ONE LOUISVILLE

One Louisville — Request for Proposals: Managed IT Services

November 2, 2026

1. Overview

One Louisville, Inc. seeks a managed IT services provider to support its team under a contract starting in early 2027.

One Louisville is the region's combined chamber of commerce and economic development organization, formed March 1, 2026 from Greater Louisville Inc. and the Louisville Economic Development Alliance. It operates as a 501(c)(6) with an affiliated 501(c)(3) foundation, from one office at 101 South 5th Street, Suite 2300, Louisville, KY 40202.

One Louisville is seeking proposals for manager IT services, IT investment planning, and strategic project support on flexible, competitive terms. Proposals for fully remote, hybrid and on-site models are all welcome.

2. Current Environment

The environment is small and detailed inventories will be shared with shortlisted respondents.

Area	Current state
Users	31 standard users; few email-only users
Locations	1 office (downtown Louisville); staff on site
End-user devices	31 workstations, plus phones, mobile apps, conference/training room AV and print/copy/scan devices
Servers	1 cloud-hosted server; on-premises equipment to be confirmed
Network	Firewall, switches, wireless access points, internet and voice circuits
Productivity	Microsoft 365 Business Premium, including Copilot
Business applications	Microsoft Dynamics 365 Business Central, Ramp, CRM (consolidation in progress)
On-site space	Up to 2 workstations available for provider staff, if proposed

ONE LOUISVILLE

3. Scope of Services

Respondents should propose to deliver the core services below and price the optional services separately.

Core services

- Help desk for all users with on-site support as needed
- End-user device support: workstations, peripherals, mobile access, desk phones/VoIP
- Network, firewall, wireless and server support, including 24/7 remote monitoring and patching
- Microsoft 365 administration, licensing and identity/access management (onboarding and offboarding)
- Application and vendor management: Business Central, Ramp, CRM, ISP, voice, domains/DNS, print vendors
- Conference/training room AV and print/copy/scan device support
- Endpoint and email security, including next-gen antivirus and M365 security configuration
- Asset inventory and documentation of the environment
- IT strategy: an annual technology roadmap and budget, plus quarterly business reviews

Optional services (price separately)

- Backup and disaster recovery
- Security awareness training and phishing simulation
- AI enablement, governance and training
- Project work (e.g., CRM consolidation, workstation refresh), with an hourly rate card

Transition. If you would be a new vendor, describe your onboarding plan, timeline and cost, including handoff and collection of credentials and documentation.

4. Service Levels

One Louisville expects committed service levels, measured from ticket submission and reported monthly.

- **Coverage:** at minimum 8:00 a.m.–6:00 p.m. ET weekdays; 24/7 response for critical issues
- **On-site:** state the on-site presence you propose (dedicated, scheduled days, or on-call) and the dispatch time
- **Response and resolution:** provide your targets by priority and your actual results for the past 12 months

Priority	Example	Begin work (proposed)	Resolve (proposed)
1 – Critical	Office down, security incident		
2 – High	One user or key system down		

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Priority	Example	Begin work (proposed)	Resolve (proposed)
3 – Normal	Standard requests, issues with a workaround		
4 – Low	Scheduled changes, questions		

Also describe ticket reporting available to One Louisville and any service credits for missed targets.

5. Proposal Contents and Pricing

Proposals should be no more than 15 pages, excluding pricing and sample agreements, and include:

1. Company overview: years in business, Louisville-area staff, clients of similar size
2. Service model and the named team or account manager assigned to One Louisville
3. Responses to Sections 3 and 4, noting any exceptions
4. Security practices and certifications, and your incident response process
5. Transition plan and timeline
6. Three references from current clients, including one nonprofit
7. Certificate of insurance and your standard service agreement
8. Pricing in the format below

Pricing item	Basis
Core managed services	Per user or flat monthly
On-site presence (if proposed)	Monthly cost by option, e.g., dedicated vs. scheduled days
Each optional service	Per user or flat monthly
Onboarding / transition	One-time, with any credits
Out-of-scope work	Hourly rate card by role
Annual price escalation	Fixed percentage or cap

Include a three-year total cost for 31 users, and state any minimums, overage charges or pass-through fees.

6. Evaluation Criteria

One Louisville will select the proposal offering the best overall value, not necessarily the lowest price.

Criterion	Weight
Service model, responsiveness and service levels	30%
Total cost and pricing transparency	25%

ONE LOUISVILLE

Criterion	Weight
Security capabilities	15%
Strategic planning and account management	10%
Experience with similar organizations and references	10%
Contract flexibility and transition plan	10%

Finalists may be invited to present and meet the proposed team.

7. Timeline and Submission

Proposals are due by 5:00 p.m. ET on Dec 7, 2026.

Milestone	Date
RFP issued	Nov 2, 2026
Written questions due	Nov 13, 2026
Answers sent to all respondents	Nov 18, 2026
Proposals due (5:00 p.m. ET)	Nov 30, 2026
Finalist presentations	Week of Dec 7, 2026
Selection	Dec 11, 2026
Transition begins	Jan 4, 2027

Submit questions and proposals (PDF) by email to Henry Snyder, COO/CFO, at hsnyder@onelouisville.org. Questions and answers will be shared with all respondents.

8. Key Contract Terms

The final agreement should include the terms below. Note any you cannot accept.

- **Term:** initial term of up to 3 years with no automatic multi-year renewal; termination for convenience on 60 days' notice
- **Pricing:** no mid-term increases beyond the stated annual escalation; user counts adjusted monthly up or down
- **Data and documentation:** all configurations, credentials, documentation and work product belong to One Louisville and are turned over on request and at exit
- **Exit assistance:** reasonable transition support to a successor provider at no added cost
- **Backups:** provider is responsible for the backups and systems it manages; no blanket release for data loss

- **Security:** MFA on all administrative access, encryption, timely patching, a current access list, and written breach notice within 24 hours
- **Personnel:** background checks for all staff with system or office access; no subcontractors without written consent
- **Insurance:** commercial general liability ($1M/$2M), professional/technology E&O and cyber liability (state limits), and workers' compensation, with One Louisville named as additional insured
- **Indemnification and liability:** mutual indemnification; liability cap of no less than 12 months of fees
- **Non-solicitation:** any restriction on hiring provider staff must be mutual and reasonable
- **Governing law:** Kentucky, venue in Jefferson County

General. One Louisville may reject any or all proposals, negotiate with any respondent, or cancel this RFP. Respondents bear their own costs. Information shared in this process is confidential and may be used only to prepare a proposal.