



NORTHERN KENTUCKY CONVENTION CENTER

Managed Service Provider Request for Proposal

RFP COORDINATOR:

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Northern Kentucky Convention Center

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Request for Proposal (RFP)

Managed IT Services Provider (MSP)
Northern Kentucky Convention Center
Covington, Kentucky

1. Introduction

The Northern Kentucky Convention Center (NKYCC) invites qualified Managed Services Providers (MSPs) to submit proposals for comprehensive managed IT services supporting both internal business operations and event technology infrastructure.

The selected MSP will provide full-service IT management, cybersecurity, cloud administration, end-user support, network operations, and event technology systems support for a one-year contract term, with renewal options based on performance and mutual agreement.

1.2 NKYCC has approximately 17 full-time employees (not all pc users)

1.3 Purpose -With this RFP, the NKYCC is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for the Northern Kentucky Convention Center

2. Organization Background

The Northern Kentucky Convention Center is a premier regional event venue serving conventions, trade shows, meetings, banquets, and public events in Northern Kentucky. The facility is owned by the Commonwealth of Kentucky and managed via statute by the Northern Kentucky Convention Center Corporation.

NKYCC operates:

- 204, 000 sq ft facility with 17 events and meeting spaces with lobby spaces
- Administrative and operational offices
- Guest and exhibitor internet services
- Staff enterprise systems
- Event-based wired/wireless client networks

The MSP must support both:

1. **Staff Operational IT Environment**
 2. **Client/Event Technology Network Environment**
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3. Contract Term

- Initial Term: 1 year
 - Renewal Options: Two optional one-year renewals
 - Estimated Contract Start Date: July 1, 2026
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4. Existing Technology Environment

Cloud & Software Platforms

- Microsoft 365:
 - 17 Microsoft 365 E3 license
 - 1 Teams Essentials license
 - 4 Exchange Online Plan 1 licenses
 - 3 Exchange Online Kiosk licenses
- Microsoft Defender
- Microsoft Teams
- SharePoint
- OneDrive
- Azure Services
- Adobe Licensing
- Exclaimer Signature Management
- SonicWall Cloud App Security
- Synology Storage Environment
- SSL Certificate Management

Voice Systems

- Vonage
- Grandstream Telephony

Network Infrastructure (Cisco Meraki)

- 2 Meraki MX250 Security Appliances
- 2 MS425 Core Switches (Primary/Secondary)
- 8 MS120 Switches
- 2 MS220 Switches
- 20 MS225 Switches
- 2 MS250 Switches

- 59 Meraki MR Enterprise Wireless Access Points
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5. Scope of Services

A. Managed IT Services – Staff Environment

The MSP shall provide:

Help Desk & End User Support

- Remote help desk support during business hours
- After-hours on-call emergency support
- Escalation management
- User onboarding/offboarding

Endpoint Management

- PC/laptop support
- Patch management
- OS updates
- Asset lifecycle recommendations

Microsoft 365 Administration

- License management
- Exchange administration
- Teams support
- SharePoint/OneDrive support
- Azure identity management

Network Administration

- Meraki dashboard administration
- Firewall management
- VLAN management
- Switch and WAP monitoring
- Performance tuning

Telephony Support

- Vonage administration
 - Grandstream device support
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B. Event Technology Systems Support

MSP must support client-facing event infrastructure including:

Guest & Exhibitor Networks

- Guest Wi-Fi management
- Exhibitor VLAN provisioning
- Event-specific SSID creation
- Bandwidth allocation and QoS tuning

Event Connectivity Services

- Wired exhibitor internet connections
- Temporary network segmentation
- Troubleshooting during live events

Event Network Monitoring

- Real-time monitoring during major events
- Rapid incident response during active events

On-Site Dispatch Support

- Primarily remote support model
 - On-site dispatch as needed for urgent incidents
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C. Cybersecurity Services

MSP shall include:

Security Monitoring

- Threat monitoring
- Defender management
- Firewall threat review

Vulnerability Management

- Quarterly vulnerability scans
- Patch remediation recommendations

Incident Response

- Incident containment procedures

- Security breach escalation protocol
- Defined incident response SLA

Annual Security Assessment

- Annual risk review
- Security posture report
- Recommendations roadmap

Backup & Disaster Recovery

- Backup monitoring for Synology and cloud systems
 - Recovery testing annually
 - Disaster recovery documentation
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6. Service Level Expectations (SLAs)

Response Times

Priority Response Time Resolution Goal

| | | |
|----------|----------------|-----------------|
| Critical | 15 minutes | 4 hours |
| High | 1 hour | 8 hours |
| Medium | 4 hours | 1 business day |
| Low | 1 business day | 3 business days |

Network Uptime Goal

- 99.9% uptime target for critical systems
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7. Vendor Qualifications

Vendors must demonstrate:

- Minimum 5 years MSP experience
 - Venue/hospitality/event facility IT support experience preferred
 - Meraki-certified expertise
 - Microsoft Solutions Partner or equivalent certification preferred
 - Cybersecurity incident response capability
 - Experience supporting hybrid cloud environments
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8. Proposal Requirements

Vendor proposals must include:

Company Overview

- History
- Ownership structure
- Staffing model

Technical Approach

- Service delivery methodology
- Support escalation model
- Cybersecurity approach

Staffing Plan

Include:

- Assigned account manager
- Help desk staffing structure
- Escalation engineers
- Certifications of assigned personnel

References

Provide at least 3 comparable client references.

Pricing Proposal

Include:

- Monthly managed services fee
- Hourly on-site dispatch rates
- After-hours support rates
- Optional project rates

9. Evaluation Criteria

| Criteria | Weight |
|----------------------|--------|
| Relevant Experience | 25% |
| Technical Capability | 25% |

| Criteria | Weight |
|------------------------------------|---------------|
| Event Technology Support Expertise | 20% |
| Cybersecurity Capability | 15% |
| Cost Proposal | 15% |

10. Proposed Procurement Timeline

| Milestone | Date |
|--------------------------------|-------------------------|
| RFP Release Date | April 17, 2026 |
| Vendor Questions Due | May 1, 2026 |
| Responses to Questions Issued | May 8, 2026 |
| Proposal Submission Deadline | By 4pm est May 15, 2026 |
| Finalist Interviews (Optional) | May 18-22, 2026 |
| Vendor Selection Notice | May 27, 2026 |
| Contract Finalization | June 1, 2026 |
| Service Transition Begins | June 15, 2026 |
| Contract Start Date | July 1, 2026 |

11. Submission Instructions

Submit proposals electronically in PDF format to:

Helen Malone

Northern Kentucky Convention Center

hmalone@nkycc.com

859-261-1500

Subject Line:

RFP Response – Managed IT Services Provider

12. Reservations

NKCC reserves the right to:

- Reject any or all proposals
- Request clarifications
- Negotiate terms with selected vendors
- Cancel this RFP without award

13. Optional Site Visit

A pre-proposal site visit may be scheduled upon request.