



September 5, 2025

### **Addendum No. 1**

Request for Proposals to provide implementation of Vulnerability and Patch Management System for the Cybersecurity Division with Technology Solutions at the City of Durham.

Notice to: Prospective Bidders

This addendum containing the following additions, clarifications, and/or changes, is issued prior to receipt of bids and does hereby become part of the original specifications and documents and supersedes the original specifications and documents in case of conflict. Receipt of this addendum must be acknowledged by signing in the area indicated below. This addendum must be signed and returned with your proposal. In the event that your proposal has been sent prior to receiving this addendum, you may submit the addendum by email clearly marked as an addendum in the subject line. This addendum and proposal response must be received by 5:00 pm, on **Monday, September 29, 2025**, as amended below. Failure to do so will result in the disqualification of the corresponding bid.

### **Evaluation Criteria Change**

The following sections of the original RFP will be stricken and will be replaced by the text below.

#### **Original RFP Sections to be Stricken and Replaced**

- 180. Evaluation Criteria.
- 190. Understanding the Project.
- 200. Methodology Used for the Project.
- 210. Management Plan for the Project.
- 220. Experience and Qualifications
- 230. Contract Cost

#### **Updated Evaluation Criteria Sections**

**180. Evaluation Criteria.** If an award is made, it is expected that the City's award will be to the candidate that agrees to meet the needs of the City. A number of relevant matters will be considered, including qualifications and cost.

**Phase 1 Compliance** – Proposals that do not meet the City’s IT standards or do not provide responses to the UBE forms will not be considered.

**Phase 2 Business Value**

- Technical approach, features and capabilities
- Implementation, training, and support
- Experience and qualifications
- Cost proposal
- Complete proposal
- Equal Business Opportunity Program Participation

**Phase 3 Reference Checks**

**Phase 4** Ranked vendor by scoring and select finalist

**190. Technical approach, features and capabilities**

Proposals will be evaluated against the questions set out below.

- Demonstrated understanding of the City’s environment, requirements, and objectives.
- Methodology for vulnerability scanning, assessment, prioritization, and remediation tracking.
- Ability to integrate with the City’s existing technology environment and security tools.
- Scalability of the solution to meet current and future needs.
- Quality and clarity of proposed implementation plan and project timeline.

**200. Implementation, training, and support**

Proposals will be evaluated against the questions set out below.

- Proposed onboarding and deployment process.
- Training resources for City staff, including user documentation and knowledge transfer.
- Ongoing support model, including SLAs, patch/upgrade cycles, and customer service availability.
- Vendor’s approach to continuous improvement and product roadmap.

**210. Experience and qualifications**

Proposals will be evaluated against the questions set out below.

- Vendor’s experience providing vulnerability management solutions for government or comparable enterprise environments.
- Demonstrated success in similar engagements (references, case studies, or client examples).
- Certifications, qualifications, and expertise of proposed personnel.
- Knowledge of compliance standards (e.g., NIST, CIS, CJIS).

## 220. Cost proposal

Proposals will be evaluated against the questions set out below.

- Overall cost effectiveness of the solution, including initial licensing, professional services, training, and ongoing support/maintenance.
- Transparency of pricing model and total cost of ownership.
- Flexibility in licensing (enterprise vs. per-user/device options).
- The lowest cost proposal will receive the maximum number of points allocated to cost. Cost is one of a number of factors, so a candidate with the lowest cost cannot count on being selected.

## 230. Complete proposal

Proposals will be evaluated against the questions set out below.

To be considered for evaluation, each proposal must be complete, organized, and responsive to all requirements of this RFP. Proposals that are incomplete, conditional, or fail to address the specifications herein may be rejected without further consideration.

All other specifications, terms, and conditions remain as required in the initial Request for Bids.

Respectfully,  
Deborah Finken  
Technology Solutions

I have read and acknowledge receipt of Addendum No. 1

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_