



The Palm Beach MPO
is providing responses to questions received regarding
Request for Services (RFS) 2026-08
Website Management Services

May 28, 2026

The following questions were submitted regarding RFS 2026-08 Website Management Services from 5/15/2026 through 5/27/2026.

Question 1: The current accessibility solution on your site is an overlay. There have been several lawsuits with regard to that specific solution, so we typically don't recommend it. Is removing this tool an option?

Response: The MPO would be open to exploring another accessibility plugin that caters to WCAG Level 2.1 AA compliance.

Question 2: When we previously scanned the site, there were over 1500 coding and accessibility errors on the site. Are remediating these part of the scope? If so, is the MPO open to allowing us to spread out the remediation over several months of service?

Response: Based on the MPO's most recent assessment, the website demonstrates over 90% accessibility compliance and is currently free of known coding errors. However, should additional issues be identified, the MPO expects the selected vendor to remediate them as part of the scope of services. Any necessary corrections should be completed within a reasonable timeframe, with flexibility to discuss and coordinate a phased remediation approach if needed.

Question 3: Are companies based in other countries eligible for this RFS?

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 4: Could you please confirm whether there are any current amendments, additional technical documents, or hosting environment details available that proposers should review prior to submission?

Response: Potential proposers are encouraged to monitor DemandStar and the MPO website regularly for updates or amendments.

Question 5: Please confirm whether remote/out-of-state firms are eligible to participate, provided all contractual and service requirements are met.

Response: Out-of-state 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 6: Is Palm Beach MPO currently open to considering a transition from the existing WordPress website to a modern website platform such as Custominder, if the solution meets the required accessibility, security, hosting, ownership, and support requirements?

Response: The Palm Beach MPO intends to continue using WordPress as its website platform.

Question 7: Where is the current website backend/content management environment hosted or managed? Is it fully managed by MPO staff, a third-party vendor, or a hosting provider?

Response: MPO staff manages backend content in WordPress in coordination with a third-party vendor.

Question 8: How does Palm Beach MPO currently manage events, event registrations, public engagement activities, memberships, sponsorships, forms, and related website content?

Response: MPO staff manages event registrations through a third-party platform and posts event-related content to the website.

Question 9: Would the MPO be interested in an all-in-one digital management approach where the website, multilingual content, events, memberships, sponsorships, forms, and analytics can be managed from one connected platform?

Response: The MPO is open to reviewing an all-in-one digital management approach if it provides clear operational and user experience benefits. However, a fully consolidated platform is not required. The MPO's primary focus is on functionality, ease of use, accessibility, reliability, and the ability for staff to efficiently manage content in coordination with third-party support as needed.

Question 10: If this type of modernization is of interest, should it be included as an optional approach in the proposal, or should the proposal focus only on WordPress maintenance with modernization presented separately as a future option?

Response: The proposal should focus on the scope outlined in the RFS, including WordPress maintenance and related services. Any broader modernization or all-in-one platform approach may be presented separately as an optional future consideration.

Question 11: Do you have an existing relationship with Google Cloud Platform?

Response: No, the MPO does not have an existing relationship with Google Cloud.

Question 12: Is the \$35,000 budget limit a per-year max, or is this for the entire 24-month contract period?

Response: The \$35,000 budget cap applies to the full duration of the contract, including both the initial 24-month term and the optional 12-month extension period.

Question 12: CherryRoad would like to ask if you could expand the 10-page max as scope only will be at least 20 pages for us. Thank you.

Proposal Specifications: maximum 10 pages in length (excluding cover letter, table of contents, and attachments). The Proposal Specifications should demonstrate competitive pricing, experience, qualifications, and approach in accomplishing the scope.

Response: After careful consideration, the MPO will not be extending the 10-page maximum for the Proposal Specifications. The page limit is intentional and designed to ensure that all submissions are evaluated equitably and efficiently. Keeping proposals concise allows the evaluation committee to focus on the clarity, relevance, and strength of each proposer's approach, experience, and pricing without placing an undue administrative burden on the review process.

We recognize that firms may have extensive experience and detailed methodologies; however, the ability to present this information in a clear, concise, and prioritized manner is an important part of the evaluation. Expanding the page limit would not provide a meaningful benefit to the agency and could create inconsistencies in how proposals are compared.

Question 13: Hosting & Infrastructure

The RFP says the consultant "shall clearly identify the hosting environment" but also says "if hosting is not provided by the Consultant, the Consultant shall coordinate with the MPO's hosting provider." Who currently hosts the site, and is the MPO expecting the vendor to take over hosting, or will the existing host remain? This directly affects pricing.

Response: The website is hosted by our current vendor on Azure and LiquidWeb. The vendor is expected to take over hosting responsibilities.

Question 14: Current Website Access & Condition

What WordPress theme, page builder (if any), and key plugins is the current site running? Knowing whether it's a custom theme or a framework like Divi/Elementor, and how current the plugin stack is, significantly changes the scope of onboarding work.

Response: The website theme utilizes Elementor Pro, and the technology stack is current. Plugins in use include Constant Contact Forms for WordPress, Folders, Google Analytics, Translate, Elementor Image Optimizer, LiteSpeed Cache, and several custom Daruma Tech plugins. Additional tools include Yoast SEO, accessiBe, and security plugins for firewall protection and threat reduction.

Question 15: Scope of "Minor Content Updates"

The RFP includes "minor content updates and formatting assistance" in the monthly retainer but doesn't define "minor." Is there a monthly hour threshold the MPO has in mind, or a volume of requests that would trigger hourly billing?

Response: The MPO does not have a monthly hour or volume threshold for requests. Typically, requests are minimal in nature and involve minor website updates, such as adding a side menu to a page or making simple formatting adjustments, like removing past meeting dates from the calendar. While the type and frequency of requests may vary from month to month, the overall workload remains minimal.

Question 16: ADA Document Compliance

Section 4.3 mentions "integration of tools or services that assist with ADA website and document compliance." Does the MPO currently use any such tool (e.g., accessiBe, AudioEye, CommonLook for PDFs), or is the vendor expected to recommend and implement one? If a paid tool is required, who bears that cost?

Response: The MPO currently uses accessiBe. The tool was installed by the current vendor, and the cost is built into the monthly rate. The selected vendor is expected to recommend and implement the tool. It is up to the vendor to either include the cost in their monthly fee or specify if it is outside the monthly fee. The MPO will require access to whatever tool is used.

Question 17: Microsites

How many microsites exist currently, and are any integrations into the main site already planned or in progress? This affects scoping for the staging and integration work.

Response: There are three microsites from ARCGIS linked.

Question 18: Analytics

Is Google Analytics 4 already installed and configured on the current site, or will the vendor need to set it up from scratch? Are there any existing goals, events, or custom dimensions that need to be preserved?

Response: GA4 is currently installed and the selected vendor will be added as a user.

Question 19: ArcGIS/ESRI

Are there currently any ArcGIS or ESRI mapping tools embedded on the site? If so, does the MPO hold the ArcGIS license, or is the vendor expected to provide or facilitate access?

Response: Yes there are ArcGIS and ESRI mapping tools embedded on the site. The MPO holds separate licenses for these applications.

Question 20: Emergency Support Expectations

The RFP specifies a 4-hour response for critical outages. Does the MPO expect after-hours phone availability, or is email sufficient for the initial response acknowledgment within that window?

Response: While the RFP does not explicitly state the communication method, a 4-hour response requirement for critical outages generally implies the need for after-hours support with direct (e.g., phone) availability to ensure timely acknowledgment and engagement. An email acknowledgment alone would typically not meet the intent of a critical outage response unless explicitly stated otherwise by the MPO.

Question 21: Are independent/student developers allowed to submit or assist as part of a team, or is this limited to established registered firms only?

Response: Participation in this solicitation is limited to established, legally registered businesses that meet all requirements outlined in the RFP. Independent or student developers may contribute as part of a proposing firm's team; however, they cannot submit as prime proposers unless they are operating as a formally registered business entity capable of entering into a contract and providing all required documentation.