



Information Technology Services Request for Proposals

2025



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CITY OF ERLANGER NOTICE

The City of Erlanger, 505 Commonwealth Avenue, Erlanger, KY, 41018, hereby solicits and advertises for Information Technology Services, as described and specified in the RFP packet entitled City of Erlanger Information Technology Services RFP, copies of which are available at the office of the Erlanger City Clerk, 505 Commonwealth Avenue, Erlanger, KY 41018, 859-727-2525.

All proposals in response to this advertisement and solicitation must be received by the Erlanger City Clerk on or before 10:00 A.M. on May 9, 2025, on a form provided by the Erlanger City Clerk and completed according to the RFP Instructions provided thereby, including all required attachments; and enclosed within a sealed envelope, with the words "City of Erlanger IT Services RFP" written, typed or otherwise indicated on the outside of the envelope. Any proposals received after 10:00 A.M. on May 9, 2025 will not be considered.

The City of Erlanger reserves the right to not only reject any and all bids and proposals submitted in response to this advertisement and solicitation, for any reason or no reason; but especially those that are not in conformity with either the RFP instructions or the specifications provided by the City, but also to accept bids and proposals submitted in response to this advertisement and solicitation that do not conform to those RFP instructions and specifications.



CITY OF ERLANGER TERMS AND CONDITIONS

- Proposal Opening - Sealed proposals will only be received at the City of Erlanger's City Clerk's Office, 505 Commonwealth Avenue, Erlanger, KY 41018.
- Proposal Preparation - The entire Request for Proposals (RFP) packet must be submitted as part of the proposal with the Proposal Form and Agreement completed and all information requested included. Proposals submitted in any other manner, or which fail to furnish all requested information, may be rejected. Those submitting a proposal are responsible for verifying their proposals prior to submission.
- Proposal Envelopes - Envelopes containing proposals must be sealed and addressed to the City Clerk's Office. The title of the proposal as specified in the RFP document must be shown on the outside of the envelope, as well as the name of the Vendor submitting the proposal.
- Reserved Rights - The City of Erlanger reserves the right at any time and for any reason to cancel this RFP, accept or reject any or all proposals.
- Incurred Costs - The City of Erlanger will not be liable for any costs incurred by offers in replying to this RFP.
- Pricing - The price(s) quoted shall be the full price, including delivery to destination, and includes all transportation and handling charges, premiums on bonds, material or service costs, patent royalties and all other overhead charges of every kind and nature. Unless otherwise specified, prices shall remain firm for the contract period.
- Taxes - The City of Erlanger is not subject to Federal Excise Tax. Per Kentucky Administrative Regulation 103 KAR 30:225E, the City of Erlanger is exempt from all state and local taxes.
- Specifications - Reference to brand names and numbers is descriptive, but not restrictive, unless otherwise specified. Proposals on equivalent items will be considered, provided the submitter clearly states exactly what is proposed to be furnished, including complete specifications. Unless the submitter specified otherwise, it is understood the submitter is offering a referenced brand name item as specified or is offering as specified when not referenced and does not propose to furnish an "equal." The City of Erlanger reserves the right to determine whether a substitute offer is equivalent to and meets the standard of quality indicated by the brand name and number.



- Interpretation or Correction of RFP Documents - Submitters shall promptly notify the City of Erlanger of any ambiguity, inconsistency, or error which they may discover upon examination of the RFP documents. Interpretations, corrections, and changes will be made by addendum. It is the responsibility of the submitters to verify prior to submitting a proposal that addenda have been received and acknowledged in the proposal. If no interpretations, corrections, and changes are identified, there will be no addendum issued.
- Indemnification - The submitter shall indemnify and hold harmless the City of Erlanger, their agents, officials, and employees from and against all injuries, losses, claims, suits, costs, and expenses which may accrue against the City of Erlanger as a consequence of granting the agreement.
- Default - Time is of the essence of this agreement and if delivery of acceptable items or rendering of services is not completed by the time proposed, the City of Erlanger reserves the right, without liability, in addition to its other rights and remedies, to terminate the agreement by notice effective when received by the Vendor, as to stated items not yet shipped or services not yet rendered and to purchase substitute items or services elsewhere and charge the Vendor with any or all losses incurred. The City of Erlanger shall be entitled to recover its attorney's fees and expenses in any successful action by the City of Erlanger to enforce this contract.
- Warranty - Submitter warrants that all systems and services furnished hereunder will conform in all respects to the terms of this solicitation, including any solutions, specifications or industry standards incorporated herein. The Submitter warrants and represents that each of its employees, subcontractors, or agents assigned to perform any services under the terms of this proposal shall have the skills, training, and background reasonably commensurate with his or her level of performance or responsibility, to be able to perform in a competent and professional manner. In addition, the Submitter warrants that said systems and services are suitable for, and will perform in accordance with, the purposes for which they are purchased and designed or for such other purposes as are expressly specified in this solicitation. The City of Erlanger may return any nonconforming or defective solutions to the Submitter or require correction or replacement of the solution at the time the defect is discovered, all at the Submitter's risk and expense. Acceptance shall not relieve the Submitter of its responsibility.
- Regulatory Compliance - The Submitter represents and warrants that the goods or services furnished hereunder (including all labels, packages and container for said goods) comply with all applicable standards, rules and regulations in effect under the requirements of all Federal, State and local laws, rules and regulations as applicable, including the Occupational Safety and Health Act as amended,



with respect to design, construction, manufacture or use for their intended purpose of said goods or services. The Submitter shall furnish "Material Safety Data Sheets" on all chemicals.

- Equal Employment Opportunity - Submitters shall comply with the Kentucky Human Rights Act, HRA 344.150 – 344.270 as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity EEO 45.550 – 45.640 which is incorporated herein by reference. Furthermore, the Contractor shall comply with the Employment Discrimination Act, EDA 344.040, 344.050 as amended.
- Royalties and Patents - The Submitter shall pay all royalties and license fees. Submitters shall defend all suits or claims for infringement of any patent, copyright or trademark rights and shall hold the City of Erlanger harmless from loss on account thereof.
- Law Governing - This agreement shall be governed by and construed according to the laws of the Commonwealth of Kentucky. Pursuant to the provisions of KRS 45A.343, the contractor or vendor is required to reveal to the City of Erlanger any final determination of a violation of KRS Chapters 136, 139, 141, 337, 338 and 342 by the contractor or vendor within the previous five (5) years; and further that said contractor or vendor has been and is in continuous compliance with the provisions of KRS Chapters 136, 139, 141, 337, 341, and 342 for the duration of the contract. The failure of a contractor or vendor to reveal a final determination of a violation to a local government, or to comply with the statutory requirements, is considered grounds for cancellation of a contract and disqualification of the contractor or vendor from eligibility for any City of Erlanger contracts for a period of two (2) years.



CITY OF ERLANGER INSTRUCTIONS

- Read the City of Erlanger Information Technology Services RFP Packet, as included and made a part hereof by reference. The items included in this packet describes the general information, scope of services and contractual provisions related to your proposal. Any changes in the RFP packet or contractual provisions may invalidate any proposal that includes those changes.
- Complete the RFP Form attached hereto and make a part hereof by reference by providing the following information:
 - The amount of the proposal.
 - The complete name, address, telephone number and e-mail address of the Vendor.
 - The signature of the signatory.
 - The printed name of the signatory.
 - The date.
- Complete the Agreement attached hereto and made a part hereof by reference by:
 - Providing the printed name of the signatory as the Vendor in the first paragraph.
 - Signing the Agreement at the end.
- Have the signature on the Agreement notarized.
- All submitters must provide one (1) original and one (1) photocopy of the completed RFP package.
- Seal both copies of the proposal within an envelope with the words “City of Erlanger Information Technology Services RFP” written or otherwise indicated on the outside of the envelope; deliver the sealed envelope to the office of the Erlanger City Clerk, 505 Commonwealth Avenue, Erlanger, Kentucky before 10:00 a.m., prevailing time on or before May 9, 2025.



CITY OF ERLANGER GENERAL INFORMATION

1. General Guidelines

Copies of the RFP packet are available at the office of the Erlanger City Clerk, 505 Commonwealth Avenue, Erlanger, KY 41018, 859-727-2525 or at erlangerky.gov.

It is the responsibility of the Vendor to read the packet in its entirety.

2. Variance

The City of Erlanger welcomes creativity and innovation in responses to this Request for Proposals (RFP). While specific requirements and preferences are outlined throughout this document, we acknowledge that there may be alternative approaches, technologies, or methods that better meet our objectives. Respondents are encouraged to propose thoughtful variances where appropriate.

To that end, you will see the following note accompanying each requirement:

VARIANCE: Alternative responses will be accepted and considered.

3. Service Requirements

The City of Erlanger employs a full-time Technology Technician who will be the point of contact for the Vendor and its technicians. Below are requirements to assist in providing all technology services.

- In-person Assistance - A technician of the Vendor will be required to work on-site three days a week, four hours each day, to assist the City's Technology Technician with needed on-site assistance. The Vendor's technician should not exceed 48 hours a month. In the instance that the City's Technology Technician is out of the office, the Vendor's technician would be required to be in the office the mornings the City's Technology Technician is off. The schedule for the rest of the month would be adjusted to remain under the 48 hours. ***VARIANCE: Alternative responses will be accepted and considered.***
- Break/Fixes and Installation – The Vendor must offer planned and on-call break/fix services, including emergency response to server and workstation issues, outside of their in-person assistance schedule. This service would be at the request of the City's Technology Technician. ***VARIANCE: Alternative responses will be accepted and considered.***



- Help Desk Support - The City of Erlanger utilizes a Help Desk Support System that is managed by the City's Technology Technician. The Vendor should offer assistance in addressing requested support as needed. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Server and Network System Monitoring - The Vendor must provide monitoring of the City's servers and network system 24 hours per day, seven days per week, 365 days per year. This includes following protocols on addressing any outages. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Patch Management Services and Preventive Maintenance - The Vendor will be required to provide management of critical security and system patches to all servers, workstations, and devices on the network to ensure IT systems and resources are properly managed and maintained. These must be addressed immediately. All less critical patches may be implemented on a schedule agreeable to the City and disclosed to the City's Technology Technician. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Operation Continuity and Disaster Recovery - The Vendor must be able to support the ability to recover full network and data to continue City business and in the instance of a disaster. This should occur within a timeframe agreed upon by the City. Backups and repetition should be used to support this requirement. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Remote Backup - The Vendor will be required to execute daily incremental backups to a secure center for critical servers and workstations. This includes a regularly-tested recovery process, no data cap for back-ups, and a six month retention of all backups. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Email System Management - The City's Technology Technician maintains the City's Google email system and currently has approximately 109 users. Vendor support would only be needed as a backup in an emergency, if the City's Technology Technician is out of the office, or more complex situations that would require a higher level of assistance to Erlanger to resolve issues with Google. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Endpoint Protection - The Vendor must remain current on solutions to defend against security threats, including phishing, malware, spam, viruses, and maintaining software to current versions including updates and patches. The City reserves the right to select different Endpoint Protection software. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Networking Support - The Vendor shall proactively manage and monitor all switches, firewalls, Routers, Wi-Fi systems, and other Erlanger networking



equipment. **VARIANCE:** *Alternative responses will be accepted and considered.*

- Security and Software Licensing Control - The Vendor must maintain all Vendor software applications and maintenance renewals. The City's Technology Technician will maintain all City software renewals. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Warranty and Asset Inventory Management - The City's Technology Technician maintains a hardware and asset inventory that includes, desktops, laptops, tablets, servers, and printers/scanners. The City's Technology Technician also maintains a replacement program of the above. The Vendor's Technician must be able to assist the City's Technology Technician with the City's inventory management and replacement program. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Procurement Management - The City's Technology Technician selects equipment, places orders, and follows the City's procurement policy. In addition, the City's Technology Technician tracks the orders and shipping, handles equipment returns, sourcing, and the ordering of replacement parts as necessary. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Workstation Support - The City's Technology Technician provides support for existing and future desktop, laptop, and tablet hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition of new equipment. The Vendor's Technician would be required to assist the City's Technology Technician with these as needed. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Printers, Copiers, and Scanners - The City of Erlanger has a printer management vendor and would only intend for this agreement to serve as a backup in infrequent, emergency, or more complex situations that would require a higher level of assistance. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Workstation Software Standardization and Software Licensing and Upgrades – The Vendor's Technician must have a process for identifying standardization and management of workstation images and ensuring that staff are using current products as well as current operating systems and browser versions. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Lifecycle Management of Hardware Units – The Vendor should have processes for end-of-life notification, replacement, and asset decommissioning/disposal for all networked hardware. The notification should be timely for budgeting, including a list of proposed replacements and costs for all items expected to be replaced in the next fiscal year by February 1 of each year. The City's Technology Technician oversees all



- other lifecycle management of hardware units. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Mobile Device Support - The City of Erlanger has Mobile Device Support for its smart phones and other mobile devices through their current vendor and would only intend for this contract to serve as a backup in infrequent, emergency, or more complex situations that would require a higher level of assistance. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - Reporting – The Vendor should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules. The City would like quarterly reports regarding if cyber security measures were taken. An annual report/meeting is required for an IT Analysis to include a summary, findings, recommendations and best practices. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - Digital and Technology Strategy Planning – The Vendor will work with the City's Technology Technician to develop a long-term digital office and strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - Account Management – The Vendor must offer an internal escalation process in tandem with the City of Erlanger, separate from their in-person assistance to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - Project Management – The Vendor should be able to offer project management and technical engineering resources to assist with technical projects as identified by the City's Technology Technician. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - IT Policy Review – The Vendor should be able to assist the City's Technology Technician in reviewing policies related to the use of technology. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - Hosting - The Vendor should offer services relative to hosting or co-location of equipment, either directly or through partners. **VARIANCE:** *Alternative responses will be accepted and considered.*
 - Onboarding and Offboarding Staff - The City's Technology Technician facilitates the onboarding and offboarding of Staff. The Vendor's on-site Technician must have processes and procedures in place to onboard or offboard team members in a timely and efficient manner in the absence of the City's Technician or as needed. **VARIANCE:** *Alternative responses will be accepted and considered.*



- Multi-Factor Authentication (MFA) – The City’s Technology Technician provides and manages the City’s MultiFactor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi- factor authentication. The Vendor must be familiar with the City’s program. **VARIANCE:** *Alternative responses will be accepted and considered.*
- End-User Security Awareness Training – The Vendor should offer Security Awareness Training to teach staff and employees about current threats, terms, standards, and compliances to help them avoid a security incident on at least an annual basis. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Vulnerability Testing - The Vendor should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the business network. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Virtual CIO (vCIO) – The Vendor should offer a vCIO to write yearly security reviews and digital office and strategic technology plans. The annual plan shall identify actions needed to correct deficiencies, assign a degree of urgency with each deficiency, and an estimated cost to correct each deficiency. **VARIANCE:** *Alternative responses will be accepted and considered.*
- Network Cabling Installation and Repair – The City’s Technology Technician oversees the network cabling installation and repair. The Vendor should be capable of assisting as needed. **VARIANCE:** *Alternative responses will be accepted and considered.*

4. Current System Setup and Opportunities

The contract to be awarded does not obligate the City of Erlanger to purchase computer equipment, hardware, cabling, licenses, software, etc. from the successful Vendor. The City of Erlanger completed separate Information technology audits. The City of Erlanger has four (4) office locations which are connected using VPNs. The successful Vendor must be willing to provide support services to the City of Erlanger at all the following facilities:

- City Building and Police Department – 505 Commonwealth Ave., Erlanger, KY 41018
- Fire/EMS Station #1 – 515 Graves Avenue, Erlanger, KY 41018
- Fire/EMS Station #3 – 4100 Narrows Road, Erlanger, KY 41018
- Public Works Facility – 3516 Jack Scheben Drive, Erlanger, KY 41018
- Public Works Facility - 26 Montgomery Road, Erlanger, KY 41018



The audit revealed the following hardware results:

Item	Number
Number of Servers	6
Virtual Servers	5
Physical Servers	1
Workstations on Network	96
Desktops	89
Laptops	7
Surfaces	
Smartboards	
iPads	4
Printing Devices	17
Networked printer/copiers with maintenance contracts	17
Desktop printers	
Wireless Access Points	13
Firewall	4
Battery Backups	8
Server Room	1



Desktops	1
Switches	6
NAS	2

The following software is managed by the IT Vendor:

Software	Yes/No
Antivirus - SentinelOne	Yes
Phishing Campaigns/Training	No
VPN - 3 P2P Sonicwall	Yes
2 Factor Authentication - Google	No
Email Threat Protection - Google	No

Opportunities to Improve/Upgrade the current Infrastructure:

- **OPTIONAL:** Password Management. The City of Erlanger is requesting pricing for an industry standard password management software for the City of Erlanger Team (109).

5. Instruction to Vendors

All questions pertaining to the proposal must be emailed to Sherry Hoffman, City Clerk at sherry.hoffman@cityoferlanger.com.

The proposal must be divided into two parts: (1) the Technical Proposal and (2) the Price Proposal. Two copies of the Technical Proposal and Price Proposal must be submitted in a sealed envelope separately and marked accordingly with the proposal and titled City of Erlanger Information Technology Services RFP on the envelope.

The **Technical Proposal** must include the Vendor's ability to meet the specifications as outlined in Section 2 (Service Requirements) and must also include the following:

- Description of the approach the vendor will use in providing the services requested.



- Description of how the vendor is positioned to provide the services requested, with a history of experience on providing similar services.
- Naming of staff resources with identification of principals and key personnel,
 - ➔ Who are available to provide the services
 - ➔ Experience and expertise of staff
 - ➔ Availability of a scheduled on-site, in-person technician
 - ➔ Local availability of staff outside of the above (ability to be onsite within two (2) hours)
 - ➔ Roles and responsibilities of each staff member
- Support services questions to be addressed
 - ➔ Support availability (days of week and time)
 - ➔ Steps for resolving problem escalation
 - ➔ Final authority regarding conflicts
 - ➔ Response time and goal for resolving problems
- All services and final deliverables described in this RFP shall be entirely performed and created in the United States of America, and in accordance with all applicable local, state, and federal laws.

The **Pricing Proposal** must include your ability to meet the specifications as outlined in Sections 2 (Service Requirements) and 3 (Service Requirements and Current System Setup and Opportunities). **VARIANCE:** *Alternative responses will be accepted and considered.*

The City of Erlanger is requesting that the Vendor submit a FIXED FEE service contract for a twelve-month period, with an option to renew annually for three consecutive years. Each twelve-month period must be shown separately. A payment schedule should also be included (i.e., monthly).

Vendors must list, specifically, any services which would not be covered in the proposal price. Vendors must identify the following for those services not under the fixed fee (e.g., Opportunities to Upgrade or Improve the City of Erlanger's current infrastructure identified as Projects):

- A fee schedule containing the Vendor's hourly rates and/or a per-project estimate for implementation services
- A description of how services will be billed
- A description of additional charges, as in out-of-pocket expenses, etc.



6. Company Overview

➤ General Information

The Vendor must provide the full company or corporate name, address of the company's headquarters, entity of the organization (corporation, partnership, proprietorship), State of incorporation, and Federal Employer Identification Number

➤ Experience/Qualifications

The vendor shall provide information relating to its experience and qualifications in the field of Information Technology Services. Vendor shall include:

- ➔ Number of years in the business
- ➔ Description of experience
- ➔ Personnel's skills and tenure with the company
- ➔ Company organizational chart
- ➔ Criminal Justice Information Services (CJIS) training and certification (technicians will be required to complete this training) with a copy of the certification provided to the City

➤ References

The vendor must provide at least three (3) reference accounts where the services offered were similar to the services requested in this RFP. Services must have been provided within the past 36 months. Reference accounts shall not be, in any degree, owned by the Vendor. The Agency may or may not contact the references provided. The information shall include:

- ➔ Reference name
- ➔ Business address
- ➔ Contact person's name and title
- ➔ contact person's telephone number
- ➔ contact person's email address for inquiries
- ➔ Systems and services provided

7. Evaluation Criteria

The City of Erlanger will evaluate the proposals based on multiple criteria and will select the best overall solution to fit the needs of the City. The City of Erlanger is not obligated to select the lowest priced proposal. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- References
- Technical proposal
- Account management



- Scheduled on-site, in-person technician and capabilities
- Financial considerations

8. Vendor Notice

Pursuant to the provisions of KRS 45A.343, the Vendor is required to reveal to the City of Erlanger any final determination of a violation of KRS Chapters 136, 139, 141, 337, 338, and 342 by the Vendor within the previous five (5) years; and further that said Vendor has been and will be in continuous compliance with the provisions of KRS Chapters 136, 139, 141, 337, 341, and 342 for the duration of the agreement. The failure of a Vendor to reveal a final determination of a violation to a local government, or to comply with statutory requirements, is considered grounds for cancellation of the agreement and disqualification of the Vendor from eligibility for any City of Erlanger agreements for a period of two (2) years.

9. Submission of Proposal

Sealed proposals for City of Erlanger Information Technology Services Response for Proposal are due in the office of the City Clerk, 505 Commonwealth Avenue, Erlanger, Kentucky, 41018 no later than May 2, 2025 at 10:00 A.M. Proposers shall submit one (1) executed original and one (1) hard copy of the proposal packet. All proposals must be submitted in a sealed envelope and must be clearly marked on the outside of the envelope. Proposals not marked may be rejected. Facsimile or electronic proposals will not be accepted. Opening of the proposals will be at 10:00 A.M., May 2, 2025, at the office of the City Clerk, 505 Commonwealth Avenue, Erlanger, KY 41018.

10. Workers' Compensation and Liability Insurance

Prior to beginning work, the Vendor shall cause to be issued and maintain the following policies of insurance through companies approved by the City in which the coverage of the Contractor is primary and noncontributory in regard to all liability coverage, including, without limitation, excess and umbrella policies:

- Commercial General Liability insurance on ISO form CG00011001 (or a substitute providing equivalent coverage). The limit shall not be less than \$1,000,000 per occurrence. ***The City of Erlanger must be named as an Additional Insured; the certificate shall specify that the coverage afforded is Primary and Noncontributory with respect to any other coverage available to the City of Erlanger.***
- Comprehensive owned and non-owned automobile liability insurance with a minimum combined single limit of \$1,000,000.
- Workers Compensation Coverage specific to the State of Kentucky.



- If you are performing construction services, the additional insured status must be provided by a combination of CG20100707 and CG20370704.
- If your services involve pyrotechnics, mechanical amusement devices, inflatable amusement devices, animals of any type (including petting zoo or pony rides) or any other services that the City of Erlanger deems applicable, you must also provide a Commercial Umbrella policy with a minimum limit of \$1,000,000.
- If your services include the sale of alcohol, you must also provide evidence of Liquor Liability Coverage with a minimum limit of \$1,000,000.
- If your services are professional in nature, such as architectural, engineering, consulting or legal, you must also provide evidence of Professional Liability coverage (also known as Errors and Omissions coverage) with a minimum limit of \$1,000,000.

The Vendor shall not commence work until the City is satisfied with and has approved all of the insurance policies and endorsements required hereby and has received certificates evidencing that the Vendor is insured thereby.

11. Business License and Federal Filing

Prior to beginning work, the Vendor shall cause to be issued and maintain the following:

- Kenton County Occupational License
- Completed Form W-9



SCOPE OF SERVICES

Network Support Center

- Network Evaluation
- Server and Workstation Support
- Network Support and Upgrades
 - ➔ Provide upgrade quotes for City to budget appropriately
 - ➔ Assist with upgrades
- Onsite and Remote Support
- Certified and Dedicated Engineers
 - ➔ Assist the City of Erlanger's IT Technician with Tier I and Tier II support, system upgrades, larger projects, additional support
 - ➔ Assign 1-2 persons as a primary and possible secondary engineer to become familiar with the City's systems and personnel
- System Integration and Mergers

Cloud Services

- Full Network Cloud Hosting
- Cloud Backup Solutions
 - ➔ Provide daily backups and data protection, virus protection and application protection
- Application Hosting

Managed Services

- Network Health Monitoring
- Server and PC Patch Management
- Anti Virus and Anti Spam Monitoring
- Content Filtering
- Network Scheduled Maintenance
- Backup Monitoring and Testing

HelpDesk Services

- Remote Control Services
 - ➔ Tiers I and II
- 24/7 HelpDesk Hours
 - ➔ M-F 8-5 one hour response time
 - ➔ After hours two hour response time
- Certified Engineers



- US Based Support
 - ➔ Local support
- On-site Schedule Control
- Hardware and Software Quotes

CIO Services

- Disaster Recovery Planning
- Information Systems Review
- Information Systems Design
- IT Strategic Planning
- IT Departmental Evaluation

Cyber Security

- Daily monitoring of systems
- Quarterly systems review presented to the City Clerk
- Biannual meeting with City of Erlanger officials

Hardware and Software

- Servers and Workstations
- Wholesale Pricing
- All Hardware Manufacturers
- Software Renewals
- Warranty Support
- Switches throughout City
- Council Chambers Microphones, Video Screen, and other AV equipment
- Contractor/Vendor Coordination for Upgrades and Repairs

Service Agreements/Contractual Services/Budget

- Bi-Monthly Invoice Processing
- IT Invoice Review and Recommendations
- Oversee Vendor Agreements and Services - Work with City Clerk to follow state laws and record retention schedule
- Coordinate with City Clerk to Organize Annual Budget
- Three Year IT Budget Forecast/Plan for All Areas of Responsibility
- Maintains Monthly Billing Spreadsheet



Telecommunications/Internet

- Cell Phone Management
- Desk Phone Management
- Hotspot Availability and Installation (police requirements for sending reports, writing citations, and vehicle use for dispatch)
- Internet Management
- Wifi Access Points in Buildings

Employee and Elected Official Customer Service

- Onboarding
- Offboarding
- Training and Updates
- Desktop Computer Problem Solving
- Printer Problem Solving
- Replacement of Peripheral Units (mouse, keyboard, monitor)
- Replacement of Computer Hardware (fans, hard drives, RAM)
- New and Replacement Computers Installation
- Software Problem Solving and Installation
- Printer Ink Cartridges Replacement
- Police Mobile Data Terminal Problem Solving
- IT and HelpDesk Ticket Resolution
- Fire/EMS IPAD Replacement and Repairs

Door System Management

- Troubleshooting
- Change Door Behavior, 24/7 as needed
- Equipment Repair Coordination
- Badge Access Management and Restrictions

Video/Camera Management

- Oversee Park Camera Program, Maintenance, and replacement
- All Security Cameras (on and off site) Program Management, Maintenance, replacement
- Detention Center video camera assistance
- Fire/EMS inhouse video camera system repairs and assistance



Record Management, Meeting Recordings, and Retention

- Adhere to Laws and Procedures - Work with City Clerk to follow state laws, city procedures, and retention schedule
- Archived Police Body Cam Videos Retrieval and Management
- Archived Fire and EMS Reports Retrieval and Storage
- All video Assistance - Retrieval and redactions for open records and other legal requests, for viewing
- Video Streaming and Recording Equipment Operation for Regular Council Meetings, Special Council Meetings, Public Hearings, Board of Adjustment Hearings, and Caucus Meetings
- Stream on YouTube and Facebook
- Maintain YouTube Account

Inventory Responsibility

- Maintain Inventory of IT Equipment and Supplies for all departments
- Order Budgeted Equipment and supplies for all departments

Media Networking

- Website Hosting Contract, Web Domain, and Dot Gov Management
- Printer and Copier Contract Management

Department Programs and Assistance

- Cellebrite computer system assistance
- Evidence collection system assistance
- Kenton County owned vehicle computer assistance (install state owned programs for reports and citations, troubleshoot immediate computer issues, reinstall printers and printer programs for vehicles)
- Fire alarm systems management for all city buildings
- Fire/EMS training room computer room assistance
- Fire/EMS i-Pad replacement and repairs
- Public Works specialized sign shop printing and programs assistance
- CAT cable rewiring during ongoing construction projects



CITY OF ERLANGER PROPOSAL FORM

The undersigned Vender hereby proposes to provide the services as specified in the document entitled City of Erlanger Information Technology Services RFP Scope of Services attached hereto and made a part hereof by reference, for the “Amount Proposed” indicated in this form; and pursuant to the terms and provisions of the City of Erlanger Information Technology Services RFP Agreement attached hereto and made a part hereof by reference.

This offer and proposal is irrevocable until the expiration of sixty (60) consecutive calendar days after the date of this bid, offer and the proposal and may be accepted by the City of Erlanger at any time prior thereto, provided that a copy of the Agreement attached hereto is signed on behalf of the City of Erlanger by the Mayor thereof.

The undersigned Vendor hereby authorizes the City to investigate the Vendor and inspect and copy any and all records, books of account, correspondence, or other documents reasonably necessary for the City to determine the responsibility and ability of the Vendor to comply with the terms and provisions hereof and the City of Erlanger Information Technology Services RFP Agreement.

Monthly Fixed Fee
Pricing Proposal

Complete Name of Vendor

Signature of Signatory

Printed Name of Signatory

Complete Address of Vendor

Telephone Number of Vendor

E-mail address of Vendor

Date



CITY OF ERLANGER TECHNICAL PROPOSAL

Use this location to insert the Vendor's Technical Proposal as provided in Section 4, Instructions to Vendors.



CITY OF ERLANGER PRICING PROPOSAL

Use this location to insert the Vendor's Pricing Proposal as provided in Section 4, Instructions to Vendors.



CITY OF ERLANGER RFP AGREEMENT

This Agreement is by and between the CITY OF ERLANGER, a Home Rule city in Kenton County, Kentucky, which shall hereinafter be identified and referred to as the “CITY” and

(PRINTED NAME OF VENDOR)

the personal representatives, heirs, legatees, devisees, successors and assigns thereof, who shall hereinafter be referred to collectively as the “**VENDOR**”;

WITNESSETH:

WHEREAS, the City has budgeted and appropriated certain funds for the Fiscal Year 2025-2026 for Information Technology Services, pending approval by the Erlanger City Council; and

WHEREAS, on April 25, 2025, the City advertised in LinkNKY and on the City’s website at www.erlangerky.gov for proposals to provide all of the labor, materials, tools, equipment, supplies, and personnel necessary to provide this service, a copy of the proposal is attached hereto and made a part by reference; and

WHEREAS, on May 9, 2025, the City received the proposal from the Vendor attached hereto and made a part hereof by reference; and

WHEREAS, the proposal of the Vendor, in the amount of _____, was approved by the Mayor of the City of Erlanger; and

NOW, THEREFORE, the City and the Vendor hereby agree as follows:

- On July 1, 2025 and after this Agreement has been signed on behalf of the City and a copy provided to the Vendor, with time being of the essence, the Vendor shall begin providing Information Technology Services as described and specified in the City of Erlanger Information Technology Services RFP packet attached hereto and incorporated herein by reference with all of the warranties.
- The Vendor shall be liable to the City and responsible for all incidental and consequential damages sustained or incurred by the City as a result of any failure of the Vendor to comply with the terms and provisions of this Agreement, including all items in the proposal packet, or any warranty indicated therein regardless of any contrary provisions in the proposal of the Vendor.



Mayor, City of Erlanger

505 Commonwealth Avenue, Erlanger, Ky. 41018

(PRINTED NAME OF CONTRACTOR)

(PRINTED MAILING ADDRESS OF CONTRACTOR)

IN WITNESS THEREOF THIS AGREEMENT HAS BEEN SIGNED FOR AND ON BEHALF OF THE VENDOR AND THE CITY OF ERLANGER BY AND THROUGH THEIR RESPECTIVE OFFICIALS ON THE DATES INDICATED.

SUBSCRIBED AND SWORN TO before me, a Notary Public, by Jessica Fette, as Mayor of the City of Erlanger, on _____, 2025.

NOTARY PUBLIC
Kentucky, State at Large

MAYOR JESSICA FETTE

Commission Expires _____
State of _____
County of _____

SUBSCRIBED AND SWORN TO before me, a Notary Public, by
of _____
(PRINTED NAME OF SIGNATORY) (PRINTED NAME OF VENDOR)
on _____, 2025.

NOTARY PUBLIC

Signature of Signatory

Commission Expires _____
State of _____
County of _____