Pierce County Library System
RFP for E-Rate Cybersecurity
E-Rate 470 #CBR420250519
Q&A and Updates to RFP
July 14, 2025

Deadline Extension to August 11, 2025 at 5 p.m. Pacific Time:

The deadline for submitting proposals has been extended to August 11, 2025 at 5 p.m. Pacific Time so that vendors will have 28 days from the posting of this Q&A and Updates to RFP.

Questions and Answers:

Project 1. Upgraded Next-Generation Firewall Licenses

Q1: What type of Cisco Firewall does the Library System currently have? For Example, a Firepower 3105

A1: The Library will be running dual Cisco 3120 firepower appliances and 20 remote 1120 ASA appliances, so management must be compatible with this setup.

Q2: We can offer both physical and virtual options for the firewall management part of this project. Is there a preference from Pierce County? If virtual, what hypervisor is being used today?

A2: The Library will be running dual Cisco 3120 firepower appliances and 20 remote 1120 ASA appliances, so management must be compatible with this setup. The Library is running VMWare.

Project 2. Endpoint Detection Upgraded Licenses with Configuration and Installation

Q1: Are there requirements for managed security services? Is Microsoft the only vendor to be considered for this part of the project? Will alternative vendors for end point detection be considered?

A1: The proposed solutions must be within the MS ecosystem of endpoint protection to be compatible with existing systems. Although Microsoft is the only

manufacturer/maker considered, all resellers of compatible solutions will be considered.

Q2: Are you open to other EDR/MDR solutions other than Microsoft based?

A2: The proposed solutions must be within the MS ecosystem of endpoint protection to be compatible with existing systems. Although Microsoft is the only manufacturer/maker considered, all resellers of compatible solutions will be considered.

Q3: If you are open to other solutions is Malicious Domain Blocking required as part of our solution, or are you open to getting that portion of the quote by another provider?

A3: Due to the need to stay within the MS ecosystem, the Library is not open to other systems.

Project 3. Immutable Backups and Data Protection

Q1: Are you looking to replace your primary SAN as part of this project? If so what hypervisor and storage protocols are you looking to support?

A1: No, the Library is only looking to replace their backup storage for fast on-premises and cold off premises storage.

Q2: How many front-end TB of data are you needing to protect. Can you give a VM count, and type break down?

A2: The Library has between 80 and 100 VMs which include multiple server OS systems running infrastructure roles, SQL databases, application servers, web servers, and multiple Windows 10 and 11 user VMs. There is a total of around 15TB of data but the Library will need multiple backups for retention.

Q3: Do you have any backup frequency requirements more often than once a day? Do you have any long-term data retention requirements?

A3: Daily, 4 weekly, 3 monthly, and 1 annual. These are flexible depending on system speed, compression, and performance. This will also vary based on the server's function.

Q4: Do you have a secondary location in mind and what kind of connectivity do you have to that location?

A4: The Library is open to using one of their branches or another proposed off-site location. The Library's capacity would be limited to the 1GB fiber line at each branch.

Q5: What type of data makes up the 100TB? Is the 100TB stored across all 18 branches? Or is it centralized/consolidated at a single site?

A5: There are various types of data including SQL databases, infrastructure Servers, VMs. The storage will be used for immutable backups, not for production servers. All data is centralized at the hub site.

Q6: How is the 100TB of data stored? NFS? SMB?

A6: The data is stored in SMB format.

Q7: Do branch locations connect back to a central repository? What is that connection?

A7: All locations connect back via 1GB layer 2 Fiber connection to a 10GB WAN connection at the hub. The Hub site has 10GB Fiber connection to Dedicated Internet for offsite, unless offsite location is a current location, then 1GB would be used.

Q8: How much of that bandwidth is available for this part of the project?

A8: 1GB would be available primarily during the evenings, though data is already stored at the hub site. Most of the 10GB connection at the Administrative Center hub would be available in the evenings on the dedicated internet connection from the hub site in the evening hours. If needed during business hours, we would want to throttle to 1GB for hub site's dedicated internet.

Q9: Will the requirement call for immutable storage and data protection for data at each individual branch location?

A9: All data is centralized at hub site, there should be no backups stored at individual branch locations.

Q10: What Operating System (OS) is hosting the 100TB of data? Virtual OS? If so, what is the host OS? 10Gb Ethernet? Fiber Channel?

A10: Most systems are virtual MS Server OS systems with less than 10 being Linux based virtual appliances. All but two servers are virtualized. Two physical servers are running Server OS. The host OS is VMWare 7. Fiber Channel running to 2 switches for aggregation and load balancing / additional throughput.

Q11: How will data at each branch be transported to the off-site location, assuming not public cloud?

A11: There will be no data to transport for branches due to all data being centralized at hub location.

Q12: Is there already a DR site in place that can be used for off-site storage?

A12: Though we could potentially use a current remote location, we will be reviewing all potential solutions presented.