



The Palm Beach MPO
is providing responses to questions received regarding
Request for Proposals (RFP) 2026-07 for:
Information Technology Services and Management

May 8, 2026

The following questions were submitted regarding RFP 2026-07 Information Technology Services and Management from 4/27/2026 - 5/7/2026.

Question 1: Technical Proposal page limit / Cost Proposal

Could the MPO please confirm whether the Cost/Price Proposal is included within the 10-page limit for the Technical Project Proposal, or whether it may be submitted separately within the proposal package?

Response: The Cost/Price Proposal shall be included within the 10-page limit established in Section 3 of the RFP Document.

Question 2: Onsite support expectation

Could the MPO please clarify the expected onsite support model for recurring services, including whether onsite support is expected on a scheduled basis, on demand, or both, and any anticipated frequency or volume bidders should assume for pricing?

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.

Question 3: Specialized application support scope

Could the MPO please clarify the expected scope of support for Aclarian, ArcGIS, EcoInteractive, and MySidewalk, including whether the selected provider is expected to deliver first-line support, administrative support, access support, connectivity troubleshooting, and/or vendor coordination?

Response: Support for Aclarian, ArcGIS, EcoInteractive, and MySidewalk is limited to resolving connectivity issues.

Question 4: Agency-managed endpoint services

Could the MPO please clarify which endpoint services and responsibilities are expected to remain agency-managed versus vendor-managed under the resulting contract?

Response: Adobe Acrobat, Microsoft Suite of Services (Business Premium, Defender, SharePoint, OneDrive, Outlook), and Backupify are expected to be managed by the Vendor; however, the costs associated with such services shall be borne separately by the MPO.

Question 5: Budget

Could the MPO please confirm whether an estimated budget, target pricing range, or affordability guidance has been established for this procurement, and if so, whether that information can be shared with bidders?

Response: No estimated budget, target pricing range, or affordability guidance has been established for this procurement. Proposers are requested to submit their most competitive pricing based on their proposed approach and understanding of the project requirements.

Question 6: Section 3.2 references experience with "co-managed IT environments or similarly scoped managed service contracts." Is the MPO seeking a fully outsourced managed services engagement, or a co-managed model in which the MPO retains an internal IT lead? Clarification would allow Respondents to scope staffing and escalation accordingly

Response: The MPO is seeking a fully outsourced managed services engagement. The MPO does not maintain a fixed internal IT presence and therefore requires a vendor capable of providing comprehensive day-to-day IT support, infrastructure management, and escalation services. While coordination with MPO staff will occur as needed, the selected vendor will serve as the primary provider of IT services rather than operating in a co-managed model.

Question 7: Section 2.24 lists Aclarian (financial), ArcGIS, EcoInteractive, and MySidewalk as MPO-paid subscriptions. Is the awarded vendor expected to provide application-level administration, configuration, and troubleshooting support for these specialized systems, or is vendor responsibility limited to the underlying endpoint, network, and identity platform on which they operate?

Response: The MPO does not expect the awarded vendor to provide application-level administration, configuration, or functional troubleshooting for Aclarian, ArcGIS, EcoInteractive, MySidewalk, or other specialized subscription platforms. These systems are managed directly by the MPO and/or their respective vendors. Under this RFP, the selected vendor's responsibilities are limited to supporting the underlying technology environment on which these applications operate, including endpoint functionality, network connectivity, and identity-related access issues. Application-specific support may be requested on an incidental basis.

Question 8: Section 3.2 requires Respondents to demonstrate "experience and working knowledge of audiovisual (AV) systems and their integration with network infrastructure," but the Section 2.24 environment summary does not enumerate AV equipment. Could the MPO provide a list of in-scope AV systems (e.g., room control, presentation, video conferencing, board-room display, microphone/audio) and indicate whether AV scope is limited to 301 Datura Street or includes any satellite or off-site locations?

Response: The MPO has one office at 301 Datura Street, West Palm Beach, FL 33401. The MPO utilizes standard conference-room audiovisual systems that interface with the network environment. The Audio Equipment consists of the following:

- (7) Dell S718QL Projectors
- (2) Barco Presenter Module - CX-50
- (22) 6.5" Saros 2 way Crestron Speakers (In Ceiling)
- (1) Wireless Microphone Standalone System
- Crestron Control Processor Series 3
- (30) Shures Gooseneck Wireless Mics and Tranceivers
- (30) Shures Charging Docks
- (1) Dell Pro Micro Plus QBM1250
- (1) Dell Optiplex 7090 Micro BTX
- (1) Tascam Solid State CD Recorder w/ networking
- (2) CRESTRON TOUCH SCREEN, 7" SURFACE MOUNT
- (1) Crestron Amplifier 2x210w Commercial Power
- Luxul Switch 26 Port
- (1) Crestron Amplifier Single Channel Modular Power 50w
- (1) Audinate Adapter
- (1) Middle Atlantic Surge Protected Rackmount Power Dist w/9ft cord
- (1) Middle Atlantic rack 35 space 25" deep ERK Configuration
- (1) Shure Transmitter, Handheld w/ SM58 Microphone
- QSC System Unified Series Core w/24 Local I/O Channels

Question 9: Section 3.2 lists patch management, identity and access management, threat detection, and vulnerability scanning under "Security Operations," then lists penetration testing, risk assessments, and CMDB / backup validation as "additional add-on services." Should the add-on services be (a) priced inside the all-inclusive monthly recurring fee, (b) presented as separately-priced optional line items, or (c) both — included at a baseline cadence with optional expanded scope priced separately?

Response: The respondent shall provide all-inclusive monthly pricing for recurring services.

Question 10: The Section 2.24 environment summary identifies 35 tablets/iPads used for Board and Committee meetings. What is the scope of vendor responsibility for these devices — full mobile device management (enrollment, app deployment, OS patching, supervision profiles, charging-cart logistics), or limited to network connectivity and incident support?

Response: The vendor will assume responsibility for full mobile device management of tablets and iPads used for Board and Committee Meetings to include enrollment, app deployment, OS patching, supervision profiles, charging-cart logistics, network connectivity and incident support.

Question 11: Section 2.19 invokes USDOT-assisted contract language. Is Florida Department of Transportation vendor registration (or MFMP registration) required at the time of proposal submission, or only at contract award?

Response: Registration with My Florida Market Place is mandatory for vendors doing business with a Florida state agency. The MPO is not a state agency under Chapter 287, F.S.; therefore, registration is not mandatory.

Question 12: Is there a current managed services provider supporting the MPO, and if so, can the MPO share the length of the current engagement and any expected transition support arrangement, to allow Respondents to scope onboarding accurately?

Response: Yes. The MPO currently maintains a managed services contract with The Consultants Consortium (TCC), which remains in effect through August 31, 2026. A transition period will be established from the start of the contract resulting from this solicitation through the conclusion of the existing agreement with TCC to ensure continuity of operations and an orderly onboarding process.

Question 13: Does the MPO award any preference, evaluation points, or set-aside consideration for Service-Disabled Veteran-Owned Small Business (SDVOSB) or Florida veteran-owned businesses?

Response: The MPO does not award preference, evaluation points, or set-aside consideration for Service-Disabled Veteran-Owned Small Businesses (SDVOSB) or Florida veteran-owned businesses.

Question 14: Section 3.1 sets a maximum of ten (10) pages for the Technical Project Proposal, excluding cover letter, table of contents, and attachments. Is the Cost/Price Proposal counted within the 10-page Technical Proposal, included as an attachment outside the page limit, or submitted as a separate file?

Response: The Cost/Price Proposal shall be included within the 10-page limit established in Section 3 of the RFP Document.

Question 15: For the Section 3.2 Required Content (Experience and Qualifications, Scope of Services, Client Communication), are the organizational chart, staffing plan, certifications list, customer references, and subcontractor descriptions counted within the 10-page Technical Proposal limit, or treated as attachments outside the limit?

Response: As per Section 4 of the RFP, attachments to be included in the proposal are as follows:

1. Attachment A – (One (1) page (8.5”x 11”) organization chart identifying key personnel, roles and subconsultants; if applicable)
2. Attachment B – Business Information
3. Attachment C – MPO Authorized Representative Form (Notarized)
4. Attachment D –Affidavit Regarding Labor and Services (Form No. 375-030-31)

5. Attachment E – Drugfree Workplace Certificate Form
6. Attachment F – Three (3) Customer Reference Forms
7. Attachment G – Amendment Acknowledgement Form (if applicable)

All other items should be included in the 10-page technical proposal.

Question 16: Section 3.2 of the RFP scopes Microsoft infrastructure management, endpoint support, networking, help desk, AV systems, and security operations, but does not name website maintenance as a service category. The FY 2025-2026 UPWP (Amendment 2 Rev 5, adopted June 26, 2025) bundles "IT Services and Website Maintenance Services" together as Activity L. Is website maintenance included within the scope of RFP No. 2026-07, or is website maintenance procured separately (currently or planned)?

Response: Website maintenance is not included within the scope of RFP No. 2026-07. Although the FY 2025–2026 UPWP groups "IT Services and Website Maintenance Services" together for planning purposes, the MPO is issuing a separate solicitation specifically for website management services. Accordingly, website maintenance will be procured independently and is not part of this RFP's scope of work.

Question 17: Is there a preference for local vendors?

Response: There is no preference for local vendors. As this procurement is funded through the Federal Highway Administration (FHWA), geographic preferences are not permitted. The selected contractor must, however, be able to provide the required onsite support in accordance with the scope of services.

Question 18: What is the annual budget allocated for this RFP?

Response: No estimated budget, target pricing range, or affordability guidance has been established for this procurement. Proposers are requested to submit their most competitive pricing based on their proposed approach and understanding of the project requirements.

Question 19: Work will be onsite or remote?

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 20: Can vendor provide entire services from offshore location (outside US

geography)

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 21: Who are previous incumbents on this project?

Response: The current contract is with The Consultants Consortium LLC dba TCC Solutions under contract FY25-05.

Question 22: We kindly request a 1-2 week extension of the proposal submission deadline to ensure a thorough and high-quality response.

Response: To preserve the established procurement schedule, the Agency is unable to grant an extension for RFP 2026-07.

Question 23: What is the total budget for this contract?

Response: No estimated budget, target pricing range, or affordability guidance has been established for this procurement. Proposers are requested to submit their most competitive pricing based on their proposed approach and understanding of the project requirements.