- 1 (one) storage rack
  - NetApp 3020
  - The rack requires 4 (four) 20A power outlets.

We expect this platform to grow:

- To a minimum of 10 (ten) racks in the next 12 months.
- To a minimum of 100 (one hundred) Tb of storage in the next 12 months,
- At an approximate growth rate of about 20 (twenty) Tb per year.

2.3 Mirrored site

The mirrored site will include:

- 30-50% server capacity of the primary site
- 100% storage capacity of the primary site

2.4 IP connectivity to both sites

Both production sites must be linked to the Digiplug HQ:

- 10 Mbit/s is acceptable for now, but 100 Mbit/s would be much better.

- A gradual and straightforward upgrade path to 1 Gbit/s must be provided.
- The links must be redundant.

2.5 IP connectivity between sites

100% of the data stored on the primary site will be replicated on the mirror site.

Asynchronous mirroring is the most likely method we will use. However, if both sites are close enough, we would like to consider synchronous mirroring as well.

Given the amount of data to be mirrored, we need a fibrer optic connection between both sites:

- 1 Gbit/s is acceptable for now.
- A gradual and straightforward upgrade path to multi-gigabit throughput must be provided.

2.6 IP connectivity from both sites

The Digiplug platform is currently serving 250+ Digital Service Providers in 50 countries. Thus, both sites need to be located on – or very close to – major backbones providing high-quality, high-throughput, multi-path bandwidth to worldwide locations:

- 100 Mbit/s is acceptable for now.
- A gradual and straightforward upgrade path to 1 Gbit/s must be provided.

2.7 DNS hosting

Several Digiplug applications require DNS names (14 right now), which must be hosted on both sites.

How these names can be switched from the primary site to the mirror site is an important part of the Disaster Recovery plan. Actual implementation needs to be presented in detail.

2.8 E-mail hosting

For the sake of simplicity, Digiplug would also like to host its e-mail service:

- Microsoft Exchange server
- Accessible through POP / IMAP / secure Webmail
- 60 users right now, should scale to 100 users
- 500 Mb storage per user

3 Proposal guidelines

3.1 Format

The RFP must be answered using the template attached to this document.

The template must not be altered in any way.

Incomplete submissions will lead to delays in the selection process, so we strongly suggest that all questions are properly answered.

Additional information may be provided, as long as it is relevant to the RFP: network map, peering lists, support procedures, etc.

The full submission must be sent by e-mail to the contact listed below.

3.2 Selection process

Responses to this RFP will be reviewed by Digiplug. Proposal evaluation criteria will include but not be limited to:

- Vendor's understanding of the scope and magnitude of the functionality to be delivered
- Vendor's technical approach and completeness of the Proposal
- Development and support capabilities
- Qualifications and relevant experience of the vendor in offering similar services
- References from existing installations with similar requirements
- Service/Maintenance/Support commitments including:
    - Location/number of administrative personnel
    - Location/number of service/technical support personnel
    - Guaranteed response times to service calls
- Costs (including all non-recurring and recurring costs)
- Discounts available

Digiplug reserves the right to:

- Reject any and all Proposals received in response to this RFP
- Reject any and all unsolicited Proposals
- Request clarifications, modifications, and changes to Proposals
- Consider Proposals or modifications received at any time before the selection is made
- Accept a Proposal other than the lowest bid

Digiplug and its directors, employees and contractors, assume no responsibility and no liability for costs incurred by vendors in the preparation and submission of their respective Proposal.

The contents of the Proposal of the successful vendor may become a part of the contract awarded as a result of this procurement.

A contract based upon the response to this RFP is valid only if signed.

3.3 Contact information

For additional information, you may contact:

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