

IT Managed Service Provider (MSP) RFP Bidder Questions

March 31, 2023

Q1. Would the Cape Light Compact consider accepting bids for just the Cybersecurity items in the RFP for Vendor Managed Service Providers. Specifically for sections:

- 1.2.2 Endpoint Detection and Response (EDR)
- 1.2.3 Cybersecurity

A1. The Compact is seeking a complete IT infrastructure support solution, including EDR and Cybersecurity components. A sub-bidder may offer services to a lead-bidder to provide a complete solution.

Q2. P. 3 Attachment A – “The MSP will configure and implement network updates required to access database information systems (for example site-to-site VPN), including Financial, Payroll, and Energy Efficiency.” Will Cape Light provide a list of such systems?

A2. Our current IT Support vendor has provided VPN assistance with our financial system Munis from Tyler Technologies and our energy efficiency tracking and reporting system EECP from Direct Technology. Our current payroll system does not require IT support services, but a future system may.

Q3. What Office 365 licenses do the 20 staff members use?

A3. The Compact subscribes to Office 365 E3 and Power BI Pro for all staff members. Board members are provided subscriptions to Exchange Online (Plan 2).

Q4. Are all Office 365 licenses paid annually upfront or paid monthly?

A4. All licenses are paid monthly through Dell CSP.

Q5. Is your Synology ds416PLAY Directory server connected to any Windows Server Active Directory Domain Controller or are you running the directory service that is similar to Windows Active Directory on the Synology?

A5. We are running the Synology Active Directory Server application.

Q6. Can Cisco OpenDNS Umbrella and ESET be removed and new solutions implemented by the new provider?

A6. Yes.

Q7. What spam filter solution are you using?

A7. Microsoft Office 365 Sender Policy Framework (SPF), DomainKeys Identified Mail (DKIM) and Domain-based Message Authentication, Reporting & Conformance (DMARC). The Compact also actively maintains an internal Office 365 anti-phishing policy of blocked domains and senders of suspect & unwanted emails received by staff.

Q8. Do you backup and/or archive Office 365 emails, or have the need to?

A8. Yes, we use Datto Backupify cloud-to-cloud backup software. The software is pre-set to perform three backups during every 24-hour period. Since we are a municipal entity, we are required to retain all emails.

Q9. Do you currently have a mobile device management (MDM) solution in place? If so, what service?

A9. No, we do not have a service in place.

Q10. Would you be open to implementing a new MDM solution like Intune, and adjusting your Office 365 licenses? If so, are you expecting the bid responses to include the respective licensing and migration services?

A10. The Compact is open to recommendations from the MSP. The proposal should include an MDM estimate. Office 365 licensing is optional and is not required.

Q11. Do you utilize Apple Business Manager for all Apple devices currently?

A11. No.

Q12. Is there an expectation for onsite services to be included in the response? If so, what services are requested?

A12. While the Compact does not anticipate that onsite services will be required, please include onsite technical support pricing if onsite services are recommended by the MSP or requested by the Compact.

Q13. How in depth are the internal/external vulnerability scans and IT risk assessments required to be?

A13. The Compact requests industry standard best practices for a municipal organization, as recommended by the MSP.

Q14. Do you have an existing cybersecurity training solution in place or are you looking for a new one? Will this include all staff and board members (as they all use email)?

A14. Select staff are participating in the annual Municipal Cybersecurity Awareness Training program provided by the Commonwealth of Massachusetts Executive Office of Technology Services and Security (EOTSS). The Compact is requesting recurring cybersecurity training for all staff and is open to MSP recommendations regarding board members.

Q15. What are your expectations on SLAs for tickets that are not emergencies and/or may take more than 24 hours to resolve? The bid states 1 hour acknowledgement and 24-hour resolution. Are these hard and fast KPIs or simply targets that will be measured against on reporting for efficiency and effectiveness of service?

A15. These are targets for standard service requests. The Compact understands that some requests may take several days or weeks to complete.

Q16. What is your current backup solution and strategy for the on-premises Synology? Is there an expectation to provide a net-new solution or maintain the existing one?

A16. The Synology facilitated the transition of files and data from Barnstable County's server to the Compact's SharePoint. It contains four Western Digital 4 TB SAS drives, configured as RAID10 mirrored drives. It no longer stores any user data and serves as our Active Domain Server. The Compact looks forward to the MSP's recommendation and guidance to transition from the Synology to cloud-based Microsoft 365 Azure Active Directory with MFA. Once complete, the Synology will be retired.