**ADDENDUM - A**

**EMAIL SECURITY SOLUTION SERVICES**

**RFP: 2025-10388**

This addendum includes additions to pre-existing sections of this RFP and answers to questions asked by vendors before this addendum's publication. The questions will be consolidated with other similar questions when possible.

1. **Minimum Qualifications**

The following are additions to the Technical Questionnaire:

1. How does your solution detect and respond to attacks using delayed weaponization?
2. Does your solution offer a way for end users to report false positives? If so, what is the process? Does it differ between spam and phishing emails?
3. If unable to prevent an email from reaching Exchange, how long does your solution take to remediate an email identified as malicious?
4. Does your solution provide sandboxing for attachments or links? Describe the process if so (automatic/manual, historic/current).

The following question is no longer required:

1. Please provide any documents available for vendor security review (SOC II, etc.).

Documents may be requested during vendor selection but will not be required before the RFP deadline. Any requisite NDA will be addressed when the documents are requested.

1. **Vendor Questions**
2. Is Crystal Stairs looking for an API or a gateway?

Either option will be acceptable for this RFP.

1. User/mailbox questions
   1. How many frontline vs. informational workers does Crystal Stairs have?
   2. How many of the inboxes are archives?
   3. How many of the inboxes are active?
   4. How many licenses does Crystal Stairs have?

Crystal Stairs has roughly 50 teachers with the remaining staff being office workers. There are roughly 1450 total mailboxes, roughly 470 are shared mailboxes which we use primarily as archives of former employees, and roughly 25 inboxes with archives which are primarily used to manage long time employees with large inboxes. All employees are expected to have licenses: 600 employees with 600 A5 licenses.

1. We (the vendor) have multiple options for feature sets. Which would Crystal Stairs prefer?

When possible, it is preferable that a vendor provides a quote for each option they believe meets the RFP requirements. Crystal Stairs will evaluate each quote provided on equal footing, so multiple quotes won’t harm a proposal.

1. Is Crystal Stairs interested in DMARC? Security Awareness? Phishing simulation?

These are not the primary concern of this RFP, but the presence of these features will be considered as secondary factors. If removal of the feature would reduce the price, it would be prudent to provide that as an option.

1. Can Crystal Stairs participate in a demo or POC?

Crystal Stairs can receive recordings of product demos but will not be able to participate in POC of solutions at this time.