

FACT SHEET

Bulk Tender for Video Hosting and Streaming Services

Background

This period Bulk Tender, also known by its project name EnVision, was called by the InfoComm Development Authority of Singapore (IDA) for the supply of Video Hosting and Streaming Services to Government Ministries/Departments (including all Government Schools, Government Aided Schools, Independent Schools and Specialized Independent Schools, that have access to GeBiz and Government Intranet), Statutory Boards, Organs of State, and Participating Entities (National University of Singapore, Nanyang Technological University and Civil Aviation Group).

The objectives of this Bulk Tender are:

- To provide a full suite of video hosting and streaming services, from video filming services, live streaming webcast services to VoD services for hosting and streaming videos classified as restricted and below, via the Internet.
- To deploy the video hosting and streaming services on platforms that are scalable to meet the demands of video streaming to large number of viewers and have sufficient storage to host the videos.
- To offer the services based on a pay-per-use utility model. Customers subscribing to the VoD services of this bulk tender will only be charged for the usage of the video hosting (storage) and video delivery (bandwidth/data throughput), i.e., there is no minimum commitment or subscription charges required.

Successful Tenderers

On 25 February 2010, MOF Tender Board B approved award of Bulk Tender for two years with an option to extend by additional one year. The contract start date is 15 March 2010.

The successful tenderers are:

- (a) Evvo Media Pte Ltd (partnering SingTel and Akamai) is an interactive digital media agency based in Singapore that specializes in streaming through all IP devices as well as being at the forefront of digital media marketing in Asia. SingTel (Alatum Cloud Service Provider) provides cloud services (compute and storage) for Video Hosting and Streaming platform to meet demands of video streaming catering to large number of concurrent users while Akamai provides Content Delivery Network (CDN) services.
- (b) Servtouch-Wywy (S) Pte Ltd (partnering NewMedia Express and e-Cop) is a leading technology solutions and support services provider in Asia Pacific.

NewMedia Express (nGrid Cloud Service Provider) provides CDN services and cloud services (compute and storage) for Video Hosting and Streaming platform to meet demands of video streaming catering to large number of concurrent users while e-Cop provides information security surveillance services and security audit/review services.

Scope of Tender

The scope covered under the Bulk Tender for Video Hosting and Streaming Services include VoD Services and Optional Services.

VoD Services comprise

- Provision VoD Hosting and Streaming Platforms for Video Delivery (VHSP)
- Provision Professional Services
- Provision Web Design and/or Development Services of a Cross-VHSP Portal Interface

Optional Services

- Provision Live Streaming Webcast Services
- Provision Video Filming Services
- Provision Digitization and Segmenting Services
- Provision Post-Production Services
- Provision Video Backup Services

There are two type of service delivery model available, as follows:

Guaranteed Service

- Usually meant for event-based videos (e.g., National Day Rally) where large expected number of viewership and video quality assurance are required
- Quality of delivery guaranteed for each and every concurrent viewer up to maximum initially specified by Customer
- Pricing plans (charging based on data throughput) are monthly Contract

Best Effort Service

- Usually meant for promotional videos where slight stalling of video during video streaming is tolerable
- Charges are lower than Guaranteed Service
- Pricing plans (charging based on data throughput) are Pay-Per-Use

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USEFUL INFORMATION / REFERENCES

IDA Bulk Tender for Video Hosting and Streaming Services

(IDA PERIOD TENDER (T) 828)

<http://intranet.igov.gov.sg/CentralICTServices/BulkTenders/PeriodBulkTenderInformation/T828.htm>