Questions and answers

1. Section 3.7: "services provided by the vendor shall be invoiced in a monthly basis": that means the total cost of the supply + configuration + licenses has to be split in 5 years evenly?

- Correction (since this is a generic template): the vendor shall be invoiced in a yearly basis, hence the total cost has to be split in 5 years evenly.

2. Section 4.1.3: "The system should support deployment as a physical or virtual appliance". The offer should contain both cases?

- If your solution supports both deployments, feel free to indicate both, but the requirement is either physical or virtual appliance, so one offer is sufficient.

3. Physical deployment case: UPS system is provided by UPU or it must be part of the offer?

- UPS system is provided by the UPU.

4. Section 4.1.3: "the proposed solution must be implemented as a cluster". In the case of virtual appliance you still want to have A/A A/S solution?

- Correct.

5. Section 4.1.1: "ability to manage a large number of firewall rules". What is the current number of rules, or what is expected to be?

- 200+

6. Section 4.6: "work closely" means on-site at UPU offices? Which tasks should be executed at the headquarters? Is it possible to have an esteem of the quantity? Or will it be part of future agreements?

- The installation location of the firewall is Bern, Switzerland. There are no other locations involved.

7. Is it required to train UPU internal staff after deployment + basic configuration?

- Please refer to the Section 4.1.3 – Initial implementation phase.

8. Section 4.8. Travel, meal, and overnight stay costs when moving to UPU offices (if and only if agreed with UPU) will be paid by UPU. Is our understanding correct?

- The installation location of the firewall is Bern, Switzerland. There are no other locations involved.

9. Who is the owner and operator of the actual UPU infrastructure?

- The owner and operator of the UPU infrastructure is the UPU headquarters, located in Bern, Switzerland.

10. There will be a dedicated technical interface to facilitate integration of the solution?

- Please clarify. Are you referring to the Project Management Team?

11. Section 4.1.3: "The solution should provide a centralized management console for policy configuration, monitoring and reporting". The monitoring and reporting solution has to refer only to the on-scope appliances provided or may monitor also other elements in the network? If yes what kind of elements and how many?

- The proposed solution must refer to the appliances installed in the UPU office only.

12. Is there any data restriction to be considered? For instance, in case of a cloud solution the VM can be hosted outside Switzerland?

- We are looking for a on-premise solution.

13. Is the current solution managed internally or outsourced to a third-party ?

- Managed internally

14. What is the solution in place and why is it replaced ? End of life cycle, operational complexity, infrastructure growth ?

- pfSense, being replaced due to the lack of certain functionalities (such as URL filtering, application control)

15. How will the routing be handled on the LAN ? Will it only be North/South traffic or will the firewall handle internal East/West traffic ?

- Nort/South only

16. If the Firewall acts as gateway, how many subnets/vlan will need to be configured ?

- Currently one VLAN/subnet (/16), but could be extended up to 5 VLANs/subnets

17. How many rules/policies are currently in place on the existing solution ?

- ~20

18. Are the policies in place up to date or is an assessment and cleanup necessary during the transition to the new solution ?

- Up to date

19. Will the firewall be part of a VPN/Tunnel infrastructure to services hosted outside the LAN ? (Cloud, remote site…)

- No VPN/tunnel infrastructure is forseen/requested

20. What type of equipment will the firewall be connected to ? Are the devices internally managed or outsourced to a third party ?

- All devices are internally managed

21. Is a handover or training to the internal staff required at the end of the implementation ?

- Yes

22. About the centralized management console, do you plan to add other firewalls to it in the near future?

- Not planned at the moment

23. If a virtual appliance is suggested, what would be the resources available on the host for this deployment? CPU/RAM/Disk space and type.

- We will be able to accommodate whatever is required

24. If virtual, will the firewall be part of a global backup and recovery plan or should it be considered standalone in the proposal ?

- Please consider redundancy on the appliance level (clustering)

25. Is this replacing an existing firewall?

- Yes

26. If yes, please specify vendor and model(s)

- pfSense

27. Can you provide a copy of your current network diagram?

- Attached

28. "How many locations will a NGFW Firewall be deployed in? (Please announce number of ISPs and users per branch office)"

- Bern, Switzerland

29. How many users do you have behind the network? Total no of Users (by sites/branches -if applicable)

- Specified in the RFP

30. Expected Concurrent Users   Specified in the RFP

31. Expected growth of Users

- ~5-7% yearly

32. Total Session/Connection usage in the current firewall:

- Specified in the RFP

33. Total WAN Bandwidth/What is the total available Internet bandwidth?   Mbps

- Specified in the RFP

34. What is your total throughput per Internet connection?

- Specified in the RFP

35. Total no of VPN tunnels required - site to site / client to site: (by sites/branches -if applicable)

- 0

36. Key Applications Used:

- Internet browsing, video conferencing and workspace (Teams, Zoom)

37. Are there Homegrown/Custom applications being used:

- No

38. Is Custom Signature creation required for Homegrown/ Custom applications

- No

39. Is attack prevention via ENCRYPTED APPLICATIONS(both SSL and SSH) required:

- No

40. Will the systems be running in an HA/redundant configuration? Which locations will have redundant units? (Please specify)

- Specified in the RFP. The location is Bern, Switzerland

41. How many ISP links are coming into the network and what type of ISP links will be used?? (Static IP, DHCP, PPOE, MPLS)

- One ISP link, Static IP

42. What type of internet connection to the firewall? Ethernet or Fiber? (Confirm all that apply): T1/T3, Fiber, Cable, DSL

- Ethernet, Fiber

43. Is IPS/Anti-Bot/Anti-Virus/Anti-Malware/Anti-Spyware/Vulnerability Protection Functionality required (Threat Prevention):

- Specified in the RFP

44. Is URL Filtering functionality required:

- Specified in the RFP

45. Is conversion of unknown threats (APT/Zero-Day attack) into known threats required within 15 mnutes of detection:

- N/A

46. Licence Duration/Support Required - (1 Year / 3 Years)

- Specified in the RFP

48. How many branch offices do you have with what kind of WAN connectivity?

- No branch offices

49. Are you refreshing or consolidating any branch office hardware (routers, firewalls, WAN optimization)?

- N/A

50. Are you moving to the cloud or SaaS for any applications or already using (i.e. Office 365)?

- N/A

51. Do you have application performance issues?

- No

52. Any specific problem/pain area that needs to be addressed:

- Application identification and URL filtering

53. Please confirm which model of 10GbE SFP+ is required: Short or Long Range (10GBase-SR or 10GBase-LR).

- Short Range 10GBase-SR.

54. Would it be possible to integrate this new cluster to the current management environment of the UPU ?

- We prefer to isolate environments.

55. Could you please clarify your expectations regarding 'Compliance' as mentioned in section 4.1.3 (The solution provides compliance reporting features to meet regulatory requirements) ?

- For example, a report for the external auditor, showing evidences of how personal data is protected (GDPR compliance for example).

56. Chapter 3.8. What do you mean with "Services" are they the installation services ?

- By Services we mean the scope of work defined in 4.1:

  The scope of work for this call for tenders comprises:

  - **Provision of the firewall;**
  - **Support during the initial deployment phase.**

57. Do you require consulting services for the implementation of the new services (URL filtering, application control, user awarness…) ?

- Only at the initial deployment phase, so a quick handover would be sufficient.

58. There is no information regarding the SLA; could you specify the requirements?

- We're looking for a firewall appliance (either physical or virtual). What SLA are you referring to?

59. Are the associated services already defined, or may we propose them?

- The requested functionality is defined in the section 4.1 – Description of the services.

60. What is the equipment environment (brands) with which the firewalls need to integrate?

- Arista switches, Extreme Networks switches, VMware ESXi (in case of virtual).

61. Are we correct in assuming that the solution will be operated at the main location (Weltpoststrasse 4, 3015 Bern)?

- Correct.

62. Is it permissible to offer multiple options/variants (minimum requirements/recommended requirements)?

- Yes, it is permitted.

63. Are we correct in assuming that the management and logging (Analyzer and Manager) can also be hosted as VMs at the customer's site?

- Correct.

64. Will any hyperscaler-resources be made available for management purposes?

- Affirmative.

65. On the general requirements for the Firewall is specified that:

The system should support deployment as a physical or virtual appliance, depending on organizational needs.
Could you please clarify which option (physical or virtual appliance) is more suitable for your organization? As this information is crucial for us, in order to prepare a suitable and precise technical proposal based on your needs. In the case that a virtual appliance is preferred or more suitable for you, could you kindly inform us of the virtualization platform your organization uses for hosting firewall virtual appliances (e.g., VMware, Hyper-V, KVM, etc.) ?

- Can you provide with two options? We'd prefer to have physical appliances, but in case it's virtual, we are powered by VMware.

66. *Is it acceptable to offer the Centralized Management Console as a virtual appliance? If so, do you have virtual infrastructure available in your environment to host this virtual appliance? Additionally, could you inform us which virtualization platform is in use (e.g., VMware, Hyper-V, KVM, etc.)* ?

- It is acceptable. We use VMware.

66. "The total number of devices protected by the firewall solution is approximately 500 during normal hours and up to 2,000 during events"

Can you confirm this represents the average number of connected devices behind the Firewall?

- Correct.

67. "The system should support deployment as a physical or virtual appliance, depending on organizational needs"

Is there any preference for the UPU ?

- Physical.

68. "The system must be redundant; therefore, the proposed solution must be implemented as a cluster (either active/active or active/standby)"

Is there any preference active/active or active/standby?

- No preference.

69. If virtual, do you want a redundant cluster as well?

- Correct.

70. In the event of a physical appliance, each firewall should be equipped with redundant power supplies"

Built in or external ?

- Built-in.

71. Could you precise if you have any specific performance expectation in terms of : VPN, IPS, Antimalware, etc.

- The firewall will be primarily used for filtering outgoing web traffic originating from the wireless network, therefore, URL filtering and application identification, will be considered as a high priority requirement.

72. Could you provide a basic schematic diagram of the targeted network architecture of the UPU in Bern?

- Attached.

73. Could you give us an overview of your current firewalls installed base? Brand? Model? Security licences? Architecture (what zones do they protect? are they clustered?)

- pfSense 2.7.X running on Lenovo server, not clustered

74. Do you have a centralised management console for your current firewalls? If so, what is the maximum number of devices you can manage with your current management console licence?

- N/A

75. Does this invitation to tender concern the supply of new firewalls for a completely new requirement or the replacement of existing equipments?

- Replacement of pfSense infrastructure

76. If this invitation to tender is for the replacement of existing firewalls, what is the model and brand of these firewalls, and what are the associated security licences?

- pfSense 2.7.X running on Lenovo server

77. Where will the firewalls be physically installed? Site/datacenter? Building?

- Union Postale Universelle (UPU), Weltpoststrasse 4, 3015 Bern

78. Do you have an architecture diagram of your LAN and wireless infrastructure to be secured by these firewalls?

- Attached

79. Will these firewalls be dedicated solely to protecting your wireless infrastructure?

- Correct

80. You mention that the solution must support deployment in both physical and virtual appliances. Do you have a preference or technical constraints in your architecture/environment that would guide your choice towards one or other of the deployment models (physical or virtual)?

- Physical appliances would be preferrable

81. What is the wireless solution (brand? model? specifications?) in place that you would like to protect with these firewalls?

- Aruba APs (303/345/505/535) with redundant Mobility Masters

82. The current Internet bandwidth is 1Gbps. Do you plan to upgrade the Internet bandwidth during the firewalls contract lifecycle (within 5 years)? If so, do you have an estimate of the future bandwidth?

- There are no plans to upgrade the bandwidth

83. Do you have an estimate of the Internet bandwidth required to cover the needs of the 2,000 endpoints during the events (will 1Gbps Internet be sufficient during the events?)

What is the maximum number of simultaneous connections expected during the events (number of simultaneous users connected to the wifi and having access to the Internet)?"

- According to our previous events 1Gbps is sufficient. ~2000 endpoints is the maxmim number of devices connected during the event

84. Do you accept the proposal of options or variants for this call for tenders?

- Yes

85. Can you tell us what level of support is expected for these firewalls? 24x7 support? 8x5 support?

- 8x5 support

86. Regarding the support, do you require any support via the partner (first level of support provided by the tenderer) or direct manufacturer support would be sufficiant for you?

- Both options are fine

87. Can you confirm that the payment for the 5-year support will be made as a one-time fee at the inital delivery and installation of the equipments?

- The payment will be done yearly

88. Would you like the migration of these firewalls to take place during working or non-working hours?

- During non-working hours

89. What is the main role of the firewall? Perimeter firewall? Internal/core firewall? Both?

- Perimeter firewall primarily used for filtering outgoing web traffic originating from the wireless network, therefore, URL filtering and application identification, will be considered as a high priority requirement.

90. What is the max throughput expected for the firewall, all features enabled and with scalability needs included?

- Up to 1Gbps.

91. If the firewall cluster is able to store logs locally, do you need an additional appliance dedicated to aggregate the logs centrally?

- What is the retention and for how long the logs can be kept? We assume that storing of logs would be handled by the dedicated appliance (virtual).

92. If the firewall cluster can be managed entirely by the active node, do you need an additional apliance to manage it centrally?

- As long as the cluster can be managed from one place, no additional appliance is needed.

93. Do you need to order some SFP transceivers? If yes, which type and how many?

- N/A

94. Is it a firewall cluster which replace an existing one? If yes, what is the model of your current firewall?

- We are replacing the standalone instance of pfSense 2.7.X running on Lenovo server

95. If the firewalls of this RFP will replace an existing cluster, to estimate the migration effort, we need to know :
The number of security policies

- ~20

The number of objects

- ~50

The number of interfaces and VLANs

- 4 interfaces / 3 VLANs

The number/types of VPN tunnels

- No VPN tunnels

96. Are you looking to manage the Firewall solution yourself, or are you also open to a **managed service** approach?

- We are looking to manage the firewall solution by ourselves.

97. As our pricing is based on the total **number of users** covered by the firewall service (among others), are you able to share this number? A user would be any employee or subcontractor of UPU covered by the Firewall.

- Are you referring to the number of users or number of active devices covered by the firewall? Depending on the time/day of the year, up to 500 devices during normal hours and up to 2,000 devices during events (for example conferences).