

****LAST DAY TO SUBMIT RFP 2026 -IT -01 HAS BEEN
EXTENDED TO MAY 26, 2026 AT 2PM**

RFP 2026-IT-01 -Proposal for Hosted Information Technology and Support Services - Questions

1. How many Computers? [No desktop computers](#)
2. How many Laptops? [50](#)
3. How many Physical servers? [0](#)
4. How many Virtual servers? [0](#)
5. How many Cloud servers and what vendor is used? [Microsoft 365](#)
6. How many SANS? [0](#)
7. How many layer 3 switches? [0](#)
8. How many layer 2 switches? [3](#)
9. How many Routers? [0](#)
10. How many Firewalls? [2](#)
11. How many M365 users and what licenses are in use? [50 Business Premium Non-Profit](#)
12. How many Wireless Access Points and Controllers if applicable? [3 Ubiquiti AC-Pro in cloud controller](#)
13. How much data is being backed up? [880GB](#)
14. Are the backups on premise? [No, Redundant with Microsoft and MSPBackups](#)
15. Are backups stored in the cloud? [Yes](#)
16. Our previously printed version of the RFP states that “All Coalition-controlled primary staff devices (desktops and laptops) run on Windows 10 OS.” However, the Coalition website version has been updated and now indicates that devices are running Windows 11 OS. Can the ELCB confirm whether all Coalition-controlled devices are currently operating on Windows 11? [2/3 on Win 11, the rest will be upgraded prior to contract award](#)
17. In the event the RFP is modified, will addenda be issued? If so, where will addenda be posted, and will vendors receive notification when updates are published? [If the RFP is updated all respondents will be notified. The updates will be published on the organizations website elc-ec.org as within 24 hours of update.](#)
18. If any Coalition-controlled devices are still operating on Windows 10 OS, are upgrades to Windows 11 planned prior to contract award, or are those upgrades expected to be included within the scope of this contract? [Remaining Windows 10 will be upgraded prior to contract award](#)
19. How many servers are in place today and what versions of operating system and licenses are currently owned by the ELCB? [0](#)

20. What are the current data center locations? [No data centers in use \(other than what 3rd party vendors use for their platforms; ex. M365\)](#)
21. What version of Exchange is currently deployed? [M365](#)
22. Who is the incumbent?
 - a. What are the start dates of the current contract with incumbent? [The Tech Company, Contract start was July 2025.](#)
 - b. Can the ELCB provide a copy of a recent monthly invoice from the incumbent provider, with any sensitive information redacted as necessary? **No – if the question is geared towards costs – we are charged base price of at least 2,000 with any additional needs to be charge if and when service calls are made.**
23. What is the required retention period for email archival and what service is currently in place? [M365 default retention](#)
24. Can the ELCB confirm whether 50 Microsoft 365 Business Premium Nonprofit licenses are currently in use? If not, what Microsoft 365 licensing structure is currently deployed? [Yes, 50 Business Premium NonProfit are in use](#)
25. Are Microsoft 365 licenses paid directly by the ELCB or through the incumbent provider? [Incumbent](#)
26. Are there any additional software platforms or services that the ELCB pays for directly and expects the awarded IT provider to manage? If so, please provide details.
27. Are there any additional software platforms or services currently paid for by the incumbent provider on behalf of the ELCB? If so, please provide details. Management and security services as part of the monthly fee per endpoint. [Huntress, SentinelOne, Appraver ETP, ESET Antivirus, 1Password, ScreenConnect, Duo, Cyberhoot SAT](#)
28. What anti-spam or email filtering solution is currently in place, and is it paid for directly by the ELCB or by the incumbent provider? [Appraver ETP, Incumbent](#)
29. What URL/web content filtering solution is currently in place, and is it paid for directly by the ELCB or by the incumbent provider? [Appraver ETP, Firewall Enhanced Security Services, Incumbent](#)
30. What cybersecurity awareness training platform or program is currently used for staff, and is it paid for directly by the ELCB or by the incumbent provider? [Cyberhoot, Incumbent](#)
31. What Identity Threat Detection and Response (ITDR) solution is currently deployed, and is it paid for directly by the ELCB or by the incumbent provider? [Huntress, Incumbent](#)
32. What Managed Detection and Response (MDR) or endpoint detection solution is currently deployed, and is it paid for directly by the ELCB or by the incumbent provider? [Huntress, SentinelOne, Incumbent](#)
33. Approximately how much Microsoft 365 data is currently being backed up?
 - a. What software or platform is currently used for Microsoft 365 backups? [880GB](#)
 - b. Is this service paid for directly by the ELCB or by the incumbent provider? [Incumbent](#)
34. What is the current Microsoft anti-virus protection and is it paid for directly by the ELCB or by the incumbent provider? [N/A](#)
35. What advanced email threat protection solution is currently deployed, and is it paid for directly by the ELCB or by the incumbent provider? [Appraver ETP, Incumbent](#)

36. What secure password management solution is currently in use, and is it paid for directly by the ELCB or by the incumbent provider? **1Password, Incumbent**
37. The RFP references 3CX VoIP services currently managed by the incumbent provider. Are these services paid for directly by the ELCB or through the incumbent provider? **Incumbent**
38. Who is the current contractor or vendor for the 3CX VoIP environment? **Incumbent**
39. Does the ELCB operate from multiple locations? **Yes, 2**
 - a. If so, will IT support be needed at these other locations? Remote or onsite? **Both**
 - b. What are the addresses of these additional locations? **1018 S. Florida Ave., Suite D, Rockledge, FL 32955. 2671 W Eau Gallie Blvd., Suite 102, Melbourne, FL 32935.**
 - c. Please provide an inventory summary of IT/network equipment at each location, including computers, laptops, switches, firewalls, wireless access points, and printers. **Roughly 10 devices in Rockledge, the rest at Melbourne. 4 HP Laserjet E42540, 1 E78630, 1 Firewall, 1 switch, 1 WAP in Rockledge. 9 Laserjet E42540, 1 E78630, 1 Firewall, 2 switches, 2 WAPs in Melbourne.**
40. Will the ELCB require regularly scheduled onsite support (e.g., weekly or monthly visits)? If so, what level of onsite presence is expected? **No**
41. Alternatively, will onsite support only be required for emergencies or requested onsite assistance? **Yes**
42. Attachment G, Section A, Item 1 references the date April 21, 2020. Will the ELCB issue an addendum with the corrected or updated date? **That is just an example template – the date is just figurative.**

A. Devices and Operating System

1. Windows 10 reached end of mainstream support on October 14, 2025. Does the Coalition have Microsoft Extended Security Updates (ESU) licensing in place, and through what date? If not, is there a planned migration to Windows 11, and what is the target completion date? **No ESU, all remaining devices will be migrated to Win 11 prior to contract award.**
2. Total device count to be supported (laptops + desktops + tablets), and approximate refresh cycle. Are all devices Coalition-owned, or any leased/BYOD? **50 laptops Coalition owned. Refresh cycle as budget permits.**
3. Any non-Windows endpoints — Macs, iPads, Chromebooks, kiosks, conference-room devices? **One Mac everything else – we have Samsung tablets, I-pads may be an upcoming purchase, we have a conference A/V System with Samsung Screens, we have kiosks but they are basically laptop workstations.**

B. User and Mailbox Count

4. Does the count include any service accounts that should be licensed for compliance reasons? **No**

C. Email and Microsoft 365

5. Are mailboxes currently on Exchange Online, on-premise Exchange, or hybrid? If on-premise, is migration to Exchange Online expected as part of this contract? **M365 EOL**

- Existing archived email data — what is the approximate volume, and is it being migrated from the incumbent or retired? [N/A](#)

D. Backup and Disaster Recovery

- Section 3.3.1 calls for "incremental format" backups daily, retained 5 years. Standard practice consolidates recovery points (hourly → daily → weekly → monthly → annual) to keep data manageable. **How narrow do recovery points need to be at the 3–5 year mark?** For example, is monthly granularity acceptable past year 1, or does every daily incremental need to be individually recoverable for the full 5 years? [Monthly granularity](#)
- What types of data are in scope for the 5-year backup retention? File shares, line-of-business databases, M365 data, server images, endpoint local files, or all of the above? [All of the above](#)
- Approximate total data volume** to be backed up (TB [not including M365 and email archive])? Year-over-year growth rate, if known? [880GB](#)
- How many servers and data sources** will be backed up? Please provide a list with role (file server, SQL, application, domain controller, etc.). [0](#)
- Section 3.3.3 requires two geographically distinct secondary backup centers at least 100 miles apart. **Confirming intent: does the Coalition want both copies offsite (cloud-to-cloud, geo-separated), or do you maintain an on-site NAS/network storage that should serve as one copy, with the other offsite?** [Microsoft retention and a secondary offsite backup are sufficient](#)
- RTO requirements beyond the 24-hour recovery in Section 3.3.2 — are there critical workloads that need tighter RTOs (4 hours, 1 hour)? [No](#)
- Is there existing backup data and types that need to be transferred and maintained? If so, what is the quantity and archive type, and where is it stored? [No](#)

E. Servers, Identity, and Infrastructure

- Section 3.1.3 makes the contractor responsible for server licensing, hardware, and physical infrastructure. Are we standing up net-new servers, or assuming control of existing hosted servers? Please provide a current server inventory (physical/virtual, OS, role, hosting location). [Any servers referenced in RFP refer to 3rd party vendors. There are no Coalition-owned servers anymore, physical nor virtual.](#)
- Section 3.1.5 references Active Directory and IIS administration. Is AD on-premise, Entra ID, or hybrid? What systems/applications depend on IIS? [Entra ID.](#)
- Number and location of domain controllers; replication topology. [M365 only](#)

17. File services — on-premise file server, SharePoint, OneDrive, Azure Files, or a mix?
Approximate file data volume. [Sharepoint, roughly 880GB](#)

F. Citrix and Remote Access

18. Section 3.8.1 lists Citrix and NetScaler Gateway proficiency as a requirement. Is Citrix currently deployed? If so: version (XenApp/XenDesktop/Citrix DaaS), on-prem or cloud, license type, number of users, applications published. [That was a legacy system and language has been removed requiring support for Citrix/Netscaler.](#)
19. Will Citrix continue under the new contract, or is there a planned consolidation onto Microsoft 365/Azure Virtual Desktop? [N/A](#)

G. Network, Firewall, and Sites

20. SonicWall TZ72 referenced in Section 3.6 — Coalition-owned or incumbent-owned? Will it transfer with the contract or need replacement? Any active SonicWall security service subscriptions and their renewal dates? [Sonicwalls \(NSA4600\) just went EOL and will need to be replaced with new security services subscription.](#)
21. SonicWall TZ72 is not a valid model. Please verify SonicWall model. [Sonicwalls just went EOL and will need to be replaced with new security services subscription.](#)
22. **Number of physical sites/offices** to support. Section 3.8.1 mentions "multiple sites," but only Rockledge HQ and Melbourne mailing address appear in the RFP. Please list all locations and confirm staffed vs. unstaffed. [2 locations, Rockledge and Melbourne, both staffed.](#)
23. Connectivity per site — the RFP mentions 100/10 MB coax. Is this the same at every location? Any redundant circuits, MPLS, or site-to-site VPN? [Spectrum coax currently, no MPLS or VPNs.](#)
24. Wireless infrastructure — vendor, age, who currently manages it? [Ubiquiti, managed by incumbent](#)

I. Security Specifics

25. The RFP names "Duo multi-factor authentication" specifically. Is Duo already deployed and required to be retained, or is the Coalition open to alternative MFA solutions (Microsoft Authenticator, FIDO2 hardware keys) provided MFA-everywhere requirements are met? [Open to other MFA](#)
26. Does the Coalition have a documented information security policy, incident response plan, or Written Information Security Program (WISP) we should align to? [Yes, and it's governed by the State of Florida requirements](#)

J. Line-of-Business Applications

27. Please list line-of-business applications currently in use (e.g., EFS Mod, FRS Modernization, accounting/finance, HR, attendance/case management, document management). For each, indicate hosting (state-managed, vendor SaaS, on-premise), interface points, and any specific support obligations expected of us. – The only systems we have subscription for are [Abila MIP Accounting System](#), [Paylocity \(Payroll and HR system\)](#) - EFS Mod is a website and it's not paid for, FRS
28. Any in-house custom applications? Any reporting or data-warehouse environments? [No in custom applications and no reporting on data-warehouse environments](#)

L. Transition and Incumbent

43. Any open issues, deferred projects, or known security findings the Coalition would like the new contractor to inherit and resolve [No](#)
44. 1. Page 4: “Secure Password Management”. Is this a requirement to include a product such as LastPass, Password One, etc, for a centrally managed Password Vault? [Yes](#)
45. 2. Page 4: VOIP Phone Services. Please clarify role IT Service Provider to play relative to client and VOIP Services Provider. [VoIP is a separate item not pertinent to this contract.](#)
46. 3. Page 4: Are all client PC’s and Laptops running Windows 10 (which is End Of Life), or have they been updated to Windows 11 (Please clarify client PC OS as well as hosted desktop OS). [All will be updated to Win 11 prior to contract award.](#)
47. 4. Page 4: 3.1.3.1.1 “Industry Standard Certifications”. The assumption is the data center provides necessary controls and validation to support a standard such as PCI DSS. Will there be clear data card holder data in the environment that needs to be controlled? [No](#)
48. 5. Page 5: 3.1.5 “ELCB Administrator” Please provide additional detail on the ELCB Administrator, and what duties they are responsible versus the IT Support Provider. a. References throughout RFP [Some staff have Administrator access to local PC’s to allow software installation without requiring support from the MSP.](#)
49. 6. Page 5: 3.2.4 “EMC and Shell Application” Can you provide additional detail on the EMC and Shell application. Is this for a storage array or some internal application? [This is legacy info and the language was removed in an update to the RFP. N/A](#)
50. 7. Page 6: 3.3.3 “two geographically distinct secondary backup data centers”. Does that imply 2 total data centers (primary and a secondary) or 3 total data centers (primary and 2 secondaries). [Primary and secondary backups are required.](#)
51. 8. Page 6: 3.6 “Sonicwall TZ72” Can you clarify the model numbers and counts of each in use? That model number does not appear valid, is it a Sonicwall TZ-270? [NSA4600, reached EOL and will need to be replaced with security services subscription.](#)
52. 9. Page 6: 3.7 “Contractor will not be responsible for maintaining or servicing any local network or desktop issues or applications”. Who will be providing the local network and desktop support issues if not the contractor? [The language states contractor will not be required to maintain or service anything outside of what’s requested by the Coalition \(scope\).](#)

53. 10. Page 6: 3.8 Windows Server Administration. Can you outline any application or file servers being hosted within the data center for customer use beyond Active Directory and Desktop Streaming infrastructure? (Application, File Servers, Web Servers, etc.)
There are no servers remaining. Everything has been migrated to M365
54. 11. Page 6: 3.8 Citrix and Netscaler Gateway. Is a Citrix based hosted desktop solution a requirement, or can other similar technologies (such as Windows AVD, VMware Horizon, etc) be proposed. Old language removed in updated RFP, N/A.
55. 12. General: The request is for a fixed fee contract with a term of 1 year. Should we assume monthly billing? Yes, monthly billing
56. 13. Page 8: Last day to submit (questions?). Third row of 1st column is a bit confusing, it appears additional text may have been inadvertently inserted and overwritten portions. Sorry for any confusion the last day to submit is 5/26/26. The date on the RFP says 5/25/26 but this is a holiday and no one will be in our office to receive the proposals.