



RFQ ADDENDUM #4
Solicitation No. PBCHA-RFP-2026-08

DATE: May 4, 2026

TO: All Prospective Respondents

RE: **Request for Proposals for Information Technology (IT) Managed Services**

The following additions and/or modifications to the Request for Proposals (RFP) posted to PBCHA website and DemandStar website, on March 30, 2026, and will become part of the IT Managed Services. The RFP closing date will remain the same Tuesday, May 12, 2026, at 2:00 p.m.

1. Questions and Answers

Every effort will be made to maintain this schedule. However, all dates are subject to change if it is deemed to be in the best interest of PBCHA.

Sincerely,

LaQuavial Pace
Contracts and Procurement Manager

Return of this Addendum is not mandatory; however, the Respondent is responsible for its contents and is requested to sign and submit this Addendum with its response to the RFP.

ACKNOWLEDGED:

For: _____
(Company Name)

By: _____

Date: _____



QUESTIONS AND ANSWERS

Q1. Could you provide any existing documentation covering the IT infrastructure across your sites?

Specifically, what would be most useful:

- Network architecture or topology diagrams (logical or physical)
- Hardware inventory or asset list (servers, switches, firewalls, endpoints by location)
- Site layout showing MDF/IDF locations and connectivity between buildings
- Any existing documentation on the current backup and disaster recovery configuration

A1. PBCHA has provided the following response:

- Network architecture or topology diagrams (logical or physical)

Please reference page 37, attachment I within the solicitation document.

- Hardware inventory or asset list (servers, switches, firewalls, endpoints by location)

Please reference page 37, attachment I within the solicitation document.

- Site layout showing MDF/IDF locations and connectivity between buildings

This is currently not available.

- Any existing documentation on the current backup and disaster recovery configuration

The PBCHA backup and disaster recovery plan needs to be updated by PBCHA personnel and all parties necessary to ensure all data is restorable and maintained.

Q2. Has the Authority established a budget range or maximum award value for this contract that bidders should consider when developing pricing proposals?

A2. There is no current established budget range or maximum award value for this contract. Respondents are asked to provide a competitive proposal based on requirements listed in the RFP.

Q3. If a budget range is not being disclosed, can the Authority indicate the historical annual spend on Information Technology services (managed services, support, cybersecurity) for the prior or current contract period? This would assist bidders in developing pricing commensurate with the Authority's operational expectations.



A3. The historical cost for these services are as follows:

- 10/1/25-4/30/26 - \$78,179.63
- 10/1/24-9/30/25 - \$157,925.81
- 10/1/23-9/30/24 - \$140,772.73

Q4. Does the scope outlined in this RFP represent a material change (expansion or consolidation) compared to the Authority's current IT service arrangement, or is it intended to maintain a comparable level of service?

A4. The scope is not considered a material change compared to the current service agreement. It is intended as a comparable service maintained by awarded vendor.

Q5. Please confirm the final supported inventory count by category, including users, desktops, laptops, servers, switches, firewalls, wireless devices, printers, internet circuits, and any other endpoints expected to be covered under the managed services contract.

A5. PBCHA operates a **hybrid, multi-site IT environment** supporting administrative and housing program operations.

Environment Overview:

- ~50 users
- 135+ workstations
- 2 on-premise servers
- Core switches
- Sophos Firewall + SDN
- Microsoft 365 environment
- Yardi PHA housing management system
- 12+ Printers

i. Network Environment:

- Multi-location infrastructure across PBCHA sites
- Headquarters with enterprise switching environment
- Additional locations utilizing a mix of network equipment (Cisco, Linksys, and similar)
- 7 internet circuits supporting connectivity and operations
- 8 + firewalls/security devices across locations
- Wired, wireless, and remote access connectivity

ii. Scope Expectations:

- Help desk and end-user support (remote and onsite)
- Server and network monitoring and maintenance
- Patch management and system updates
- Microsoft 365 administration
- Endpoint and user lifecycle management
- Backup monitoring and recovery readiness
- Cybersecurity and firewall management
- Support across multiple locations
- Cybersecurity awareness training



iii. Additional Notes:

- Environment includes a mix of hardware types and lifecycle stages
- Vendors should assume a distributed, multi-vendor infrastructure requiring ongoing management and standardization

Q6. Please confirm whether the 135+ workstations noted in the RFP documents includes both desktops and laptops, or whether laptops are in addition to that count.

A6. The count includes desktops and laptops.

Q7. Please provide the list of PBCHA locations to be supported, including site addresses, approximate user/device count per site, and whether each site requires onsite support eligibility.

A7. All sites will require onsite support.

- iv. 3333 Forest Hill Blvd, West Palm Beach FL 33406
- v. 4695 N Dyson Circle, West Palm Beach FL 33415
- vi. 2404 Schall Circle, West Palm Beach FL 33417
- vii. 6388 Seminole Circle, Lake Worth FL 33462
- viii. 1745 Drexel Rd, West Palm Beach FL 33417
- ix. 845 Palm Beach Rd, South Bay FL 33493

Q8. Please confirm whether the Windows 10 to Windows 11 conversion is expected to be included in the base managed services scope, or whether it will be treated as a separately authorized project.

A8. All computers have been upgraded to Windows 11.

Q9. Please provide the current Microsoft 365 license types, license counts, and primary Microsoft 365 services in use, such as Exchange Online, SharePoint, OneDrive, Teams, Entra ID, Intune, Defender, or other Microsoft services.

A9. The PBCHA currently uses Microsoft for all systems, including but not limited to 365, defender, entra, forms, onedrive, purview, teams, planning, project and sharepoint.

Q10. Please clarify the expected scope of support for Yardi. Should the selected vendor provide technical access support and vendor coordination only, or is PBCHA expecting Yardi application administration, configuration, reporting, and workflow support?

A10. Yardi is our system of record. The PBCHA does not expect any assistance for these services. There is a possibility of recording service tickets under one platform.



Q11. Please provide the average monthly ticket volume for the past 6 to 12 months, broken down by priority if available.

A11. Average monthly ticket volume is 45 tickets.

Q12. Please clarify the expected onsite support model. Is PBCHA requesting a full-time onsite engineer, scheduled recurring onsite visits or onsite dispatch only when issues cannot be resolved remotely within 48 hours?

A12. The PBCHA is requesting at least once a month from a staff member to be present onsite.

Q13. Please identify any cloud-hosted servers, virtual servers, Azure resources, or other cloud workloads that are expected to be included in scope.

A13. Please see answer to question No.1.

Q14. Please provide the current backup platform, backup schedule, protected workloads, retention requirements, recovery point objective, recovery time objective, and whether PBCHA currently has a documented backup policy.

A14. The PBCHA does have a backup policy. However, this policy needs to be updated accordingly by PBCHA staff and others as necessary.

Q15. Please confirm whether security cameras are in scope for monitoring, administration, vendor coordination, troubleshooting, or only network connectivity support.

A15. Security cameras should be included within the scope for the properties located at Dyson, Seminole, and New South Bay.

Q16. Please clarify the expected support scope for the Lenovo security system keyfobs, including user administration, troubleshooting, hardware replacement, vendor coordination, or access-control management.

A16. The Innuvo security system, including key fobs are maintained by PBCHA and the vendor. Troubleshooting maybe necessary for access control and network.

Q17. Please confirm whether phone system administration, moves/adds/changes, call routing, voicemail, and vendor coordination are in scope, or whether support is limited to network connectivity and escalation assistance.

A17. Phone support would be limited to network connectivity and escalation assistance if necessary. The PBCHA is currently soliciting for a VOIP provider.



Q18. Please provide the current printer/copier inventory, including models, locations, network status, and whether printer/copier maintenance contracts are held by PBCHA or a third-party vendor.

A18. The copiers are currently being maintained directly by Dex Imaging. It would be asked for network login status only if necessary.

Q19. Please clarify whether the required monthly training should be live instructor-led group training, recorded training, one-on-one office hours, cybersecurity awareness training, Microsoft 365 training, or a combination.

A19. Training should be based on needs to staff, to include cybersecurity awareness and suite of Microsoft products. Training could be cloud based or in person depending on the need.

Q20. Please confirm whether PBCHA has existing network diagrams, asset inventories, admin credentials, SOPs, backup documentation, license records, and vendor contact lists available for transition.

A20. All information will be available during the transition.

Q21. Please confirm whether the initial IT assessment and recommendations roadmap should be included in the base managed services fee, and whether PBCHA has a preferred format or timeline for that assessment.

A21. At this time, an initial IT assessment and recommendations should be part of any new solicitation to ensure that PBCHA is managing its services and environment properly.