



# St. Johns River Water Management District

Michael A. Register, P.E., Executive Director

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DATE: April 20, 2023

TO: Prospective Respondents

FROM: Kendall Matott, Contracts Manager

SUBJECT: Addendum #1 to Invitation to Negotiate 38385 – Wide Area Network and Internet Managed Security and Voice Services.

As a result of various questions received from potential respondents the District compiled and provided clarification on the inquires listed below.

Document, Section #, Page #	Section Name	Question	Answer
ITN_38385, page 1		How many Internal IP's are there?	We utilize a significant number of /21, /22, and /24 subnets from various private scopes internally. Short answer is over 3000 potential, but much of that IP space is dark
ITN_38385, page 1		How many External IP's are there?	We have a Class C subnet for external use at the headquarters. /30 at each remote site.
ITN_38385, page 1		Which systems are required to be scanned in the monthly Vulnerability Scans? Total number of systems based on IP Addresses please.	DMZ Servers and Each Site's Public FW IP.  About 26 IPs currently
ITN_38385, page 1		How many systems are there in the "DMZ"	16

Document, Section #, Page #	Section Name	Question	Answer
Attachment – Statement of Work, page 45	Scope	Besides the Quarterly Vulnerability Scans, what do you consider part of “Managed Security Services”	24/7/365 Monitoring of FW logs/security events. Security Incident Detection and Mitigation/Response. Alerting and troubleshooting of security events, FW monitoring, management, configuration, and support
Attachment – Statement of Work, page 45	scope	How many Remote VPN clients are required?	All staff are allowed VPN access, so currently between 500 and 550
Attachment – Statement of Work, page 45	Tasks and Deliverables, (c)	What is meant by High Reliability and High Availability when the remote sites only require a single piece of hardware for SD-WAN and Firewall?	We want each site to have two geographic and vendor diverse connections. One must be fiber and the other may be a reasonable backup link for each location. May be identical to primary or an LTE router, etc. So, if one link goes down, the other picks up seamlessly. If you recommend redundant equipment, you may propose that, but separate it into an optional upgrade.
Attachment – Statement of Work, page 45	Tasks and Deliverables, (d)	How many Site-to-Site VPN Tunnels are required?	We expect all sites to be able to communicate with each other or the Internet without going thru a “hub” site. So, all sites should work independently, even if the HQ is offline completely. It is my understanding, though SD-WAN dynamically created the S2S VPNs as needed as the network comes online.
Attachment – Statement of Work, page 46	Detail and Requirements	How much training is expected per year? How many trainees will there be?	We expect initial training on all systems our staff will be using/supporting and also following any significant changes to those systems (major upgrades, new online portal, etc.). Between 2 and 5 trainees.

Document, Section #, Page #	Section Name	Question	Answer
Exhibit C	3. Managed firewall and Security Services	What is the current Firewall Makes, Models, and approximate ages?	2x Fortigate 300E (HA), 1x Fortigate 100E, 2x Fortigate 80E, 6x Fortigate 60E – All purchased in 2020.
Exhibit C	3. Managed firewall and Security Services	What software licenses subscriptions do the current firewalls have? Level, Expiration	See screenshot at end of document
Exhibit C	3. Managed firewall and Security Services	What is the current firewalls support contract? Level, Expiration	See screenshot at end of document
Exhibit B	WAN and Internet Tab	How much data is replicated per night?	About 2TB to 2.5TB daily (midnight to midnight) over current infrastructure.
Exhibit B	WAN and Internet Tab	What is the typical replication window? E.g., 7PM- 5AM = 10 hours	It replicates all day. We have QoS configured to de-prioritize it <i>underneath</i> Best Effort traffic, so work and Internet utilization will not be impacted.
Attachment – Statement of Work, page 45	Tasks and Deliverables, (f)	How many total DID's and Toll-Free numbers do you currently have?	1085 DIDs, including 7 Toll-Free numbers
Exhibit B	Voice Trunks and Services (f)	How many number ports will be expected for this project? Knowing that there are two sites would it be (2) or would (1) port for all numbers be acceptable?	I anticipated 1 port for all numbers. If 2 ports are possible and recommended, we would need to discuss the benefits/drawbacks and requirements.

License Information

Entitlement	Status	
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> </div> <div> <p>FortiCare Support</p> <p>FortiCloud Account</p> <p>Hardware Version</p> <p>Enhanced Support</p> </div> </div>	<p>Registered</p> <p><span style="background-color: black; color: black;">[REDACTED]</span></p> <p>Advanced hardware (Expiration Date: 2023/09/19)</p> <p>Premium (Expiration Date: 2023/09/19)</p>	<div style="border: 1px solid #ccc; padding: 2px; width: fit-content;">  Actions ▾         </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> </div> <div> <p>Firmware &amp; General Updates</p> <p>Intrusion Prevention</p> <p>AntiVirus</p> <p>Web Filtering</p> <p>Outbreak Prevention</p> </div> </div>	<p>Licensed (Expiration Date: 2023/09/19)</p> <p>Licensed (Expiration Date: 2023/09/19)</p> <p>Licensed (Expiration Date: 2023/09/19)</p> <p>Licensed (Expiration Date: 2023/09/19)</p> <p>Licensed (Expiration Date: 2023/09/19)</p>	
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> </div> <div> <p>Industrial DB</p> <p>FortiIPAM</p> <p>IoT Detection Service</p> <p>FortiGate Cloud</p> </div> </div>	<p>Not Licensed</p> <p>Not Licensed</p> <p>Not Licensed</p> <p>Not Activated</p>	<div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 5px;">  Purchase ▾         </div> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 5px;">  Purchase ▾         </div> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 5px;">  Purchase ▾         </div> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content;">  Activate         </div>

The response due date remains the same **2:00 p.m., May 04, 2023.**

If you have any questions concerning this solicitation, please e-mail me at [kmatott@sjrwmd.com](mailto:kmatott@sjrwmd.com).