City of Fort Mitchell - Managed IT Services RFP

Requirements Worksheet

Instructions: For each requirement, indicate your compliance status and provide a brief description of your proposed solution.

Requirement	Comply (Y/N)	Partial / Exception	Vendor Response / Solution Description
Microsoft 365 Administration			
Cloud File Storage and Sharing (HIPAA/CJIS Compliant)			
Shared Software Application Support			
Server Management			
Workstation Management			
Network Switch Management			
LAN Management			
Firewall Management			
Cybersecurity and Virus Defense			
Backup and Disaster Recovery			
Email and Communications			
24/7/365 Help Desk Support			
On-Site Support (4-Hour Critical Response)			
End User Training			
Technology Planning and Roadmap Support			
Monthly On-Site Visits			
Dedicated Account Manager / Primary Engineer			
DOJ Background Check Compliance			