Answers to Questions
NOFO No. 2025-Cyber-01

Please also refer to the *Frequently Asked Questions* document located here.

Applicant Eligibility Questions	
Question	*Answer*
Are counties eligible to apply?	Yes.
Can schools apply independently from a town's administration?	Yes, schools can apply separately from the town administration.
I support a union of school districts with five schools on one centrally managed network. Can I apply as one organization?	Yes.
Can a public school district apply or does the entire municipality need to apply?	Public school districts can apply separately from the town administration.
Are Regional Planning Organizations eligible to apply for themselves?	Yes.
We are an SBA Minority-Owned Certified Home Care Agency. Do we qualify to apply for the Grant?	Yes.
We currently use SentinelOne. Are we eligible for this grant?	Yes, but only for a deployment of the service through CyberTrust Massachusetts.

Funding Eligibility Questions	
Question	*Answer*
Can we include an overhead line item for program management and administration services?	Overhead is not an eligible grant expense. Only MDR scopes of work from CyberTrust are eligible for funding.
Are there any exceptions that would allow us to exceed the $25K request limit?	Yes – a grant that supports multiple businesses, non-profits, or municipalities may exceed $25,000. However, grants may not fund more than $25,000 per organization being supported. The exact amount awarded will be determined by the size of the scope of work and overall application requests.
Are MDR services other than the CyberTrust Massachusetts MDR service eligible for funding?	No. Only MDR services from CyberTrust Massachusetts are eligible for funding.
Can grants fund MDR/EDR/NDR services an organization already has?	Grants may only fund MDR services from CyberTrust Massachusetts.
Is the onboarding fee covered by the grant?	Yes.

Will districts that get this grant need to eventually fold the cost into their budget going forward? Or, is there any thought to year-over-year renewal options for districts?	The grant is intended to help organizations get started with the CyberTrust MDR service. Organizations will need to utilize non-MassTech funds to pay for the service after grants are completed. For this reason, applications from organizations utilizing non-MassTech funds as part of the scope of work are prioritized.
Can the program be entirely contained with the $25k?	Yes. However, applications that leverage non-grant funding for the scope of work will be prioritized.
Is the grant a one-time $25,000 grant or is it $25,000 repeated over three years?	Grants are for up to $25,000 one time and may fund scopes of work for MDR from CyberTrust Massachusetts for up to 3 years.
Does this program rely on federal funds?	No, this program utilizes state funding.

CyberTrust MDR Service Questions	
Question	*Answer*
Any analysis completed on the positive impacts of this service for Defense Industrial Base-focused small businesses relative to the Cybersecurity Maturity Model Certification (CMMC)?	MDR will cover some, but not all, of the controls required under CMMC. CyberTrust is also an MSSP for ThreatLocker, which covers additional CMMC-required controls. CyberTrust is building out a technology stack that can support organizations with CMMC compliance.
Are chromebooks considered endpoints that need this protection?	CyberTrust does not recommend utilizing SentinelOne for mobile devices or chomebooks.
Do you have a list of types of endpoints that need protection?	Windows devices, MacOS devices, Linux devices, servers, laptops, and desktops are examples of endpoints that need protection.
Can the identity protection option be done on its own?	No. Identity protection is an add on.
How much control does an organization get with the MDR?	Every organization has its own tenant in the CyberTrust portal and customers have access on a read only basis. Policies are not changed without consulting with customers. CyberTrust works with customers to implement the service on their systems.

Does the MDR service include multi-factor authentication?	No.
How does SentinelOne ITDR compare to Huntress?	We are unable to provide a comparison of SentinelOne ITDR to offerings from other vendors.
Is SentinelOne anti-virus included in this package?	Yes, the anti-virus capability is included
Does SentinelOne include spam filtering?	No.
Is this service just for IT environments and not OT environments?	Yes, but CyberTrust is evaluating solutions that can support OT environments as well.
Do the SOCs at schools only employ students from the host school or are students from nearby schools eligible to be hired?	Student analysts are from any of the CyberTrust Massachusetts consortium member schools and brought together as one team.
Are daily/weekly/monthly threat briefs provided to customers to help educate/ raise awareness across the workforce?	CyberTrust does not currently offer threat briefs. There are other sources for this information, including MS-ISAC, the Commonwealth Fusion Center, and the MassCyberCenter.
Does SentinelOne monitor hardware firewalls? Can we feed other log sources into SentinelOne as a SIEM?	SentinelOne does offer this capability but CyberTrust does not offer firewall monitoring as part of its MDR service at this time. CyberTrust is exploring SIEM capabilities that will monitor firewalls and other sources.
Is the per endpoint cost of the CyberTrust MDR services – $60 for municipalities and $84 for small businesses – per year or per month?	The endpoint costs are per year.
Are these standard prices for SentinelOne services or does the price drastically increase the year after the grant funds are used?	CyberTrust considers the prices for services to be sustainable prices for this market.