

Request for proposal

The Scenario

The Ministry of Health of Mars republic in Central Africa wants to replace its email system that was generously donated four years ago by the Public health donor foundation (PHDF), and subsequently deeply customized for the unique requirements of Mars' MoH by a local programmer. This programmer was, unfortunately, recently imprisoned. The only extant copy of the source code to the old email system is kept by the imprisoned programmer

The MoH went through a requirements gathering process and issued an RFP, which received 3 responses: 1 from an open source consortium, 1 from a company selling the software as a service, and 1 from a large, well known proprietary software company.

The Ministry has a budget of \$50,000 a year to pay for this system. They have recently received a generous grant from PHDF for \$400,000 to implement a new email system over the next 3 years, which, in keeping with the cooperative agreement, allows the Ministry to select the system, but there will be no further funds to support the system after the 3 year period.

Below are the functional requirements of the email system, as defined by the MoH stakeholders:

- Interface
 - The whole outside border should be bright red, the color of the Mars republic flag.
 - Customizable alerts that can play a sound when email from your friend arrives.
- Functionality
 - Full text search of all emails, with a response time under 1 second.
 - Emails should be accessible offline, even if internet is down.
 - All spam shall be detected and deleted with a 99% hit rate.
 - Full integration with a geographical information service that displays graphically the provenance of each email as it arrives.
 - The whole system must be completely and totally virus-proof.
- Load
 - It should support 500 simultaneous users, with approximately 15,000 outbound and 10,000 inbound emails per day.
 - The bandwidth used across the Ministry should be less than 1Mbit/second.

RFP Responses

Following are the RFP responses:

- [Open WizMail](#) (the open source consortium)
- [GleeMail](#) (the service solution)

- [Ultimate eMail 2010](#) (the proprietary solution)

OpenWiz Mail

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Company overview

OpenWizMail was started by a community of Gigs in the University of South Upstate Nevada.

Product overview

The Open source email server and client solution "OpenWizMail" was developed by a core group of enthusiasts at the University of Upstate Nevada. It is also supported by some paid programmers. It has now been adopted by many colleges, non profits and some commercial companies and is a favorite in many small to medium companies.

There is an experienced OpenWizMail programmer from Kazakstan living in a small Clinic in the Mars republic allowing very rapid support. His girlfriend is working as a medical resident there for 6 months. It has been successfully deployed in the local high school with 5 users. We plan to set up a Mars training program for future support at the high school.

Technical specifications

It runs on Linux and has been ported to Windows server. Users love the speed and stability, and the free software. The basic install packages goes well with basic Linux experience. It runs on low power servers that can be powered by bicycle generators.

RFP response

We are sure this will suit your needs.

- Interface: **it is easy to customize and change colors, fur and stripes are really nice.**
- Customizable alerts that can play a sound when email from your friend arrives.
- Full text search of all emails, with a response time under 1 second. **We can do searches in under 20 seconds.**
- Emails should be accessible offline, even if internet is down. **Yes OpenWizMail supports SMTP, POP3, IMAP.**

- All spam shall be detected and deleted with a 99% hit rate. **We do this successfully, unfortunately certain normal messages get deleted unless you edit the configuration file in a hex editor**
- Full integration with a geographical information service that displays graphically the provenance of each email as it arrives. **This requires some programming in C++ but any good PhD student should cope. It can be integrated with any other systems at the ministry including disease warning emails (just a simple matter of programming C++).**
- The whole system must be completely and totally virus-proof. **The “OpenWizMail” community has developed an open source antivirus but cannot guarantee full protection.**
- It should support 500 simultaneous users, with approximately 15,000 outbound and 10,000 inbound emails per day. **It can support 100 simultaneous users. It will take 2 years of a top programmer modifying the core code to increase to the full load.**
- The bandwidth used across the Ministry should be less than 1Mbit/second. **It is great with low bandwidth and long latency.**

Total Cost of Ownership Calculation

	Year 1	Year 2	Year 3
Initial License fees	\$0	\$0	\$0
Maintenance License fees	\$0	\$0	\$0
Hardware	\$8,000	\$0	\$4,000
Customization	\$200,000	\$75,000	\$75,000
Bandwidth costs	\$0	\$0	\$0
Staff time	\$40,000	\$40,000	\$40,000
Training	\$25	0	0
Disaster recovery	\$20,000	\$5,000	\$5,000
Transaction costs	\$0	\$0	\$0
Total	\$268,025	\$120,000	\$124,000

Total Cost of ownership over 3 years: \$512,025

Hardware: two basic servers at \$4,000/piece, with 50% replacement in year 3.

Staff: system admin 50%, graduate student programmer.

Customization: \$200,000 year 1, \$75,000 year 2, for the performance upgrade to support the 500 users, improve search time, built new integration with open source GIS mapper, customize red border. We will also budget for an additional \$75,000 in year 3 to build an open source interface with outlook.

Staff time: 1 DBA, 1 network administrator, \$40,000/annum.

Training: 1 week course provided by programmer for free in exchange for beers at the Serena hotel.

Disaster Recovery: Weekly backups need to be taken, \$5,000 for hardware and \$15,000 for customization of open source backup software.

Transaction costs: None

Gleemail

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Company Overview

Gleehoo Inc. Welcomes this opportunity to respond to your Request for Proposal. We are the leaders in hosted email, with data centers located in India. Our company was started by two young PhD students out of a top Indian University.

Product Overview

GleeMail is one of the most popular systems and has only been down three times in the last nine months affecting only 2 global companies. GleeMail is a hosted email service, otherwise known as “software-as-a-service” or “cloud computing”. We store and host all the email on our servers. You just connect from a web browser over the Internet. No hosting costs! We offer practically unlimited disk space. No disk space worries! We are known for our super-intelligent search engine and have incorporated it into GleeMail. We offer all functionality of any email service such as filters, attachments, contact lists.

Technical Specifications

Our software-as-a-service model requires very little infrastructure expense on your part because all you need is a web browser and an internet connection.

RFP Response

Herewith is our response:

- Interface
 - The whole outside border should be bright red, the color of the Mars republic flag. **Unfortunately we do not provide this feature. Our system does however have neon-red blinking error messages.**
 - Customizable alerts that can play a sound when email from your friend arrives. **Yes we offer this feature as long as the alert is under 3 seconds.**
- Functionality
 - Full text search of all emails, with a response time under 1 second. **Yes we offer a rich set of search capabilities including full text, dynamic, intuitive search.**
 - Emails should be accessible offline, even if internet is down. **Unfortunately we do not provide this feature because the internet is available everywhere these days. But this has been requested before and is in our product roadmap for 2015.**
 - All spam shall be detected and deleted with a 99% hit rate. **Yes we offer this feature. We know what spam is because we read everyone else's email who also hosts on our system.**

- Full integration with a geographical information service that displays graphically the provenance of each email as it arrives. **Yes our most popular GIS desktop tool called GleeEarth is fully integrated with GleeMail.**
- The whole system must be completely and totally virus-proof. **Yes. Because our systems are hosted in India, by this very nature our system is virus-proof because India is the best in software development virus protection.**
- Load
 - It should support 500 simultaneous users, with approximately 15,000 outbound and 10,000 inbound emails per day. **Since we are a software-as-a-service, we can handle thousands more messages per day.**
 - The bandwidth used across the Ministry should be less than 1Mbit/second. **Yes, all you need is a better than dial-up internet connection.**
- Support
 - Support should be provided within 1 hour for crashes, and within 24 hours for medium-priority bugs. **We offer only email support and only from 9 am to 5 pm Indian time, all included in the maintenance fee.**

Total Cost of Ownership Calculation

	Year 1	Year 2	Year 3
Initial License fees	\$20,000	0	0
Maintenance License fees	\$15,000	\$15,000	\$15,000
Hardware	0	0	0
Electricity	0	0	0
Customization	0	0	0
Staff time	0	0	0
Training	0	0	0
Disaster recovery	0	0	0
Transaction costs	\$192,500	\$192,500	\$192,500
Bandwidth costs	0	0	0
Total	\$227,500	\$207,500	\$207,500

Total Cost of Ownership over 3 years: \$642,500

Maintenance License fees include Hardware, Staff Time, Support, and Disaster Recovery. No customization or training is required so costs are zero. Your existing bandwidth is sufficient so there is no additional cost.

GleeEarth Desktop is free.

Assume 100,000 searches/year, 10 cents per search.

Assume 25,000 emails/day, 365 days/year, 2 cents per email sent.

Ultimate

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Company Overview

Proprietary Inc, the developer of Ultimate email 2010, is happy to reply to this RFP. Proprietary Inc. was founded in 1975, and is based in Portland, OR, USA. We have offices in Portland, India, and Upper Mongolia.

Product Overview

Ultimate Email 2010 is the 10th version of our email software, originally developed for the Corporate department of the International Monetary Fund. The Ultimate Email 2010 system has been installed at over 50,000 large businesses world-wide, and is a major source of our corporate profits. We have generously discounted our regular corporate prices by 3.5% in order to support development in Africa. We have not yet deployed our system in Africa, but we did deploy it to a small Inuit village near the North Pole, so we think that experience will transfer well.

Technical specifications

The system is a proprietary client-server application that runs locally on the users desktops and on the server. It requires installation of the Proprietary Operating System POS v10, and our proprietary database server, ProSql, v9.5.

RFP Response

Our response to the requirements is below:

- Interface
 - The whole outside border should be bright red, the color of the Mars republic flag. **Yes, we can do this, but the logo of our company must also be prominently displayed, on advice of our legal department. This customization will cost \$10,000.**
- Customizable alerts that can play a sound when email from your friend arrives. **This is already built in, but only 3 ringtones are available with the standard product: a ringing phone, a loud rap song, and bells**
- Functionality
 - Full text search of all emails, with a response time under 1 second. **Yes, our load testing suggests the average response time will be 0.1 seconds.**
 - Emails should be accessible offline, even if internet is down. **Yes, we have sophisticated offline and synchronization capabilities**
 - All spam shall be detected and deleted with a 99% hit rate. **We detect all spam, but of course all email from our marketing department is exempted**
 - Full integration with a geographical information service that displays graphically the provenance of each email as it arrives. **For an additional license cost of \$50,000, we can provide integration with our product called Ultimate World, a 3-D representation of the globe, that only takes only 5 servers to run.**

- The whole system must be completely and totally virus-proof. **We guarantee that there will no virus if you use of antivirus system Viroguard that comes under a separate license.**
 - It should support 500 simultaneous users, with approximately 15,000 outbound and 10,000 inbound emails per day. **We regularly support load greater than this, so this is no problem.**
 - The bandwidth used across the Ministry should be less than 1Mbit/second. **Our system is quite complex, so 1Mbit/second is not enough. However, we will install a satellite dish on the roof of the Ministry to obtain the required bandwidth.**
- Support
 - Support should be provided within 1 hour for crashes, and within 24 hours for medium-priority bugs. **We have a large support department based in India who will answer your questions immediately, but only in English.**
 - Additional Features: **Our system comes with standard integrations to our ProCalendar, ProContacts Manager, and ProEmailBlast applications, which are all available for an additional license cost. We can develop custom integrations with applications from other vendors for a cost of \$50,000 per integration.**

Total Cost of Ownership Calculation

	Year 1	Year 2	Year 3
Initial License fees	\$180,000	0	0
Maintenance License fees	0	\$10,000	\$10,000
Hardware	\$50,000	0	\$25,000
Electricity	\$5,000	\$5,000	\$5,000
Customization	\$10,000	0	0
Staff time	\$85,000	\$85,000	\$85,000
Training	\$10,000	0	0
Disaster recovery	\$10,000	\$10,000	\$10,000
Transaction costs	0	0	0
Bandwidth costs	\$10,000	\$10,000	\$10,000
Total	\$360,000	\$120,000	\$145,000

Total cost of ownership over 3 years: \$651,000

Initial license: \$100,000 for Ultimate Email + \$50,000 Ultimate World 3D GIS + \$20,000 POS Operating System + \$10,000 ProSql database engine

Maintenance License: \$10,000 / year for all software

Hardware: 10 servers at \$5,000 per server, with 50% replacement in the 3rd year

Electricity: To pay for servers power usage and air conditioners

Customization: \$10,000 for the red border

Staff time: 1 ProSQL DBA (30k), 1 network administrator (25k), 1 IT support (20k), 1 security guard (10k) = \$85,000/year

Training: Free 1 week course provided by our staff for two people from your organization, \$2,000 per person for any additional person trained

Disaster Recovery: Weekly backups need to be taken, \$10,000 for proprietary hardware and software

Transaction costs: None

Bandwidth costs: VSAT satellite to cover additional bandwidth required, \$36,000/year