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## Request for Proposal (RFP) for CKCAC Technology Support Services

### Project Overview

Central Kentucky Community Action Council, Inc. (CKCAC) is a 501(c)(3) organization with our central office in Lebanon, Kentucky. CKCAC operates community service programming, public transportation, early childhood education, and other service functions for citizens and families in need across eight counties of central Kentucky, including Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson and Washington counties.

CKCAC requests proposals from qualified service providers to offer comprehensive technological support for our organization. CKCAC requires support for our technology infrastructure across 25 main office locations and 8 additional offices, (the 8 additional require device-only support not network support) throughout our service area. Currently, CKCAC has 227 laptops and/or desktops with approximately 230 email accounts in use, and we are looking for a partner who can help ensure our systems and technology run smoothly. The successful service provider will be responsible for:

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### 1. Technology Support Desk Services

- **Support Hours:** Monday to Friday, 8:00 AM to 5:00 PM
- **Communication Methods:** Phone, email, and an online support portal for easy access to assistance.
- **Response Time:** We expect timely responses to address technical issues or user questions.
- **Types of Support:** This includes troubleshooting, configuration, problem-solving, and user support for all Microsoft devices and applications.
- **Coverage:** Support should include all devices in use across the organization, such as desktops, laptops, printers, mobile devices, and other Microsoft-based devices.

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### 2. Ticketing System for Support Requests

- A clear and efficient ticketing system will be used to manage and track all support requests.
- The system should allow users to easily submit, monitor, and communicate their needs and concerns.

- The system should send automatic updates to both the user and support staff about the status of their request.
  - Features should include priority tracking, service level agreement (SLA) monitoring, and reporting.
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### 3. Strategic Leadership Expertise and Execution Support

- We require access to experienced professionals for complex issues, such as network troubleshooting and strategic advice. This may include Network Administrators, IT Directors, or Virtual CIO (vCIO) services.
  - CKCAC has twelve programs with varied technological needs. A successful service provider will work with each Director to ensure that programs are operating efficiently and effectively with technology needs met.
  - Support for advanced network issues, server configurations, firewall management (including 8 SonicWall firewalls), and security will be necessary.
  - A vCIO / IT Director will be needed to guide the long-term strategy in collaboration with CKCAC's Executive Director and Program Directors, including planning for growth, recommending technology (hardware and software) upgrades, and ensuring that our infrastructure can scale with our business within budgetary constraints.
  - The service provider will also be responsible for supporting our server environment, which includes a server running Windows Server 2016, that if we continue use will require an upgrade of the OS before end of life.
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### 4. Infrastructure Support

- **Network Support:** Assistance with all network-related issues, including local networks, wireless networks, firewalls (8 SonicWall devices), and network switches.
- **Device and Software Support:** Help with all Microsoft devices (desktops, laptops, servers) and software applications like Microsoft 365, Windows OS, and Teams. This should include updates and patches to our devices.
- **Antivirus and Security:** Ongoing protection against cyber threats with Sophos Antivirus and comprehensive security measures, including firewall management and patching.
- **Microsoft 365 Management:** The service provider will be responsible for managing our Microsoft 365 environment, including user setup, licensing, email management, and troubleshooting.
- **Server and Backup Support:** Regular management and monitoring of our host server (Windows Server 2016). Proposals should consider a backup plan that ensures business continuity in case of failure.
- **Security Camera Systems and Support:** Management and support of (10) existing ExacqVision camera systems and new locations including adding/deleting users, assist in retaining footage as necessary and making sure connections are stable.
- **Phone system:** Maintain and support 3CX phone system in 6 locations and any new locations. This includes setting up ring groups, inbound/outbound rules, SIP trunks, extensions, E911 configurations, and all other support.

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## 5. Onsite Resource Support

- CKCAC has one internal employee who serves as an onsite resource and can provide a “set of hands”, that also has a working knowledge of end user support issues.
- The service provider will be required to collaborate with and assist with this internal resource regarding tasks, project work, and other support activities.
- There is also a higher-level technical person that can answer initial questions during onboarding but will have limited access to assistance in the future.
- Coordination between the service provider and the onsite resource will be essential to ensure smooth operation and timely resolution of issues.

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## 6. Scalability and Flexibility

- The service provider should be able to accommodate our future growth, both in terms of new users, additional devices, and expansion of our infrastructure.
- The solution must adapt to changes in technology, including cloud integration, network expansion, or additional server deployments.

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## 7. Key Deliverables

- A Service Level Agreement (SLA) outlines response times and resolution expectations for different types of issues.
- Quarterly reports showing data about our systems and our tickets.
- Scheduled system maintenance and recommendations for technology upgrades or improvements.
- Clear documentation for any major changes made to our systems or configurations.

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## 8. Proposal Requirements

- A detailed description of your company’s experience providing support services, particularly for organizations like ours in size and structure.
- Overview of your support model with an explanation of how your ticketing system works and integrates into your support process.
- Breakdown of the support plan, including your hours of operation, how you handle escalations, and your expected response times.
- Clear pricing, including hourly rates, package costs, and any additional fees for specialized support. Please note that CKCAC is a tax-exempt entity and documentation will be provided to the successful provider.

- Any additional services or solutions you offer that could be beneficial for our organization.
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## 9. Evaluation Criteria

We will evaluate proposals based on:

- The quality and thoroughness of the proposed support services.
  - The experience and qualifications of your support team.
  - Your ability to meet service expectations and resolve issues quickly.
  - The flexibility of your proposed solution to grow with our organization.
  - Your organization's ability to assist with strategic planning.
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## Submission Details

Please submit your proposal via email by Wednesday, April 30, 2025 at COB to [bryan.conover@ckcac.org](mailto:bryan.conover@ckcac.org).

If you have any questions or need clarification regarding this RFP, please reach out to [bryan.conover@ckcac.org](mailto:bryan.conover@ckcac.org) by Monday, April 21, 2025 at COB to ensure adequate time to share appropriate response(s).

Central Kentucky Community Action Council, Inc., looks forward to reviewing your proposal and establishing a strong partnership for our technological support needs for us to better serve the needy citizens and families of central Kentucky.