**Pierce County Library System**

**RFP for E-Rate Cybersecurity**

**E-Rate 470 #CBR420250519**

**Q&A and Updates to RFP**

**September 4, 2025**

**Deadline:** Although the deadline for this RFP has passed, the Library is still seeking qualified bids for Project 2: Endpoint Detection Upgraded Licenses with Configuration and Installation and Project 5: Multi-Factor Authentication (MFA) / Phishing-Resistant MFA. The Library will continue to accept bids until a qualified service provider is found. Meetings have been offered to vendors who have contacted the Library about Projects 2 and 5 and the Library will do its best to accommodate any additional meeting requests that come in by September 5, 2025. However, in order to meet the application deadline for E-Rate funding, the Library’s plan is to accept bids until Tuesday, September 9, 2025 at 5 p.m. PST and to select a vendor and finalize a contract a few days after that. No further deadline notifications will be posted.

***Questions & Answers:***

***Project 2: Endpoint Detection Upgraded Licenses with Configuration and Installation***

**Question 1:** Microsoft Sentinel cost is consumption-based invoice. Based on the description of your environment, we can provide a estimated cost, and ensure that during implementation, Sentinel will never cost more than the amount agreed upon, but ensure the amount we provide is sufficient, we would need to evaluate which workloads will be loaded to Sentinel and the size of your environment. I hope you are working with us pricing it for the moment based on assumption we can make without a detailed analysis. Would that be ok?

**Answer 1:** Please submit your best quote based on the information provided in the Cybersecurity RFP and in the Q&A. The Library can only receive E-Rate Cybersecurity funding for items included in the winning vendor’s quote and final contract and PCLS would be fully responsible for any charges over the quoted amounts. The Library recognizes that as the project is implemented, more or less work may be required. PCLS will only pay for and request E-Rate funding for services that are actually delivered. If there are overages beyond the final quote and contract, the Library may approve them on a project-by-project basis depending on cost-effectiveness and budget availability.

**Question 2:** Also for Sentinel, do you already have a SIEM solution (Sentinel) or is adopting for the first time? In case you already have one, which one do you have? Also, would you know which source of data you want to connect to Sentinel. Typically, we cannot the firewalls, VMs, M365 Environment. Anything else?

**Answer 2:** We are implementing Sentinel as our first SIEM solution. Provide a bid on the implementation based on industry best practices and including relevant data sources.

**Question 3:** You have indicated you already have Microsoft 365 basic licenses. Depending on which basic license you have and the level of data security implementation you may be seeking. A stand-alone license of Purview may or may not be necessary. Can you please indicate which Microsoft 365 license you have for the 500 users and in which quantities?

**Answer 3:** PCLS has A5 licenses for all 500 users.

**Question 4:** The level of implementation of Purview can vary considerably depending on your business requirements and desire. We do not have enough information at the moment to understand how deep of a Purview implementation you are looking for. Once we understand which basic licenses of Microsoft 365 you have. We can provide a estimation for a baseline implementation of Purview to be incorporated in this proposal. Would that be ok, or would you like meet to tell us more details about your business requirements and desired level of implementation?

**Answer 4:** Please submit your best quote based on the information provided in the Cybersecurity RFP and in the Q&A. The Library can only receive E-Rate Cybersecurity funding for items included in the winning vendor’s quote and final contract and PCLS would be fully responsible for any charges over the quoted amounts. The Library recognizes that as the project is implemented, more or less work may be required. PCLS will only pay for and request E-Rate funding for services that are actually delivered. If there are overages beyond the final quote and contract, the Library may approve them on a project-by-project basis depending on cost-effectiveness and budget availability.

**Question 5:** For Endpoint Protection roll-out, again, the type of Basic Microsoft 365 licenses you might have may determine the need to acquire new licenses or not. Also, it would be interesting to know if the project would entail the substitution of an existing End Point Protection solution, or just adoption of a new one. Do you have the existing End Point Protection solution already in place, if so, which one?

**Answer 5:** The Library’s existing endpoint protection is Microsoft Defender and it has been rolled out. Some additional configuration is likely required.

**Question 6:** Also, for the deployment of End Point Protection, it would be easier in case you have already adopted Microsoft Intune. DO you have Microsoft Intune already in place and the computers you have already managed by Microsoft Intune?

**Answer 6:** We have adopted Microsoft Intune, it is in place, and computers are being managed by it.

**Question 7:** There is an assumption you have your Microsoft 365 environment and some on-premises infrastructure. Is your M365 environment already functioning in hybrid mode with Entra ID Connect already configured? This would mean that all users would only have one username and password to login into your cloud environment (Microsoft 365) and your on-premises environment (Active Directory).

**Answer 7:** Yes, the M365 environment is already functioning in hybrid mode with Entra ID Connect already configured.

***Project 4: Basic and Add-On Services for Muti-State Information Sharing and Analysis Center (MS-ISAC)***

**Question 1:** We could provide pricing for this Project too. But I understand based on previous emails that you no longer need pricing for this one. Is that correct? I just want to make sure we are not missing anything.

**Answer 1:** This contract has been awarded and bids are no longer needed.

***Project 5: Multi-Factor Authentication (MFA) / Phishing-Resistant MFA***

**Question 1:** Is the only option considered here physical keys? Or could we also consider alternatives as multiple methods of authentication such as "Microsoft Authenticator"?

**Answer 1:** PCLS seeks multiple methods, one of which should include a physical key for at least a portion of the user base.

**Question 2:** Another alternative as additional authentication factors include "Windows Hello for Business" for again the type of Microsoft 365 basic license that you have may determined whether it is already contemplated in your current licenses or not. Could we consider "Windows Hello for Business" as an alternative authentication method?

**Answer 2:** PCLS has Windows Hello for Business compliant devices and licensing. The Library would like to include all methods of authentication including: Windows Hello, the physical key, and Microsoft Authenticator.

**Question 3:** You indicted to have 500 users, but only requiring up to 300 security keys. What would the plan to provide multi-factor authentication for the remaining 200 users?

**Answer 3:** They would use either Windows Hello or Microsoft Authenticator.

***General Questions***

**Question 1:** We are not yet still working through our USAC SPAC Application, we have completed the first phase and moved to the second phase. Would this be an impediment for use to proceed with our response to the RFP?

**Answer 2:** A Service Provider Identification Number (SPIN) is required for all applicants to file a Cybersecurity 471 form and receive E-rate funding, but the Annual Certification form required for each year does not have to be filed by the service provider before the applicant files the 471 form. In other E-Rate programs, the Universal Services Administrative Company (USAC) may issue a temporary SPIN to be used by the applicant if a service provider does not have a SPIN yet, and we will research to see if that is an option for the Cybersecurity Pilot Program. Preference may be given to vendors who have a SPIN already in place.