

Cape Light Compact Managed Services RFP

Informational Conference Call Notes, Questions and Answers

May 15, 2026, 10:30am-11:00am

The call opened at 10:30am. The questions below are transcribed to the best of our ability, but they are not the exact question from the potential Proposers. It should be noted that answers have been augmented from the verbal answers provided during the call.

Margaret Song reviewed the schedule, and it is not anticipated that any changes to the schedule will be made at this time, but all pertinent information can be found at www.capelightcompact.org/rfp. Angela Hurwitz provided verbal responses to technical questions and contributed to written responses below.

No other questions were submitted in writing by the deadline of noon on May 15, 2026.

Q: For the platforms mentioned in the RFP, can the Proposer bring their own platforms for consideration in the scope?

A: The Compact is satisfied with the current platforms, and the pricing should reflect the current platforms noted. However, the Compact would be open to new platforms if there are sufficient benefits to shift. Please provide information regarding alternative platforms with alternative pricing, if applicable.

Q: For the platforms mentioned in the RFP, has the Compact made an investment that may factor against shifting into a new platform?

A: While the Compact has made investments into various platforms, there is not a cost-based factor that would preclude us from looking at new platforms. The Compact is open to solutions proposed by vendors and investment and cost will be evaluated per solution. The Proposers should provide the pricing as noted in the RFP, but please refer to the prior question for pricing for alternative platforms.

Q: For onsite personnel needs, can you tell us more about the expectations? Is it a routine need or ad hoc?

A: Historically, the Compact has not had routine needs for onsite staff. However, the bidder should be able to meet onsite when requested. These would be ad hoc requests to be onsite.

Q: For the hardware mentioned in the RFP, are these under warranty? Is there anything we should know about expectations regarding hardware?

A: The Compact owns the network hardware that is mentioned in the RFP. There will be a need to update some of the hardware (as mentioned). The Compact leases staff laptops on a three-year replacement schedule.

Q: How many endpoints does the Compact have today? Is there an assumption that it is full time staff? Does it include contractors?

A: There are approximately 20 endpoints today. The endpoints will include internal users that are full time staff, and it does not include contractors.

Q: Given the current level of satisfaction with the current infrastructure, what factors should be considered in switching the stack?

A: The stack currently works for the Compact. As a municipal entity, the Compact keeps an eye on the threats that are typically targeted at municipalities. The Compact would be open to a new stack if the benefits were sufficient to do so. Please see prior question on how to respond to the bid with an alternative scenario.

Q: Are there any restrictions or preferences to the geographic location of staffing resources (for example, US, near shore, off shore)?

A: No. There is no current restriction on geographic location of staffing resources; however, the Compact currently has policies for data security including geofencing to the United States, and the Proposal should comply with those requirements. Any proposals also should comply with local, state, and federal requirements to safeguard and report on data security. One such reference is [EOTSS policies, standards, and guidelines | Mass.gov](#), and the Proposer should be prepared to meet any and all requirements therein.

Q: In the section regarding "Backup and Restore," for the pricing, would you want a full scope of just the programs with more details to be resolved later?

A: The Compact is looking for backup of M365, user data, workstations, SharePoint sites, and others as mentioned in the Scope. We are looking for a per unit cost to cover those areas. Anything outside of the scope is not the responsibility of the Proposer.

Q: For endpoint refresh, is this a routine effort that has a set timing to it?

A: No, this is not a routine effort, and is done, as needed.

Q: There are several tools mentioned in the scope for telemetry. Would the Compact be able to handle a breach and manually connect the data points, or would it prefer a more automated solution?

A: The Compact is open to suggestions regarding a more automated solution. As noted earlier, please price using the tools in the RFP. For any potential alternates, please note the proposed solution and separate pricing.