

RFP QUESTION SHELL

(updated as of Feb, 2002))

The following represents a typical RFP (Request for Proposal) that is sent out by a company or organization (hereinafter called **'the Organization'**) to solicit formal bids for commercial recovery services. The Organization will want all their RFP questions answered thoroughly and clearly, as well as being presented with a technical solution and pricing for any and all services proposed. The Organization will refer to the supplier of such services as "the Vendor", "the Bidder", "the Offeror", etc. These terms are interchangeable. Most RFPs for these types of services are structured in a manner similar to this document.

I. Timetable – (instructions to Bidders)

(This section will typically include the date that the RFP was issued, the date by which bidders may submit questions to the Organization, the date of the Bidder's conference to address those questions and issues, and the date that the RFP is due back to the Organization).

II. RFP Response Format - (instructions to Bidders)

(This section will typically include the manner in which the Organization wants the Bidder to respond—for instance, five bound copies, or softcopy on diskette in MS/Word 6.0, or prices submitted in a separate envelope, etc).

III. Customer's Required Configuration

(This section will typically include a list, or table/chart, of the IT environment that the Organization needs to recover, including CPUs, DASD, tape units, network, etc).

IV. Technical Specifications and Requirements

*(This section contains all the **questions** that the Bidder must answer, which begin below).*

A. Executive Summary

Please provide a concise summary of the services you are offering to us, and the advantages you bring to our Organization.

B. Vendor Profile

- 1. History – how many years providing disaster recovery services?**
- 2. Provide a brief overview of your company, including the products and services offered.**
- 3. What is your Customer Service approach?**
- 4. What is your mission statement?**
- 5. How many full-time employees dedicated to disaster recovery support?**
- 6. Provide your prior 12 months' investment, and planned technical investments.**

7. Describe your ownership (public company, subsidiary, etc.)

C. Customer Base and Corporate Experience

1. At present, how many subscribers does vendor currently support?
2. How many customer declarations has the Vendor supported?
3. How many non-customer declarations?
4. How many customer recovery tests has Vendor supported?
5. Has Bidder ever closed a facility, and if so, why?
6. Is any facility used for other than recovery purposes?

D. Sharing of Recovery Facility

1. What is Bidder's policy on handling the recovery of multiple subscribers when both are contracted for the same recovery hardware (i.e., CPU sharing)?
2. Does Vendor allow sharing by more than one subscriber at the same recovery facility? If yes, provide an overview of the logistics for this process.
3. What is the Vendor's policy on shared peripherals?
4. How does Vendor limit the number of subscribers per facility?

E. Multiple/Regional Disaster Support

1. What is Vendor's policy on regional disasters or multiple, simultaneous disasters when more than one subscriber invokes a disaster declaration?
2. How does Vendor assign priority of access to your customers?
3. Can Vendor provide access to additional hardware at time of disaster?
4. How does the Vendor prevent frivolous declarations?

Disaster Avoidance

1. What is the Vendor's disaster avoidance methodology?
2. Provide examples of Vendor's pro-active policies to avert disasters.

3. What happens if a disaster strikes our assigned recovery facility?

F. Testing Methodology and Support

1. Provide a summary of Vendor's testing methodology and standard support provided during tests.
2. What type of support does Bidder provide before, during and after a test? What type of fee is associated with this support?
3. Does Vendor provide "turnkey services"?
4. Does Bidder support remote testing?
5. What additional fees will subscriber incur during testing or disaster recovery (i.e. telephone expense, etc.)?
6. What is your test scheduling and cancellation policy?

G. References

Each bidder must provide three (3) references of customers currently under subscription for a disaster recovery configuration.

H. Financial Data

1. This section should contain information describing the current financial condition of Vendor's company. Include Bidder's latest annual report.
2. Has the Vendor experienced downsizing/layoffs?

I. Staff and Services

1. Indicate the number of support staff personnel (and their position) at your recovery site during testing and actual disaster recovery.
2. Describe the end-user support area available with a hot site subscription for our personnel. Is this area shared with other customers?
3. What support services are contractually guaranteed at time of disaster?
4. Indicate the experience of your support staff. Provide examples of successful recoveries.
5. Does Vendor offer consulting services?

6. **What services are provided as part of the standard contract, and what services are available for an additional fee?**
7. **How will Vendor keep subscriber informed of new products/services?**

J. Recovery Configuration

Vendor shall provide a detailed list of the hardware, peripherals and telecommunications equipment that you proposing to match our recovery configuration requirements.

If a specific requirement cannot be met, vendor shall explain why and if applicable, offer an alternative solution. Vendor shall also provide detail regarding optional services available.

This section of the proposal shall not contain any cost data. All cost data shall be included under the Section called "Proposed Pricing".

K. Proposed Pricing

Vendor shall provide pricing for 1, 3 and 5 year terms for the proposed recovery configuration in format indicated below. Vendor shall also include pricing for all optional services proposed. Pricing shall include the monthly subscription fee, disaster declaration fee, daily usage fees and any other associated fees (including one-time fees).

L. Vendor Policies

Pre-emptive Access Rights

1. **Provide Vendor's policy for preventing our Organization's right of access to the primary recovery configuration to be pre-empted by another subscriber.**
2. **Is Vendor currently engaged in a contract that allows a customer to have greater access rights than our Organization?**
3. **Can our Organization increase its access rights? If so, what is the procedure?**

Subscriber Risk Limitations

1. **How does Bidder agree to limit the risk of simultaneous declarations from multiple subscribers of the same configuration size as we are?**

2. Will the Bidder allow a non-subscriber access to the recovery center?
3. Has Vendor ever failed to meet their commitments to a subscriber at time of disaster?

Disaster Alert and Declaration

1. Define vendor's disaster alert and declaration procedure. Describe the support you provide at time of disaster.
2. Does vendor require a fee be paid when placing a disaster declaration or alert?
3. Does vendor require subscribers to place a disaster declaration in order to "reserve" a recovery facility?
4. How does vendor assign a recovery facility when a subscriber places a disaster declaration?

Terms and Conditions

1. Provide Vendor's provisions for upgrading our Organization's recovery configuration during the term of the contract.
2. Does Bidder's contract contain an automatic renewal provision?
3. Describe your provisions for termination of the contract, and any penalties for early termination.
4. Describe your internal quality control process. Does Vendor undergo annual audits?
5. Can our Organization or an independent, third party audit the Vendor?
6. Liability – what is our recourse if Vendor fails to meet our requirements at time of disaster?

M. Recovery Facility Specifications

Locations

1. Provide a list of all Vendor hot site recovery facility location(s). Indicate the sites that would be available and recommended for our Organization.
2. Provide a list of the Vendor's work area recovery facilities.
3. Does the Vendor offer local facilities with remote access?

4. Does the Bidder offer any mobile recovery facilities?

Telecommunications

1. Does Vendor have their own internal backbone network? If so, please describe.
2. What type of redundancy does your proposed facility have to the local exchange carrier?
3. Does Vendor have direct access to any of the Inter-Exchange Carriers?
4. Can our Organization install a dedicated line into your facility that is closest to our current data center and backhaul our bandwidth through your backbone network? If yes, how much bandwidth can we subscribe to for the purposes of backhauling?
5. Can our Organization acquire dedicated bandwidth from vendor for our backbone network and then at time of disaster reroute the bandwidth to your recovery facility so that we can avoid having to acquire switched T-1 circuits?
6. How can Vendor combine different recovery platforms located in different recovery centers to provide our Organization with a total recovery solution? How would they connect?
7. Does Bidder provide bridges, routers, multiplexors and channel extension capabilities at the proposed facility?
8. Can Vendor's CNT equipment that is used to support your backbone network be subscribed to by our Organization?
9. What usage charges, if any, can be saved by using Vendor's network capabilities?
10. Explain why Vendor's networking capabilities provide a superior recovery solution to our Organization.
11. Is the Vendor positioned for emerging technologies and high bandwidth needs such as ATM and Frame Relay?

Access / Occupancy

1. Our Organization requires access within 4 hours after placing a disaster declaration. Can Vendor meet this requirement?
2. Our Organization requires a minimum of six (6) weeks of occupancy in the hot site following a disaster declaration. Can Vendor meet this requirement?

Facility Infrastructure

1. **Detail the fire detection and suppression system of the proposed recovery facility.**
2. **Detail the security system and security staff provided at the proposed recovery facility.**
3. **Detail the environmental support equipment of the proposed recovery facility:**
 - a) **Power Conditioning**
 - b) **HVAC**
 - c) **Chiller**
 - d) **UPS**
 - e) **Diesel Generator**
4. **Indicate whether the proposed recovery facility has redundant capabilities for the above environmental support equipment.**
5. **Detail which utility (electrical and communications) vendors service the proposed recovery facility.**
6. **Indicate redundant capabilities for electrical and communications utilities in the event of an outage.**
7. **What are the maintenance procedures for the hardware and environmental support equipment at the proposed recovery facility?**

Customer Equipment

1. **Describe the storage provisions at the proposed recovery facility.**
2. **Describe the Vendor's security provisions for our data while at the recovery facility.**
3. **Describe provision for subscriber's placement of critical equipment, such as multiplexors, etc., at the recovery facility.**
4. **Will our Organization incur a fee for placing customer-owned equipment at the proposed recovery site?**
5. **Describe your provisions for customer offices. Are conference rooms available?**
6. **What manuals/guides does the Vendor provide to new subscribers?**

Transportation

1. Provide details regarding local ground transportation near the proposed recovery facility.
2. Provide details regarding local airport locations near the proposed recovery facility.

Lodging/Restaurants

1. How many hotels and restaurants are available within a five mile radius of the proposed recovery facility?
2. Do the local area hotels offer corporate discounts to the Vendor's customers?

N. Additional Information

Vendor should include any additional information which they feel would aid our Organization in their review process. This information should be limited to information the Vendor feels pertinent to their response, that was not specifically asked for in the Request For Proposal (i.e. marketing literature, additional support provided, optional services, etc.).

Vendor should be selective in the material to be included in this section.