Internet Service Provider (ISP) Services
Questions and Answers

Q   Is service being requested at one location or multiple locations? Can you supply any/all service addresses?
   A. One location 229 Peachtree ST. N.E. Suite 100 Atlanta GA 30303

Q   Will this be replacing any existing services? If so, please elaborate on what will be displaced.
   A. Yes

Q   Can you clarify what you mean by "Cross-Linking"? Is this a primary/failover request for outbound internet?
   A. Failover using equal cost multi-pathing.

Q   Will firewall services be designed to accommodate both the Lumen/Level III circuit and the new 10G circuit? Please provide details on the current Lumen/Level III circuit.
   A. Vendor recommendation for Lumen and 10g Circuit, currently no active Lumen circuit.

Q   What type of handoff do you need? Single Mode, Multi-Mode, or Copper?
   A. Depends on what equipment that will be provided.

Q   Please confirm the complete installation address, including floor and suite number.
   See first question. 17th floor suite 100.

Q   Will ARC be responsible for in-building extension to the customer suite, or is this the vendor's responsibility?
   A. Vendor responsibility

Q   What bandwidth speeds and term lengths (1, 2, 3, 4, 5 years) is ARC considering?
   A. 10gb and 36-month contract

Q   Pleas e provide details on your third-party network monitoring tools.
   A. Graylog, ManageEngine, Tenable.IO.

Q   How do you want Comcast Business to interface with your existing third-party network monitoring tools?
   A. Be able to pull logs into third party tools.

Q   What are you currently using for firewall services? Is it customer premise or cloud-based?
   A. CPE Fortinet 200E on premise

Q   Is it a requirement to provide firewall services, either on-premises or cloud-based?
   A. Yes, whichever solution works best for our infrastructure.

Q   What are you using today for anti-malware and antivirus?
   A. Sophos Anti-Virus and MS Defender

Q   Is it a requirement to provide anti-malware and anti-virus solutions?
   A. Yes, based on firewall configuration.

Q   Do you have a current DDoS service? If so, is it always active or does it require manual intervention?
   A. Vendor supported unsure if active or manual.

Q   Does ARC intend to assign operational responsibility for managed security services and firewall to the awarded bidder, including 24x7 monitoring, system updates, patching, and management of rules and configurations?
    A.   Depends on vendor offerings and cost.

Q   Does ARC expect a high availability implementation of the firewall function?
    A.   Not required but preferred depending on cost.

Q   For intrusion detection, can you elaborate on what is meant by 'suspicious activities'?
    A.   Any anomalous activity

Q   For data encryption: Please define the scope of the data needing encryption, both in transit and at rest.
    A.   All data based on NIST-800

Q   What specific requirements do you have for data encryption? Are you looking for VPN, SASE, or another solution?
    A.   All Egress data encrypted. Proper working VPN solution

Q   Please clarify your expectations for data encryption, especially in relation to management of data storage or databases and the support for VPN for remote users and/or site-to-site tunneling, including the number of end users and sites involved.
    A.   All Egress data encrypted, we have 1 site.

Q   Are you using a secure DNS service today? If so, how is it managed?
    A.   Yes, Quad 9 is our forwarder

Q   Is it a requirement to provide data encryption?
    A.   Yes

Q   Please provide details on your current email environment, including the ecosystem and number of mailboxes.
    A.   Microsoft 365 with 310 mailboxes

Q   For email security: Can you specify the types of filters you require to block spam and phishing attempts?
    A.   Vendor recommendations

Q   Is it a requirement to provide email security?
    A.   Yes

Q   Can you elaborate on what is meant by compliance with regulations and standards under section E, G?
    A.   The ISP's compliance with regulations and standards and NIST-800

Q   With the 15-page limit for responses, do additional attachments count towards this limit?
    A.   Yes

Q   How does ARC intend to procure service under this RFP (e.g., contract vehicle, customer master agreement)?
    A.   Contract with selected vendor for 36 months.

Q   Can bidders send their RFP responses to it-rfq@atlantaregional.org, or is there another designated email address for digital copies?
    A.   There is no other email address to send digital copies too.

Q   Is it a requirement to provide a sealed package (with hard copy and USB drives)?
   A. No

Q   What do you mean by "owning 4 IP addresses"?
   A. We do not wish to own any IP addresses.

Q   Are there other methods to provide copies besides USB drives, considering security risks?
   A. You can email or mail the digital copies. The address and email are within the RFP.

Q   How many usable IP addresses do you need?
   A. 32

Q   Do you have diversity needs from any other carrier, including entrance, route, or POP?
   A. No

Q   Can you please provide clarification in the RFP regarding deviations to terms and conditions?

   In the initial phase of the proposal evaluation process, the evaluation committee will review all proposals timely received. Non-responsive proposals (those received after the deadline or not conforming to RFP requirements) may be eliminated. The remaining proposals will be evaluated in a cursory manner to eliminate from further consideration those proposals which in the judgment of the evaluation committee fail to offer sufficient and substantive provisions to warrant further consideration. Each proposer bears sole responsibility for the items included or not included in the response submitted by that Respondent. Atlanta Regional Commission reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions and/or specifications in this RFP.

   A. This means that the Respondent shall submit information close to the require Specification or SOW requested by ARC or they may be disqualified, and their response may be deemed non-responsive at the sole discretion of ARC.