



**County of El Paso Purchasing Department**  
**800 E. Overland Room 300**  
**El Paso, Texas 79901**  
**(915) 546-2048 / Fax: (915) 546-8180**  
[www.epcounty.com](http://www.epcounty.com)

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**ADDENDUM 1**

To: All Interested Proposers  
From: Blanca Güereca, Procurement Data Analyst  
Date: September 7, 2017  
Subject: RFP #17-041, Email Security and Encryption for the County of El Paso County

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**The following questions were submitted to the Purchasing Department:**

1. How many mailboxes or end users is this proposal for?

**RESPONSE: 3,500**

2. Should vendors be quoting FTE's or would the County want to do this by mailbox count? Which is preferred and what is the total for either one desired.

**RESPONSE: All proposals will be considered.**

3. There was mention on the RFP that the solution would need Training; services include implementation of the product to the customer's specifications. If resources are available 24/7 365 including this in the implementation service and support. Would that justify what the County is looking for in training requirements?

**RESPONSE: Training is defined as organized activity aimed at imparting information and/or instructions to help the customer attain a required level of knowledge or skill. Training is not 24/7 365 service and support.**

4. Regarding Page 9 Statement "The platform must provide the ability to retract and quarantine message after delivery." Please clarify that there can be multiple products in the RFP that detail multiple solutions. More than one product offering may be needed to cover the requirements.

**RESPONSE: All proposals will be considered.**

5. Can the County confirm that the user count is approximately 3500 users?

**RESPONSE: 3,500**

6. Can the County confirm that MS Exchange 2007 is being used on premises?

**RESPONSE: Yes.**

The plan is to upgrade to Exchange 2016 in the future?

**RESPONSE: Yes.**

7. How many inbound connections does the County have?

**RESPONSE: 2**

8. What are the speeds of the inbound connections?

**RESPONSE: 1Gig & 45Mb**

9. Is High Availability Needed?

**RESPONSE: Yes.**

10. What is the average email count per day?

**RESPONSE: 100,000 messages /day.**

11. What is the size of each mailbox?

**RESPONSE: Average of 300 MB**

12. Can the County provide more detail on the sandboxing requirements?

**RESPONSE: The sandbox spins up a virtual environment, opens the file and performs a deep security analysis on the contents. If the file is deemed safe, it then delivers the mail to the recipient. An alternative may be that the attachment is transcribed to a different format (i.e. PDF).**

13. Would the County consider a hybrid approach, using an on-prem appliance combined with a cloud-based threat intelligence service?

**RESPONSE: All proposals will be considered.**

14. The Gartner Magic Quadrant for Secure Email Gateways was replaced by the Gartner Market Guide in 2016. Would the County consider companies that are highly rated on the 2017 Market Guide?

**RESPONSE: All proposals will be considered.**

15. What is the traffic throughput & max bandwidth?

**RESPONSE: 2 connections 1Gig & 45Mb internet pipes.**

16. Does the County want one (1) platform to protect the perimeter (firewall) with integration to email attachment zero-day protection solution?

**RESPONSE: No.**

17. Does the County want to extract files in real time from emails before they enter the network and provide a protected clean file (.pdf)?

**RESPONSE: Yes.**

18. Some of your requirements are centered on specific email security (e.g. eDiscovery) functions. Does the County see a multiple vendor integration solution? For example, a solution that handles real time security for the content in the email (e.g. attachments, content, phishing etc.) and another solution that manages the email message encryption, spam etc.?

**RESPONSE: No.**

19. Does the County want protection from web content downloads (e.g. malware) that integrates with corporate security policies? For example, someone goes online and downloads a malicious document; this is a separate none-email vulnerability issue(s) with the same or worst impact to an organization.

**RESPONSE: No.**

20. Does the County want to protect endpoints by making sure files are protected, malicious activities are monitored, compliance policy are met etc.?

**RESPONSE: No.**

21. Does the County want an HA system (high availability)?

**RESPONSE: Yes.**

22. What type of specific support is needed? 24x7 software and hardware same business day?

**RESPONSE: 24/7 software and hardware same business day.**

23. Is the County flexible with the Splunk certified TA? Many systems can send logs to other products but not sure about the "certified TA" requirement.

**RESPONSE: Yes.**

24. How many licenses will be needed?

**RESPONSE: 3,500**

25. Does El Paso County not want a cover page in front of the Signature Page since it states it must be the first page on the proposal submitted?

**RESPONSE: The Signature Page may be used as the cover page.**

26. How many active email addresses are in use?

**RESPONSE: 3,500**

27. Will Active Directory or Radius integration be used for recipient verification?

**RESPONSE: Yes.**

28. How many domains will be protected?

**RESPONSE: 1**

29. What is the current and future (the next 12 months of expected) email volume per hour or day?

**RESPONSE: 3 million /month, 101 K /day, 4200 / hour.**

30. Please define the need for on premise vs cloud solutions. Does the entire solution need to be on premise or can a specific service be cloud based as long as the majority of the solution is on premise?

**RESPONSE: All solutions will be considered but prefer that the majority of the solution is on premise.**

31. What is the overall IT hardware environment of the County (For e.g., is it Cisco, HP, Extreme Networks, etc.)

**RESPONSE: Does not apply to this proposal.**

32. Under this requirement--Vendor product must be in the leaders Quadrant of the most recent Gartner Magic Quadrant for Email Security is this referring to Secure Email Gateways? If so, in another section it states the County is not wanting to use a cloud product?

**RESPONSE: Yes, this is referring to the Gartner Magic Quadrant for Secure Email Gateways. The County will consider all solutions but prefer that the majority of the solution be on premise.**

33. Could the County disclose the none cloud product in the magic quadrant?

**RESPONSE: Information cannot be disclosed at this time.**

34. The Secure Email Gateway grading was targeted at O365 users and Google G Suite, does the County use O365 or Google G Suite?

**RESPONSE: Information cannot be disclosed at this time.**