

MANAGED INFORMATION TECHNOLOGY SERVICES

Request for Proposals (RFP)

City of Fort Mitchell, Kentucky

June 2026

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Introduction

Project Overview

The City of Fort Mitchell is seeking comprehensive managed information technology services including data and server hosting. The selected vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, help desk services, backups, remote access and on-site support, email hosting, maintenance and support, cybersecurity services, and disaster recovery.

City departments include:

- Administration
- Fire
- Police
- Public Works
- Recreation
- Parks

The departments are staffed by approximately 49 full-time employees, 24 part-time employees, and 20 volunteers.

Scope of Services

Existing Technology Environment

Specifications of the current environment are withheld from this public document to preserve IT security. Detailed specifications are available to interested bidders who attend a mandatory site visit.

Site visit required: Interested bidders are required to attend one of the scheduled site visits to be eligible for proposal submission.

Service Requirements

The vendor awarded this contract will work with city employees to provide a seamless IT experience across all city departments. Services must include, at a minimum, the requirements listed below.

Microsoft 365 Administration

The City of Fort Mitchell currently uses Microsoft 365. The city will consider direct payment to Microsoft or management through the vendor. The selected vendor must demonstrate significant expertise in Microsoft 365 administration.

Current licensing:

- 25 Microsoft 365 Business Basic
- 36 Microsoft 365 Business Standard
- 7 Microsoft Copilot
- 10 Azure Information Protection P1

Cloud File Storage and Sharing

The selected vendor will facilitate the ongoing management of cloud-based file storage and sharing.

All data hosting and storage solutions must be HIPAA and CJIS compliant and include provisions for e-discovery and centralized capabilities for responding to open records requests.

Shared Software Applications

The city uses several software applications accessed by multiple users. These applications are currently accessed via remote desktop or hosted cloud environments. The vendor should provide recommendations for the optimal delivery method for these applications, which are not currently available as SaaS.

Server Management

- Installation, maintenance, and administration of hardware and operating systems, including monitoring of disk space, CPU, and memory utilization for on-site servers
- 24/7/365 monitoring of hardware availability and system, application, security, DNS, and replication logs for warnings and errors
- Troubleshooting of problems identified through monitoring and resolution in a timely manner
- Immediate response to network or system outages due to the critical nature of city operations
- Maintenance of current security and virus protection updates

Workstation Management

- Installation, maintenance, and administration of hardware and operating systems, including updates and patches for approximately 45 desktops, laptops, and tablets supporting approximately 50 end users.
- Continuous monitoring of Microsoft and third-party updates for operating systems and core applications, including patches, fixes, and service packs
- Bundling of non-critical updates into consolidated deployments to minimize operational disruption
- Deployment of critical updates across the entire network infrastructure
- Installation and maintenance of associated uninterruptible power supply (UPS) units
- Prompt response to troubleshoot and triage printer issues, including coordination with hardware vendors for repairs

Network Switch Management

- Switch administration, including port activation and deactivation
- Firmware upgrades and configuration backups
- Routine switch maintenance
- RADIUS security access management

- Monitoring of switch availability, CPU load, bandwidth utilization, packet loss, and memory utilization
- VLAN management
- Configuration of alert thresholds for device status, bandwidth utilization, memory utilization, CPU utilization, and network response times

LAN Management

- LAN monitoring (wireless and Ethernet) through periodic polling of devices for availability
- Response to system issues and resolution of detected faults as they arise
- Notification of designated city personnel of abnormal network behavior

Firewall Management

- Full management and 24/7/365 monitoring of firewall
- Maintenance of updates and hardware support
- Establishment and maintenance of security rule base
- Regular review and analysis of event logs
- Intrusion detection and prevention

Cybersecurity and Virus Defense

- Maintenance of current endpoint protection software on all workstations and servers
- Email security, including scanning of attachments and links for malicious content
- Removal or quarantine of infected files when detected
- Security awareness training for city employees
- Configuration lockdown to prevent end users from altering or disabling security software
- Regular vulnerability assessments and remediation recommendations
- Dark web monitoring for compromised credentials

Backup and Disaster Recovery

- Daily backup of data on servers and cloud environments
- Regular review of audit reports and backup logs to ensure successful execution
- Annual disaster recovery testing
- Assistance with data restoration in the event of server failure or data loss

- Documentation of recovery procedures

Email and Communications

- Mailbox administration, including management of global address lists, distribution lists, and user account additions and deletions, with response to change requests within 24 hours
- Management of mailbox policies and retention settings
- Support for users requiring multiple email aliases
- Configuration of Outlook clients on user workstations and mobile devices
- Response to system issues and resolution of detected faults
- Coordination with internet service providers regarding connectivity issues
- Archival of email for departing employees and suspension of access accounts

Support and Strategic Planning

The vendor is expected to provide:

- 24/7/365 help desk support with multiple contact methods (phone, email, portal)
- On-call on-site support with a maximum 4-hour response time for critical issues and 24-hour response time for non-critical issues
- End user support and training
- Department-level systems and capital needs planning
- Input into major system enhancements and technology roadmap
- Collaborative participation with city departments to fulfill service needs
- Recommendations for future purchasing and technology upgrades
- Scheduled monthly on-site visits to address IT issues and provide proactive support

Personnel requirements:

- All personnel must be fully qualified to perform the required work
- A designated primary engineer or account manager is required
- All personnel working on-site or remotely with access to public safety systems must pass Department of Justice criminal background checks before performing any work

Site Visit Requirement

Eligibility notice: In order to be eligible for submission of a proposal, the vendor must attend one of the scheduled site visits listed below. Proposals submitted by vendors that have not completed a site visit will be returned unopened.

Date	Time
June 17, 2026	11:00 a.m. ET/ 10:00 a.m. CT
June 18, 2026	2:00 p.m. ET/ 1:00 p.m. CT

To register for a site visit, contact the RFP Coordinator listed in the Proposal Submission section.

Proposal Format

Required Components

All proposals must be organized in the following format:

1. Executive Summary
2. Company Overview
3. Requirements Worksheet (completed)
4. Pricing Worksheet (completed)
5. References
6. Staffing
7. Customer Service Information
8. Kentucky Bidder or Non-Resident Affidavit

Executive Summary

Present a high-level synopsis of your response to this RFP. The Executive Summary should be a brief overview of the engagement and identify the main features and benefits of the proposed solution.

Company Overview

Provide the following information:

- Official registered name (Corporate, D.B.A., Partnership, etc.), address, and main telephone number
- Key contact name, title, address (if different), and direct telephone number
- Name and title of person authorized to contractually bind the organization
- Brief company history, including year established and number of years offering managed IT services
- Total number of employees and number of technical staff
- Disclosure of any actual or potential conflicts of interest
- Disclosure of any pending lawsuits or legal actions

Requirements Worksheet

Complete the Requirements Worksheet, indicating your ability to meet each requirement and describing your proposed solution.

Pricing Worksheet

Complete the Pricing Worksheet with all associated costs. Provide detailed breakdowns for all recurring and one-time costs.

Contract Term

The selected vendor will provide managed information technology services for an initial contract term of four (4) years. The City may, at its sole discretion and subject to satisfactory performance, budget availability, and mutual agreement of the parties, renew the contract for one additional two (2) year term.

References

Provide references from three clients comparable to the City of Fort Mitchell in size and requirements. Preference will be given to references from government or public sector clients.

Each reference must include:

- Organization name
- Contact person name and title
- Dates of service
- Mailing address
- Telephone number
- Email address
- Brief description of services provided

Staffing

Include:

- Biographies and relevant experience of key staff and management personnel who would be assigned to this account
- Qualifications and certifications held by technical staff
- Description of your employee bonding process and coverage levels

Background Check Requirement: As a governmental agency handling public safety and public health information systems, the City requires background checks on individuals who

will routinely work on these systems. The City will collect necessary information, which may include fingerprinting, for submission to the Commonwealth of Kentucky for required clearances. The vendor will not incur costs other than staff time for this vetting process.

Customer Service Information

Provide detailed descriptions of:

- Help desk procedures and contact methods
- Service response procedures and escalation paths
- Service level agreements (SLAs) for response and resolution times
- Service locations that will provide support and the number of technicians available
- Training offerings for city staff
- Regular reporting on system health and service metrics
- Response protocols for major system problems or outages
- Disaster recovery capabilities and procedures

Proposal Submission

RFP Coordinator

Name	Edwin King
Phone	859-426-6700
Email	eking@fortmitchell.com
Address	2355 Dixie Highway, Fort Mitchell, KY 41017

Submission Instructions

Submit your complete proposal, including all attachments, to the City of Fort Mitchell using one of the methods below.

By Mail or Hand Delivery:

City of Fort Mitchell
Attn: City Clerk
2355 Dixie Highway
Fort Mitchell, KY 41017

The outside of the envelope must be clearly marked: **“Managed IT Services Proposal – 2026”**

Timeline

Event	Date
RFP Distribution	June 11, 2026
Site Visit Option 1	June 17, 2026, 11:00 a.m. ET/ 10:00 a.m. CT
Site Visit Option 2	June 18, 2026, 2:00 p.m. ET/ 1:00 p.m. CT
Deadline for Questions	June 29, 2026, 5:00 p.m. ET/ 4:00 p.m. CT
Proposal Due Date	June 30, 2026, 11:00 a.m. ET/ 10:00 a.m. CT
Proposal Opening	June 30, 2026, 11:00 a.m. ET/ 10:00 a.m. CT

Signature Requirement

Each proposal must be signed by an authorized representative of the proposing vendor.

- **Partnerships:** Signed with the partnership name by a member or authorized representative, followed by signature and title
- **Corporations:** Signed with the corporation name, followed by the signature and title of the president, secretary, or person authorized to legally bind the corporation

Presentation and Interview

The City of Fort Mitchell may request a presentation or interview from any proposer. If an interview is requested, the proposed key project staff identified in the proposal must attend.

Additional Submission Requirements

- Proposals must be received before the specified closing time. Late proposals will be returned unopened.
- Proposals containing erasures or corrections will be rejected unless initialed by the proposing vendor.
- References to trade names, catalog numbers, or model numbers in specifications are for descriptive purposes and should not be construed as excluding equivalent alternatives.
- The City's sales tax exemption may not be used by the vendor to acquire materials tax-free. All applicable taxes are the vendor's responsibility and should be included in proposal pricing.

Insurance Requirements

Prior to commencement of services, the selected vendor must provide a certificate of insurance evidencing the following coverage:

Coverage Type	Minimum Limit
Commercial General Liability (ISO form CG00011001 or equivalent)	\$1,000,000 per occurrence
Comprehensive Automobile Liability (owned and non-owned)	\$1,000,000 combined single limit
Workers' Compensation	Per Kentucky statutory requirements
Professional Liability / Errors & Omissions	\$1,000,000 per occurrence
Cyber Liability	\$1,000,000 per occurrence