

ITT NMRN WAN and Firewalls – Supplier Questions and Answers

Q. Can you please send me a list of the CLI's? One for each address.

A. There aren't any as they are all fibre lines.

Q. Are you looking for an internet breakout for this MPLS? If so how much bandwidth will you require?

A. Yes we are and would to a degree be led by yourselves. What would the normal amount be? I'd suggest 400Mbps as a minimum if that works.

Q. Would you be looking at backup connectivity for any of the head office or key sites? You have mentioned back up in your document are the backup lines in the list below?

A. It would be good to have some backup broadband circuits at each of the sites that we could use in the event of a fibre outage, yes. At Portsmouth Historic Dockyard we have the 10/100Mbps Virgin Media line as our current backup, but as stated this would also need to increase and ideally be used in an Active/Active scenario.

Q. If you are having internet breakout. Do you require a single firewall (single point of failure) or 2 firewalls to secure the internet breakout?

A. We would go for 2 firewalls for some resiliency, but presumably these would sit at the MPLS level with each site below these? We are open to suggestions on how this can be interpreted.

Q. On the P2P that go back to Portsmouth, is it the Portsmouth Historic Dockyard or National Museum of the Royal Navy?

A. These go back to the National Museum of the Royal Navy.

Q. Management of firewall. Are NMRN planning to supply their own firewall, or access to manage the Cloud Firewall. If supplying own, where is this to be situated?

A. I am assuming we will need one firewall in the cloud which will ultimately control access to the MPLS if that is the solution proposed. You may also propose a firewall at each of our sites as well as part of the supplied routers.

Q. Management of Firewall – expand on what Admin they are planning to cover?

A. Not sure I entirely understand the question, but this is primarily for us to have visibility of the rules created and to allow us access to implement new rules or block existing ports if required.

Q. SDWAN can remove centralised Firewall and breakout with policy, plus the SRX estate or it replacement. Is there any identified need for WAN optimisation and any QoS?

A. Potentially there is, at the moment our main 100Mbps line at the NMRN is hitting saturation and so we have switched on some QoS rules which are being worked through. We of course hope that an increase in bandwidth will resolve some of these issues, but without full visibility of what the other organisations are doing on their networks, some control is required.

- Q. What is the current breakout from the Elite MPLS, not detailed in the ITT.
- A. I am unsure of this so have asked the question and will come back to you shortly.
- Q. What failover option are NMRN considering? FTTC, 4G?
- A. We are open to options on this. I don't think 4G will work at some of our sites because of locations and signal strengths, a regular office broadband circuit would be useful with the exception of the NMRN as detailed in the ITT, where we already have a fibre backup connection with Virgin Media.
- Q. For the new DR location, would a 1Gbps or 100/100 P2P assist?
- A. I don't think we'll get P2P due to the geographic location, but happy to be told otherwise. 1Gbps would be great if within budget.
- Q. Graphing – is this to be reported on request or periodically provided. Also, is it a load/capacity report or is health/stability also to be reported ?
- A. Ideally both to be reported on, but mainly load / capacity. Periodically would be useful, but also on request. We would like visibility so we didn't need to request them, we could login and see utilisation easily.
- Q. Define parameters for alerts? Outage or 10%+ degradation?
- A. Outage mainly on this one.
- Q. Portsmouth Dockyard – Active/Active – in order to provide a recommendation on the two connections, is it possible to have usage reports? This will determine the overall bandwidth needed in the event of a problem and BAU can be delivered.
- A. Yes I can supply these in the form of Cacti graphs. What sort of date range are you thinking of? The 10Mbps Virgin line isn't currently used so won't have any traffic across it.
- Q. Portsmouth Dockyard – Would NMRN accept these two circuits route to alternate Fibre Exchanges?
- A. Yes that would be fine.
- Q. Royal Marine site – would a rolling 30 day ADSL be acceptable?
- A. Yes it would if it simplified the setup in the short term, but as outlined in the ITT this isn't necessarily in scope.
- Q. Would each organisation need their own VRF in an MPLS, with secure partitioning?
- A. Not necessarily from a security point of view, but as listed in the tender we do forward traffic from Wi-Fi radios at the remote sites to a central controller in Portsmouth on its own subnet, so we would potentially need it for that.
- Q. Are there any specific security elements needed to be considered within the Firewall?
- A. Not really, the standard firewall rules will apply and the ability to block certain ports, IPs or protocols. We would be copying existing rules across from our current firewall as well.

- Q. The copper line at HMS Victory – does this need to be part of the MPLS and do you have the CLI for this circuit?
- A. It doesn't need to be a part of the MPLS, no. The CLI is 02392 863832 and the full address is HMS VICTORY, 2 dock, HMNB Portsmouth, Hants, PO1 3PZ.
- Q. The tender states that PHD has 2 circuits, are failover links desired for all the sites?
- A. Yes they are and we are open to suggestions on how to achieve this. In some locations 4G would be an option, but signal strength at one or two sites wouldn't work out. A standard office broadband connection would be the minimum.
- Q. I wanted to ask if you want us to perform onsite installs for the hardware or if you are happy for us to pre-program the routers and ship them to site for you to install?
- A. Happy to install them ourselves with some remote support if required.
- Q. Does there need to be any site to site VPN or client to site SSLs or equivalent?
- A. There doesn't, of course allowing for the fact that we need some sort of internal MPLS / SD-WAN link between our sites.
- Q. The tender references a desire to bring firewall management back in-house. Do you have a preference on, or expertise to, a particular firewall manufacturer?
- A. No specific manufacturer, no. As long as there is some support available from your team or some initial training that can take place, that would all help.
- Q. It is assumed that all sites are connected into MPLS, are all these utilising the Elite Ltd centralised managed firewall?
- A. They are. The only site that isn't in the MPLS is HMS Victory, simply because it doesn't need to be, and FAAM which is connected to the MPLS via VPN.
- Q. What is the current specification of the Elite Ltd internet breakout service?
- A. I am waiting to hear on this and will let you know.
- Q. Do any sites have a localised internet breakout service? If yes provide details
- A. No, although we would like to consider this as part of this tender as a backup.
- Q. The site description suggests PHD is a backup circuit for NMRNP, can we assume these are the same physical locations?
- A. They are, although different buildings which are connected with 1Gbps internal fibre.
- Q. Is Quality of Service required on the circuits?
- A. Ideally yes, we are having some issues currently which have required QoS. Moving forward this will be a useful control, particularly at NMRNP, as we don't have full control or visibility of customers networks.
- Q. What voice solution is currently in use and where are the IP PBX located?
- A. We use the 3CX phone system which is hosted in Portsmouth.

Q. What internet connection does the guest WiFi utilise?

A. Ultimately it will be the Portsmouth connection as that is where the controller for the Wi-Fi is and so the requests will go out from there. But the radios are routed back to Portsmouth across the MPLS, so to a degree will be using the internet breakout at all locations.

Q. Will co-managed firewall comply with DSS requirements, where we will retain responsibility for backup and maintenance of the device and NMRN retain ownership of the device configurations?

A. Yes as I understand it, because we need to have visibility of rules created. They don't deem it sufficient if we ask for a rule and you say it is done, if we can't actually verify that.

Q. Why are there P2P links, is there a technical reason?

A. No, when they were installed this was a cost effective option to get 100Mbps to those sites, so if there is an alternative then we are happy to consider that.

Q. What site resiliency is currently in position for network connectivity?

A. None other than at the Portsmouth site and see comment above.

Q. What are the requirements of the firewall?

A. Some QoS as mentioned above and the usual port / protocol rules to block / allow appropriate traffic. We don't have any particular in-house expertise on one brand of firewall, so are happy to go with your suggestion as long as we have the option of some remote support or some initial training to guide us through.

Q. What centralised internet breakout size is required?

A. TBC once I know what we currently operate on.

Q. Will the existing WIFI controller be retained? Can we replace this but retain functionality? Is this currently Juniper also?

A. Yes it will be as this is managed by a 3rd party. The WiFi is Ruckus.

Q. I would like to see if there is a network diagram available illustrating the current setup?

A. Unfortunately we don't have anything which is up-to-date at this stage. Happy for you to produce something and we can verify it.