



## City of Raleigh

**Request for Proposals #: 274-IT2025-04**

**Title:** *Data Security Posture Management Platform*

**Proposal Due Date and Time:** *October 21, 2025, no later than 5:00PM  
EST*

**\*LATE PROPOSALS WILL NOT BE ACCEPTED\***

### **ADDENDUM NO. 1**

Issue Date: *October 7, 2025*

**Issuing Department:** Information Technology  
**Direct all inquiries concerning this RFP to:**

*Veronica Luna  
Enterprise IT S. Business Analyst  
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City of Raleigh  
 Addendum # 01 to RFP 274-IT2025-04 Data Security Posture Management Platform

**Issue Date: 10/07/2025**

To: All Proposers

This Addendum, containing the following additions, clarifications, and/or changes, is issued prior to receipt of proposal packages and does hereby become part of the original RFP documents and supersedes the original RFP documents in case of conflict.

Receipt of this addendum must be acknowledged by signing in the area indicated below. Please make the follow additions, clarifications, and/or changes to the RFP as listed below and **sign and return this addendum with your proposal package.**

Proposal Submission Form:  
[274-IT2025-04 Data Security Posture Management Platform Form RFP Submission.docx](#)

City of Raleigh Data Security Posture Management Platform 274-IT2025-04			
Here is a list of questions received via email or during the conference call on September 23, 2025. The questions are not in any particular order.			
No	Section	Question	Response
1.	General	Is there a current DSPM (or related) solution in place? If so, who is the incumbent, how long have they supported the City, and were there any issues or limitations the City seeks to resolve with this procurement?	No, there is not a current DSPM solution in place for the City.
2.	General	Has a budget range or ceiling been established for this project? If so, could you share the amount or range?	<ol style="list-style-type: none"> <li>1. Yes, a budget range and funding has been established for this project.</li> <li>2. No, the City is not disclosing detailed information regarding budget at this time.</li> <li>3. This information will be provided to vendors selected to move forward following the initial review of submissions.</li> <li>4. We encourage responders to provide best pricing information as part of your submission. Tiered pricing based on volume discounts is acceptable</li> </ol>
3.	General	What is the intended base term and any renewal/extension options?	The City requires a one-year contract with the option to renew for up to 3 years with limited price increases.

4.	General	Approximately how much total data (TB/PB) will fall under DSPM coverage?	<ol style="list-style-type: none"> <li>1. The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement.</li> <li>2. Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>3. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> </ol>
5.	General	Roughly how many distinct sources (e.g., relational databases, data warehouses/lakes, file shares/NAS, object storage, endpoints, SaaS apps)?	<ol style="list-style-type: none"> <li>1. At this stage of the process, the City is not providing detailed counts of distinct data sources.</li> <li>2. Vendors should assume a diverse environment inclusive of structured and unstructured data repositories such as relational databases, data warehouses/lakes, file shares/NAS, object storage, endpoints, and SaaS applications.</li> <li>3. More specific information regarding the number and types of sources will be shared with vendors selected to move forward after the initial review of submissions.</li> </ol>
6.	General	What is the expected annual growth rate of sensitive/regulated data?	<ol style="list-style-type: none"> <li>1. The City does not publish specific projections regarding the annual growth rate of sensitive or regulated data.</li> <li>2. Vendors should assume steady year-over-year growth consistent with trends in municipal operations and the expansion of digital services.</li> <li>3. Additional details on projected volumes and growth expectations will be shared with vendors selected to move forward after the initial review of submissions.</li> </ol>
7.	General	Which data categories are most critical (e.g., PII, PHI, CJIS, PCI, financial, HR)?	<ol style="list-style-type: none"> <li>1. The City is a highly regulated environment.</li> <li>2. The City recognizes several categories of sensitive and regulated data as critical, including but not limited to Personally Identifiable Information (PII), Protected Health Information (PHI), Criminal Justice Information Systems (CJIS) data, Payment Card Industry (PCI) data, financial records, and human resources information.</li> <li>3. Additional details on prioritization and relative volumes of these categories will be shared with vendors selected to move forward after the initial review of submissions.</li> </ol>

			4. Vendors are encouraged to provide information about the data categories supported by their solution.
8.	General	What approximate percentage of sensitive data resides On-prem vs. cloud vs. SaaS mix?	<ol style="list-style-type: none"> <li>1. The City is not providing specific percentages of sensitive data by environment (on-premises, cloud, SaaS) at this stage of the procurement process.</li> <li>2. Vendors should assume a hybrid environment with sensitive data present across all three.</li> <li>3. More detailed information on data distribution will be shared with vendors selected to move forward after the initial review of submissions.</li> </ol>
9.	General	Which public cloud(s) are in use today (e.g., AWS, Microsoft Azure, Google Cloud)? Any Gov/DoD variants?	<ol style="list-style-type: none"> <li>1. At this stage of the procurement process, we are not disclosing detailed information regarding the City's public cloud platform(s).</li> <li>2. This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>3. Vendors are encouraged to describe the public clouds their solution supports as part of their submission.</li> </ol>
10.	General	Which public cloud(s) are in use today (e.g., AWS, Microsoft Azure, Google Cloud)? Any Gov/DoD variants?	<ol style="list-style-type: none"> <li>1. At this stage of the procurement process, we are not disclosing detailed information regarding the City's public cloud platform(s).</li> <li>2. This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>3. Vendors are encouraged to describe the public clouds their solution supports as part of their submission.</li> </ol>
11.	General	Which major SaaS applications are in scope for DSPM (e.g., Microsoft 365/SharePoint/OneDrive, Salesforce, ServiceNow, Workday, Box, Google Workspace, Slack, GitHub, others)? Any department-specific SaaS that must be included?	<ol style="list-style-type: none"> <li>1. At this stage of the procurement process, we are not disclosing detailed information regarding the City's SaaS platforms.</li> <li>2. This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>3. Vendors are encouraged to describe the major SaaS applications their solution supports as part of their submission.</li> </ol>

12.	General	Network bandwidth/constraints – Are there known bandwidth or egress limits that could affect continuous scanning/monitoring or agent-based discovery?	No
13.	General	Connectivity – Does the City use private connectivity (e.g., ExpressRoute/Direct Connect) or VPNs that we should account for in architecture and throughput planning?	<ol style="list-style-type: none"> <li>1. Yes, the City uses VPNs.</li> <li>2. At this stage of the procurement process, we are not disclosing detailed information regarding the City’s VPNs.</li> <li>3. This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>4. Vendors are encouraged to describe the architecture and throughput parameters for their solution supports as part of their submission.</li> </ol>
14.	General	Security stack integrations – Which tools are mandatory integrations for DSPM (e.g., SIEM/Splunk/Microsoft Sentinel, EDR, DLP, CSPM/CNAPP, ticketing/ITSM like ServiceNow, GRC tools)?	<ol style="list-style-type: none"> <li>1. At this stage of the procurement process, we are not disclosing detailed information regarding the City’s mandatory tool integration requirements.</li> <li>2. This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>3. Vendors are encouraged to describe the range of integrations their solution supports and the underlying architecture (API, web hooks, etc.) as part of their submission.</li> </ol>
15.	General	Identity & access – Which identity providers and protocols are in use (Azure AD/Entra ID, Okta, AD/LDAP; SAML, OAuth/OIDC)? Is MFA required for vendor access?	<ol style="list-style-type: none"> <li>1. At this stage of the procurement process, we are not disclosing detailed information regarding the City’s current identity providers, authentication protocols, or multi-factor authentication requirements.</li> <li>2. This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>3. Vendors are encouraged to describe the range of identity providers, protocols, and MFA methods your solution supports as part of your submission.</li> </ol>

16.	General	Discovery/classification expectations – Target latency or frequency (real-time/near-real-time, hourly, daily)?	<ol style="list-style-type: none"> <li>1. The DSPM solution must automatically and continuously discover all known and previously unknown data stores (including cloud, SaaS, and on-prem).</li> <li>2. The DSPM solution must automatically and continuously classify and contextualize data across all data stores discovered (cloud, SaaS, and on-prem).</li> </ol>
17.	General	Compliance reporting – Which frameworks/reports are most critical (NIST CSF, CIS Controls, HIPAA, PCI-DSS, CJIS, ISO 27001/27701, others)?	<ol style="list-style-type: none"> <li>1. The City is a highly regulated environment.</li> <li>2. All of the frameworks listed are critical to the City, as well as additional state level requirements.</li> </ol>
18.	General	Training & knowledge transfer – What level and format does the City expect for staff enablement?	<ol style="list-style-type: none"> <li>1. The City expects vendors to include training and knowledge transfer as part of their proposed solution, with sufficient depth to ensure staff can effectively operate and maintain the platform.</li> <li>2. The City is open to a variety of formats (e.g., documentation, virtual/in-person sessions, and ongoing knowledge resources) and will provide more specific expectations to vendors selected to move forward after the initial review of submissions.</li> </ol>
19.	General	Support model – Is 24x7 support required, or will business-hours coverage meet needs?	<ol style="list-style-type: none"> <li>1. The vendor must provide 24/7 support with escalation paths, training resources, and professional services options.</li> </ol>
20.	General	Immediate pain points – Which top challenges should the solution address first (e.g., unknown data stores, shadow SaaS, excessive access, data exfiltration risks, audit readiness)?	<ol style="list-style-type: none"> <li>1. The City is not disclosing its prioritized challenges at this stage of the procurement process.</li> <li>2. Vendors should assume the solution must address a broad range of data security and governance needs, including discovery of unknown data stores, identification of shadow SaaS, management of excessive access, detection of data exfiltration risks, and support for audit readiness.</li> <li>3. Specific priorities will be shared with vendors selected to move forward after the initial review of submissions.</li> </ol>
21.	General	Success metrics (6–12 months) – How will success be measured (e.g., reduced exposure incidents, % coverage of sensitive data, time-to-remediate access issues, audit outcomes)?	<ol style="list-style-type: none"> <li>1. The City has not published specific success metrics for the initial 6–12 months.</li> <li>2. Vendors should assume that success will be measured broadly through improvements in data visibility, risk reduction, coverage of sensitive/regulated data, responsiveness to access</li> </ol>

			<p>and remediation needs, and support for compliance and audit outcomes.</p> <p>3. More detailed success criteria will be provided to vendors selected to move forward after the initial review of submissions.</p> <p>4. Vendors are encouraged to describe measurement and metric capabilities in their solution.</p>
22.	General	Scale/outlook – Should the proposed solution anticipate expansion to additional departments, agencies, or third-party partners?	No. The City is acquiring this solution at an enterprise level to cover the entire organization. Expansion to additional departments, agencies, or third-party partners is not planned.
23.	General	Regarding this RFP, would the City be open to a multi-vendor proposal (two separate entities, two separate technologies/solutions) where one partner covers 50% of the requirements and another covers the remaining 50%?	Yes, that is acceptable as long as it's clearly stated in the proposal which partner is responsible for which aspects. Also, pricing should be separated. A Primary vendor/contact would be the leading managing vendor.
24.	General	I noticed there wasn't anything about threat detection — is that part of the project or requirements?	Not at this time. However, if your solution includes threat detection, please include it in your proposal.
25.	General	You didn't mention anything about DLP. Can we propose that in the solution?	Yes, you may include DLP.
26.	Reference Appendix	Regarding references: You require three. Do they need to be state/SLED only, or can they be healthcare/K-12?	At least two references must be SLED (State, Local, Education, or Federal). Others can be healthcare or K-12.
27.	Reference Appendix	How should we submit reference forms? With the packet, or separately?	References form is to be sent to your client. The client is to fill out the form and they will directly send to the City contact via email, not included in your RFP packet.
28.	Reference Appendix	If we don't have government/public sector references, can we submit commercial references?	Yes, commercial references are acceptable, as long as there is at least one reference is headquarters within the USA.
29.	General	Does the RFP require integration with incident/change/service request management processes to remediate risks once detected?	Yes, the city prefers an integrated solution. If integration is outside of APIs, outline how in your proposal.
30.	General	For discovery/monitoring, what is the breakout between structured and unstructured data? Should vendors expect more unstructured data?	Currently, about 50/50, but unstructured data is growing and will likely surpass structured data.
31.	General	For generative AI governance: is the focus on data being used in AI deployments, or on the AI deployments themselves?	Currently, the focus is on tracking data uploaded via prompts and responses from embedded AI services (ChatGPT, Copilot). In the future, custom models will also be included.

32.	General	Are you looking to secure/monitor applications during the software development lifecycle (e.g., code scanning, automated testing)?	Not in this first phase. That's on the roadmap for future phases.
33.	General	For reports and threats detected, do you want that data fed into a ticket manager (ServiceNow, Jira, SIM tool)?	Yes, the goal is to feed into the city's ticketing system for proper departmental allocation and tracking.
34.	General	What cloud vendors are you using, and what's the on-prem vs cloud split?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
35.	General	What compliance standards do you need to adhere to?	PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).
36.	General	Will the tool include audit/assessment for compliance standards?	The internal audit team will use the tool for audits, but the tool itself won't perform audits.
37.	Table of Content - MWBE	<ol style="list-style-type: none"> <li>1. MWBE participation section seems out of sync — what rules/standards apply?</li> <li>2. Is HUB certification recognized for this project?</li> </ol>	There is no MWBE consideration for this RFP and the reference in the Table of Contents is an error.
38.	General	Is this project part of data migration from on-prem to cloud?	Not specifically, but the tool should support migrations to maintain labeling across environments.
39.	General	Is there a preference for the solution to be FedRAMP authorized?	Preference is for FedRAMP Medium/GovCloud. However, other frameworks (SOC 2, HITRUST) will be considered.
40.	General	Do vendors need a North Carolina business license to bid?	No. Vendors must have a US headquarters, but not necessarily NC.
41.	General	How many vendors will be awarded?	The preference is for a single vendor, but multiple awards are possible if needed.
42.	General	Must data discovery/classification happen within the city's network, or can it be left to the vendor's cloud?	Preference is for data to remain within the city's network. If data must be leave, that should be explained.
43.	General	Will all the questions from this call be documented and sent out?	Yes. They will be posted on the eVP Portal website by Oct 7.
44.	Terms and Conditions	If we'd like to negotiate terms and conditions (e.g., IP ownership), what's the process?	Contract terms were reviewed by the city legal and are generally non-negotiable. However, if you can't accept specific terms, you must list exceptions in

			your submittal (appendix reference + explanation) for consideration.
45.	APPENDIX IV CONTRACT STANDARD TERMS AND CONDITIONS	Will the City accept the incorporation of vendor end-user license agreements (EULA) into the final awarded contract; and, will the City accept that the EULA will take precedence over conflicting terms in the RFP, including but not limited to APPENDIX IV CONTRACT STANDARD TERMS AND CONDITIONS?	No. The City will not accept the incorporation of any vendor End-User License Agreement (EULA) or similar standard agreement into the final contract where such terms conflict with the City’s solicitation documents or contract requirements. The terms and conditions contained in the City’s Request for Proposals (RFP), including but not limited to Appendix IV – Contract Standard Terms and Conditions, shall govern and take precedence over any conflicting or additional provisions contained in a vendor’s EULA or other standard form agreement. Any exceptions or proposed modifications to the City’s terms must be clearly identified and submitted for consideration during the solicitation process. Acceptance of any such terms shall be at the sole discretion of the City and must be expressly approved in writing by the City prior to contract execution.
46.	Requirement	Please list regulatory frameworks is City of Raleigh required to comply with, and how do you currently ensure adherence across different jurisdictions?	The City is a highly regulated environment. PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).
47.	Requirement	What are some existing security tools City of Raleigh plans to integrate?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
48.	Requirement	Where is City of Raleigh sensitive data mainly located?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
49.	Requirement	Is Human-supervised AI capabilities envisioned for this project?	Please highlight all AI capabilities of your solution.
50.	Requirement	For SIEM and Ticket management, what does City of Raleigh plan to use?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
51.	Requirement	Is the City of Raleigh looking to incorporate post-quantum capabilities?	Please highlight your solutions post-quantum capabilities

52.	Requirement	What type of professional services is the City of Raleigh interested in? i.e. Managed Services, Health Checks, Value Assessments, Cybersecurity Workshops, etc.	Please craft your proposal with the best professional services offered for the City. Please line item any additional post-implementation support, such as monitoring, health checks, or managed services. Please include details of what is involved in the additional services, including frequency, SLA's, etc.
53.	Requirement	What does training look like for the City of Raleigh? i.e., User Groups, Conferences, Documentation, Training Academies?	The City expects vendors to include training and knowledge transfer as part of their proposed solution, with sufficient depth to ensure staff can effectively operate and maintain the platform. The City is open to a variety of formats (e.g., documentation, virtual/in-person sessions, and ongoing knowledge resources) and will provide more specific expectations to vendors selected to move forward after the initial review of submissions.
54.	Requirement	How many # of Servers' and TB of Unstructured data are in scope?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
55.	Requirement	When securing AI, is City of Raleigh looking for exploitability and impact scores and industry-level recommendations (NIST RMF, OWASP Top 10 for LLM, MITRE)?	Currently, the focus is on tracking data uploaded via prompts and responses from embedded AI services (ChatGPT, Copilot). In the future, custom models will also be included. Please highlight how your solution can help the City secure AI.
56.	Requirement	Can you list AI vendors/platforms City of Raleigh intends to deploy/manage?	Currently, the focus is on tracking data uploaded via prompts and responses from embedded AI services (ChatGPT, Copilot). In the future, custom models will also be included. Please highlight any AI platforms your solution works with.
57.	Requirement	Would the City of Raleigh be open to exploring different deployment models to see which brings the most value?	Yes, please highlight the different deployment models, identifying pro's/con's of each model, and how the City may perceive value with the different models.
58.	Requirement	Which DLP channels are the City looking for tool to enforce DLP rules based on policies?	Yes, you may include DLP. Please provide details around how your solution enforces DLP rules, and which channels are supported.
59.	Requirement	Which DLP solutions does the City already have?	The City is not disclosing specific information around current infrastructure. If your solution provides DLP, you may include it in the proposal and highlight its capabilities.
60.	Requirement	Does the City require the selected tool to create DLP policies?	Please highlight your solutions capabilities around DLP.

61.	Requirement	What CASB, SIEM and SOAR do the City currently use and want to integrate with?	The City is not disclosing specific information around current infrastructure. You may assume enterprise class solutions are in place. Please highlight your solutions integration capabilities and how it integrates with these solutions in general.
62.	General	What is the timeframe for the selected vendor to have all in scope data scanned & classified?	<ul style="list-style-type: none"> <li>• The City has not published specific success metrics for the initial 6–12 months.</li> <li>• Vendors should assume that success will be measured broadly through improvements in data visibility, risk reduction, coverage of sensitive/regulated data, responsiveness to access and remediation needs, and support for compliance and audit outcomes.</li> <li>• More detailed success criteria will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• Vendors are encouraged to describe measurement and metric capabilities in their solution.</li> </ul>
63.	General	How many M365 users?	<ul style="list-style-type: none"> <li>• The city is not disclosing specific estimates of total user counts at this stage of the procurement.</li> <li>• More precise information regarding user counts will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• A tiered/volume discount model can be provided in the proposal.</li> </ul>
64.	General	Does the City have Microsoft E3 or E5 licenses?	<ul style="list-style-type: none"> <li>• The city is not disclosing specific estimates of total user counts at this stage of the procurement.</li> <li>• If there are differences in pricing based on licensing, please include that in the proposal.</li> </ul>
65.	General	What other data sources are in scope, and please provide approximate volumes.	<ul style="list-style-type: none"> <li>• The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement.</li> <li>• Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>• More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> </ul>
66.	General	Is the City interested in price locking for 2 or 3 years?	The City requires a one-year contract with the option to renew for up to 3 years with limited price increases.
67.	Terms and Conditions	At what point would the City like to review the vendor's Contract redlines?	After a vendor is awarded.
68.	General	Could the COR please confirm whether this is a new initiative or an existing engagement?	New initiative.

69.	General	Could the COR provide an estimated budget or a Not-to-Exceed (NTE) amount for this contract?	<ol style="list-style-type: none"> <li>1. Yes, a budget range and funding has been established for this project.</li> <li>2. No, the City is not disclosing detailed information regarding budget at this time.</li> <li>3. This information will be provided to vendors selected to move forward following the initial review of submissions.</li> <li>4. We encourage responders to provide best pricing information as part of your submission. Tiered pricing based on volume discounts is acceptable</li> </ol>
70.	General	Could the COR please provide the anticipated project timeline, including key milestones and the overall expected duration of the engagement?	<ol style="list-style-type: none"> <li>1. The City has not published an anticipated project timeline.</li> <li>2. More detailed timeline will be developed with selected vendor.</li> <li>3. Vendors are highly encouraged to describe their implementation process, relative timelines, including key milestones and an estimated overall expected duration for the engagement.</li> </ol>
71.	General	Could the COR please clarify whether it intends to award this RFP to a single vendor or multiple vendors? If multiple awards are anticipated, could the COR specify the expected number of vendors to be selected?	The preference is for a single vendor, but multiple awards are possible if needed.
72.	General	Could you please clarify whether the “Reference Questionnaire Form” should be completed and emailed by the vendors themselves or by their references?	The form is to be completed by reference and email directly to City contact.
73.	General	Could you please confirm whether vendors are required to submit the “COR Supplier Cybersecurity Assessment Questionnaire Form” along with their response	The form is not to be included in the proposal, will be required at a later date.
74.	General	Can the COR confirm whether it is seeking a perpetual software solution, subscription-based SaaS offering, or on-premises deployment for the DSPM platform?	All are being considered. Please highlight the different solution options for your solution.
75.	General	Does the COR expect the awarded vendor to provide and host the DSPM solution (cloud-based), or will the COR host it within its existing infrastructure?	Please highlight the options for your solution so that the City can choose the best option to fit our needs.
76.	General	What is the approximate volume of data sources (e.g., number of databases, file shares, SaaS platforms, cloud accounts, and on-prem systems) that will need to be integrated into the DSPM platform?	The City is not disclosing specific information around current infrastructure. You may assume enterprise class solutions are in place. Please highlight your solutions integration capabilities and how it integrates with these solutions in general. A tiered/volume discount pricing model is suggested.

77.	General	Can the COR provide the estimated number of users and roles that will require access to the DSPM system (e.g., administrators, auditors, security analysts)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. A tiered/volume discount model is suggested.
78.	General	Are there any must-have integrations with existing security tools (SIEM, DLP, IAM, CASB, EDR, etc.) that vendors must account for in pricing?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Assume integration into other security products is a must. Please highlight your solutions integration capabilities.
79.	General	What level of implementation services does the COR expect — full vendor-led deployment, or will COR IT staff perform portions with vendor guidance?	The City expects a blended deployment model with the vendor leading the deployment and City guidance.
80.	General	Does the COR require the awarded vendor to provide ongoing managed services/monitoring, or only the initial deployment, configuration, and training?	It will be the initial deployment, configuration and training. Please provide information around managed services/monitoring options for consideration. These should be added as an additional line item.
81.	General	Are there specific compliance frameworks (e.g., HIPAA, CJIS, PCI, FedRAMP, NIST 800-53) that the DSPM solution must explicitly support for reporting and dashboards?	Yes to all.
82.	General	Will the vendor be expected to develop policies, playbooks, or workflows in the DSPM system, or only configure the technical solution?	The vendor should work with the City to develop some general/basic workflows and provide training to the City's staff to build future workflows. Optionally, the vendor can include redeemable hours for workflow consultation at a future time.
83.	General	What level of training for COR staff is expected (end-user vs. administrator, number of sessions, on-site vs. virtual)?	The City expects vendors to include training and knowledge transfer as part of their proposed solution, with sufficient depth to ensure staff can effectively operate and maintain the platform. The City is open to a variety of formats (e.g., documentation, virtual/in-person sessions, and ongoing knowledge resources) and will provide more specific expectations to vendors selected to move forward after the initial review of submissions.

84.	General	Does the COR expect training for staff to be conducted onsite, offsite, or virtually, and how many participants should vendors plan to include in the training program?	The City expects vendors to include training and knowledge transfer as part of their proposed solution, with sufficient depth to ensure staff can effectively operate and maintain the platform. The City is open to a variety of formats (e.g., documentation, virtual/in-person sessions, and ongoing knowledge resources) and will provide more specific expectations to vendors selected to move forward after the initial review of submissions.
85.	General	Can the COR provide more details about its current data environment (e.g., number of structured vs. unstructured data repositories, approximate data volume in TB)?	The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement. Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.
86.	General	Which cloud environments are in scope (AWS, Azure, Google Cloud, M365, Salesforce, ServiceNow, etc.)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Please highlight your solutions capabilities around cloud and SaaS applications.
87.	General	Will the COR accept vendors using third-party data centers or cloud providers for hosting the DSPM solution, provided they meet compliance requirements?	Yes. The City will accept vendors utilizing third-party data centers or cloud service providers for hosting the DSPM solution, provided that such use is fully disclosed in the proposal response and, if applicable, in the Vendor Security Questionnaire. The third-party hosting environment must meet all compliance, security, and data protection requirements specified in the RFP and any applicable laws, regulations, or City policies. The vendor shall remain fully responsible for ensuring compliance and for the performance and security of any third-party services used in the delivery of the solution.
88.	General	Should pricing be broken out into software license/subscription costs, implementation services, training, and optional managed services, or is a single bundled price preferred?	Please break costing out into individual services/subscriptions.
89.	General	What is the initial contract term (e.g., 1 year, 3 years, 5 years) and are renewals expected?	The City requires a one-year contract with the option to renew for up to 3 years with limited price increases.

90.	General	Does the COR expect scalable licensing (tiered by data volume, users, or connectors), and if so, can they provide expected growth estimates over the contract term?	<ol style="list-style-type: none"> <li>1. The City does not publish specific projections regarding the annual growth rate of sensitive or regulated data.</li> <li>2. Vendors should assume steady year-over-year growth consistent with trends in municipal operations and the expansion of digital services.</li> <li>3. Additional details on projected volumes and growth expectations will be shared with vendors selected to move forward after the initial review of submissions.</li> <li>4. A tiered/volume discount pricing model should be considered when submitting proposals</li> </ol>
91.	General	Will there be a requirement for 24/7 vendor support, or only business-hours support? And Will ongoing support for the DSPM solution be expected to be provided onsite at COR facilities, offsite/remote, or a combination of both?	The vendor must provide 24/7 support with escalation paths, training resources, and professional services options.
92.	General	Does the COR anticipate that multiple vendors may be selected (solution provider + services partner), or does it prefer a single prime contractor responsible for both?	Yes, that is acceptable as long as it's clearly stated in the proposal which partner is responsible for which aspects. Also, pricing should be separated. A Primary vendor/contact would be the leading managing vendor.
93.	General	Can the COR provide an expected budget range or not-to-exceed amount for this engagement (covering both the DSPM solution and related services), to help vendors propose solutions that are appropriately scoped and cost-effective?	<ol style="list-style-type: none"> <li>1. Yes, a budget range and funding has been established for this project.</li> <li>2. No, the City is not disclosing detailed information regarding budget at this time.</li> <li>3. This information will be provided to vendors selected to move forward following the initial review of submissions.</li> <li>4. We encourage responders to provide best pricing information as part of your submission. Tiered pricing based on volume discounts is acceptable.</li> </ol>
94.	General	Can you provide additional info on data volume for pricing? OR can we assume the volume of one petabyte to share our scalable pricing model?	<ul style="list-style-type: none"> <li>• The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement.</li> <li>• Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>• More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• A tiered/volume pricing model should be considered as part of the proposal.</li> </ul>
95.	General	What is your top 3 use cases?	More details will be provided to vendors who have been selected after a submission review. Please highlight from your experiences, the top use cases for an organization such as the City.

96.	General	What specific data sources are the City most concerned about?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process.</p> <p>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</p>
97.	General	What will they consider PII/sensitive?	<p>The City is a highly regulated environment. The City recognizes several categories of sensitive and regulated data as critical, including but not limited to Personally Identifiable Information (PII), Protected Health Information (PHI), Criminal Justice Information Systems (CJIS) data, Payment Card Industry (PCI) data, financial records, and human resources information.</p> <p>Additional details on prioritization and relative volumes of these categories will be shared with vendors selected to move forward after the initial review of submissions.</p>
98.	General	What do they intend to do with the data upon discovery and classification?	<p>The City is a highly regulated environment. The City recognizes several categories of sensitive and regulated data as critical, including but not limited to Personally Identifiable Information (PII), Protected Health Information (PHI), Criminal Justice Information Systems (CJIS) data, Payment Card Industry (PCI) data, financial records, and human resources information.</p> <p>Additional details on prioritization and relative volumes of these categories will be shared with vendors selected to move forward after the initial review of submissions.</p>
99.	General	Will there be an architecture review? If not, can we recommend one?	<p>Please submit your recommended architecture with your proposal to the City. If a detailed architectural discussion needs to happen after initial review, then the City will have that discussion with the selected vendor(s)</p>
100.	General	What types of reporting are important (ie: audit purposes)?	<p>Please highlight your solutions capabilities around reporting.</p>
101.	General	What is the technology scope to apply the data classification, inventory, protection, privacy framework? For example, on-premise environments, cloud environments such as Azure, AWS, GCP; and/or applications such as Oracle ERP, specific SaaS applications; and/or database technologies such as	<ul style="list-style-type: none"> <li>• The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement.</li> <li>• Vendors should assume coverage at enterprise scale across both structured, unstructured, and SaaS application repositories.</li> <li>• More precise information regarding volumes and scope will be provided to vendors selected</li> </ul>

		Snowflake, Databricks, native Data lakes, etc. Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Constant Integration/Constant Deployment (CI/CD) pipelines?	<p>to move forward after the initial review of submissions.</p> <ul style="list-style-type: none"> <li>Please highlight capabilities around the different environments that your solution integrates.</li> </ul>
102.	General	How are Google Workspaces used by CoR?	No
103.	General	What is the current estimated amount of data by location: by cloud, SaaS, on-prem?	<ul style="list-style-type: none"> <li>The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement.</li> <li>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> </ul>
104.	General	How many seats (total staff & contractors) are needed? Are schools and school districts in scope?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process.</p> <p>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions. A tiered/volume discount pricing model should be considered.</p>
105.	General	What existing tools are in place for data classification, data privacy, data security, data inventory, rights management? Are they cloud based or on-prem? What is SIEM and endpoint protection?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process.</p> <p>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</p>
106.	General	How is the business value and risk/or of sensitive data evaluated? How will protections and categories be prioritized?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, internal processes, or use cases at this point in the procurement process.</p> <p>Vendor can assume the City has this internal process established.</p> <p>Please highlight how your solution specifically addresses business value and risk.</p> <p>More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</p>

107.	General	What are the critical success factors for Privacy, Data Security, Data Rights Management, Data Inventory, Data Categorization?	<p>The City considers the following to be critical success factors for each area:</p> <ul style="list-style-type: none"> <li>• <b>Privacy:</b> Implementation of robust controls to ensure compliance with applicable privacy laws and regulations; minimization of personal data collection and retention; and transparency in data processing and access.</li> <li>• <b>Data Security:</b> Continuous monitoring and protection of data across all environments; encryption of data in transit and at rest; and timely detection, response, and remediation of security threats or incidents.</li> <li>• <b>Data Rights Management:</b> Enforcement of role-based access controls (RBAC), least privilege principles, and auditable mechanisms for granting, reviewing, and revoking access to sensitive data.</li> <li>• <b>Data Inventory:</b> Maintenance of an accurate, automated, and continuously updated inventory of all data assets—structured and unstructured—across on-premises and cloud environments.</li> <li>• <b>Data Categorization:</b> Automated classification of data based on sensitivity, regulatory requirements, and business impact; alignment with City data governance policies to enable consistent protection and handling.</li> </ul> <p>These success factors collectively support the City’s objectives for visibility, compliance, and proactive data risk management.</p>
108.	General	Are non-US resources allowed for this RFP?	No
109.	General	What SaaS applications are in use? Is there a SaaS Sanctioning process?	<p>At this stage of the procurement process, we are not disclosing detailed information regarding the City’s SaaS platforms.</p> <p>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</p> <p>Vendors are encouraged to describe the major SaaS applications their solution supports as part of their submission.</p>

110.	General	Are local drives in scope? Printing? USB?	These items are out of scope at the moment, however, please highlight your solutions capabilities around these items.
111.	General	Is there collaboration on sensitive documents/data with devices outside of CoR control?	This is a fair assumption. Please highlight how your solution helps with this use case.
112.	General	Other than North Carolina privacy legislation, are there other security/privacy frameworks that are in scope?	The City is a highly regulated environment. PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).
113.	General	What is the current Identity and Access Management (IAM) technology and when was that initial integration done?	<ul style="list-style-type: none"> <li>At this stage of the procurement process, we are not disclosing detailed information regarding the City's current identity providers, authentication protocols, or multi-factor authentication requirements.</li> <li>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>Vendors are encouraged to describe the range of identity providers, protocols, and MFA methods your solution supports as part of your submission.</li> </ul>
114.	General	Is Active Directory on-prem or cloud? Does CoR's O365 tenant shared with any other organization or is a sub-domain to another domain?	<ul style="list-style-type: none"> <li>At this stage of the procurement process, we are not disclosing detailed information regarding the City's current identity providers, authentication protocols, or multi-factor authentication requirements.</li> <li>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>Vendors are encouraged to describe the range of identity providers, protocols, and MFA methods your solution supports as part of your submission.</li> </ul>
115.	General	What Operating systems are in scope?	Assume all major/supported operating systems.
116.	General	Is Mobile or Bring Your Own Device (BYOD) in scope?	Yes. Mobile devices and Bring Your Own Device (BYOD) environments are considered in scope to the extent that they access, store, or process City data. The proposed DSPM solution should be capable of identifying, monitoring, and protecting sensitive data accessed through mobile or BYOD endpoints, consistent with the City's security and compliance requirements. Vendors should clearly

			describe in their proposal how their solution supports visibility and control over data in these environments.
117.	General	What dictates the need for a FedRAMP moderate tenant?	The requirement for a FedRAMP Moderate tenant is dictated by the City's obligation to protect regulated and sensitive data commonly handled by municipal governments, including Criminal Justice Information (CJI), Personally Identifiable Information (PII), and data subject to federal and state compliance frameworks such as CJIS, HIPAA, and IRS 1075. A FedRAMP Moderate authorization ensures that cloud service providers maintain appropriate security controls aligned with NIST SP 800-53 Moderate baseline, providing assurance of confidentiality, integrity, and availability of City data.
118.	Vendor Response Matrix - #15	For Question 15 , "The solution must encrypt all data at rest and in transit and support masking/tokenization of sensitive data." IS this referring to the data within the vendor's solution?	Yes
119.	Vendor Response Matrix - #20	For Question 20, "The solution must enforce DLP rules directly from DSPM findings and integrate with enterprise DLP, CASB, SIEM, and SOAR." Which DLP channels is the City looking for the tool to enforce DLP rules based on policies?	Please provide details around how your solution enforces DLP rules, and which channels are supported.
120.	Vendor Response Matrix - #20	Which DLP solutions does the City already have?	The City is not disclosing specific information around current infrastructure. If your solution provides DLP, you may include it in the proposal and highlight its capabilities.
121.	Vendor Response Matrix - #20	Does the City require the selected tool to create DLP policies?	Please highlight your solutions capabilities around DLP.
122.	Vendor Response Matrix - #20	What CASB, SIEM and SOAR does the City currently use and want to integrate with?	The City is not disclosing specific information around current infrastructure. You may assume enterprise class solutions are in place. Please highlight your solutions integration capabilities and how it integrates with these solutions in general.
123.	1.1.4. Section 4: Project Understanding, Approach and Schedule	What is the timeframe for the selected vendor to have all inscope data scanned & classified?	<ol style="list-style-type: none"> <li>1. The City has not published specific success metrics for the initial 6–12 months.</li> <li>2. Vendors should assume that success will be measured broadly through improvements in data visibility, risk reduction, coverage of sensitive/regulated data, responsiveness to access and remediation needs, and support for compliance and audit outcomes.</li> </ol>

			<p>3. More detailed success criteria will be provided to vendors selected to move forward after the initial review of submissions.</p> <p>4. Vendors are encouraged to describe measurement and metric capabilities in their solution and ingest rates.</p>
124.	1.1.6. Section 6: Cost	To provide accurate costs to the City, we would need to know: How many M365 users? Does the City have Microsoft E3 or E5 licenses?	<ul style="list-style-type: none"> <li>The city is not disclosing specific estimates of total user counts at this stage of the procurement.</li> <li>More precise information regarding user counts will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>A tiered/volume discount model can be provided in the proposal, please highlight any cost differences between licenses.</li> </ul>
125.	1.1.6. Section 6: Cost	What other data sources are in scope, and please provide approximate volumes.	<ul style="list-style-type: none"> <li>The City is not disclosing specific estimates of total data volume (TB/PB) at this stage of the procurement.</li> <li>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> </ul>
126.	3.5 Contract Term	Is the City interested in price locking for 2 or 3 years?	The City requires a one-year contract with the option to renew for up to 3 years with limited price increases.
127.	3.4 Notice to Proposers Regarding RFP Terms and Conditions	At what point would the City like to review the vendor's Contract redlines?	After the initial submission review, vendors will be contacted at that point.
128.	Section 4.1 Scope of Services / Vendor Response Matrix; Pg. 12	Can the City provide examples of its highest-priority data sources, systems, or applications to ensure alignment with DSPM capabilities?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process.</p> <p>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</p>
129.	Section 22.2(b) Cybersecur ity & Privacy – Data	Does the City expect on-premises, SaaS-only, or hybrid DSPM deployment? Are there constraints on data residency (e.g., US-only storage)?	The City is open to considering all deployment options. Please highlight the benefits/risks of each deployment model. The City has US-Only data residency requirements

	Storage, Transmission, and Access; Pg. 28-29		
130.	Section 1.1 Purpose + Section 4 Scope of Services; Pg. 2 & Pg. 12	How should integrations with existing tools (SIEM, IAM, cloud providers, ticketing systems) be handled? Who are the providers of existing tools?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process. Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.
131.	Section 4 Scope of Services; Pg. 12	Is the City expecting contractors to deliver implementation only, or also ongoing managed services/support?	The City is expecting to implement end user training as part of the proposal. Please feel free to include any other additional services that may benefit the City. These additional services need to be detailed and be priced as an individual line item.
132.	Section 4.2 Vendor Response Matrix Instructions; Pg. 12	In the DSPM Vendor Response Matrix, are all 'High' priority items considered mandatory, or can compensating controls be proposed for partial scores?	Assume all High priority is mandatory, but compensation controls can be proposed for partial scores.
133.	Section 4.2 Vendor Response Matrix Instructions; Pg. 12	Will the City accept third-party certifications (e.g., SOC 2, ISO 27001) as supporting evidence for multiple requirements, or must evidence be requirement-specific?	Yes. The City will accept valid third-party certifications such as SOC 2 Type II, ISO/IEC 27001, or equivalent as supporting evidence for multiple related requirements, provided that the scope of the certification clearly covers the systems, services, and controls relevant to the proposed DSPM solution. However, when a specific requirement is not fully addressed by the certification or falls outside its scope, the vendor must provide additional requirement-specific evidence or documentation to demonstrate compliance. The City reserves the right to request clarifications or supplemental evidence as needed to verify compliance.
134.	Section 4.3 Cybersecurity Questionnaire; Pg. 12-13	Will the Supplier Cybersecurity Assessment Questionnaire be required at submission or only prior to contracting with the awarded vendor?	The questionnaire and supporting documents will be required prior to finalizing contract with the awarded vendor. Not required in the proposal submission.
135.	Section 22.2(a) Cybersecurity	Which compliance frameworks (NIST CSF, CIS, ISO, HIPAA, GDPR, etc.) are	The City is a highly regulated environment. PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).

	ity & Privacy; Pg. 28-29	mandatory, and which are 'if applicable' depending on scope?	
136.	Section 22.2(b) Cybersecurity & Privacy; Pg. 29	Does the City require data to remain within the continental U.S. only, or are near-shore disaster recovery and backup locations acceptable?	US Only
137.	Appendix I Proposal Cost Form; Pg. 13	For the Proposal Cost Form, does the City prefer subscription (SaaS), per-user / per-data-source pricing, or one-time license plus support?	Please provide a tiered/volume discount model, and any subscription cost associated with your solution.
138.	Appendix I Proposal Cost Form; Pg. 13	Should implementation, training, and ongoing support costs be separated, or is a bundled price acceptable?	Please break out the individual items.
139.	Appendix I Proposal Cost Form; Pg. 13	How many total endpoints are you looking to protect?	<ul style="list-style-type: none"> <li>The City is not disclosing specific estimates of total data volume (TB/PB) or endpoints at this stage of the procurement.</li> <li>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>A tiered/volume pricing model is encouraged to be submitted with proposals.</li> </ul>
140.	Appendix I Proposal Cost Form; Pg. 13	Approx. how many of these endpoints are Desktops/Laptops?	<ul style="list-style-type: none"> <li>The City is not disclosing specific estimates of total data volume (TB/PB) or endpoints at this stage of the procurement.</li> <li>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>A tiered/volume pricing model is encouraged to be submitted with proposals.</li> </ul>
141.	Appendix I Proposal Cost Form; Pg. 13	Approx. how many of these endpoints are Servers?	<ul style="list-style-type: none"> <li>The City is not disclosing specific estimates of total data volume (TB/PB) or endpoints at this stage of the procurement.</li> <li>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>More precise information regarding volumes and scope will be provided to vendors selected to</li> </ul>

			<p>move forward after the initial review of submissions.</p> <ul style="list-style-type: none"> <li>A tiered/volume pricing model is encouraged to be submitted with proposals.</li> </ul>
142.	Appendix I Proposal Cost Form; Pg. 13	What Operating Systems are the endpoints? (Windows, Mac, etc)	Assume all major supported operating systems. Please highlight any operating systems that are not supported with your solutions.
143.	Section 3.5 Contract Term; Pg. 12	Are there anticipated contract renewal options (multi-year pricing) the City wants quoted?	The City requires a one-year contract with the option to renew for up to 3 years with limited price increases.
144.	Section 4 Scope of Services; Pg. 12	Does the City expect the contractor to provide end-user training, admin training, or both?	The City expects vendors to include training and knowledge transfer as part of their proposed solution, with sufficient depth to ensure staff can effectively operate and maintain the platform. The City is open to a variety of formats (e.g., documentation, virtual/in-person sessions, and ongoing knowledge resources) and will provide more specific expectations to vendors selected to move forward after the initial review of submissions.
145.	Section 22.8 Business Continuity & Disaster Recovery; Pg. 32-33	What level of SLAs (e.g., response times, uptime guarantees, RTO/RPO) is the City expecting? The RFP includes stringent requirements such as 3-hour RTO and 1-hour RPO—should these be priced into the proposal?	Yes. Please follow the guidance outlined in the RFP
146.	Section 4 Scope of Services; Pg. 12	Are City staff expected to take over day-to-day operations post-implementation, or does the City prefer a managed service arrangement?	Yes, the City will take over day-to-day operations post implementation. Feel free to include pricing/details around a managed services offering as an additional line item.
147.	Section 22.6 Cybersecurity & Privacy; Pg. 31	The RFP requires notification of data breaches within 24 hours confirmed, 48 hours suspected. Is cyber liability insurance mandatory, and if so, what limits?	Yes. Cyber liability insurance is mandatory for all vendors providing data security or cloud-hosted solutions to the City. Vendors must maintain Cyber Liability Insurance coverage with limits of not less than \$2,000,000 per occurrence and \$5,000,000 aggregate, or as otherwise specified in the City’s standard insurance requirements. Coverage must include, at a minimum, data breach response, regulatory defense, notification costs, and third-party liability arising from unauthorized access, disclosure, or loss of City data. Proof of current coverage must be provided prior to contract execution and maintained throughout the term of the agreement.

148.	Section 22.5 Cybersecurity & Privacy; Pg. 30	What are the City's expectations around subcontractors (e.g., cloud hosting providers)—will vendor attestations suffice, or is full flow-down of obligations required?	The City requires a full flow-down of all contractual, security, privacy, and compliance obligations to any subcontractors or third parties engaged in the delivery of the DSPM solution, including but not limited to cloud hosting providers and managed service partners. Vendor attestations alone will not suffice unless they are supported by contractual assurances and evidence of compliance. The primary vendor remains fully responsible for the performance, security, and compliance of all subcontractors and third-party entities. The City reserves the right to request documentation or audit evidence demonstrating that subcontractors meet the same standards and obligations imposed on the prime contractor.
149.	Section 16 Applicability of NC Public Records Law; Pg. 25	How does the City plan to handle public records law for sensitive security documentation submitted with the proposal?	The City of Raleigh is subject to the North Carolina Public Records Law (N.C.G.S. §132-1 et seq.), which requires that most records in the City's possession be made available to the public upon request. Vendors are responsible for clearly marking specific portions of their proposal that contain confidential, proprietary, or trade secret information in accordance with the instructions provided in the RFP. The City will make reasonable efforts to protect such materials from public disclosure to the extent permitted by law. However, labeling an entire proposal as "Confidential" is not acceptable and may result in rejection of the submission. Only properly identified and justified sections will be reviewed for potential exemption under applicable law.
150.	Section 4.1 Scope of Services; Pg. 12	Can the City specify which environments (SaaS, IaaS/PaaS, on-prem file shares, databases) are required for Day 1 coverage versus later phases, and which systems are considered mandatory?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process. Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.
151.	Section 3.1 Evaluation Criteria – Project Understanding ; Pg. 10	What specific success criteria does the City expect within the first 90 and 180 days (e.g., sensitive data discovery %, classification accuracy, reduction in exposure MTTR)?	<ol style="list-style-type: none"> <li>1. The City has not published specific success metrics for the initial 6–12 months.</li> <li>2. Vendors should assume that success will be measured broadly through improvements in data visibility, risk reduction, coverage of sensitive/regulated data, responsiveness to access and remediation needs, and support for compliance and audit outcomes.</li> </ol>

			<p>3. More detailed success criteria will be provided to vendors selected to move forward after the initial review of submissions.</p> <p>4. Vendors are encouraged to describe measurement and metric capabilities in their solution.</p>
152.	Section 4.1 Scope of Services; Section 22.4 Data Privacy & Compliance; Pg. 12 & Pg. 30	Are there City-specific data categories (e.g., CJIS records, utilities/OT data, public records classifications) that must be included in the DSPM classification framework?	The City is a highly regulated environment. PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).
153.	Section 4 Scope of Services; Pg. 12	What are the City's authoritative identity sources (e.g., AD/Entra ID, HRIS), and how should the DSPM solution address toxic combinations of entitlements?	<ul style="list-style-type: none"> <li>At this stage of the procurement process, we are not disclosing detailed information regarding the City's current identity providers, authentication protocols, or multi-factor authentication requirements.</li> <li>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>Vendors are encouraged to describe the range of identity providers, protocols, and MFA methods your solution supports as part of your submission.</li> <li>Please highlight how your solution addresses these toxic combinations of entitlements.</li> </ul>
154.	Section 22.2–22.4 Cybersecurity & Privacy; Pg. 28-30	Which compliance attestations (SOC 2, ISO 27001/27701, CJIS, HIPAA, PCI, GDPR) must be provided at award versus post-award?	The City is a highly regulated environment. PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).
155.	Section 22.2(b) Data Storage/Access; Section 22.8 Business Continuity & Disaster Recovery;	Please confirm U.S.-only residency requirements for production, backups, and DR. Are there required RTO/RPO targets, and must vendors provide customer-accessible backups/exports?	US Only residency requirements. For backups, please identify your solutions options/capabilities around backups and exports.

	Pg. 29 & Pg. 32-33		
156.	Section 4 Scope of Services; Pg. 12	Will the City manage steady-state DSPM operations, or is a vendor-managed or shared model preferred? Are quarterly posture reviews and executive scorecards expected deliverables?	<p>The City’s preferred operating model is a steady-state program managed by the City, with the selected vendor providing implementation support, knowledge transfer, and ongoing technical assistance as needed. The City will consider vendor-managed or shared operational models only if they clearly demonstrate added value, sustainability, and alignment with the City’s security and compliance objectives.</p> <p>Yes. Quarterly posture reviews and executive-level scorecards are expected deliverables to support program governance, continuous improvement, and performance measurement. These deliverables should summarize data security trends, risk posture changes, and remediation progress in a format suitable for executive and oversight reporting.</p>
157.	Appendix I Proposal Cost Form; Pg. 13	Does the City prefer pricing based on data volume, number of identities, or connectors? Should proposals include a not-to-exceed cost structure under Appendix I?	Please provide a tiered/volume discount pricing model for your solution.
158.	Section 4.1 Scope of Services; Pg. 12 (Current Environment & Data Landscape)	Could you describe your current infrastructure mix, including on-premises, private cloud, public cloud, and SaaS environments?	<ul style="list-style-type: none"> <li>• The City is not disclosing specific estimates of total data volume (TB/PB) or endpoints at this stage of the procurement.</li> <li>• Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>• More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• Please highlight your solutions capabilities around the different types of data sources.</li> <li>• A tiered/volume pricing model is encouraged to be submitted with proposals.</li> </ul>
159.	Section 4.1 Scope of Services; Pg. 12 (Current Environment & Data Landscape)	What data sets or systems are considered most critical or sensitive to City operations?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process.</p> <p>Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</p>

			More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.
160.	Section 4.1 Scope of Services; Pg. 12 (Current Environment & Data Landscape)	Do you maintain an inventory of your databases and data repositories, and how often is it updated?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process. Vendors should assume coverage at enterprise scale across both structured and unstructured repositories. More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.
161.	Section 4.1 Scope of Services; Pg. 12 (Data Discovery & Classification)	How do you currently identify and classify sensitive data across your environment?	The City will not be disclosing any specific information to current processes or capabilities at this stage of the procurement process.
162.	Section 4.1 Scope of Services; Pg. 12 (Data Discovery & Classification)	Where do you see the biggest visibility challenges (for example, SaaS platforms, collaboration tools, or shadow IT)?	The City will not be disclosing any perceived challenges into its infrastructure or processes at this point in the procurement process. The City encourages vendors to highlight how they approach the different known industry challenges, and how their solution assists organizations with these challenges.
163.	Section 4.1 Scope of Services; Pg. 12 (Data Discovery & Classification)	How do you assign levels of sensitivity and risk to different types of data today?	The City will not be disclosing internal processes at this point in the procurement process. Additional details will be provided with vendors who have been selected after a submission review.
164.	Section 4.1 Scope of Services; Pg. 12 (Database Protection & Monitoring)	Which database technologies are most relevant for this initiative?	The City will not be disclosing specific information around existing infrastructure at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Vendors should assume all major, enterprise databases and database types are in scope, and should highlight how they approach database data security.

165.	Section 4.1 Scope of Services; Pg. 12 (Database Protection & Monitoring )	How do you currently secure and monitor privileged or administrative access to databases?	The City will not be disclosing specific information around existing infrastructure at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Vendors are encouraged to highlight their capabilities around database access.
166.	Section 4.1 Scope of Services; Pg. 12 (Database Protection & Monitoring )	Are there situations where more granular access controls are required for certain types of data?	Yes, this is a valid assumption.
167.	Section 4.1 Scope of Services; Pg. 12 (Access Managemen t, Risk & Secrets)	How is access to sensitive data governed for both users and service accounts?	<ul style="list-style-type: none"> <li>At this stage of the procurement process, we are not disclosing detailed information regarding the City's current identity providers, authentication protocols, or multi-factor authentication requirements.</li> <li>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately</li> <li>Please highlight how your solution can assist in this.</li> </ul>
168.	Section 4.1 Scope of Services; Pg. 12 (Access Managemen t, Risk & Secrets)	What processes are in place today for securing and rotating application credentials or service secrets?	<ul style="list-style-type: none"> <li>At this stage of the procurement process, we are not disclosing detailed information regarding the City's current identity providers, authentication protocols, or multi-factor authentication requirements.</li> <li>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the necessary technical details to tailor their proposals and integration approaches appropriately.</li> <li>Please highlight how your solution can assist in this.</li> </ul>
169.	Section 4.1 Scope of Services; Pg. 12 (Access Managemen t, Risk & Secrets)	Do you have visibility into unusual access activity, and how are alerts or incidents managed?	<ul style="list-style-type: none"> <li>At this stage of the procurement process, we are not disclosing detailed information regarding the City's current processes or capabilities.</li> <li>This information will be provided to vendors selected to move forward following the initial review of submissions, to ensure they have the</li> </ul>

	nt, Risk & Secrets)		<p>necessary technical details to tailor their proposals and integration approaches appropriately.</p> <ul style="list-style-type: none"> <li>• Please highlight your solutions capabilities around unusual activity and capabilities around incidents.</li> </ul>
170.	Section 4.1 Scope of Services; Pg. 12 (Encryption & Key Management)	How are encryption keys and certificates managed across your systems?	<p>The City will not be disclosing specific information around existing infrastructure at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
171.	Section 4.1 Scope of Services; Pg. 12 (Encryption & Key Management)	Are there requirements for stronger assurance or governance around how keys are stored and controlled?	<p>The City will not be disclosing specific information around existing infrastructure at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p> <p>Vendors can assume there are strict assurance, requirements and government around how keys are stored.</p>
172.	Section 4.1 Scope of Services; Pg. 12 (Encryption & Key Management)	How is separation of duties enforced in relation to key or credential management?	<p>The City will not be disclosing specific information around existing infrastructure at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
173.	Section 4.1 Scope of Services; Pg. 12 (Data in Use & Application Security)	Are there situations where protecting data while it is being processed is as important as protecting it at rest or in transit?	<p>Please highlight your capabilities to protect data while it is being processed, in transit and at rest.</p>
174.	Section 4.1 Scope of Services; Pg. 12 (Data in Use & Application Security)	How do you currently manage sensitive data within applications to balance security with usability?	<p>The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
175.	Section 4.1 Scope of Services; Pg. 12	Which existing security, identity, or governance platforms should a DSPM solution connect with?	<p>The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process.</p>

	(Integration with Existing Infrastructure)		More details will be provided to vendors who have been selected after a submission review.
176.	Section 4.1 Scope of Services; Pg. 12 (Integration with Existing Infrastructure)	Is integration expected to support both reporting and policy enforcement, or primarily visibility and analytics?	Please highlight your solutions capabilities around reporting and enforcement, as well as visibility and analytics. Please highlight any differences in licensing and costs.
177.	Section 4.1 Scope of Services; Pg. 12 (Compliance, Residency & Audit Requirements)	Which regulatory or organizational policies are the main drivers for this initiative?	The City is a highly regulated entity. There are multiple regulatory and organizational drivers for this initiative. Please highlight how your solution adheres to these different regulatory requirements.
178.	Section 4.1 Scope of Services; Pg. 12 (Compliance, Residency & Audit Requirements)	Are there data residency requirements for how City data is stored and processed?	All of the City's data is/should be stored in the US
179.	Section 4.1 Scope of Services; Pg. 12 (Compliance, Residency & Audit Requirements)	How do you currently demonstrate compliance during audits, and what reporting capabilities are most valuable?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Please highlight your solutions capability in reporting alignment to industry regulatory standards.
180.	Section 4.1 Scope of Services; Pg. 12	What are your expectations for continuity of operations if data security services become unavailable?	Please highlight your solutions capabilities if data security services become unavailable.

	(Business Continuity & Resilience)		
181.	Section 4.1 Scope of Services; Pg. 12 (Business Continuity & Resilience)	How are backup, recovery, and disaster recovery procedures tested and validated?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
182.	Section 4.1 Scope of Services; Pg. 12 (Scale & Multi-Cloud Management)	What scale of discovery and monitoring do you anticipate in terms of data sources, data volume, or scanning frequency?	<ul style="list-style-type: none"> <li>• The City is not disclosing specific estimates of total data volume (TB/PB) or endpoints at this stage of the procurement.</li> <li>• Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>• More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• A tiered/volume pricing model is encouraged to be submitted with proposals.</li> <li>• Please highlight your solutions capabilities around all data sources it can integrate.</li> </ul>
183.	Section 4.1 Scope of Services; Pg. 12 (Scale & Multi-Cloud Management)	How important is centralized visibility and policy control across multiple cloud providers and SaaS environments?	Please highlight how your solution provides centralized visibility and policy control across multiple cloud providers, SaaS environments, and on-premises datasets.
184.	Section 4.1 Scope of Services; Pg. 12 (Automation & Operational Lifecycle)	How important is continuous monitoring and automation in addressing security or compliance risks?	Please highlight your solutions capabilities around continuous monitor and automation capabilities in address security and compliance risks.
185.	Section 4.1 Scope of Services; Pg. 12 (Automation)	Are automated workflows acceptable for certain actions, or are manual approvals preferred?	Please highlight your solutions capabilities around automated vs manual workflows and approvals.

	n & Operational Lifecycle)		
186.	Section 4.1 Scope of Services; Pg. 12 (Project Planning & Timeline)	Where are you in the project lifecycle: early discovery, planning, or implementation?	The City will not be disclosing where we are in the overall process. Vendors should assume we have done our due diligence and are in the process of vendor selection, looking to move into an implementation phase.
187.	Section 4.1 Scope of Services; Pg. 12 (Project Planning & Timeline)	Are there upcoming audits, migrations, or deadlines that increase the urgency of this project?	The City will not be disclosing any upcoming audits, migrations or hard deadlines at this time in the procurement process. Vendors should assume that this DSPM is a high priority for the City.
188.	Section 4.1 Scope of Services; Pg. 12 (Project Planning & Timeline)	What is the target timeline from vendor selection to deployment?	The City has not published an anticipated project timeline. More detailed timeline will be developed with selected vendor. Vendors are highly encouraged to describe their implementation process, relative timelines, including key milestones and an estimated overall expected duration for the engagement.
189.	Section 4.1 Scope of Services; Pg. 12 (Appendices)	Will the City provide Appendix I, II, III and V in native word format?	Not at this time.
190.	Section 4.1 Scope of Services; Pg. 12 (Training and Services)	What is the current skill level of your security and database teams?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
191.	Section 4.1 Scope of Services; Pg. 12 (Training and Services)	Do you require formal training, knowledge transfer, or runbooks as part of the engagement?	The City expects vendors to include training and knowledge transfer as part of their proposed solution, with sufficient depth to ensure staff can effectively operate and maintain the platform. The City is open to a variety of formats (e.g., documentation, virtual/in-person sessions, and ongoing knowledge resources) and will provide more specific expectations to vendors selected to move forward after the initial review of submissions.

192.	Section 4.1 Scope of Services; Pg. 12 (Training and Services)	Is there a preference for managed services or self-administration?	Typically, the City prefers a self-administration approach, but The City is open to learning about the differences in offerings around managed services vs self-administration.
193.	Section 4.1 Scope of Services; Pg. 12 (Training and Services)	Will you require post-implementation support- monitoring, health checks, or managed services?	Please craft your proposal with the best services offering for the City. Please line item any additional post-implementation support, such as monitoring, health checks, or managed services. Please include details of what is involved in the additional services, including frequency, SLA's, etc.
194.	Vendor Response Matrix Req. 2	When you get an inventory of where sensitive data is, what do you want to do with that information?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Please highlight your solutions capabilities on what it can do with identified sensitive data.
195.	Vendor Response Matrix Req. 5	Do you need to be able to take automatic remediation actions against sensitive data that is exposed?	Please highlight your solutions capabilities around automatic remediation actions against exposed sensitive data. Please identify the contrasting manual capabilities of the solution as well.
196.	Vendor Response Matrix Req. 21	Is there a need to secure AI such as Microsoft Co-Pilot?	Currently, the focus is on tracking data uploaded via prompts and responses from embedded AI services (ChatGPT, Copilot, etc.). In the future, custom models will also be included.
197.	Vendor Response Matrix Req. 8	Is there a need to automatically apply Purview labels?	The ability to automatically apply Microsoft Purview labels is not a mandatory requirement, but it is considered a desirable feature that may enhance integration with the City's existing data governance and compliance framework. Solutions that support automated or API-based labeling in alignment with Purview or similar classification tools may receive favorable consideration during the evaluation process, but such functionality is not required for compliance with the RFP.
198.	Vendor Response Matrix Req. 3	Do you need to be able to alert and take action on things like ransomware and insider threats?	Please highlight your solutions alerting capabilities and actionable responses on things like ransomware and insider threats. Please highlight integration capabilities into other security tools.
199.	Vendor Response Matrix Req. 1	How many users are in the Onprem and M365 environments?	<ul style="list-style-type: none"> <li>• The city is not disclosing specific estimates of total user counts at this stage of the procurement.</li> <li>• More precise information regarding user counts will be provided to vendors selected to move forward after the initial review of submissions.</li> </ul>

			<ul style="list-style-type: none"> <li>• A tiered/volume discount model can be provided in the proposal.</li> <li>• Please be detailed in any differences regarding user type and pricing.</li> </ul>
200.	Vendor Response Matrix Req. 3	Will you require an audit log for forensics or compliance obligations demonstrating who access data and what actions were taken against it?	This is a fair assumption. Please highlight your solutions capabilities and integrations into other security tools/solutions.
201.	Vendor Response Matrix Req. 3	Would it be important to be able to automatically respond when user activities and data movement are out of the norm and potentially malicious?	Please highlight your solutions capabilities for automatic response and actions of these activities and other activities.
202.	Vendor Response Matrix Req. 2	Will there be an opportunity to participate in a proof of concept?	Yes.
203.	Vendor Response Matrix Req. 1	Will you be able to provide specifically what data stores outside of on prem and M365 you are looking to monitor and protect in this initial rollout and how much data is contained within those data stores?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
204.	Vendor Response Matrix Req. 23	Is data residency meaning data not leaving US data centers important to the organization?	Yes
205.	§4.4.2 Scope of Services, p.11-12	Are there any acquisition criteria outside of the Response Matrix?	Not at this time.
206.	§4.4.2 Scope of Services, p.11-12	Is Customer Success and Enablement a consideration in vendor selection?	Yes, please highlight your solutions capabilities around customer success and enablement.
207.	§4.4.2 Scope of Services, p.11-12	Does City of Raleigh plan to procure a Professional Services engagement for tool enablement as a follow on to this RFP?	The City of Raleigh does not currently anticipate issuing a separate Professional Services engagement as a follow-on to this RFP. The selected vendor will be expected to include all necessary implementation, configuration, integration, and knowledge transfer services required for successful tool enablement within their proposal. However, the City reserves the right to consider additional professional services in the future if operational needs, system maturity, or program expansion warrant such engagement.

208.	§4.4.2 Scope of Services, p.11-12	Does City of Raleigh require any specific application hosting architecture? (ie; fully self-hosted, vendor managed self-hosted, SaaS, scanning within Raleigh infrastructure)	Please provide details around available options of your solution.
209.	§4.4.2 Scope of Services, p.11-12	Dependent on application hosting architecture requirements, does City of Raleigh have a budget earmarked for hosting?	Please provide details around available options and requirements for a hosting a solution.
210.	§4.4.2 Scope of Services, p.11-12	Dependent on application hosting, does City of Raleigh have a budget for the cost of scanning? (ie; S3 egress or cross-cloud VPN costs)	Please provide details of what the City will need for your solution.
211.	§4.4.2 Scope of Services, p.11-12	What license types does City of Raleigh have for Google Workspace and M365?	<ul style="list-style-type: none"> <li>• The city is not disclosing specific estimates of total user counts at this stage of the procurement.</li> <li>• More precise information regarding user counts will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• A tiered/volume discount model can be provided in the proposal, please include any pricing differences based on licensing.</li> </ul>
212.	§1.2 Background, p.3-4	What datastores does City of Raleigh use within AWS, GCP, and Azure?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
213.	§1.2 Background, p.3-4	Can City of Raleigh provide an estimate of total amount of data or total data per datastore?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
214.	§4.4.2 Scope of Services, p.11-12	Does City of Raleigh require QC and QA support for data classification model tuning for City of Raleigh-specific elements?	Please provide details and capabilities offered in your solution around these types of support.
215.	§1.1 Purpose, p.3	What existing tools should the DSPM integrate with (e.g., Azure AD/Okta, Microsoft Purview/MIP, SIEM, SOAR, Jira/Slack/Teams, GRC)? Any mandated integration methods (API/webhooks/Syslog)?	The City will not be disclosing specific information around existing infrastructure or current capabilities at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Please describe all integration methods/capabilities of your solution.
216.	§1.2 Background, p.3-4	Which regulatory regimes apply (CJIS, HIPAA, PCI-DSS, GDPR, NC public records, etc.) and to which datasets/agencies?	The City is a highly regulated environment. PCI DSS, HIPAA, DHS, CJIS, state of NC statutes, etc. (broad regulatory footprint).

217.	§2.1.2 Corporate Background, p.8–9	If public-sector references are not available, may private-sector references be substituted?	Yes, commercial references are acceptable, as long as there is at least one reference is headquarters within the USA.
218.	§2.1.3 Financial Information, p.9–10	For a privately held SaaS provider, will SOC 2 Type II + CPA viability letter meet Option #3? Will the City enter an NDA for detailed financials if needed?	Yes. For privately held SaaS providers, a current SOC 2 Type II report accompanied by a CPA-issued viability or financial assurance letter will satisfy the requirements outlined under Option #3 for financial due diligence. The City of Raleigh, however, will not enter into a Non-Disclosure Agreement (NDA) for the purpose of reviewing detailed financial information. Vendors should ensure that any financial documentation submitted as part of the proposal is appropriately marked as confidential and limited to what is necessary to demonstrate financial stability in accordance with the RFP.
219.	§4 Scope (general), p.3 & p.12	Does the City have an existing data classification taxonomy (e.g., Public/Internal/Confidential/Restricted), or should the vendor propose one and map to NIST/NC statutes/CJIS?	The City is a highly regulated environment. The City recognizes several categories of sensitive and regulated data as critical, including but not limited to Personally Identifiable Information (PII), Protected Health Information (PHI), Criminal Justice Information Systems (CJIS) data, Payment Card Industry (PCI) data, financial records, and human resources information. Additional details on prioritization and relative volumes of these categories will be shared with vendors selected to move forward after the initial review of submissions.
220.	§4 Scope (remediation), p.3	Should the DSPM directly enforce changes (e.g., revoke shares, right-size roles) in M365/SharePoint/Box/S3/Snowflake, or should it open tickets/owner approvals first? Desired workflow?	Please highlight your solutions capabilities around enforcement, and integration into ticketing/workflow systems.
221.	§4 Scope (reporting), p.3	What reports are required for executives/auditors (exposure over time, owner attestations, exception register)? Preferred formats (PDF/CSV/API) and cadence?	Please highlight your solutions capabilities around different types of reporting, and formats available, and frequency capability. Please identify if there are any additional costs associated with reports and frequency.
222.	§4 Contract Terms, p.18	Is the Contract Terms included in the appendix expected for procurement or is there flexibility?	The Contract Terms and Conditions included in the Appendix represent the City's standard terms and conditions and are generally expected to govern the resulting contract. However, the City will review proposed exceptions or requested modifications only if they are clearly identified and justified in the vendor's proposal response. While limited flexibility may be considered, acceptance of any revisions is at

			the sole discretion of the City and must be mutually agreed upon prior to contract execution.
223.	App. V §22.6–22.7 Incident Notice, p.31–32	Are the 24-hour (confirmed) / 48-hour (suspected) clocks calendar or business hours? Please confirm the CISO contact and preferred notification channels.	These are calendar clocks. Contact information will be provided to the selected vendor at a later date.
224.	§4 Contract Terms, p.34	Are there target SLAs for application uptime, performance, or comms?	Vendor can assume enterprise class uptime, performance, and communication from the selected solution. Please highlight specific SLA of your solution.
225.	Appendix 1, Page 13	Can you provide additional info on data volume for pricing? OR can we assume volume of one petabyte for pricing purposes...is this acceptable?	<ul style="list-style-type: none"> <li>• The City is not disclosing specific estimates of total data volume (TB/PB) or endpoints at this stage of the procurement.</li> <li>• Vendors should assume coverage at enterprise scale across both structured and unstructured repositories.</li> <li>• More precise information regarding volumes and scope will be provided to vendors selected to move forward after the initial review of submissions.</li> <li>• A tiered/volume pricing model is encouraged to be submitted with proposals.</li> </ul>
226.	1.1, Page 3	What are your top 3 use cases?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or use cases at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p> <p>Please highlight from your experiences, the top use cases for an organization such as the City.</p>
227.	1.1, Page 3	What specific data sources is the City of Raleigh most concerned about?	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
228.	1.1, Page 3	What will the City of Raleigh consider PII/sensitive?	<p>The City is a highly regulated environment.</p> <p>The City recognizes several categories of sensitive and regulated data as critical, including but not limited to Personally Identifiable Information (PII), Protected Health Information (PHI), Criminal Justice Information Systems (CJIS) data, Payment Card Industry (PCI) data, financial records, and human resources information.</p> <p>Additional details on prioritization and relative volumes of these categories will be shared with</p>

			vendors selected to move forward after the initial review of submissions.
229.	1.1, Page 3	What does the City of Raleigh intend to do with the data upon discovery and classification?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns, or intentions of the data at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review. Please highlight capabilities within your solution of what can be done with the data after discovery/classification.
230.	N/A	Will there be an architecture review? If not, can we recommend one?	Please submit your recommended architecture with your proposal to the City. If a detailed architectural discussion needs to happen after initial review, then the City will have that discussion with the selected vendor(s)
231.	3, Page 10	What types of reporting is important (ie: audit purposes) to the City of Raleigh?	Please highlight all reporting capabilities within your solution.
232.	N/A	What is the total number of employees?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
233.	N/A	What is the size of the SecOps team (FTEs)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
234.	N/A	What is the size of the DevOps team (FTEs)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
235.	N/A	What is the size of the Governance, Risk, and Compliance team (FTEs)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
236.	N/A	What is the size of the CloudOps team (FTEs)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process.

			More details will be provided to vendors who have been selected after a submission review.
237.	N/A	What is the company's industry?	City Government
238.	N/A	Within the project's scope, what percentage of the organization's current workloads are in the cloud (public/hybrid/private)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
239.	N/A	Enter the number of cloud workloads	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
240.	N/A	What is the current annual spend on Cloud Security Posture Management (CSPM)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
241.	N/A	What is the current annual spend on Cloud Workflow Protection Platform (CWPP)/Cloud Detection and Response (CDR)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
242.	N/A	What is the current annual spending on API Security?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
243.	N/A	What is the current annual spending on Cloud Code Security (CCS)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
244.	N/A	What is the current annual spending on Cloud Infrastructure Entitlement Management (CIEM)?	The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process. More details will be provided to vendors who have been selected after a submission review.
245.	N/A	What is the current annual spending on Cloud Vulnerability Platform?	The City will not be disclosing specific information around existing infrastructure, current capabilities,

			<p>or perceived concerns at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
246.	N/A	<p>What is the current annual spending on Data Security Posture Management (DSPM)?</p>	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
247.	N/A	<p>What is the current annual spending on Integration and reporting tools for Cloud Security?</p>	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
248.	DSPM Vendor Response Matrix, Req# 23	<p>The requirement states, "Vendor must either complete the City's Vendor's Security Questionnaire and/or supply any security certifications (e.g., SOC 2 Type II, ISO 27001, HITRUST, FedRAMP, etc.)." We are prepared to provide SOC-2 and other security certifications in lieu of the security questionnaire. The workflow we use requires that these certificates be sent via email rather than included in an RFP response. Please confirm the appropriate name and email address to whom these documents should be sent.</p>	<p>Questionnaire is not required to be included in the RFP. It is required by the awarded vendor. Contact information is in the RFP.</p>
249.	§4.4.2 Scope of Services, p.11-12	<p>Are there plans to expand or move more data into the cloud or will the on-prem data storage remain a significant portion of the environment?</p>	<p>The City will not be disclosing specific information around existing infrastructure, current capabilities, or perceived concerns at this point in the procurement process.</p> <p>More details will be provided to vendors who have been selected after a submission review.</p>
250.	§4.4.2 Scope of Services, p.11-12	<p>Are there any departments that would be out of scope for this data protection initiative? (This will help us pinpoint # of users for licensing)</p>	<p>No</p>

**Sign below and return this addendum with your proposal.**

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**Proposer Name & Company:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_