P2004 IT Managed Services RFP Questions

The RFP mentions that the agency has a total of 28 desktops and laptops but that the number will grow as more people are hired. Are there any growth projections available for this number?  
  
How many virtual machines does the agency have?  
  
In section 2.3 the RFP mentions "The VMs will be hosted in cloud storage for redundancy and disaster recovery". Is this referring to backups of the VM's, or the VM's themselves being hosted in the cloud. If they are hosted in the cloud, what platform are they hosted on?  
  
In section 2.3 it also mentions "Managed Multi-Factor Authentication (MFA)". Will MFA be required for all services, or only the backups?  
  
Section 2.4 mentions email encryption. Does the agency have an email encryption solution currently in place?  
  
What email platform is the agency currently using?  
  
Can the yearly training mentioned in section 2.4 be done virtually? Or does it need to be done onsite in person?  
  
Does the agency already have a Remote Desktop Services solution in place, or would we be providing a new solution as part of these services? If we will be providing a new solution, can you please provide: The number of users, the applications they'll be running on the server, and where the agency wants the service hosted (in the cloud or on site)  
  
Will the agency accept proposals with the onsite support (section 2.1) included in the monthly cost of the Managed IT Services?  
  
Will the agency accept proposals with the requested Professional Support (section 2.8) included in the monthly cost of the Managed IT Services?  
  
It is mentioned in section 2.8 that professional support on the phone system may be required. What type of phone system does the agency have? Make/model of PBX would be helpful is possible.  
  
Who is the agency's incumbent provider?