

Response to Questions Submitted as of 1pm EST November 1, 2019

The responses below are for questions received as of the deadline for questions stated in RFP Section 2.4. **This document is hereby incorporated into and becomes part of RFP#1940VF.**

Question 1) I'm reviewing your Bid document for the 36 office WAN needed for the Buffalo & Erie County Public Library and the document listed upgrades of fibre service of 10,000 Mbps. Could you clarify please? Did you mean 100mps, 1Gb or 10gb service?

Answer: 10Gbps.

Question 2) I see your current equipment as Cisco and HP. While we do Cisco work, I think going with something with much more hardened IPSEC and much more bandwidth processing power by a different established network equipment provider might be a better solution and would also be slightly less costly than Cisco while providing an equal quality line of products. Let me know your thoughts.

Answer: Please refer to the RFP for the scope and nature of the service being requested.

Question 3) Couple of questions for you regarding your project. I've reviewed your Topo and was curious why your Vlans are set the way they are. I see one Vlan for the Staff systems and public wired systems. Then another Vlan for the wireless devices. 1. Are the wireless devices accessible by the public? 2. Are the wireless devices accessible by the staff to access your internal staff applications?

Answer: Public may access the public network. Only staff may access the staff network. Traffic may not pass from one to the other.

Question 4) On your WAP's, would replacing them be an option in replacing the network devices (switches/routers)?

Answer: Please refer to the RFP for the scope and nature of the requested services.

Question 5) Is a copy of the RFP available in Word Document format, so that our written responses can be embedded into the RFP document?

Answer: For responder convenience in preparing responses a Microsoft Word version of pages 1-13 of the main RFP document and page 1 of the Exhibit C Pricing Form will be posted on the B&ECPL's website RFP page and uploaded to the FCC Form 470 #200000803 associated with this RFP.

Question 6) In relation to section 4.1.1 Switch or router equipment type, model... What is the existing equipment on site?

Answer: Our main switch is a Cisco Layer 3 switch.

Response to Questions Submitted as of 1pm EST November 1, 2019

Question 7) In relation to section 4.1.4 Burst bandwidth parameters in each direction... Are you looking for all connections to burstable? If so, to what greater speed? (i.e. 4x)?

Answer: In 4.1.4 we are asking the vendor to supply information on if they are burstable and what those parameters are. We are not specifically seeking burstability.

Question 8) In relation to section 4.1.5 Network diversity, redundancy, self-healing provisions... Can you define these requirements more? Are you looking for redundant connections between each site or ?

Answer: In 4.1.5 we are asking the vendor to describe/supply information on what attributes their offering has in relation to maintaining service availability/uptime.

Question 9) In relation to Section 1.2 Background... Currently the Branches and suburban libraries are configured for 30 MB or 50 MB EPL circuits. The RFP states it is looking for growth of circuits to 10,000 MBPS. In Section 9,A.- It is stated that "we are presently planning on initially maintaining existing bandwidth levels, with the potential to increase outlets up to 100 MBPS each along with an increase in BW to the central Library to accommodate the changes in outlet bandwidth". Based on this statement, will the Central Library be the only location to accommodate 10,000MBPS for this RFP? If not, please identify which locations will require potential growth to 10 GIG given the BW in place today?

Answer: Please consider all locations as potentially requiring the 10Gbps when specifying pricing. If it is not possible to reach that to some locations, specify pricing to the highest bandwidth level you can provide.

Question 10) In relation to section 4.5 Describe Disaster Recovery Provisions- Please provide a more detailed description/definition of what you are looking for the partner to provide?

Answer: We are looking for a description of any disaster recovery provisions you may have or may put in place to maintain/provide service between locations.

Question 11) In relation to Section 7, Please describe what is meant by comprehensive and actionable Performance Report for each link, path and end-to-end services.

Answer: A report would consist of items such as tested bandwidth/throughput/usage and uptime.

Question 12) It was stated that in addition to providing solutions that are similar to the current network, alternate proposals to the current network may also be considered. Please provide the number of devices that may require internet access at each of the branch libraries as well as at the Central location.

Response to Questions Submitted as of 1pm EST November 1, 2019

Answer: Numbers are approximate and do not include WIFI. Patrons access public WIFI and the number of simultaneous connections is currently not tracked.

Alden	20
Audubon	65
Clearfield	35
Eggertsville	27
Williamsville	30
Angola	21
Aurora	35
Boston	13
Leroy R Coles	56
Crane	40
Dudley	35
East Clinton	21
Isaias Gonzalez-Soto	31
Frank E Merriweather	68
North Park	36
Riverside	27
Anna M Reinstein	40
Julia Boyer Reinstein	70
City of Tonawanda	34
Clarence	47
Collins	29
Concord	25
Eden	27
Elma	25
Grand Island	23
Hamburg	42
Lake Shore	14
Lackawanna	24
Lancaster	40
Marilla	14
Newstead	21
North Collins	20
Orchard Park	40
Kenilworth	25
Kenmore	57
West Seneca	35
CENTRAL LIBRARY	400

Response to Questions Submitted as of 1pm EST November 1, 2019

Question 13) In relation to Section 1.2 Background... in order to determine whether the Cisco 4506 can be supported, please provide Show Version and Show Hardware outputs for this device. – Need a copy of config to replicate, and is it under contract, if so how much longer?

Answer: The switch is currently not under contract. For security reasons we cannot supply the requested information in an open forum.

Question 14) In relation to Section 1.2 Background... How many devices does the replacement 4506 switch need to support?

Answer: The switch acts as main backbone switch to 5 others at the Central Library. It services those other switches, approximately 20 servers, and the Ethernet hand-offs from branches.

Question 15) In relation to Section 1.2 Background... What is the current number of switches and port counts of each switch at the branches and suburban libraries?

Answer: Branch & suburban library locations average 2 switches with a total of 96 ports. The Central Library has 5 non-main switches averaging 192 ports.

Question 16) In relation to Section 1.2 Background... How old are the HP Procurve 2500 Series and or 2600 Series switches at the branches and suburban libraries?

Answer: Between 6 months and 6 years.

Question 17) Please provide clarification on the July 1st time frame and special construction around section 8.3 pg 11-8.4. Is July first negotiable due to potential construction needed for Fiber placement?

Answer: Please refer to the RFP Section 6.4 Actual Timeline, which begins “All fiber circuits under this agreement must be in place and operational as of July 1, 2020” and Section 6.5 Vendor Non-Performance Penalty which begins “Should the Vendor not provide services by the actual plan date, Vendor shall reimburse the Library for all costs of extending the Library’s existing service beyond the actual plan date until the Vendor provides operational service. Please also refer to Section 9 – Evaluation and Awards, evaluation criteria C and D.

Question 18) Would the Buffalo & Erie Public Library consider network monitoring as a service?

Answer: That is not within the scope of this RFP.

Response to Questions Submitted as of 1pm EST November 1, 2019

Question 19) Can you please sign off on attached NDA, we need that in order to send out our disaster recovery plan, as requested in the RFP?

Answer: The Library will consider signing a non-disclosure agreement (NDA) specific to the disaster recovery plan if it is also compliant with New York State Freedom of Information Law (FOIL) and the plan is submitted pursuant to the instructions below. The NDA would have to explicitly refer to the vendor's obligation to clearly segregate and mark any information it considers to be exemption from disclosure, as described below. **New York FOIL requirements apply to all responses and are summarized below.**

The Library, this RFP, and submitted responses are Subject to NY State Freedom of Information Law (FOIL)

This RFP and any responses submitted are subject potential disclosure. All books and public records of a governmental entity, the contents of which are not otherwise declared by law to be confidential must be open to inspection by any person and may be fully copied pursuant to the New York State Freedom of information Law (Public Officers Law, Article 6, §84-90). For more information see: <http://www.dos.ny.gov/coog/foil2.html> .

Proposers are responsible for segregating and clearly marking as confidential any "trade secret" or other material the proposer wishes excluded from disclosure under FOIL. Proposer must also submit written documentation demonstrating the material within the proposal marked "confidential" conforms to New York State law. Not conforming to these requirements will cause your proposal to be deemed non-compliant and subject to rejection by the B&ECPL.

The failure to segregate and clearly mark confidential information, trade secrets and/or proprietary information, shall constitute a complete waiver of any and all claims for damages caused by release of the information by the B&ECPL. Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" are subject to rejection by the B&ECPL without further consideration.

All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' proposals content not complying with the exclusion provisions noted above become public information. The content of each proposal will be held in strict confidence and no details of any proposal will be divulged to any other vendor prior to contract award.