

Network Computing Web Hosting RFP

VERIO Inc.

*RFP Authors: Matt Bell (primary contact)
Director of Communications
(303) 645-1961; mbell@verio.net*

Laura Zung, VP of Verio Web Services
Wendy Larson, VP Product Management, Verio eBusiness

Executive Summary

With more than 260,000 hosted Web sites, Verio is the world's largest domain-based Web hosting company and a leading provider of business Internet services. Founded in 1996, the company offers its customers a broad range of affordable service plans that cover every aspect of Internet communications including Web hosting, Internet access, e-commerce, managed dedicated servers, server co-location, dedicated network connectivity solutions and domain name registration.

Verio is uniquely qualified to offer Widgets 'R Us (WRU) an outstanding solution to meet the growing needs of the company. First, to address WRU's Web-hosting and e-commerce needs, we suggest beginning with Verio's Miva Merchant Server plan. This plan satisfies the initial disk space, bandwidth, transaction processing capabilities, database integration options, and scalability requirements of the new WRU site. Once traffic on the site increases in volume, we would migrate WRU to our NT dedicated server solution. Verio utilizes Apache Stronghold and SSL on its servers to provide the highest levels of security. Verio will facilitate and install the digital certificate and a merchant account through our partnerships with Verisign and Cardservice International. All shopping cart and other e-commerce functions are integrated into the Miva Merchant software. Finally, Verio's Miva Merchant hosting plan offers access to a large library of applets for guest book, chat, mail to, and other applications.

As for Internet connectivity, Verio owns and operates its own Tier One national network (see network topology in packet). The Verio network was recently ranked by the independent Boardwatch Magazine as the second-highest performing national network in the United States. To avoid congestion at national public access points, Verio has peering agreements with five of the top U.S.-based network providers. To meet the needs of WRU, we suggest installing two T-1 (1.5 Mbps each) dedicated connections from the company warehouse and administrative center to Verio's network. Further, we would leverage our preferred partnership with data CLEC NorthPoint Communications to supply the 22 storefront offices with 256K SDSL connections from each office connected to the Verio network. Connection speeds will vary depending on distance from the CO.

Getting started on the Web site, Verio Interactive will provide full Web consulting and design services for the new WRU site. Verio Interactive will work closely with the WRU IS staff to incorporate the database and

other back end systems into the site. Once up and running, Verio will provide domain name registration services and host the site in one of our state-of-the-art data centers. In the data center, the site will be connected to the Internet by multiple redundant DS-3 and OC-3 connections with live-person 24x7 customer support, diesel back-up generators, and a 99.9% guaranteed uptime policy.

Because Verio offers the broadest range of Web hosting, e-commerce and Internet access solutions, we are able to meet the needs of virtually all businesses. The company is financially secure, with a revenue run rate of \$230 million in 1999. Verio has major strategic relationships with industry leaders such as America Online, Netscape and Microsoft.

Below are breakdowns of our small-medium business Hosting packages:

ExpresStart

Product	URL / Promotion	Features	Billing
ExpresStart Site Creation	<p>URL: http://www.verio.com/expresstart/</p> <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Banners & Sweepstakes • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Your own domain name • ExpresStart Authoring Tool <ul style="list-style-type: none"> Create up to 7 pages Template-driven forms 20+ professional Styles No software to buy! No FTP or FrontPage needed No HTML knowledge required Online image gallery Include your own images Creating your web site is as easy as filling out a form. • E-mail services <ul style="list-style-type: none"> 1 POP Account 1 Autoresponder 1 E-mail Forward • Reliable web hosting <ul style="list-style-type: none"> 2 MB disk space 150 MB/mo data transfer 99.9% guaranteed uptime 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$24.95/mo quarterly billing

Hosting Plan 1

Product	URL / Promotion	Features	Billing
Plan 1	<p>URL:</p> <ul style="list-style-type: none"> • http://www.verio.com/hosting/plan1.shtml <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Banners & Sweepstakes • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> 40 MB disk space 3000 MB/mo. data transfer 24/7 access to your account Anonymous FTP access Account "Control Panel" Domain name registration Microsoft FrontPage 98 extensions Detailed Web usage statistics Access to raw log files 30 day money back guarantee 24/7 Technical Support Extensive online documentation • E-mail Services <ul style="list-style-type: none"> 1 master POP3 account 10 configurable POP3 accounts Unlimited mail fwd. to a default address 20 configurable mail forwarding options 20 autoresponders • Multimedia Capabilities <ul style="list-style-type: none"> TrueSpeech streaming audio Midi file support Many supported MIME types • CGI Script Capabilities <ul style="list-style-type: none"> Your own cgi-local directory Perl, C, Unix SH, KSH, CSH, Python Perl script checker utility FREE guestbook script FREE real-time chat FREE discussion forum script FREE Excite search FREE random link generator FREE page access counter FREE form-to-email script • World Class Technology <ul style="list-style-type: none"> Powerful SGI Origin 200 servers Customized Apache Web server software Multiple T3 connections on diverse backbones Cisco routers using BGP4 protocol Daily tape back-ups UPS power back-up, diesel back-up generator 24/7 network monitoring 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$24.95/mo quarterly billing

Hosting Plan 2

Product	URL / Promotion	Features	Billing
---------	-----------------	----------	---------

Plan 2	<p>URL:</p> <ul style="list-style-type: none"> • http://www.verio.com/hosting/plan2.shtml <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Banners & Sweepstakes • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> 60 MB disk space 4000 MB/mo. data transfer 24/7 access to your account Anonymous FTP access Account "Control Panel" Microsoft FrontPage 98 extensions Detailed Web usage statistics Access to raw log files 30 day money back guarantee 24/7 Technical Support Extensive online documentation • Domain name registration • E-Commerce Capabilities • SSL secure server <ul style="list-style-type: none"> CyberCash support Support for third-party commerce solutions • Database Access <ul style="list-style-type: none"> mSQL database access MySQL database access PHP/FI, msql.pm, msqlJava, W3-mSQL Control Panel interface to database tables • E-mail Services <ul style="list-style-type: none"> 1 master POP3 account 20 configurable POP3 accounts Unlimited mail forwarding to a default address 30 configurable mail forwarding options 30 autoresponders • Multimedia Capabilities <ul style="list-style-type: none"> RealAudio & RealVideo TrueSpeech streaming audio Midi file support Many supported MIME types • CGI Script Capabilities <ul style="list-style-type: none"> Your own cgi-local directory Perl, C, Unix SH, KSH, CSH, Java, Python Perl script checker utility FREE guestbook script FREE real-time chat FREE discussion forum script FREE Excite search FREE random link generator FREE page access counter • FREE form-to-email script World Class Technology <ul style="list-style-type: none"> Powerful SGI Origin 200 servers Customized Apache Web server software Multiple T3 connections on diverse backbones Cisco routers using BGP4 protocol Daily tape back-ups UPS power back-up, diesel back-up generator 24/7 network monitoring 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$49.95/mo quarterly billing
--------	--	---	--

Hosting Plan 3 (High Volume)

Product	URL / Promotion	Features	Billing
Plan 3	<p>URL:</p> <ul style="list-style-type: none"> • http://www.verio.com/hosting/hv.shtml <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Banners & Sweepstakes • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> 100 MB disk space 6000 MB/mo. data transfer 24/7 access to your account Anonymous FTP access Account "Control Panel" Microsoft FrontPage 98 extensions Detailed Web usage statistics Access to raw log files 30 day money back guarantee 24/7 Technical Support Extensive online documentation • Domain name registration • E-Commerce Capabilities • SSL secure server <ul style="list-style-type: none"> CyberCash support Support for third-party commerce solutions • Database Access <ul style="list-style-type: none"> MSQL database access MySQL database access PHP/FI, msql.pm, msqlJava, W3-mSQL Control Panel interface to database tables • E-mail Services <ul style="list-style-type: none"> 1 master POP3 account 31 configurable POP3 accounts Unlimited mail forwarding to a default address 40 configurable mail forwarding options 40 autoresponders • Multimedia Capabilities <ul style="list-style-type: none"> RealAudio & RealVideo TrueSpeech streaming audio Midi file support Many supported MIME types • CGI Script Capabilities <ul style="list-style-type: none"> Your own cgi-local directory Perl, C, Unix SH, KSH, CSH, Java, Python Perl script checker utility FREE guestbook script FREE real-time chat FREE discussion forum script FREE Excite search FREE random link generator FREE page access counter • FREE form-to-email script World Class Technology <ul style="list-style-type: none"> Powerful SGI Origin 200 servers Customized Apache Web server software Multiple T3 connections on diverse backbones 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$99.95/mo quarterly billing

		Cisco routers using BGP4 protocol Daily tape back-ups UPS power back-up, diesel back-up generator 24/7 network monitoring	
--	--	---	--

Hosting Plan 4 (High Volume)

Product	URL / Promotion	Features	Billing
Plan 4	<p>URL:</p> <ul style="list-style-type: none"> • http://www.verio.com/hosting/hv.shtml <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Banners & Sweepstakes • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> 140 MB disk space 8000 MB/mo. data transfer 24/7 access to your account Anonymous FTP access Account "Control Panel" Microsoft FrontPage 98 extensions Detailed Web usage statistics Access to raw log files 30 day money back guarantee 24/7 Technical Support Extensive online documentation • Domain name registration • E-Commerce Capabilities • SSL secure server <ul style="list-style-type: none"> CyberCash support Support for third-party commerce solutions • Database Access <ul style="list-style-type: none"> MSQL database access MySQL database access PHP/FI, msql.pm, msqlJava, W3-mSQL Control Panel interface to database tables • E-mail Services <ul style="list-style-type: none"> 1 master POP3 account 41 configurable POP3 accounts Unlimited mail forwarding to a default address 50 configurable mail forwarding options 50 autoresponders • Multimedia Capabilities <ul style="list-style-type: none"> RealAudio & RealVideo TrueSpeech streaming audio Midi file support Many supported MIME types • CGI Script Capabilities <ul style="list-style-type: none"> Your own cgi-local directory Perl, C, Unix SH, KSH, CSH, Java, Python Perl script checker utility FREE guestbook script FREE real-time chat FREE discussion forum script FREE Excite search FREE random link generator FREE page access counter • FREE form-to-email script World Class Technology <ul style="list-style-type: none"> Powerful SGI Origin 200 servers Customized Apache Web server software Multiple T3 connections on diverse backbones Cisco routers using BGP4 protocol Daily tape back-ups UPS power back-up, diesel back-up 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$249.95/mo quarterly billing

		generator 24/7 network monitoring	
--	--	--------------------------------------	--

NT Hosting

Product	URL / Promotion	Features	Billing
Plan NT	<p>URL:</p> <ul style="list-style-type: none"> • http://www.verio.com/nt/ <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Banners & Sweepstakes • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> 2500 MB/mo. data transfer 80 MB disk storage space Windows NT 4.0 running IIS 4.0 Multiple fiberoptic T3 connections to diverse backbones Uninterruptible power with UPS and backup generator • Other Features <ul style="list-style-type: none"> Your own domain name (www.yourdomain.com) Web-based Control Panel to manage your account online Access to raw log files for statistical analysis, plus get Virtual WebTrends 4.0 for FREE! Anonymous FTP access Microsoft® FrontPage® server extensions 24/7 access to account via FTP, Visual InterDev®, Server side scripting using Active Server Pages, JavaScript, VB Script Your own cgi-bin directory to run Perl scripts Server-side includes MS NetShow™ server (supports RealAudio®, RealVideo® formats) SSL secure server (requires purchase of digital ID from VeriSign) • Database Features <ul style="list-style-type: none"> ODBC data sources into your Access or FoxPro database tables MSSQL database access with 20 MB allocated disk space additional MSSQL space is \$2/MB/mo.) • E-mail Features <ul style="list-style-type: none"> 1 master POP account 10 configurable POP accounts Unlimited e-mail forwarding to default address 20 e-mail forwarding options 20 e-mail autoresponders ASPMail 	<ul style="list-style-type: none"> • Setup \$100 one-time • Monthly charge \$99/mo quarterly billing

E-commerce Hosting – Cyberstand

Product	URL / Promotion	Features	Billing
Cyberstand E-commerce Plan	<p>URL:</p> <ul style="list-style-type: none"> • http://www.verio.com/commerce/commerce1.shtml <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> Storefront Creation and Maintenance from Mercantec SoftCart™ Startup Site Creator or Open Market's ShopSite Lite Up to 10 products Easy Storebuilder wizard tool Browser-based site creation • Catalog Maintenance <ul style="list-style-type: none"> Browser-based maintenance Graphics upload through browser Add/delete/edit products • Payment Processing <ul style="list-style-type: none"> Manual payment processes offline • Security <ul style="list-style-type: none"> All payment order information encrypted Public/private key encryption Automated encryption key management • Order Notification <ul style="list-style-type: none"> E-mail customer receipt Email order notification to merchant • Order Delivery <ul style="list-style-type: none"> Secure transaction log Built-in tax and shipping 3 tax and shipping zones • FREE Plan 1 hosting account featuring: <ul style="list-style-type: none"> Domain name 40 MB Disk space 3000 MB Data Transfer 24/7 Access to your account E-mail at your domain (etc. see Hosting Plan 1 above) 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$34.95/mo quarterly billing

E-commerce Hosting – eVendor

Product	URL / Promotion	Features	Billing
eVendor E-commerce Plan	<p>URL:</p> <p>http://www.verio.com/commerce/commerce2.shtml</p> <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features <ul style="list-style-type: none"> Storefront Creation and Maintenance from Mercantec SoftCart™ Lite Site Creator or Open Market's ShopSite Manager: Up to 100 products Easy Storebuilder wizard tool Browser-based site creation Site template included • Catalog Maintenance <ul style="list-style-type: none"> Browser-based maintenance Graphics upload through browser Add/delete/edit products Add delete database table columns 	<ul style="list-style-type: none"> • Setup \$50 one-time • Monthly charge \$74.95/mo quarterly billing

		<p>Unlimited product categories</p> <ul style="list-style-type: none"> • Merchandising Tools Sales, upselling, discounts Temporarily out of stock Merchant definable promotions • Payment Processing Manual payment processes offline or real time transaction processing through CyberCash, ATS Bank or PaymentNet • Security All payment order information encrypted Public/private key encryption Sophisticated key management system Encryption keys assigned by function Import third-party encryption keys • Order Notification E-mail customer receipt E-mail order notification to merchant Optional drop ship vendor notification • Order Delivery Secure transaction log Built-in tax and shipping Unlimited tax and shipping zones Connects to Intuit Quickbooks Drop ship fulfillment module • FREE Plan 2 hosting account featuring: Your own domain name 60 MB Disk space 4000 MB Data Transfer 24/7 Access to your account E-mail at your domain (etc. see Hosting Plan 2 above) 	
--	--	---	--

E-commerce Hosting – MarketPlace

Product	URL / Promotion	Features	Billing
MarketPlace E-commerce Plan	<p>URL: http://www.verio.com/commerce/commerce3.shtml</p> <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Print Advertising • Radio Advertising • Channel Marketing • Affiliate Program 	<ul style="list-style-type: none"> • Technical Features Storefront Creation and Maintenance from Mercantec SoftCart™ 4.0 Site Creator or Open Market's ShopSite Pro Unlimited products Easy Storebuilder wizard tool Browser-based site creation Site template included • Catalog Maintenance Browser-based maintenance Graphics upload through browser Add/delete/edit products Add/delete database table columns 	<ul style="list-style-type: none"> • Setup \$100 onetime • Monthly charge \$124.95/mo quarterly billing

		<p>Unlimited product categories</p> <ul style="list-style-type: none"> • Merchandising Tools Sales, upselling, discounts Temporarily out of stock Merchant definable promotions • Payment Processing How Transactions are Processed On-line secure credit card processing through CyberCash, ATS Bank or PaymentNet Security All payment order information encrypted Public/private key encryption Sophisticated key management system Encryption keys assigned by function Import third-party encryption keys • Order Notification E-mail customer receipt E-mail order notification to merchant Optional drop ship vendor notification • Order Delivery Secure transaction log Built-in tax and shipping Unlimited tax and shipping zones Connects to Intuit Quickbooks Drop ship fulfillment module • FREE Plan 3 hosting featuring: Your own domain name 100 MB Disk space 6000 MB Data Transfer 24/7 Access to your account E-mail at your domain (etc. see Plan 3 above) 	
--	--	---	--

Dedicated Unix Hosting

Product	URL / Promotion	Features	Billing
Dedicated UNIX Hosting	<p>URL: http://www.verio.com/hosting/dedicated/unix.shtml</p> <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Print Advertising • Resellers 	<ul style="list-style-type: none"> • Basic Configuration: 350 MHz Pentium II CPU 4.5 Gig Mirrored Hard Drives 128 MB of RAM • Software: BSDI 3.0 UNIX Operating System Apache Web Server • Bandwidth: 20 Gigs per month included Additional 10 Gigs for \$100 per month • Contract Length: Quarterly Automatic renewal unless 2 weeks prior 	<ul style="list-style-type: none"> • Qtr. billing plus setup Varies based upon requirements

		notice of cancellation given.	
--	--	-------------------------------	--

Dedicated NT Hosting

Product	URL / Promotion	Features	Billing
Dedicated NT Hosting	<p>URL: http://www.verio.com/hosting/dedicated/nt.shtml</p> <p>Promotion:</p> <ul style="list-style-type: none"> • Search Listings • Print Advertising • Resellers 	<ul style="list-style-type: none"> • Basic Configuration: 350 MHz Pentium II CPU 9.5 Gig Mirrored Hard Drives 128 MB of RAM • Software: NT 4.0 Operating System IIS Web Server ODBC Drivers PC Anywhere Remote Access Microsoft FrontPage `98 Extensions • Bandwidth: 20 Gigs per month included Additional bandwidth available in 10 GB chunks • Contract Length: Quarterly Automatic renewal unless 2 weeks prior notice of cancellation given 	<ul style="list-style-type: none"> • Qtr. billing plus setup Varies based upon requirements

Verio Solution Summary

Web Hosting and E-Commerce

Product	URL / Promotion	Features	Billing
---------	-----------------	----------	---------

Miva Merchant Server	http://www.iserver.com/products/ecommerce/merchant/	<ul style="list-style-type: none"> • 200 MB of disk space • Secure Socket Layer (SSL) security • Miva Merchant software (a \$495 value!) • Optional online credit card processing • Free installation of your own digital certificate • Easy-to-use interface for store creation & maintenance • Telnet, SSH, or FTP access to all configuration and log files • CGI-bin • Database Support • Multimedia Support • Unlimited POP accounts, aliases, and autoresponders • Unlimited FTP users • Multiple Domain Hosting 	<ul style="list-style-type: none"> • Setup: \$50 one-time • Monthly fee: \$125.00/mo
Dedicated NT Server	http://www.verio.com/hosting/dedicated/nt.shtml	<ul style="list-style-type: none"> • 350 MHz Pentium II CPU • 9.0 Gig Mirrored Hard Drives • 128 MB of RAM • NT 4.0 Operating System • IIS Web Server • ODBC Drivers • PC Anywhere Remote Access • Microsoft FrontPage `98 Extensions • 20 Gigs per month included • Additional bandwidth available in 10 GB chunks • Miva e-commerce software at no charge 	<ul style="list-style-type: none"> • Setup: \$895.00 • Monthly fee: \$895.00

Internet Connectivity

Product	URL / Promotion	Features	Billing
(2) T-1 Dedicated Connections	URL: N/A	<ul style="list-style-type: none"> • 3 Mbps dedicated Internet connectivity • Verio Tier One national network transit 	<ul style="list-style-type: none"> • Setup: \$2,000.00 • Monthly fee: \$3,400.00/mo. • Telco install: \$600 • Monthly fee: \$800.00
SDSL	N/A	<ul style="list-style-type: none"> • 256K Internet connection • "Always on" technology • No monthly telco fees 	<ul style="list-style-type: none"> • Setup: \$200.00 • Monthly fee: \$180.00 • Bridge/Router: \$350.00

Verio Solution Cost Summary

Product	One-Time Fees	Recurring Fees
Domain Name Registration	\$49.00 (InterNIC fee not included)	
Miva Merchant Server	\$50.00 (set up)	\$125.00/month (monthly fee)
NT Dedicated Server	\$895.00 (set up)	\$895.00/month (monthly fee)
(2) T-1 Connections	\$2,000.00 (set up) \$600.00 (telco set up)	\$3,400.00 (monthly fee) \$800.00 (monthly telco)
(22) SDSL Internet Connections	\$200.00 (x22)=\$4,400.00 (set up) \$350.00 (x22)=\$7,700.00 (telco set up)	\$180.00 (x22)=\$3,960.00 (monthly fee)
Totals:	\$15,694.00	\$9,180.00/month

