

ADDENDUM #1 – RFP #251-26-216
Wake County Public School System
Cloud Migration Project
Vendor Questions and Clarifications

This document contains organized vendor questions and formal responses as structured and reviewed. Each section contains detailed tables with references to relevant RFP sections for transparency and compliance.

Section 1 – General & Administrative

#	Vendor Question	WCPSS Response	Reference
1.1	Can subcontractors or Joint Business Relationship (JBR) partners be used for portions of the engagement?	Yes. Subcontractors are permitted. All subcontractors must meet the same qualifications, compliance standards, and confidentiality requirements as the primary vendor.	<i>Required Submittals</i> , p. 8.
1.2	May offshore resources be used for implementation or support?	Offshore resources may be used for infrastructure build-out and support, provided that no data leaves U.S. jurisdictions and all access complies with FERPA, NIST-171, and WCPSS security policies.	<i>Additional Requirements</i> , p. 7.
1.3	Is there a defined project budget or target cost range?	WCPSS has not published a specific budget range. Vendors should propose cost-effective solutions aligned with the project objectives.	<i>Method of Award</i> , p. 4.
1.4	Will WCPSS accept electronic submissions?	No. WCPSS requires sealed, physical submissions. Electronic or emailed proposals will not be accepted.	<i>Execution</i> , p. 2.
1.5	Can WCPSS confirm acknowledgment of receipt for courier deliveries (e.g., FedEx)?	Yes. The Purchasing Department at 1551 Rock Quarry Rd., Building F, Raleigh, NC, may provide acknowledgment of receipt for properly delivered packages.	<i>Mailing Instructions</i> , p. 3.

Section 2 – Scope of Work & Technical Environment

#	Vendor Question	WCPSS Response	Reference
2.1	How many virtual machines (VMs) are in scope, and what is their configuration?	The current environment consists of 138 VMware virtual machines across production, infrastructure, testing, and development workloads. These operate on Microsoft Windows and Red Hat Enterprise Linux with approximately 60 TB of provisioned storage.	<i>Scope of Work</i> , p. 5.
2.2	Will WCPSS provide detailed VM inventory data (CPU, RAM, OS version, etc.)?	WCPSS will provide a detailed VM inventory to the selected vendor during the discovery phase. Vendors should base proposals on the data provided in the RFP.	<i>Vendor to Provide a Migration Approach Framework</i> , p. 6.
2.3	What are the key enterprise systems to be migrated?	WCPSS’s environment includes ERP and Student Information Systems, along with Microsoft and Google Workspace integrations. These systems form the backbone of district operations.	<i>Scope of Work</i> , p. 5.
2.4	Are there any on-premises legacy applications that will remain outside the scope of migration?	WCPSS will manage unsupported legacy applications directly. These are excluded from vendor responsibilities unless explicitly scoped.	<i>The WCPSS Technology Team Will Provide</i> , p. 6.
2.5	What storage architecture is currently in use?	The district uses a VMware-based storage environment, including SAN and NAS components. Vendors should propose equivalent or improved cloud storage solutions.	<i>Scope of Work</i> , p. 5.

Section 3 – Cloud Platform & Architecture

#	Vendor Question	WCPSS Response	Reference
3.1	Does WCPSS have a preferred cloud provider?	WCPSS does not have a preferred provider. Vendors should recommend based on technical and financial fit.	<i>Scope of Work</i> , p. 5.

#	Vendor Question	WCPSS Response	Reference
3.2	Can vendors propose multiple cloud options?	Vendors may include multiple options in one proposal, provided each is clearly defined and priced.	<i>Execution</i> , p. 2.
3.3	Will final cloud provider selection occur post-award?	Yes. Final selection may occur post-award in collaboration with WCPSS.	<i>Scope of Work</i> , p. 5.
3.4	Does WCPSS maintain any existing cloud agreements?	No current cloud enterprise or reserved-use agreements exist.	Clarification provided by WCPSS.
3.5	Is a cloud landing zone in place?	WCPSS is evaluating its landing zone design. Vendors should propose or validate a compliant configuration integrated with WCPSS Identity services.	<i>Scope of Work</i> , p. 5.
3.6	Which Identity Provider is used?	WCPSS uses Microsoft Active Directory integrated with RapidIdentity and federated with Microsoft Entra ID (Azure AD).	<i>Scope of Work</i> , p. 5.
3.7	Is a hybrid or multi-cloud design acceptable?	Yes. Public, private, and hybrid models may be proposed if compliant and cost-effective.	<i>Scope of Work</i> , p. 5.
3.8	Should vendors include VMware Cloud migration options?	Vendors should recommend the most appropriate migration method, including rehost, replatform, or hybrid.	<i>Vendor to Provide a Migration Approach Framework</i> , p. 6.

Section 4 – Backup, Disaster Recovery & Compliance

#	Vendor Question	WCPSS Response	Reference
4.1	What are the required RTO/RPO targets?	WCPSS expects minimal downtime and rapid recovery, particularly for mission-critical systems (SIS, ERP). Vendors should propose industry-standard RTO/RPO targets with justification.	<i>Project Objectives</i> , p. 5.
4.2	Does WCPSS currently maintain a DR site?	Yes. Disaster recovery operations are currently part of the on-premises VMware environment and will be	<i>Scope of Work</i> , p. 5.

#	Vendor Question	WCPSS Response	Reference
		transitioned as part of this project.	
4.3	Are there data residency requirements?	Yes. All data must remain within the continental United States, in compliance with FERPA and NIST 800-171.	<i>Project Objectives</i> , p. 5.
4.4	Should the vendor provide a new cloud-native backup solution?	Vendors should evaluate whether to migrate the current backup solution or implement a cloud-native equivalent, ensuring compliance with state and federal retention schedules.	<i>Scope of Work</i> , p. 5.
4.5	What compliance frameworks apply?	Compliance with FERPA and NIST SP 800-171 is mandatory. Vendors must also adhere to applicable state and federal education and cybersecurity requirements.	<i>Project Objectives</i> , p. 5.

Section 5 – Security & Integration

#	Vendor Question	WCPSS Response	Reference
5.1	What are the SOC integration requirements?	The cloud environment must integrate with WCPSS's Security Operations Center (SOC) for centralized logging, real-time alerting, and incident response.	<i>Additional Requirements</i> , p. 7.
5.2	Does WCPSS currently use a SIEM tool?	Yes. The solution must support integration with existing SIEM tools or provide equivalent functionality.	<i>Additional Requirements</i> , p. 7.
5.3	What encryption standards are required?	Data must be encrypted in transit and at rest using FIPS 140-2 validated encryption.	<i>Project Objectives</i> , p. 5
5.4	Are MFA and PAM required?	Multi-factor authentication (MFA) and Privileged Access Management (PAM) are required for administrative and operational access to all cloud environments.	<i>Project Objectives</i> , p. 5.

Section 6 – Migration & Project Timeline

#	Vendor Question	WCPSS Response	Reference
6.1	What is the expected project duration?	WCPSS anticipates migration completion within one year of contract award.	<i>Method of Award</i> , p. 4.
6.2	Are there blackout periods during the school year?	Yes. Migrations must avoid instructional and testing periods. Coordination with WCPSS IT leadership is required.	
6.3	Will migrations occur after hours or on weekends?	Vendors should plan for after-hours or weekend cutovers to minimize operational disruption.	<i>Support Requirements</i> , p. 7.

Section 7 – Support & Managed Services

#	Vendor Question	WCPSS Response	Reference
7.1	What is the scope of post-migration support?	Post-migration support includes monitoring, troubleshooting, performance optimization, and on-demand services for a minimum of one year.	<i>Support Requirements</i> , p. 7.
7.2	Does the after-hours requirement imply 24/7 coverage?	Vendors must provide after-hours support from 5:00 PM to 7:00 AM daily, including weekends and holidays.	<i>Support Requirements</i> , p. 7.
7.3	Can vendors propose service tiers for managed services?	Yes. Vendors may propose tiered or customizable managed service models (e.g., Bronze/Silver/Gold) provided service levels meet WCPSS’s operational standards.	<i>Support Requirements</i> , p. 7.
7.4	What is expected during hypercare?	Hypercare is a 30–60 day period following migration focused on stabilization, rapid issue resolution, and knowledge transfer.	<i>Scope of Work</i> , p. 5.
7.5	Will WCPSS IT staff have administrative access post-migration?	Yes. WCPSS staff will retain administrative access to the environment for management and oversight.	Clarification provided by WCPSS.

Section 8 – Licensing & Cost Structure

#	Vendor Question	WCPSS Response	Reference
8.1	How should cost proposals be structured?	Vendors must provide fixed-price migration costs and itemized monthly operational costs. Optional hourly rates may be included for on-demand services.	<i>Required Submittals</i> , p. 8.
8.2	Should pricing include taxes?	Yes. Wake County Public School System is not tax-exempt. Taxes must be computed and included in the proposal.	<i>Terms and Conditions</i> , p. 10.
8.3	Should the total cost of ownership include three years of service?	Yes. The total cost of ownership should include migration and 36 months of cloud infrastructure and managed services.	<i>Method of Award</i> , p. 4.
8.4	What licensing should be compared (vendor vs. district-provided)?	Vendors should provide a comparison between vendor-supplied and district-supplied licensing where applicable.	<i>Scope of Work</i> , p. 5.
8.5	Are Microsoft or Red Hat licenses available for reuse?	WCPSS holds existing Microsoft and Red Hat licenses. Vendors should confirm potential BYOL (Bring Your Own License) applicability.	<i>Scope of Work</i> , p. 5.

Section 9 – Staffing & Qualifications

#	Vendor Question	WCPSS Response	Reference
9.1	How many resumes or staff bios are required?	Vendors must provide two de-identified staff bios and resumes of key personnel demonstrating technical knowledge and experience.	<i>Required Submittals</i> , p. 8.
9.2	Are staff certifications considered in evaluation?	Yes. Certifications such as AWS, Azure, GCP architecture, security, and project management will be evaluated.	<i>Evaluation Criteria</i> , p. 7.

#	Vendor Question	WCPSS Response	Reference
9.3	Will interviews be part of the selection process?	WCPSS may conduct interviews or request clarifications from shortlisted vendors as needed.	<i>Proposal Evaluation</i> , p. 4.
9.4	Are references required at proposal submission?	References may be requested at submission or post-award. Vendors are encouraged to include them in proposals.	<i>Qualifications</i> , p. 7.
9.5	What experience level is required?	Vendors must demonstrate at least five years of experience in cloud migration projects of similar scope and complexity.	<i>Qualifications</i> , p. 7.

Section 10 – Proposal Submission & Evaluation

#	Vendor Question	WCPSS Response	Reference
10.1	Will WCPSS allow deadline extensions?	No. Deadlines are fixed per the RFP schedule.	<i>RFP Schedule</i> , p. 3.
10.2	Will there be a pre-proposal conference?	No pre-proposal conference will be held.	<i>RFP Schedule</i> , p. 3.
10.3	What are the evaluation criteria weights?	Cost – 30%, Technical Knowledge & Experience – 25%, Technical Approach – 25%, Certifications – 15%, References – 5%.	<i>Evaluation Criteria</i> , p. 7.
10.4	Are partial awards possible?	WCPSS reserves the right to award in whole or in part as deemed in the district’s best interest.	<i>Method of Award</i> , p. 4.
10.5	How will confidentiality be handled?	Vendors must clearly mark proprietary information as “CONFIDENTIAL.” All proposals are subject to North Carolina public record laws.	<i>Confidential Information</i> , p. 11.

End of Addendum #2

Wake County Public School System reserves the right to issue additional addenda as needed to clarify or modify RFP #251-26-216.