



The Palm Beach MPO
is providing responses to questions received regarding
Request for Proposals (RFP) 2026-03 for:

Website Management Services

April 15, 2026

The following questions were submitted regarding RFS 2026-03 Website Management Services between 4/3/2026 - 4/10/2026.

Question 1: Section 4.7 references the possibility that the Consultant may coordinate with the MPO's existing hosting provider rather than supply hosting directly. Does the MPO currently have an established hosting provider? If so, can you share the platform name?

Response: The current website is built on WordPress and is managed by the MPO's existing website management provider. Proposers are expected to include hosting as part of their services and pricing.

Question 2: Regardless of whether hosting is vendor-provided or MPO-managed, will the selected vendor be granted full administrative access to the hosting environment, including server credentials, DNS, and backup systems?

Response: Yes, the selected vendor will be granted full administrative access to the hosting environment, including server credentials, DNS, and backup systems.

Question 3: To accurately scope monthly maintenance pricing, can the MPO provide a general overview of the current WordPress environment — specifically the approximate number of active plugins and whether a custom or commercial theme is in use?

Response: The current WordPress environment includes a mix of standard and custom functionality, supported by plugins for accessibility, forms, analytics, and integrations. Proposers should assume a typical municipal website environment and include discovery and assessment as part of their approach.

Question 4: Section 4.3E references existing MPO microsites. How many microsites are currently associated with the main palmbeachmpo.org site, and are they hosted within the same WordPress installation or as separate environments?

Response: The MPO maintains a limited number of microsites that support specific initiatives and programs. These are managed as a combination of standalone and integrated environments. Proposers should be prepared to evaluate and recommend consolidation or integration strategies, as appropriate.

Question 5: Section 4.3C calls out ArcGIS and ESRI-based mapping integrations. Are these currently implemented as embedded iFrame or script-based integrations, or do they involve live API connections requiring active maintenance?

Response: ArcGIS and ESRI-based mapping integrations are primarily implemented through embedded applications (e.g., iFrames and web apps). These generally do not require direct API management but may require coordination for updates and performance.

Question 6: To accurately price the monthly maintenance flat rate, can the MPO provide a general estimate of how frequently content update requests are submitted by staff — for example, an approximate number of requests per month?

Response: Content update requests vary based on project activity; however, proposers should anticipate a steady volume of routine updates on a weekly basis, with periodic increases tied to major initiatives or public engagement efforts.

Question 7: Is there a current vendor providing website management services for the MPO? If so, should the selected vendor anticipate a formal knowledge transfer or transition period at the start of the contract?

Response: Yes, a current vendor provides website management services. The selected vendor should not anticipate a formal knowledge transfer or transition period at the start of the contract.

Question 8: Exhibit C requires a notarized, authorized signature. Will the MPO accept Remote Online Notarization (RON), given that Clarkes.Team is based out of state?

Response: Yes, Remote Online Notarization is acceptable.

Question 9: Section 4.11 references indexing of PDFs, meeting agendas, reports, and other documents in the site search. Can the MPO provide an approximate count of total pages and indexed documents currently on the site?

Response: The website includes a substantial volume of pages, documents, and reports typical of a metropolitan planning organization. Proposers should anticipate managing and indexing a large document library, including PDFs such as agendas, reports, and plans. A detailed inventory will be developed during project initiation.

Question 10: Can you confirm whether the project includes full CMS implementation, content migration, integrations, and ongoing hosting/support, or if any of these components are expected to be handled separately?

Response: Yes. The scope includes Content Management Services (CMS) implementation, migration, integration, and ongoing hosting and support services.

Question 11: Is there an anticipated budget range or preferred pricing structure (fixed fee, phased, or time & materials) for this project?

Response: Per Section 3.3, proposals should include:

- Monthly Maintenance Cost
- Hourly Rates for additional support service
- Total Proposed Cost

Any variations in pricing should be clearly identified.

Question 12: Does the MPO have a preferred CMS platform or hosting environment, or are vendors expected to recommend a solution?

Response: The current website is built on WordPress. Proposers are expected to include hosting and may recommend solutions as appropriate.

Question 13: Can you confirm the expected project timeline and any required milestones or target launch date?

Response: The anticipated contract start date is July 1, 2026, for a term of thirty-six (36) months, with two optional one-year renewals.

Question 14: In the timetable (Section 1.4), the “MPO Staff Evaluation Meeting” is listed as May 11, 2028. Could you kindly confirm if this is a typographical error and provide the correct date?

Response: The Document has been amended. The meeting will take place on May 11, 2026.

Question 15: In Section 3.6 (Customer Reference Forms), the requirement mentions experience related to “janitorial services and supplies.” We believe this may be an error. Could you please confirm that relevant references should be for website management, maintenance, and development services?

Response: The document has been amended. References should reflect services similar to those outlined in the Scope of Services.

Question 16: Could you please confirm whether website hosting is currently managed by the MPO or if proposers are expected to include hosting as part of their services and pricing?

Response: The current website is built on WordPress and is managed by the MPO’s existing website management provider. Proposers are expected to include hosting as part of their services and pricing.

Question 17: Are there any existing technical details that can be shared regarding the current WordPress environment (e.g., hosting setup, plugins, themes, integrations such as ArcGIS/ESRI)?

Response: The current environment includes integrations with ArcGIS/ESRI applications, public engagement tools, and standard web services. Proposers should be prepared to support, maintain, and enhance these integrations.

Question 18: Are there any preferred tools or reporting expectations for ADA/WCAG compliance monitoring and validation?

Response: The MPO expects ongoing accessibility monitoring and compliance with current WCAG 2.1 Level AA standards, including periodic review, reporting, and remediation support.

The MPO has a preference for tools similar to DocAccess, or comparable solutions, that support automated PDF accessibility and document remediation. The current website also utilizes an AccessWidget from AccessiBe to enhance accessibility compliance and automatically remediate web pages. Proposers should include comparable tools and approaches that support continuous monitoring and validation.

Question 19: Could you please confirm whether international vendors are eligible to participate in this RFS? Additionally, are there any preferences or requirements for locally (Florida/US-based) registered firms?

Response: International firms are not prohibited; however, the selected vendor must be authorized to do business in Florida. Offshore teams may be utilized under that condition.

The MPO expects all vendors to provide customer service and response times aligned with MPO business hours (8:00 AM to 5:00 PM Eastern Time). In addition, vendors should be available to provide support outside of standard business hours on an as-needed basis for emergency situations.

Question 20: I would like to know if V Group's offshore development centers are allowed to participate in website maintenance, technical support, and development services under the umbrella of V Group?

Response: International firms are not prohibited; however, the selected vendor must be authorized to do business in Florida. Offshore teams may be utilized under that condition.

The MPO expects all vendors to provide customer service and response times aligned with MPO business hours (8:00 AM to 5:00 PM Eastern Time). In addition, vendors should be available to provide support outside of standard business hours on an as-needed basis for emergency situations.

Question 21: How many microsites exist and what do they involve?

Response: The MPO maintains a limited number of microsites that support specific initiatives and programs. These are managed as a combination of standalone and integrated environments. Proposers should be prepared to evaluate and recommend consolidation or integration strategies, as appropriate.

Question 22: Where is the site currently hosted?

Response: The current website is built on WordPress and is managed by the MPO's existing website management provider. Proposers are expected to include hosting as part of their services and pricing.

Question 23: What are your average and peak monthly page views over the previous 6-12 months?

Response: Website traffic varies based on project activity and public engagement efforts. Proposers should assume moderate traffic levels. Detailed analytics will be provided during project initiation.

Question 24: What are the data storage requirements for the site?

Response: Storage requirements are driven by document hosting and archival needs. Proposers should include scalable storage to support ongoing growth.

Question 25: If the vendor is expected to manage and maintain licenses for commercial WP plugins, please list them.

Response: A full inventory will be provided during onboarding. Proposers should include management of required licenses.

Question 26: Please confirm the MPO Staff Evaluation Meeting date. The timetable lists 5/11/2028, which appears inconsistent with the rest of the procurement schedule.

Response: The Document has been amended and the MPO Staff Evaluation Meeting will take place on **May 11, 2026**.

Question 27: Is there an estimated budget range or not-to-exceed amount for the monthly maintenance component and/or for additional services outside the monthly scope?

Response: No specific budget range or not-to-exceed amount has been established for the monthly maintenance component or for additional services outside the defined scope. Per section 3.3, the price proposal structure should include:

- Monthly Maintenance Cost

- Hourly Rates for additional support service
- Total Proposed Cost

If the price proposal varies based on any factors, Respondent must provide this information as well.

Question 28: What are the primary pain points or challenges with the current website and support model that this contract is intended to address?

Response: The MPO seeks to improve performance, accessibility compliance, content management efficiency, and user experience through a more proactive and responsive support model.

Question 29: Who currently provides website hosting, maintenance, and support services, and will any incumbent vendors remain involved during transition or in an overlapping capacity?

Response: Daruma Tech currently provides website hosting, maintenance, and support services. No formal transition period is anticipated.

Question 30: Approximately how many pages, posts, events, documents, and other content assets are currently maintained on the website?

Response: The website includes a substantial volume of pages, documents, and reports typical of a metropolitan planning organization. Proposers should anticipate managing and indexing a large document library, including PDFs such as agendas, reports, and plans. A detailed inventory will be developed during project initiation.

Question 31: How many microsites are currently in scope, and how are they built today?

Response: The MPO maintains a limited number of microsites that support specific initiatives and programs. These are managed as a combination of standalone and integrated environments. Proposers should be prepared to evaluate and recommend consolidation or integration strategies, as appropriate.

Question 32: Can you share approximate monthly traffic levels, such as average monthly users/ sessions and page views?

Response: Website traffic varies based on project activity and public engagement efforts. Proposers should assume moderate traffic levels consistent with a public sector agency website. Detailed analytics can be provided during project initiation.

Question 33: Are there any known storage requirements or constraints for the website and related microsites/assets?

Response: Data storage requirements are primarily driven by document hosting and archival needs. Proposers should include scalable storage sufficient to support ongoing growth of plans, reports, and public records.

Question 34: Beyond the response times listed in the RFS, is after-hours or weekend support expected? If so, what level of coverage is desired?

Response: After hours or weekend support is not expected on a regular basis and would only be required in emergency situations.

Question 35: What support channels are preferred for ongoing service requests and issue resolution (for example, email, ticketing system, phone, or Teams)?

Response: The MPO anticipates using email and a ticketing system. Proposers may recommend additional tools.

Question 36: Have any recent accessibility audits, security assessments, analytics reviews, or user-testing efforts been completed for the current website? If so, will those results be made available?

Response: Relevant documentation and findings will be shared with the selected vendor to support continuity.

Question 37: Are there any cybersecurity, hosting, or compliance standards required beyond the requirements stated in the RFS?

Response: The MPO expects adherence to industry-standard cybersecurity and data protection practices.

Question 38: Are there specific third-party tools, plugins, integrations, ArcGIS/ESRI applications, analytics platforms, or public engagement tools that must be supported at contract start?

Response: The current environment includes integrations with ArcGIS/ESRI applications, Constant Contact, public engagement tools, and standard web services. Proposers should be prepared to support, maintain, and enhance these integrations as needed.

Question 39: What meeting cadence and approval process does the MPO anticipate for enhancement work outside routine monthly maintenance?

Response: Enhancements will be coordinated collaboratively on a project-by-project basis.

Question 41: Section E outlines requirements for migrating and integrating microsites as needed into the main MPO website. Does MPO have an inventory of microsites, content, assets, etc. that need to be migrated?

Response: The MPO maintains internal knowledge of its microsites and associated content. A comprehensive inventory will be developed and validated with the selected vendor during project initiation.

Question 42: Can the MPO clarify which services are expected to be included in the base scope versus anticipated as ongoing operational services post-launch (e.g., hosting, security monitoring, accessibility compliance monitoring, content support)? Additionally, can MPO confirm the current project backlog, so HGS could provide good faith estimates on the level of effort?

Response: The base scope includes CMS implementation, migration, hosting, security, accessibility monitoring, and routine maintenance. Ongoing services include support, updates, and enhancements.

Question 43: Is the MPO seeking ongoing accessibility monitoring and remediation services (e.g., periodic audits, reporting, and issue resolution), or is WCAG compliance expected only at initial launch?

Response: Yes. Ongoing monitoring, reporting, and remediation are expected.

Question 44: Can the MPO confirm which third party systems or data sources (e.g., GIS tools, transportation data, dashboards, public records) must be integrated at launch versus considered future enhancements?

Response: Key integrations include ArcGIS/ESRI, Constant Contact, and other public engagement tools. Some are in place; others may require enhancement. Proposers should evaluate and recommend solutions.

Question 45: Within 4.10, there are additional requirements for comments, surveys, events, etc. and a reference to integrating with existing MPO solutions. Does MPO have preferred solutions already in mind? Additionally, under section 4.3, there is mention of Integration capabilities for the website. Have those integrations already been done?

Response: Key integrations include ArcGIS/ESRI, Constant Contact, and other public engagement tools. Some are in place; others may require enhancement. Proposers should evaluate and recommend solutions.

Question 46: Would MPO have any objections to an offshore team supporting this project?

Response: International firms are not prohibited; however, the selected vendor must be authorized to do business in Florida. Offshore teams may be utilized under that condition.

The MPO expects all vendors to provide customer service and response times aligned with MPO business hours (8:00 AM to 5:00 PM Eastern Time). In addition, vendors

should be available to provide support outside of standard business hours on an as-needed basis for emergency situations.

Question 47: Where is the website currently hosted?

Response: The current website is built on WordPress and is managed by the MPO's existing website management provider. Proposers are expected to include hosting as part of their services and pricing.

Question 48: First, I noticed the reference section (3.6) mentions janitorial services and supplies. I just wanted to confirm if this was carried over from another document and if references for website development, website management, and related digital services are what you would like us to provide.

Response: The document has been amended. References should reflect relevant website services.

Question 49: Second, I wanted to confirm the hosting side of this. My understanding is that you already have a hosting provider in place, and that the selected firm may only need to work with your hosting provider rather than provide hosting directly. Is that correct? And if so, who is your hosting provider?

Response: The current website is built on WordPress and is managed by the MPO's existing website management provider. Proposers are expected to include hosting as part of their services and pricing.