

REQUEST FOR PROPOSAL

Introduction

This is a Request for Proposal (RFP) from the Kentuckiana Regional Planning and Development Agency (KIPDA) for managed IT services for its office located at 11520 Commonwealth Drive in the Bluegrass Industrial Park. The requirements for any Proposals submitted are set forth below. KIPDA is a governmental planning agency within a nine-county area. KIPDA receives funding from federal and state agencies and various local governments. The operations are housed in a 15,000 square foot facility at the above address.

Response Procedure

All responses to this Request for Proposal (RFP) must comply with the following instructions. Vendors should examine the specifications carefully.

All responses to this request for proposal must be submitted in a sealed envelope, marked "Managed Services Bid" and "Do Not Open" or emailed in a single PDF to jennifer.wahle@kipda.org with "Confidential Managed Services Proposal" in the Subject line. All proposals must be received no later than **4:30 PM (EST) January 29, 2026**. FAX proposals will not be considered. Proposals received after the date and time stated above will not be considered.

All prices listed in the proposal should remain firm for 120 days, except where tariff regulated and then any potential increase must be noted in the proposal.

All responses should be submitted to the following address or emailed to jennifer.wahle@kipda.org:

Mr. Jarrett Haley, Executive Director
KIPDA
11520 Commonwealth Drive
Louisville, Ky. 40299

After consideration of and approval by the KIPDA Board of Directors, all proposals shall become public documents of KIPDA and shall be open for review by the public.

Discrepancies, errors, omissions or ambiguities in the RFP should be reported immediately in writing to Jennifer Wahle, at the above address or email. Questions regarding this RFP should be directed, in writing, to Ms. Wahle and are due by 5:00 PM, January 9, 2026. All responses from Ms. Wahle will be made, in writing, to all vendors responding to the RFP. KIPDA will not be responsible for oral instruction, clarification or other communication with anyone other than Jennifer Wahle. Contacting any other persons regarding this RFP may result in disqualification of the vendor, unless otherwise directed by Ms. Wahle.

Acceptance of responses to this RFP does not obligate KIPDA in any way. KIPDA reserves the right to accept or reject any and all proposals. KIPDA reserves the right to waive any minor defects or irregularities in proposals submitted. KIPDA will not pay costs incurred by vendors in the preparation of proposals.

The award of the contract will be based upon the best combination of price, terms, options, flexibility, implementation strategy, references and experience. The lowest bid will not necessarily receive award of the contract.

The successful vendor shall comply with all rules, regulations, ordinances, codes and laws; shall secure and pay for permits and licenses necessary for initiation and completion of work; and shall adhere to any provisions of Social Security, Worker's Compensation or Unemployment Insurance laws (local, state or federal). The successful vendor will also comply with Title VI of the Civil Rights Act of 1964 and with the Governor's Code of Fair Practices of Kentucky which provide that the contractor shall not discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions of employment or any matter directly or indirectly related to employment, because of race, color, religious creed, sex, disability, national origin, age, ancestry, marital status, pregnancy, military status or sexual orientation.

The successful vendor will furnish all necessary materials, labor and facilities to perform and complete the work requested in the RFP. Work should be performed professionally by skilled technicians, and all materials and equipment should be new, unless otherwise specified in the vendor's proposal. *Vendors must include a timeline for completion and possible start dates.*

Any written statements agreed upon by both parties shall become part of the service contract. Any addendums to the original vendor proposal, such as letters and telegrams, shall become part of that same contract. Provisions of the RFP shall be incorporated in the resultant contract. These provisions shall supersede related or conflicting terms to the main contract, except in those instances where fully agreed to by all parties.

The anticipated timeline is:

- RFP Release: *December 28, 2025*
- Vendor Questions due: 5:00 PM EST, *January 9, 2026*
- RFP responses delivered to KIPDA by: 4:30 PM EST, *January 29, 2026*
- BID Openings, *January 30, 2026*
- Vendor Presentations, February 5 – February 13, 2026
- KIPDA Executive Committee considers staff recommendations: February 16 – February 19, 2026
- Award bid/finalize contract, if applicable: February 20, 2026

(Fax or email questions by 5:00 PM, January 9, 2026, to 502-266-5047 Attn: Jennifer Wahle or jennifer.wahle@kipda.org.)

All responses and proposals should be accompanied by manufacturers' information packets. This printed material should be included in appendixes to the proposal response.

Response Information

Vendors will include:

- Table of contents.
- Brief history of company, its products and services.
- Copy of business insurance, including liability insurance.
- Statement from an independent, qualified third party of financial stability
- Description of work to be performed, *including installation timetable and possible start dates.*
- Qualifications and number of support and technical staff
- Detailed description of proposed solution and its features, including warranty, if applicable.
- Itemized pricing schedule clearly identifying each service offering, what it includes, *and which items are optional.*
- *Clear designation* of any ongoing, reoccurring and/or annual fees (i.e. software renewals).
- Special electrical or environmental requirements.
- Battery backup recommendations.
- Three references.

- Blank sample contract.
- Copy of maintenance or service agreement.

Local references are encouraged and may be contacted regarding vendor's work and/or equipment.

Vendors are to provide the best price available with any applicable discounts applied. Vendors will not have the opportunity to resubmit new pricing schedules. Vendors will be notified of the award decision after it is made by the Executive Committee of the Kentuckiana Regional Planning and Development Agency. Neither KIPDA nor Jennifer Wahle will accept calls inquiring about the status of the contract decision.

Project Description

KIPDA desires to establish a partnership with an outside company to provide managed IT services. Immediate service needs include firewall management, access point management, server management, Active Directory maintenance, Group Policy changes, network troubleshooting assistance, and end-point security. Possible services for future consideration include setting up and maintaining a cloud-based phone system w/ Call Center (or call group) capabilities, backup/recovery services, end user support, Microsoft 365 management and support, managing and tracking computer equipment lifecycle, server setup and replacement, SharePoint maintenance and support, and software licensing management.

Below is a summary of the existing hardware and environment.

1. Users ~ 85
2. Laptops ~ 100 (Windows 11, 4-year replacement cycle)
3. File Servers – 3 (MS Server 2019, 5-year replacement cycle)
4. Storage Servers – 2 (Can be retired with alternative backup/recovery solution)
5. Firewalls – 2 (Watchguard M370 & T80, EOL 07/2028; see note *)
6. WAP – 2 (Meraki 42 – License expiration 05/30/26, EOL 07/20/26)
7. VPN Remote Access ~ 30
8. Internet Speed – 200 Mbps (Next level is 500 Mbps)
9. Mobile Phones – 51 (primarily iPhone)
10. Phone Servers – 2 (NEC SV9100; see note **)
11. Call Center – 2 groups (12 members, total; see note ***)
12. Microsoft 365 – 105 Business Standard, 15 Exchange Online licenses.
13. Email Encryption & SPAM Filtering – 120 ProofPoint licenses
14. Antivirus – 120 Vipre licenses
15. End User Security Training – 102 KnowBe4 seats
16. SharePoint (This is a new area for KIPDA business)
17. Adobe – Reader, Pro, and Creative Cloud
18. ArcGIS
19. Several browser-based databases that we access but do not own

* Note: KIPDA recently consolidated two offices and “dropped in” the second network as-is for expediency. Two firewalls are not necessary, but two networks are until the phone systems are consolidated. This will need to be considered if the firewalls are replaced.

** Note: KIPDA has two on-site phone systems due to the recent consolidation. It is likely that these two systems will be combined into a single, cloud-based system in the near future.

*** Note: This might just need to be Call Groups. Each group requires queue management, individual messaging, call recording, flexibility to move extensions between groups, and detail, summary, and statistical reporting.

Pricing

When responding to the RFP, describe in detail the services offered and any hardware or software included. If possible, pricing should be itemized by service, *while noting any realized savings from bundling services or paying annually*. Also, in services that are per user or per device, please indicate if counts can be adjusted mid-contract.

Please provide information and pricing for the following services or indicate that you do not offer them.

1. End user support
2. Patch management
3. Backup/recovery service
4. Firewall management
5. WAP management
6. Cell phone management
7. Microsoft 365 management
8. Email encryption and SPAM Filtering
9. Antivirus protection
10. End user security training
11. SharePoint support and/or development

Other things of note:

- Please indicate if you anticipate a need to increase our internet speed
- Please indicate if you provide phone system services
- Please indicate if you are familiar with Call Center communication services
- Please indicate if you are a Cloud Solutions Provider who could hold our MS 365 licenses and explain the maintenance tasks you might do and what, if any, additional cost that would be
- Please indicate if you are familiar with ProofPoint and can hold our licenses