

1. Who is Merit Network? Are they part of the State of Michigan?

Answer: Merit Network is the ISP for the current contract. Their office is in Ann Arbor, Michigan. They partner with AT&T to provide internet services for the current TLN WAN. In addition to internet services, they provide DNS and DDoS.

2. For the sites that have cable modem service or other services today, do you want to look at fiber internet to those sites or upgrade the cable internet?

Answer: We would be interested in the fiber option.

3. Do you have a preference to a cloud based internet connectivity or physical internet access routed through a headend location?

Answer: TLN is open to all solutions, however, you will note in the RFP that our preference is for our each location to go out to the internet directly rather than coming back to TLN as a headend.

4. What type of traffic is traversing the WAN network? Voice? Type of Data?

Answer: The type of traffic over the WAN is diverse. Each library goes direct out to the internet and they host their own products including voice. A majority of the libraries come back to TLN for TLN hosted services.

5. Is TLN interested in only physical fiber or only internet or both as part of this RFP?

Answer: TLN is interested in both. Respondents are welcome to partner with another entity so both are provided in the solution.

6. Where does TLN post updates to the bid?

Answer: TLN posts updates to the bid to the <http://tln.lib.mi.us/rfp> site.

7. Will TLN consider a SD-WAN option?

Answer: TLN is open to all solutions as long as they meet the requested requirements.

8. Will there be more than one awardee?

Answer: It is possible that more than one respondent will be awarded if multiple respondents are needed in order to meet the requirements. TLN awarded two respondents AT&T and Merit Network in the prior bid because AT&T only provided physical fiber and Merit Network provided internet, DDoS and DNS.

9. Is TLN open to alternative designs if it meets your technical requirements?

Answer: Yes.

10. Are there particular sections of the network that you wish to create more redundancy for?

Answer: TLN currently has the only redundant circuit on the WAN. The locations do not. We do not currently see a need for redundancy for the locations – only at TLN since TLN hosts mission critical services.

11. Is there a separate/unique internet connection being delivered to every library site?

Answer: We are interpreting the words ‘internet connection’ to mean physical fiber connection. Yes, there is a physical fiber connection in the current WAN design for each location.

12. Regarding internet bandwidth to each facility, is TLN looking for logical or physical separation of traffic?

Answer: The separation of the traffic can be physical or logical. The method used by the vendor’s solution should be included in the bid.

13. Does TLN require denial of service (DDoS) to be provided on every location?

Answer: Yes. We currently have DDoS service that can be activated upon request for any location on the WAN in the event of an attack.

14. Can TLN provide a projection for your internet bandwidth growth?

Answer: In the current contract, we contract for 4Gb of bandwidth for the overall WAN. RFP Bid, p. 10, G.1.2 requests pricing for various bandwidth sizes 4Gb to 10Gb. Future WAN bandwidth size will depend on pricing, what the library anticipates as needing, etc. That is why we are requesting pricing for the various sizes.

15. Will TLN consider a 5-year term if a financial incentive is offered?

Answer: You’re welcome to provide a 3-year and 5-year offering. We do require a 3-year bid. 5-year would be optional. We are willing to take a look.

16. TLN Attachment B only shows multipoint one VLAN74.

a. Is this the only VLAN used throughout the network?

b. Does internet traffic and VLAN traffic co-exist in this VLAN?

Answer: a) Yes, the WAN has one VLAN. However, there are several libraries using VLAN 74 to get to the internet but also use a separate VLAN between their main branch and their smaller branches. Ypsilanti, Dearborn, Grosse Pointe all have a unique VLAN of their own to interconnect their

branch locations. Both branch traffic and internet traffic traverse these unique VLANs. All other locations have one branch.

b) Yes

17. Is Changing the VLAN number permitted in a Vendor solution?

Answer: Yes.

18. Do the Highland Township and Milford libraries, which are connected on Comcast fiber, also connect to the TLN WAN, exchanging traffic with VLAN 74?

Answer: No, they connect to TLN hosted services via a private VPN connection. In addition, there are some libraries in Attachment C that also connect to TLN hosted services via a private VPN connection.

19. Is there any desire to connect libraries shown in Attachment C to the TLN WAN? We presume these libraries receive only internet access from the TLN consortium.

Answer: We would like to see a solution for libraries in Attachment C. The 10 libraries listed have their own internet solution. It is not through TLN. Their current vendor is noted for those libraries that we are aware of what solution they use. We would like to provide an incentive for those libraries to join our WAN which is why we are including them in the RFP. See p. 10, G.1.1.4.a.

20. Is the IP address space currently used by TLN owned by the previous provider or is it provider independent space?

Answer: IP address space is owned by the previous provider, Merit Network. See p. 8, D.2.e. for more details.

21. Is there a significant amount of inter-library traffic not destined for the Head End?

Answer: No. Libraries have traffic going to TLN for TLN hosted services only. There is no inter-library traffic other than email. TLN is not a head end.

22. Page 3 of the proposal indicates 4Gb of internet bandwidth, drawing indicates 2Gb. Please advise.

Answer: Thank you catching that. We are currently contracting for 4Gb of internet bandwidth. There are 2 2Gb links with 2 10Gb ports. The traffic is split between the 2 links. If one fails, it fails over to the other link. A revised Attachment B has been posted to our site and can be found at <http://tln.lib.mi.us/rfp>.

23. The RFP states as part of its A.3 Minimum Requirements: Provide DNS hosting for a minimum of 2 hosting addresses and include reverse DNS capability. Will a vendor be disqualified if this requirement cannot be met?

Answer: No. A vendor will not be disqualified if this requirement cannot be met.

24. How do the TLN locations use the shared 4Gbps of internet bandwidth today?

Answer: The internet access at the libraries is used for staff and public access to the internet as well as connections back to TLN for TLN hosted services. Some libraries host services to the public at their locations that are reachable from other WAN members as well as the public.

25. How do the TLN locations use their direct internet connections today?

Answer: VLAN74

26. It TLN open to using BGP?

Answer: Yes. See p. 8, D.2.a.

27. Does each site have interconnectivity or is it specific to head end location?

Answer: Each library connects to the MPLS using their physical circuit which connects them to VLAN74. OSPF is used to find the ISPs router and they reach the internet that way. There is no member of the VLAN that is the "headend" including TLN. The ISP has two circuits used to supply the WAN bandwidth. Please refer to Attachment B for more details.

28. In Section D.2.d, what failure mode is TLN trying to prevent by having 2 separate paths? Are you trying to prevent a physical line cut from taking branches out of service, prevent hardware failure, etc?

Answer: For a little more clarification, if the physical circuit is down on the ISP end, internet traffic will failover to the other circuit. See Attachment B for the physical diagram