



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

Information Technology Services and Management

March 27, 2026

The following questions were submitted regarding RFP 2026-01 Information Technology Services and Management between 3/24/2026-3/27/2026.

Question 1: Could the Agency please consider extending the proposal submission due date? As currently scheduled per the agency's timetable, responses to questions and any RFP amendments will be released on April 2, 2026, at 4:00 PM, with proposals due the following day, April 3, 2026, at 4:00 PM. This limited timeframe may not provide sufficient opportunity for offerors to thoroughly review the amendments and incorporate necessary revisions into their proposals.

Response: The MPO provides weekly Q&A's posted on the MPO webpage and DemandStar. The final date to submit questions for 2026-01 is 3/27/2026. Final and all answers will be posted and provided on 4/2. Being that the agency is providing clarifications weekly up to the deadline, we will not consider an extension for submission of proposals.

Question 2: Please confirm whether client references are required as part of the proposal submission, since "Client Communication, References, and Responsiveness" is an evaluation criterion, but Section 3.2 does not specify a required references section or attachment. If yes, please provide the template and let us know how many references are required. Will one client reference suffice? We will appreciate additional details on this requirement

Response: The Customer Reference form has been uploaded to the website: <https://palmbeachmpo.org/business/>. The Respondent shall include three (3) completed Customer Reference Forms in the submission.

Question 3: Should client references be limited to contracts involving co-managed IT environments or similarly scoped managed services, or will other related IT support engagements also be considered relevant?

Response: The selected vendor will be responsible for managing the MPO's IT environment, including Microsoft 365, Azure, and local network infrastructure. The MPO will retain responsibility for website content and appearance. The vendor will also coordinate and support internet service provider-related issues as needed.

Question 4: Is there a preferred recency window for client references, such as contracts performed within the last three years which is usually the case?

Response: No, there is not a preferred recency window for client references.

Question 5: Please confirm how many past experience performance examples the MPO expects respondents to include in the technical proposal.

Response: This is up to the respondent.

Question 6: Is there a preferred time period for past experience performance examples, such as projects performed within the last three years or five years?

Response: No, there is not a preferred time period.

Question 7: Section 3.2 requires identification of key personnel and Attachment A requires a one-page organization chart identifying key personnel, roles, and subconsultants. Please confirm who will be the Key Personal for this requirement? Project Manager? We will appreciate additional details on this requirement i.e. resume required?

Response: This is up to the respondent based on achieving deliverables as specified in the Technical Project Proposal Requirements.

Question 8: Would the agency provide the Job Descriptions for the staff to be utilized under this contract for the Project Manager and the sub-staff? Also, who is the incumbent, historical LCATs, and the contract #?

Response: The current contract is with The Consultants Consortium LLC dba TCC Solutions under contract FY25-05. Respondents should base their proposals on the requirements outlined in Section 3.2 of RFP 2026-01, as the MPO is seeking a forward-looking approach rather than replicating the existing contract structure.

Question 9: Does an offeror need to respond and write towards the Client references and Quality Control and Assurance as stated in the evaluation criteria, and will that count towards the 10-page limitation?

Response: The Customer Reference form has been uploaded to the website: <https://palmbeachmpo.org/business/>. The Respondent shall include three (3) completed Customer Reference Forms in the submission. This will not count towards the 10-page limitation.

Question 10: Section 3.2 requires a Price Proposal with monthly or annual pricing for recurring services, but no pricing sheet or template is included along with LCATS and CLINS. Please provide us with the LCATs and hours listed so we can price them accordingly.

Response: Specific Labor categories (LCATs) are not required or provided for this contract. The respondent is responsible for determining staffing needs based on the scope of services to be provided.

Question 11: Should after-hours support and emergency incident response be included in the recurring price proposal, or identified separately as optional or time-and-materials services? Section 3.2 requires a staffing plan covering after-hours support and escalation, but pricing instructions do not clarify whether those costs should be embedded or separate.

Response: Respondents may propose their own pricing structure; however, all costs, including after-hours and emergency support, should be clearly identified either as part of recurring pricing or as separate optional or time-and-materials services.

Question 12: For "other value-added services and associated costs," please provide us the pricing template along with LCATs and Hours.

Response: Respondents may propose their own pricing structure, as long as all associated costs are fully detailed.

Question 13: If routine on-site support is proposed, should local travel costs be included in the recurring pricing, or may they be separately identified? Please provide the travel budget in the pricing template.

Response: Respondents may propose their own pricing structure; however, all costs, including any travel expenses, should be clearly identified and included in the pricing proposal.

Question 14: Please clarify how price will be considered in evaluation, since Section 2.18 lists scored criteria for qualifications, scope responsiveness, references, and quality control, but does not list a separate point value for price.

Response: Pricing will be evaluated as part of the overall proposal. An amendment will be issued to update the Evaluation Criteria to include a cost component. Cost proposals will be reviewed for reasonableness, completeness, and alignment with the scope of services and will be scored accordingly as part of the total evaluation.

Question 15: Please confirm whether electronic submission via DemandStar alone is sufficient, or whether respondents submitting electronically must also provide a USB or hard copy. Section 1.5 and Section 3.1 appear to allow multiple submission methods, but confirmation would be appreciated.

Response: Submission via DemandStar alone is sufficient.

Question 16: If submitting via DemandStar, are there any file naming conventions, file size limits, or requirements to separate the technical proposal, price proposal, and attachments into different files?

Response: No, naming conventions is left up to the respondent.

Question 17: Please confirm whether the 10-page limit applies only to the technical proposal narrative, excluding cover letter, table of contents, pricing, and all attachments. Section 3.2 says the technical project proposal is limited to 10 pages excluding cover letter, table of contents, and attachments, but it would be helpful to confirm whether the price proposal is also excluded.

Response: The price proposal is excluded from the 10-page technical project proposal.

Question 18: Should the offeror draft the Price Volume separately from the Technical Project Proposal?

Response: The price proposal is separate from the technical proposal.

Question 19: Please confirm whether there are any additional required attachments beyond Attachments A-D referenced in Section 3.2, since Section 2.11 also states that the DBE Bidder Opportunity List form, included as Attachment F, must be submitted as part of the package. Additionally, could the government please provide Attachment F?

Response: The section on DBE was eliminated per Amendment #1 as published 3/20/2026.

Question 20: Please provide the current number of supported:

- End users
- Workstations/laptops
- Servers (on-premises and cloud-based)

Network devices (switches, firewalls, wireless access points)

Response: Please see detailed Organizational IT Environment Review in questions from 3/16 -3/20.

Question 21: How many physical office locations are included in the scope of support?

Response: The MPO has one (1) primary office location: 301 Datura Street, West Palm Beach, FL 33401.

Question 22: Is there an anticipated growth or reduction in users or infrastructure over the contract period?

Response: No, there is no anticipated growth or reduction in users or infrastructure over the contract period.

Question 23: Can the MPO clarify the expected cadence for on-site support, such as full-time onsite presence, scheduled visits, or as-needed dispatch support? The project purpose references on-site support, but the frequency is not defined

Response: The MPO does not require a fixed on-site presence. Respondents should propose an on-site support model that aligns with the needs described in the Technical Project Proposal and Organizational IT Review (Q&A #1).

Question 24: What are the MPO's expected support hours for regular operations, after-hours support, and emergency response?

Response: The MPO's standard hours of operation are Monday through Friday, 8:00 AM to 5:00 PM. While after-hours and emergency support are not routinely required, respondents should account for these scenarios in their proposed pricing and service approach.

Question 25: Section 3.2 references AV systems and their integration with network infrastructure. Could the MPO provide more detail regarding the current AV environment, number of conference rooms, major platforms in use, and whether hands-on AV support is expected as part of day-to-day managed services?

Response: The MPO utilizes standard conference room audiovisual systems that are integrated with the network environment. The selected vendor is expected to support the network connectivity and infrastructure related to AV systems and coordinate troubleshooting as needed. Direct AV system support may be limited and can be proposed by the respondent as part of value-added services.

Question 26: Please provide historical service desk metrics for the past 12 months, including:

- Average monthly ticket volume (incidents and service requests)
- Ticket distribution by priority/severity
- Percentage of tickets requiring onsite support

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

Question 27: Please identify the current tools/platforms in use for:

- IT Service Management (ITSM)
- Network and system monitoring
- Endpoint management (e.g., Intune, SCCM)
- Backup and disaster recovery
- Cybersecurity (e.g., EDR, SIEM, vulnerability scanning)

Response:

- IT Service Management (ITSM) – **None in place**
- Network and system monitoring – **None in place**
- Endpoint management (e.g., Intune, SCCM) – **Microsoft Defender**
- Backup and disaster recovery - **Backupify**

- Cybersecurity (e.g., EDR, SIEM, vulnerability scanning) – **None in place**

Question 28: Please describe the current Microsoft environment, including:

- Microsoft 365 licensing model (e.g., E3, E5)
- Use of Azure services (if applicable)
- Identity management approach (e.g., Azure AD, hybrid AD)

Response:

- Microsoft 365 licensing model (e.g., E3, E5) – **Business Premium (17) and E3 (1) and Microsoft 365 Audioconferencing**
- Use of Azure services (if applicable) – **Blob storage for archiving**
- Identity management approach (e.g., Azure AD, hybrid AD) – **Azure AD**

Question 29: Is there an existing SOC, or will the customer be responsible for this function?

Response: No, there is not an existing SOC.

Question 30: Does the MPO have target service levels or response/resolution times that respondents should address in their proposal?

Response: The MPO does not have target service levels. This should be part of the technical project proposal through Key Performance Indicators.

Question 31: Please clarify what is meant by “integration with agency-managed endpoint services” and whether there are existing endpoint platforms, policies, or tools the selected contractor must work within.

Response: The Organizational IT Review as detailed in Question 1 from the 3/16 – 3/20 question period includes equipment and services that are expected to be maintained.

Question 32: Section 1.3 states a proposed effective date of 07/01/2026, Section 1.4 lists a Contract Start Date of 06/01/2026, and Q&A No. 1 notes the incumbent contract remains in place until 20/08/2026. Could you please confirm the intended service commencement date, expected transition period, and whether any overlap or phased handover with the incumbent is anticipated?

Response: The anticipated contract start date is July 1, 2026. A transition period with the incumbent provider will be included to ensure continuity of services.

Question 33: Q&A No. 1 indicates a hybrid model with a strong onsite component. Could you please clarify the expected onsite support model, including whether the MPO requires a fixed onsite presence, a minimum number of onsite days or hours per week/month, and the required response time for ad hoc onsite attendance?

Response: The MPO does not expect a fixed onsite presence. The frequency for on-site support should be proposed by the respondent based on the needs listed in the technical project proposal and Organizational IT Review as detailed in Question 1 from the 3/16 – 3/20 question period.

Question 34: The RFP references a co-managed environment, integration with agency-managed endpoint services, and joint troubleshooting/policy enforcement. Could you please confirm which services are expected to be fully vendor-managed versus jointly managed by MPO staff or other parties, particularly for endpoint management, Microsoft 365 administration, identity and access management, backup operations, and firewall/network changes?

Response: All realms will be managed by the vendor except for the website.

Question 35: Q&A No. 1 refers to a cloud-based server supporting file storage, user authentication, application hosting, and backup/disaster recovery. Could you please provide further detail on the hosting platform, number of servers or environments, operating systems, administrative access model, and current backup/recovery arrangement?

Response: Microsoft 365 and Backupify

Question 36: Could you please clarify the baseline cybersecurity services expected within the recurring managed service scope, including whether MPO expects services such as endpoint protection management, vulnerability scanning, SIEM, MDR/SOC capability, and reporting against any specific compliance or governance framework?

Response: The MPO is seeking a vendor capable of incorporating cybersecurity services into the overall IT services framework. Respondents should propose a comprehensive approach that includes appropriate cybersecurity tools, monitoring, and best practices.

Question 37: The RFP requires experience with AV systems and their integration with network infrastructure. Could you please confirm whether the selected provider is expected to support AV systems directly, support only the underlying network/connectivity elements, or coordinate with a separate AV supplier, and whether there are meeting rooms or key AV spaces that should be assumed in pricing?

Response: The selected provider is expected to support the network and connectivity components of audiovisual systems. Direct support of AV equipment may be proposed as an optional or value-added service. The MPO currently operates standard conference room environments and does not anticipate extensive dedicated AV support requirements.

Question 38: Section 3.2 requests monthly or annual pricing for recurring services. Could you please confirm the preferred commercial structure, including whether the MPO expects a fixed managed service fee, separate time-and-materials pricing for project/change work, inclusion of travel costs, and separate pricing for optional/add-on services?

Response: Respondents may propose their own pricing structure, as long as all associated costs are fully detailed.

Question 39: The evaluation criteria include Client Communication, References, and Responsiveness; however, the proposal instructions do not appear to specify the required number or format of references. Could you please confirm the number of references required, any preferred client profile, and where these should be included within the submission?

Response: The Customer Reference form has been uploaded to the website: <https://palmbeachmpo.org/business/>. The Respondent shall include three (3) completed Customer Reference Forms in the submission.

Question 40: We understand that you have cloud based storage. Do you also have local storage in the form of SANS? If so, how many and what type?

Response: No, the MPO does not have local storage in the form of SANS.

Question 41: We understand that you have 2 Ubiquity network switches.

- a. How many of that is layer 3 switches?
- b. How many of that is layer 2 switches?

Response: The MPO has two Ubiquity 48 Port POE Level 3 switches, including a VLAN.

Question 42: How many Wireless Access Points and Controllers if applicable?

Response: The MPO has 5 Ubiquity Wireless Access Points

Question 43: What security software and tools does the MPO currently have deployed?

Response: Microsoft Defender

Question 44: Is email archiving currently in place? If so, what solution is used and what is the retention period?

Response: Backupify

Question 45: Is an email spam filtering solution in place? If so, what platform is being used?

Response: Microsoft365 Business Premium

Question 46: The MPO currently maintains 35 tablets/iPad for 13 users. What are they used for?

Response: The MPO utilizes the tablets during Board and Committee meetings.

Question 47: For the MPO's cloud server:

- a. What data center or cloud provider is being used?
- b. Is the MPO paying directly with the provider or through a third party?
- c. How much data is being backed up on the cloud server?
- d. What is the retention period for the backups?
- e. What backup software or platform is being used?
- f. What is the current cloud server architecture (single server, multiple servers, or distributed environment)?
- g. How many virtual machines (VMs) are deployed, and what are their roles?
- h. What are the specifications of each server/VM (CPU, RAM, storage capacity, and storage type)?
- i. What applications is the cloud server hosting?

Response:

- a. Microsoft365
- b. The MPO pays directly to Microsoft
- c. 2.8TB of SharePoint
- d. Indefinite
- e. Backupify
- f. Serverless environment
- g. 0
- h. N/A
- i. N/A

Question 48: In reference to ArcGIS Systems:

- a. How many ArcGIS users are currently supported (please distinguish between named users, concurrent users, and administrators)?
- b. What is the total volume of data associated with the ArcGIS environment?
- c. Where is ArcGIS data stored?

Response:

- a. 5 named users and 1 administrator/user account
- b. For AGO (ArcGIS Online) we have currently a total of 6.86GB worth of files being stored. For SharePoint we currently have a total of 157GB.
- c. ESRI's cloud services, AGO and SharePoint.

Question 49: For the MPO's Microsoft 365:

- a. What Microsoft 365 licenses are currently in use?
- b. What is the total number of Microsoft 365 users?

Response:

- a. 17 licenses
- b. 13 Users