



Wake County Public School System Purchasing Department Attn: Marcella Calvert 1551 Rock Quarry Road, Bldg. F Raleigh, NC 27610	Request for Information #251-26-143
	Issue Date: 5/6/2025
	Request for Information Package Due By: 6/6/2025
	Time: 1:00 pm ET
	Commodity Description: 24/7 Security Event Monitoring, Alert Triage, and Escalation Services
	Request Type: Agency Specific Term

NOTICE TO RESPONDENTS:

Proposals subject to the conditions made a part hereof, will be received at this office (1551 Rock Quarry Road, Raleigh, NC) until **1:00 p.m.** on the day of opening and then opened, for furnishing and delivering the commodity as described herein.

MAILING INSTRUCTIONS: Mail only one Request for Information (RFI) per envelope. Address envelope and clearly note RFI number as shown below. It is the responsibility of the vendor to have the RFI in this office by the specified time and date of opening.

<u>DELIVERED BY US POSTAL SERVICE</u>	<u>DELIVERED BY ANY OTHER MEANS</u>
RFI #251-26-143 <u>Wake County Public Schools System</u> <u>Attn: Marcella Calvert</u> <u>1551 Rock Quarry Road, Building F</u> <u>Raleigh, NC 27610</u>	RFI #251-26-143 <u>Wake County Public Schools System</u> <u>Attn: Marcella Calvert</u> <u>1551 Rock Quarry Road, Building F</u> <u>Raleigh, NC 27610</u>

QUESTION AND ANSWER PERIOD

All questions should be directed to Marcella Calvert, bids-mcalvert@wcpss.net in written form. Vendors are cautioned that all communication regarding this Request For Information shall be directed to Marcella Calvert.

Written questions will be received until the end of business on May 13, 2025. Please note RFI #251-26-143 in the subject line of each request.

VENDOR INFORMATION

VENDOR:		
STREET ADDRESS:		PO BOX:
CITY & STATE & ZIP:		PHONE:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE:		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR'S AUTHORIZED SIGNATURE:	DATE:	EMAIL:

1.0 Executive Summary

The Wake County Public School System is seeking information for **24/7 Security Event Monitoring, Alert Triage, and Escalation Services** to assist the district's Information Security team in identifying and responding to potential cyber threats.

The district operates a **hybrid technology environment**, including on-premises infrastructure and cloud-hosted platforms (e.g., AWS, Microsoft 365, Google Workspace), and seeks a monitoring partner capable of supporting this mix.

Vendors should include information for Level 1 – 3 Support Capabilities:

Level 1: Monitoring and Escalation Only

- **Security Event Monitoring:** Continuous (24/7/365) observation of log sources and telemetry to detect potential security events
- **Alert Triage:** Initial review and prioritization of events based on severity, business impact, and urgency
- **Escalation and Notification:** Timely notification of significant alerts to designated district personnel via agreed communication channels (e.g., email, SMS, phone, or ticketing system)

Level 2: Monitoring + Limited Response Support

Includes all Level 1 services, plus:

- **Advanced Log Analysis:** Correlation of complex events across multiple platforms
- **Containment Support:** Guidance or automation to isolate infected hosts
- **Coordination:** Notification and context for exposed assets, including CVE tracking or patch advisories

Level 3: Full Managed Detection & Response (MDR)

Includes all Level 1 and 2 services, plus:

- **Proactive Threat Hunting:** Manual or automated searching for signs of compromise or unusual behavior
- **Forensic Investigations:** Support for incident analysis, data recovery, and root cause determination
- **Tailored Playbook Development:** Custom response workflows aligned to district priorities

Professional Services: Dedicated advisory, compliance reviews, or hands-on IR consulting

2.0 RFI PROCEDURES

A. Schedule

Respondents will have until Jun 6, 2025, to prepare and return their submissions to this RFI. Responses must be received by the time and to the location specified on the cover sheet of this RFI.

B. Response

WCPSS recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services.** The Vendor shall bear all costs for preparing this RFI.

1. Content and Format

WCPSS expects concise, detailed, point-by-point responses. WCPSS is not interested in brochures or “boilerplate” responses. Any issues or exceptions to WCPSS’ requirements should also be identified and explained.

The response should define all services and products that would be required by the proposed solution. The response should also include the following:

- a) Information on all business models offered related to the provisions noted in the Executive Summary.
- b) Information, reports, samples, etc... to demonstrate the organization’s ability to satisfactorily provide the services described in the Executive Summary.

2. Multiple Responses

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all of the WCPSS’ requirements, and is truly unique. Please place in separate envelopes and clearly mark responses as “Response #1, Response #2, etc.

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes. This RFI ~~it~~ does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit WCPSS to contract for any supply.

At this time WCPSS is not seeking proposals and will not accept unsolicited proposals. If you choose not to respond to this RFI it shall not preclude future participation in any WCPSS RFP. If a solicitation is released, it will be advertised utilizing the State of NC IPS tool.