



The Palm Beach MPO  
is providing responses to questions received regarding  
**Request for Proposals (RFP) 2026-01** for:

### **Information Technology Services and Management**

March 23, 2026

The following questions were submitted regarding RFP 2026-01 Information Technology Services and Management between 3/16/2026 – 3/20/2026

#### **Question 1:**

Could the MPO confirm the approximate number of users, workstations, servers, and network devices currently supported?

#### **Response:**

##### **Organizational IT Environment Review:**

##### Number of Users: 13

Users require secure access to network resources, email, shared drives, and cloud-based applications. The MPO devices operate primarily on Windows 11.

##### Devices:

Desktop Computers: 3 (Micro Think Tank, Micro AV tower, IT closet)

Laptop Computers: 14 (includes peripherals and accessories)

Tablets/iPad: 35

Networked Printers and Copiers: 2

##### Network Infrastructure:

The MPO has **1** primary office location: 301 Datura Street, West Palm Beach, FL 33401.

Staff can work a hybrid schedule (onsite/remote split) and can also require support if traveling or working remotely.

Internet Service Provider: Comcast/Xfinity

The MPO has 2 Ubiquity Network Switches, 1 Fortinet Firewall, 2 Comcast Routers, and the MPO operates on a cloud-based server.

Cloud Server functions include:

- File Storage and Sharing
- User Authentication
- Application Hosting
- Back up and Disaster Recovery

Cloud Platforms include: Microsoft 365, Adobe Acrobat Pro, Backupify

Applications and Systems:

Email: Microsoft Outlook

File Storage: SharePoint, OneDrive

Financial Systems: Aclarian

Specialized Transportation Software: ARCGIS Systems, Ecointerative, Mysidewalk

Note to Proposers:

The quantities listed above are approximate and subject to change. The selected proposer will be expected to support, maintain, and potentially scale services based on this environment. Proposers should account for both onsite and remote support needs.

**Question 2:**

Could you provide the historical help desk/service desk ticket volume (average monthly or annual) for the past 12–24 months?

**Response:** The MPO has an average of approximately 125 tickets annually.

**Question 3:**

What cloud platforms or hosted systems are currently in use (e.g., Microsoft 365, Azure, AWS)?

**Response:** The MPO currently uses Microsoft 365, Adobe, Fortinet, Backupify

**Question 4:**

What level of onsite support is expected versus remote support?

**Response:** The Agency expects a hybrid service model with a strong onsite component for hands-on IT support. While certain services may be performed remotely such as system monitoring, routine maintenance, helpdesk support, etc. Proposers should anticipate providing regular onsite support for tasks that require physical presence, including but not limited to:

- Support and servicing of workstations, hardware, and peripheral devices
- Installation and configuration of equipment
- Resolution of issues that cannot be addressed remotely
- General onsite IT support as needed by Agency Staff

**Question 5:**

Does the MPO currently have an incumbent IT services provider or internal IT staff supporting these services?

**Response:** Yes, The MPO currently holds a contract with The Consultants Consortium (TCC) until August 20, 2026.

**Question 6:** What are the expected service desk support hours (e.g., business hours or extended support)?

**Response:** The expected support hours to be provided are the MPO's regular business hours: Monday – Friday 8am – 5pm, other than on holidays when the agency is closed for operations.

**Question 7:** Is there an IT asset inventory available that includes hardware, servers, and network equipment?

**Response:** Please see response to question 1.

**Question 8:**

Given that most managed service providers extend pricing based on the number and type of equipment (and / or users) to be managed, will you be providing an addendum listing the user count, server count, workstation count, and network hardware count to use as a baseline for pricing our response?

**Response:** Please see response to question 1.

**Question 9:**

We have downloaded the above referenced RFP. I am reading **Section 1.7** which states:

**“It is the Respondent’s sole responsibility to assure receipt of all Amendments. The Respondent should verify with the designated Contact Person (Section 1.6) prior to submitting a Proposal that all Amendments have been received. Respondents are required to acknowledge the receipt of all Amendments by submitting the Amendment Acknowledgement Form as part of their proposal. The Amendment Acknowledgement Form will be attached to the amendment documentation posted to the website.”**

I reviewed all the attached documents in the Demandstar portal and did not see attached the “Amendment Acknowledgement Form” for Amendment No. 1.

Can you please direct me to where I can find this form?

**Response:**

The form will be available to download via DemandStar and the Palm Beach MPO’s website under “Doing Business with the MPO” page on Friday, March 20, 2026.