

Questions and Answers #1

12/17/15

Bid GF-1606

WIDE AREA NETWORK (WAN) AND INTERNET ACCESS SERVICES

Bid Opening Date & Time: January 6th, 2016 at 9:00 a.m. (Eastern Time)

Question 1: Can the school district provide additional detail and specifications on the required firewall service? Is the equipment to be hosted on site within a school district owned facility?

Answer 1: We are only requiring some type of basic firewall protection with sufficient capacity to protect our internal network against unauthorized access into our network and other Internet threats while allowing our users to access the Internet. This does not require any equipment to be hosted on site within any school district owned facility.

Question 2: Can the school district please define the requirements for a non-shared network?

Answer 2: This is to ensure that no other company, school or entity is sharing (piggy backing) the bandwidth that we are paying for.

Question 3: Can you please define “protected to prevent attacks”?

Answer 3: The vendor’s must ensure that our district’s networks and the district’s data and information are secured to prevent unauthorized access from outside the district.

Question 4: Can the District please define the current level of security and equipment used?

Answer 4: The district is currently secured and protected by both our current ISP provider and our own firewall equipment and content filter appliance. We are using Cisco ASA firewall and Lightspeed Internet Appliance.

Question 5: Can the District define “sufficient capacity to protect Phenix City School District internal network”?

Answer 5: The vendor’s proposed service must provide basic firewall protection with the ability to protect our internal network against unauthorized access into our network and other Internet threats while allowing our users to access the Internet.

Question 6: Is the vendor responsible if the network attack comes from within the network due to user intent?

Answer 6: No, the vendor is not responsible if a network attack comes from within the network due to user intent.

Question 7: What process will be used when a location needs a bandwidth augment? Is the vendor required to monitor usage at each location?

Answer 7: We will notify the vendor of our needs for any bandwidth changes. The vendor is not required to monitor usage at each location.

Question 8: Can the school district provide a list of current school district installed equipment that will require compatibility?

Answer 8: We currently have Cisco WS-C3750X-48P-E Catalyst 3750X Switches installed at the entry point of each school.

Question 9: Is it the school district's intent to require vendor to comply with any new equipment installed during the service term?

Answer 9: Though we don't see any changes in the near future, we would however require the vendor to comply with any new equipment installed during the service term.

Question 10: Can the school district provide a copy of the current QOS requirements and QOS is measured today?

Answer 10: Our current QOS requirements are not available at this time.

Question 11: Page 7 Sect L. states Vendor must provide a minimum contiguous block of 128 IP addresses. Are these public or private IP's? Are these IPV4 or IPV6? Can the school district specify who will maintain the IP's addresses on the customer's side? Would the school district consider a non-contiguous block of IP address if a contiguous block is not available?

Answer 11: These are public IPV4 IP addresses that will be maintained by the Technology Director of our school district. As per our RFP, the vendor must provide a contiguous block of 128 IP addresses.

Question 12: For how long will payment be "not be made" in the event of an outage... pro-rated period of the outage, for the month or for the remaining term of the contract?

Answer 12: No payments will be held up in the event of an outage. Excessive outages can be considered "failure to supply good quality service" and our District reserves the right to cancel the contract with the vendor for nonperformance at any time during the contract period.

Question 13: If the outage is caused by the customer's CPE or network changes, can the vendor be held responsible?

Answer 13: If any outage is caused by our school district for any reason, the vendor cannot be held responsible.