



Kentucky Horse Racing and Gaming SOLICITATION

Modification:

Version #:

TITLE:	Managed Information Technology Services and Proactive Cybersecurity
SOLICITATION NUMBER:	RFP 2026-001

Date Issued:	April 29, 2026	Solicitation Closes	
Record Date:	April 29, 2026	Date:	May 27, 2026
		Time:	12:00 PM EST

Addendum #1 to answer questions submitted by vendors. See pages 20-27.			
For Information Call:		Bid Receiving Location:	
Susan Speckert, Chief Operating Officer Susan.Speckert@ky.gov 859-246-2040		Kentucky Horse Racing and Gaming 4047 Iron Works Parkway Lexington, KY 40511	
Email Submission Accepted?	Yes	Email:	Susan.Speckert@ky.gov

VENDOR INFORMATION			
Vendor Name:			
Phone Number:		Fax Number:	
Email Address:			
ORDERING		PAYMENT	
Address:		Address:	
City, State, Zip:		City, State, Zip:	
Contact Name:		Contact Name:	
Contact Email:		Contact Email:	
Contact Phone:		Contact Phone:	
Ownership Type:			
<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Other _____			

SIGNATURE OF AUTHORIZED AGENT IS REQUIRED. FAILURE TO SIGN SHALL RENDER THE BID INVALID.

Signature _____ Date _____

FEIN # _____

All offers subject to all terms and conditions contained in this solicitation.



Kentucky Horse Racing and Gaming PROPOSAL SUBMISSION CHECKLIST

The vendor **MUST** include the following with the proposal submission. If the items below are not submitted with the proposal submission, the KHRG **MUST** deem the proposal non-responsive and SHALL NOT consider for award.

- Signed and completed Solicitation
- Signed Proposal Certification – Section 11.1
- Completed Offeror Contact Information – Section 11.2
- Technical Proposal under sealed cover and by the closing date
- Cost Proposal under sealed cover and by the closing date

KHRG defines “sealed” as “a closure that must be broken to be opened and that thus reveals tampering” (Merriam-Webster Dictionary, <https://www.merriam-webster.com/dictionary/seal>)

The following items **MUST** be submitted prior to award.

- Transmittal letter – Section 8.10
- Proof of registration with Secretary of State by a foreign entity

REQUEST FOR PROPOSAL FOR PERSONAL SERVICE CONTRACT

Kentucky Horse Racing and Gaming Managed Information Technology Services and Proactive Cybersecurity RFP RFP-2026-001

This document constitutes a Request for Proposals for a Personal Service Contract from qualified individuals and organizations to furnish those services as described herein for Kentucky Horse Racing and Gaming (KHRG), an independent, de jure municipal corporation and political subdivision of the Commonwealth of Kentucky. KHRG regulates all forms of live horse racing, pari-mutuel wagering, sports wagering, breed integrity and development, charitable gaming, and as of July 15, 2026, fixed-odds wagering and fantasy sports.

Offerors are advised that any personal service contract resulting from this RFP must comply with all applicable provisions of KRS 230.225 and KRS 45A prior to becoming effective.

A contract, based on this RFP, may or may not be awarded. Any contract award from this RFP is invalid until properly approved by the President and CEO, KHRG Finance Committee, and/or KHRG Board of Directors, executed by the President and CEO, and filed with the Legislative Research Commission, Government Contract Review Committee.

1.0 Purpose and Background

The Kentucky Horse Racing and Gaming Corporation (KHRG or Corporation) is an independent, de jure municipal corporation and political subdivision of the Commonwealth of Kentucky. KHRG is charged with regulating horse racing, pari-mutual wagering, sports wagering, charitable gaming, and as of July 15, 2026, fixed-odds wagering and fantasy sports in Kentucky. As a component unit of the Commonwealth, KHRG may access state master agreements with vendors and prefers to do so when applicable and in the best interests of KHRG and the Commonwealth.

In this RFP, KHRG seeks assistance in three areas. First, KHRG currently receives all information technology (IT) services and support through the Commonwealth Office of Technology (COT). KHRG seeks to transition all IT services from COT to independent IT platforms, including data migration from COT.

Second and relatedly, KHRG seeks Ongoing Managed IT Services and Proactive Cybersecurity Services from an external provider to provide comprehensive IT management and support and to serve as KHRG's outsourced Virtual Chief Information Officer/Virtual Chief Information Security Officer (vCIO/vCISO).

Third, to fully effectuate the transition, KHRG will issue a second RFP to re-build the KHRG website and custom applications that were built by, and are managed and supported by, the Kentucky Public Protection Cabinet (PPC) and reside on COT infrastructure. KHRG will seek assistance from the successful respondent to this RFP with drafting the second RFP, as well as with selecting the vendor and assisting and working with the vendor as determined necessary.

With respect to all three areas, KHRG desires to leverage modern technology and enhanced functionality and efficiencies. Ideally, work under this RFP will begin July 1, 2026.

Organizational Overview

- Number of Employees: Approximately 90-100.
- Primary Locations and Hours:
 - Main office: 4047 Iron Works Parkway, Lexington, KY 40511. Approximately 40 employees work at the main office. The majority work a hybrid schedule, working from home either

two or three days per week. Office hours are 8:00-5:00, Monday-Friday. However, employees may work a flex schedule and begin at 7:00 AM and end at 5:30 PM.

- Remote Employees. Approximately 10 remote compliance officers work throughout the state and have home offices. They routinely work evenings, nights, and weekends.
- Racetrack Field Employees. Approximately 40 track field employees work at the various licensed racetracks and county fairs throughout the state. They routinely work evenings, nights, weekends, and holidays. Licensed racetracks include:
 - Turfway Park Racing and Gaming. 7500 Turfway Road, Florence, KY 41042.
 - Oak Grove Racing, Gaming & Hotel. 777 Winners Way, Oak Grove, Kentucky 42262.
 - Keeneland Association. 4201 Versailles Road, Lexington, KY 40510.
 - Churchill Downs Racetrack. 3733 S. 4th Street, Louisville, KY 40214.
 - Ellis Park Racing and Gaming. 3300 Highway 41 N., Henderson, KY 42420.
 - Red Mile Gaming and Racing. 1200 Red Mile Road, Lexington, KY 40504.
 - Sandy's Racing and Gaming. 10775 US Route 60, Ashland, KY 41102.
 - Kentucky Downs. 5629 Nashville Road, Franklin, KY 43124
 - Cumberland Run. 777 Winners Lane, Corbin, KY 40701.

Current IT Environment

KHRG's current IT environment includes, but is not limited to:

- **End-user devices**
 - Laptops (~70) and monitors (~138)
 - Smart TVs (3)
 - iPhones (~40) and iPads (~20)
 - MiFi (3)
 - Printers: Xerox MDF (3) and local printers (~12)
 - IdentiSys card badge printers (7)
 - Credit Card Key Pads (6)
- **Servers and Infrastructure**
 - Active Directory and SharePoint centrally managed through COT
 - Web Server shared with other agencies and managed by PPC
 - SQL and Oracle Databases with PPC managed applications
 - MySQL standalone server for in-house pari-mutuel application
 - Approximately 800GB of data on a Network Attached Storage (NAS) device managed through COT
- **Network & Telephone**
 - DID Internet, Firewall, 6 WAPs, and 2 Switches
 - Avaya IP Office Desk Phones (~47)
 - 3 main telephone lines, 2 toll-free numbers, 3 analog facsimile numbers, and 1 IVR
 - VPN
 - Portable cradle point and printers (4) for track field teams
- **Email and Collaboration**
 - Microsoft Office 365 G3 GCC licenses (~120)
 - SharePoint sites (3)
- **Security tools**
 - Endpoint protection/EDR platform
 - Email security & spam filtering
 - Backup solution(s)
 - SIEM/log management
 - Network detection and response tools
 - Cloud platform security
 - NIST 800-53 with CSF security framework

- **Core Applications/Website**
 - Productivity. Microsoft 365, Teams, SharePoint
 - Regulatory.
 - Charitable Gaming Portal. Built and maintained by PPC.
 - Sports Wagering Portal. Built and maintained by PPC.
 - Racing Licensing Application System. Built and maintained by Association of Racing Commissioners International.
 - Financial/Human Resources. KHRG currently contracts with professional advisory firm Dean Dorton to provide outsourced finance, accounting, bill payment, and human resource services. Platforms include:
 - Sage Intacct Cloud Accounting and Financial Management
 - Bill.com
 - UKG HR, Payroll, Workforce Management Services
 - Banking/Fund Management. KHRG currently contracts with JPMorgan Chase for the majority of its banking-related services.
 - Online Payment System. KHRG accepts credit card and ACH payments for licensing and mare nominations through a third-party vendor, Tyler Technologies.
 - Website. Built and maintained by PPC.
- **Third-Party Software Applications**
 - KHRG licenses third-party software applications and tools through COT such as Adobe, Tableau, and QuickBooks.
 - KHRG independently licenses third-party software applications through the Kentucky State Police and Kentucky Court systems to perform licensing background checks.
 - KHRG also independently licenses other third-party web-based applications.

Current Support Model

- Support is primarily provided by COT through its service desk.
 - Regular hours of operation: Monday – Friday, 6:30 AM – 6:00 PM; Saturday 7:30 AM – 1:00 PM.
 - Emergency support available at all times.
 - A COT field service technician is assigned to KHRG to address on-site needs as they arise.
- PPC provides support for the Charitable Gaming and Sports Wagering Licensing Portals and the Website.
- Third-party IT vendors include:
 - The Jockey Club. Hosts and manages registration portal for the Kentucky Thoroughbred Breeders' Incentive Fund.
 - Third-party vendors listed above provide support related to outsourced finance, accounting, bill paying, HR, and banking services.
 - Xerox. Manages printing services.

2.00 Scope of Work

KHRG seeks a single qualified Managed Services Provider to provide comprehensive IT management and proactive cybersecurity services, to manage data migration from COT and other state-owned and managed platforms, and to perform and advise on other transition-related requirements and activities. The successful Vendor will become KHRG's primary IT partner and will be responsible for the functions outlined below.

General Objectives

The Vendor shall:

- Create a transition plan and timeline.
- Establish and provide reliable, secure, and responsive IT services to support KHRG's regulatory mission.
- Proactively manage and monitor KHRG's IT environment to minimize downtime and incidents.

- Implement and continuously improve cybersecurity safeguards aligned with industry best practices.
- Offer strategic IT leadership and guidance consistent with KHRG's risk tolerance and compliance obligations related to state law and regulations.
- Assist KHRG in drafting an RFP for rebuilding KHRG's website and custom applications, as well as in selecting the vendor and working with and assisting the vendor as determined necessary.
- Provide vCIO/vCISO services as part of ongoing management and support.

Discovery, Assessment, Transition

- Perform an assessment of the current IT services and products, including discovery, inventory, and gap analysis, and work with KHRG to determine a transition plan to establish services independent of COT, including, but not limited to:
 - Network and internet connectivity
 - Telephone/voice systems
 - End-user devices
 - Microsoft Office 365, SharePoint, and other software
 - Security posture (identify, access, endpoint, data)
 - User segmentation (on-site, hybrid, remote, field)
 - Risk assessment and dependency analysis
 - Readiness assessment for Microsoft government tenant
 - Support and help desk/service desk
 - Webpage
 - Applications

New Solutions Design and Architecture

- Help Desk/Service Desk
 - Provide help desk for all KHRG users
 - Support hours must include options for evenings, nights, weekends and holidays
 - Multiple intake channels and ticketing system with tracking
 - Support for
 - End-user devices
 - Standard office applications (Microsoft)
 - Email and collaboration tools
 - Printing and scanning
 - Basic network connectivity issues
 - Basic telephone issues
- Advanced Technical Support, including
 - Complex operation systems, applications, and hardware troubleshooting
 - Server, virtualization, and storage issues
 - Advanced network troubleshooting and coordination with ISPs and carriers
 - Coordination with specialized third-party vendors as needed
- Network and Infrastructure Design and Support
 - Design independent network infrastructure and monitor and manage (firewalls, routers, switches, wireless access points, VPN, etc.)
 - Implement and maintain network segmentation and secure remote access
 - Ensure appropriate firewall configurations, IDS/IPS or equivalent protections, and secure VPN solutions
 - Proactively maintain network equipment (updates, backups, capacity planning, etc.)
 - Work with telecommunications providers to determine and ensure reliable connectivity at all sites, including remote and field sites
- Identity and access management
- Security design and proactive services

- Security Architecture and Hardware
 - Implementation and management of endpoint protection/EDR
 - Centralized logging and monitoring: SIEM or equivalent recommended
 - Secure configuration baselines for endpoints, servers, and network devices
 - Enforced MFA for remote access and administrative accounts
 - Role-based access control
- Monitoring, Detection, Response
 - 24/7/365 security monitoring of critical systems, or best available monitoring coverage, with defined SLAs for incident triage and response
- Vulnerability Management
 - Regular vulnerability scanning of internal and external systems
 - Prioritized remediation and patching based on criticality and risk
 - Periodic audits and penetration testing
- Security Awareness and Training
 - Ongoing security awareness training for all KHRG employees
 - Phishing simulations and targeted follow-up training
- Data Protection, Backup, Recovery
 - Design and management of backup and recovery strategy, including offsite or cloud-based backups with appropriate encryption
 - Regular backup testing and documented recovery procedures
 - Support for business continuity and disaster recovery planning
- Compliance Support
 - Support KHRG's compliance with applicable laws, regulations, and standards, especially related to state/government security requirements, protection of private/sensitive personal and financial information, protection of information obtained from the Kentucky State Police and other sources for background checks, and open records/public information
 - Maintenance of appropriate logging and retention to support investigations and regulatory inquiries
- Telephone and unified communications
 - Transition of current telephone and facsimile systems to new systems
- Device management and lifecycle strategy
 - Provision, configure, and maintain desktops, laptops, tablets, and other endpoints
 - Manage standard images and configurations, including security baselines
 - Manage patching for operating systems and standard applications
 - Provide remote support tools for user assistance and remote troubleshooting
 - Maintain an up-to-date asset inventory, including device type, assigned user, location, and lifecycle status
- Server, Cloud, Applications
 - Administer on-premises and cloud-based services (e.g., application, database, domain controllers). Manage/coordinate with any third-party software providers.
 - Manage Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive, etc.), including license management, security configuration, and best practices.
 - Manage identity and access (e.g., Active Directory/Azure ID), including user provisioning/deprovisioning, group and role management, and MFA policies.
 - Coordinate support with other application vendors (payroll/HR, finance and accounting, etc.), ensuring appropriate technical integration and security.
 - Provide other vCIO/vCISO services as necessary and appropriate,
- Procurement Support
 - Assist with specification, selection, and procurement of IT hardware, software, and services in alignment with KHRG policies and procurement rules.

- Provide recommendations for standards (e.g., approved laptop models, standard software stack).
- Support warranty and vendor management, including renewals, license true-ups, and support contracts.
- KHRG may use state master agreements where applicable and when in the best interests of the KHRG and the Commonwealth.
- Onsite Support
 - Provide regularly scheduled onsite support at KHRG's primary office plus additional onsite presence for projects and critical incidents as needed.
 - Provide on-site support at KHRG field locations for set-up and tear-down as needed as well as for other projects and critical incidents as needed.
 - Perform physical tasks such as equipment installs, moves/adds/changes, cabling coordination, and troubleshooting requiring hands-on access.
- Management, Governance, Strategy
 - The Vendor shall provide vCIO/vCISO services. Some of these services may be provided virtually, but onsite services should also be available. These services shall include:
 - Participation in periodic IT governance meetings with KHRG leadership.
 - Annual and multi-year IT strategic planning aligned with KHRG's regulatory and operational objectives.
 - Development and maintenance of IT policies and procedures (acceptable use, password standards, device standards, remote work, etc.).
 - Risk assessments and recommendations for remediation and improvement.
 - vCIO/vCISO resources as part of ongoing Managed IT services.
- Documentation and Reporting
 - Maintain up-to-date system documentation, including network diagrams, inventories, configuration repositories, and passwords vaults (with secure, controlled KHRG access).
 - Provide regular management update reports, at a minimum quarterly, including:
 - Ticket volumes and service desk performance
 - System health and capacity metrics
 - Security incidents and vulnerabilities
 - Backup status and test results
 - Strategic recommendations and roadmap updates
- Transitioning and Onboarding
 - Develop and execute a transition plan to assume services from COT, PPC, and any incumbent vendors as necessary.
 - Establish communication and escalation protocols with KHRG staff.
 - Provide change management, including employee training and support.
- Subcontracting - Clearly highlight any portion of the proposal to be subcontracted and document previous experience subcontracting and managing those services.

Warrants of Vendor – The Vendor warrants that it has neither retained nor employed any company or person, other than a bona fide employee working solely for the Vendor, to solicit or secure the contractual agreement and that it has neither paid nor agreed to pay any company or person, other than a bona fide employee working solely for the Vendor, any fee, commission, percent, brokerage fee, gifts, or any other consideration contingent upon or resulting from the award or making of the contractual agreement. For breach or violation of this warranty, KHRG shall have the right to annul any contractual agreement without liability or, at its discretion, to deduct from the contract price on consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

The Vendor certifies that it shall not at any time release or divulge any information concerning the services covered by the contractual agreement to any person or any public or private organization without prior approval of KHRG.

3.00 Evaluation Criteria

KHRG shall conduct a comprehensive, fair, and impartial evaluation of all proposals. KHRG may reject any proposal that is incomplete or in which there are significant inconsistencies or inaccuracies. KHRG reserves the right to reject all proposals.

KHRG has established a Proposal Evaluation Committee to review, evaluate, and verify information submitted by the Offeror.

Each vendor is responsible for submitting all relevant, factual, and correct information with their offer to enable the evaluator(s) to afford each vendor the maximum score based on the available data submitted by the vendor.

KHRG will evaluate the proposals based on the following evaluation factors:

Mandatory Requirement(s) – (Pass/Fail) –

Proposals should include the following information:

- 1) Detailed company overview;
- 2) Resumes, qualifications, and certifications for key personnel who will support KHRG;
- 3) Description of each key personnel's role;
- 4) Evidence of each key personnel's expertise in fields critical to the project;
- 5) Any disciplinary action taken against the Vendor, or any Vendor employee who will work on this engagement, by any licensing body;
- 6) Location of each key personnel and availability to be on-site;
- 7) Names and addresses of at least three organizations with whom the Vendor has previously contracted to provide similar services and provide a description of the services performed; and
- 8) A list of the Vendor's professional relationships with the Commonwealth of Kentucky or any of its component units for the past five (5) years.

Failure to provide all information required shall deem the proposal non-responsive and the proposal shall not be considered for award.

Technical Proposal Evaluation

KHRG will evaluate the proposal based on the evaluation factors set forth below. To receive points the Offeror should describe previous experience in providing similar services for *each* of the following evaluation factors. KHRG may request documentation or clarification from the Offeror for any information provided in a response to this Request for Proposals.

Criteria	Maximum Points Possible
The proposal must include a detailed company overview; resumes, qualifications, and certifications for key personnel who will support KHRG; a description of each key personnel's role; and evidence of each key personnel's expertise in fields critical to the project. Include any disciplinary action taken against the Vendor, or any Vendor employee who will work on this engagement, by any licensing body. Include location of each key personnel and availability to be on-site.	Pass/Fail
Please provide the names and addresses of at least three organizations with whom the Vendor has previously contracted to provide similar services and provide a description of the services performed. Please also include a list of the Vendor's professional relationships with the	Pass/Fail

Commonwealth of Kentucky or any of its component units for the past five (5) years.	
The proposal must include detailed demonstration of experience providing managed IT and cybersecurity services to public sector, quasi-governmental, regulatory, or similar organizations. Detail familiarity with regulatory and compliance environments, preferably including licensing and enforcement. Provide a detailed narrative of experience transitioning services as described in the Scope of Work.	50 points
The proposal must include a detailed narrative describing how all the services outlined in the Scope of Work will be delivered. Highlight any portion of the proposal to be subcontracted and document previous experience subcontracting and managing those services. Describe with specificity the proposed design for the new Microsoft government tenant and services and provide experience and partner level and certifications.	50 points
The proposal must include a detailed transition plan and timeline.	50 points
The proposal must include an outline for all onboarding and training to be provided to KHRG employees.	30 points
The proposal must include a narrative describing in detail any additional services or benefits the vendor has the capacity to provide.	30 points
MAXIMUM POINTS POSSIBLE	210 points

Pricing shall only be provided in the Cost Proposal. DO NOT SUBMIT ANY PRICING INFORMATION IN THE TECHNICAL PROPOSAL.

Cost Proposal Evaluation

The contract proposed in response to this solicitation shall be on the basis of a firm fixed unit price for the elements listed in this solicitation. This solicitation is specifically not intended to solicit proposals for contracts on the basis of cost-plus, open-ended rate schedule, nor any non-fixed price arrangement.

Criteria	Maximum Points Possible
<p>Cost Proposal – Vendor shall provide a firm fixed price structure for ongoing managed services and proactive cybersecurity services as outlined above. Clearly articulate included vs. excluded costs (e.g., hardware, software licenses, cloud services, third-party tools).</p> <p>Identify any one-time transition fees.</p> <p>Identify any one-time onboarding fees.</p> <p>Describe pricing for projects outside of scope, optional services or add-ons, after-hours emergency work, if different from standard support.</p> <p>Vendor shall only provide costs on the attached Cost Proposal Form; otherwise, the proposal may be deemed non-responsive.</p>	100 points
MAXIMUM POINTS POSSIBLE	100 points

The proposal with the lowest price will receive the maximum score. The proposal with the next lowest price receives points by dividing the lowest price by the next lowest price and multiplying that percentage by the available points.

Oral Presentations/Demonstrations Evaluation, if required

Criteria	Maximum Points Possible
Oral Presentations/Demonstrations – KHRG reserves the right to require Oral Presentations/Demonstrations to verify or expand on the Technical or Cost Proposals. Oral Presentations/Demonstrations may be conducted through videoconferencing or by conference call, if it is in the best interest of KHRG to do so. This is the opportunity for the vendor to present and demonstrate the solution and to answer questions or to clarify the understanding of the evaluation committee in accordance with the requirements of this RFP. KHRG reserves the right to reject any or all proposals in whole or in part based on the oral presentations/demonstrations. If required, the top 3 highest ranking vendors may be invited. Scheduling will be at the discretion of KHRG. KHRG reserves the right to not require oral presentations/demonstrations.	100 points
MAXIMUM POINTS POSSIBLE	100 points

Total Proposal Evaluation

Criteria	Maximum Points Possible
Technical Proposal	210 points
Cost Proposal	100 points
Oral Presentations / Demonstrations, if required	100 points
MAXIMUM POINTS POSSIBLE	410 points

4.00 Schedule of RFP Activities

The following schedule presents the major activities associated with the RFP distribution, written questions and proposal submission. KHRG reserves the right at its sole discretion to change the Schedule of Activities, including the associated dates and times.

Release of RFP	04/29/2026
Written Questions due by: 12:00 PM	05/08/2026
Anticipated KHRG Response to Written Questions	05/15/2026
Proposals Due by: 12:00 PM	05/27/2026
*NOTE: ALL TIME REFERENCES ARE TO THE EASTERN TIME ZONE.	

5.00 Offeror's Conference

Not Applicable

6.00 Point of Contact

The KHRG Contact named below shall be the sole point of contact throughout the procurement process. All communications, oral and written (regular mail, express mail or electronic mail), concerning this procurement shall be addressed to:

Susan Speckert, Chief Operating Officer
Kentucky Horse Racing and Gaming Corporation
4047 Iron Works Parkway, Lexington, KY 40511
859-246-2040
Susan.Speckert@ky.gov

From the issue date of this RFP until a Contractor(s) is selected and the selection is announced, Offerors shall not communicate with any other KHRG staff concerning this RFP.

7.00 Questions Regarding this RFP

Questions must be submitted in writing to the KHRG Contact. KHRG will respond to salient questions in writing by issuing an Addendum to the Solicitation. The Addendum shall be posted to the KHRG web page and the Finance and Administration Cabinet's eProcurement website under the "Other Business Opportunities" link.

8.00 Proposal Submission

Each qualified offeror shall submit only **one (1) proposal**. **Alternate proposals shall not be allowed**. Failure to submit as specified shall result in a non-responsive proposal.

The vendor should complete the "**Vendor**" **box** on the face of the solicitation. An authorized representative of the vendor **shall sign** where indicated on the face of the solicitation. **If the solicitation is not signed the proposal shall be deemed non-responsive.**

Acknowledgment of Addenda

It is the vendor's responsibility to check the KHRG web page for any modifications to this solicitation. Vendors are encouraged to acknowledge each addendum by signing and submitting the latest addendum with their response. However, signing the face of the solicitation as indicated above constitutes the vendor's acknowledgement of and agreement to be bound by the terms of all addenda issued.

Failure to specifically acknowledge addenda will not excuse the vendor from adhering to all changes to the requirements of the solicitation set forth therein nor provide justification for any pricing changes.

All submitted Technical and Cost Proposals shall remain valid for a minimum of six (6) months after the proposal due date.

Proposals shall be submitted in three (3) parts: the **Technical Proposal**, the **Cost Proposal** and **Proprietary Information**, if applicable.

Pricing shall only be provided in the Cost Proposal. **DO NOT SUBMIT ANY PRICING INFORMATION IN THE TECHNICAL PROPOSAL.**

ALL PROPOSALS MUST BE RECEIVED NO LATER THAN 12:00 NOON EST ON May 27, 2026.

Proposals may be submitted either by hard/paper copy or electronically as outlined below.

Hard/Paper Copy Proposals Submissions

Proposal shall be submitted to the KHRG Contact and include the following:

1. The **Technical Proposal** should include three (3) marked original hard/paper copy technical and one (1) marked technical thumb/flash drives (in Microsoft Word, Microsoft Excel or PDF format ONLY). Do not include embedded documents, hyperlinks or hyperlinks to videos. The outside cover of the sealed package containing the proposal shall be marked:

Managed Information Technology Services and Proactive Cybersecurity
RFP
RFP-2026-001
TECHNICAL PROPOSAL
Kentucky Horse Racing and Gaming

2. The **Cost Proposal** should include three (3) marked original hard/paper copy cost and one (1) marked cost thumb/flash drives (in Microsoft Word, Microsoft Excel or PDF format ONLY). Do not include embedded documents, hyperlinks or hyperlinks to videos. The outside cover of the sealed package containing the proposal shall be marked:

Managed Information Technology Services and Proactive Cybersecurity
RFP
RFP-2026-001
COST PROPOSAL
Kentucky Horse Racing and Gaming

3. Any **Proprietary Information** should include three (3) marked original hard/paper copy proprietary data and one (1) marked proprietary data thumb/flash drives (in Microsoft Word, Microsoft Excel, or PDF format ONLY). Do not include embedded documents, hyperlinks or hyperlinks to videos. The outside cover of the sealed package containing the proprietary information shall be marked:

Managed Information Technology Services and Proactive Cybersecurity
RFP
RFP-2026-001
PROPRIETARY INFORMATION
Kentucky Horse Racing and Gaming

Electronic Proposals Submissions

All bidders are cautioned to begin their electronic submission in sufficient time to complete before the closing date and time. Delays due to technical difficulties or document upload impediments shall not be justification for acceptance of a late bid or proposal. Proposals shall be submitted in three parts: the **Technical Proposal**, the **Cost Proposal** and **Proprietary Information**, if applicable. Each part shall consist of one document attachment. Do not submit multiple document attachments as Technical, Cost or Proprietary. All files shall be labeled accordingly. Attachments may not exceed 65,000KB. Proposals must be submitted electronically via email to the KHRG Contact with the subject line as follows: "**RFP-2026-001 Vendor Name**" and include the following:

1. The **Technical Proposal** shall be submitted on one (1) document marked **Technical** (in Microsoft Word, Microsoft Excel or PDF format ONLY). Do not include embedded documents, hyperlinks or hyperlinks to videos. The document should be named in the following manner: **RFP-2026-001 – Technical – Vendor Name**.
2. The **Cost Proposal** shall be submitted on one (1) document marked **Cost** (in Microsoft Word, Microsoft Excel or PDF format ONLY). Do not include embedded documents, hyperlinks or hyperlinks to videos. The document should be named in the following manner: **RFP-2026-001 – Cost – Vendor Name**.
3. Any **Proprietary Information** shall be submitted on one (1) document marked **Proprietary** (in Microsoft Word, Microsoft Excel or PDF format ONLY). Do not include embedded documents, hyperlinks or hyperlinks to videos. The document should be named in the following manner: **RFP-2026-001 – Proprietary – Vendor Name**.

8.10 Format of Technical Proposal

The Technical Proposal must be arranged and labeled in the manner set forth below.

Transmittal Letter – a Transmittal letter shall be submitted on Offeror’s letterhead and signed by an agent authorized to bind the Offeror. The Transmittal letter shall include the following:

a.	A statement that deviations are included, if applicable.
b.	A statement that proprietary information is included, if applicable.
c.	A statement that, if awarded a contract as a result of this Solicitation, the Offeror shall comply in full with all the requirements of the Kentucky Civil Rights Act, and shall submit all data required by KRS 45.560 to 45.640.
d.	A sworn statement that, pursuant to KRS 11A.040, that Offeror has not knowingly violated any provisions of the Executive Branch Code of Ethics.
e.	A statement affirming that the Offeror is properly authorized under the laws of the Commonwealth of Kentucky to conduct business in this state and will remain in good standing with the Office of the Kentucky Secretary of State for the duration of any awarded contract resulting from this Solicitation.
f.	The name, address, telephone number and email address and website address, if available, of the contract person to serve as a point of contact for day-to-day operations.
g.	Subcontractor information to include the name of the company, address, telephone number and contact name, if applicable.
i.	Foreign entity’s organization number issued by the Secretary of State in a certificate of authority or a statement of foreign qualification in accordance with KRS 45A.480, if applicable.
j.	A copy of the Offeror’s W9

Completed and Signed Solicitation and Addenda – An authorized representative MUST complete and sign the Solicitation form and include the following:

- a. “Vendor” box and “Payment” box should be completed.
- b. Vendor shall indicate ownership type.
- c. Vendor shall provide “FEIN” if applicable.
- d. Vendor shall provide date the form is completed and signed.
- e. Signed face of the most recent Addenda, if applicable.

Response to the Technical Portion of the RFP – Please provide a detailed response to the technical requirements outlined in the Evaluation Criteria. No cost information shall be provided in the technical portion.

8.20 Format of Cost Proposal

The Cost Proposal must be submitted under separate cover from the Technical Proposal and must be arranged and labeled in the manner specified. The proposal with the lowest price will receive the maximum score. The proposal with the next lowest price receives points by dividing the lowest price by the next lowest price and multiplying that percentage by the available points.

8.30 Certification Regarding Debarment and Suspension

In accordance with Federal Acquisition Regulation 52.209-5, the Offeror shall certify, by signing the Solicitation, that to the best of its knowledge and belief, the Offeror and/or its Principals is (are) not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any state or federal agency.

For the purposes of this certification, "Principals", means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of subsidiary, division, or business segment, and similar positions.

9.00 Rules of Procurement

To facilitate this procurement, this RFP complies with the KHRG's Procurement Policies, which are not inconsistent with KRS 45A. All bids will be evaluated based upon the requirements, terms, conditions, and specifications set forth in the RFP. An evaluation committee may be established to evaluate the proposals.

9.10 Technical Proposal Evaluation

KHRG will evaluate the proposal based on the technical portion of the Evaluation Criteria. Each Offeror is responsible for submitting all relevant, factual and correct information with their offer to enable the evaluator(s) to afford each vendor the maximum score based on the available data submitted by the Offeror. Past Offeror Performance may be considered in the award of this Contract. Offerors with a record of poor performance in the last twelve (12) months may be found non-responsible and ineligible for award.

9.20 Cost Proposal Evaluation

KHRG will evaluate the proposal based on the cost portion of the Evaluation Criteria.

Offeror shall only provide cost on the attached Cost Proposal Form; otherwise, the proposal may be deemed non-responsive.

9.30 Right to Reject/Waiver of Minor Irregularities

KHRG reserves the right at its discretion to reject any and all offers. KHRG also reserves the right at its discretion to waive informalities and minor irregularities in offers received.

9.40 Clarification of Proposals

KHRG reserves the right at its discretion to request additional information as may reasonably be required for selection and to reject any proposals for failure to provide additional information on a timely basis.

At the discretion of KHRG, discussions may be conducted with all responsible offerors who submit proposals determined to be reasonably susceptible of being awarded the contract. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after discussions and prior to the award of the contract for the purpose of obtaining the offerors' best and final offer. In the discussions, there shall be no disclosure of the identity of competing offerors or of any information learned from proposals submitted by competing offerors. The general substance and date of any oral discussion shall be documented.

Offerors must carefully review and verify the accuracy of the proposal prior to submitting them and executing a contract. Correction or withdrawal of erroneous proposals may be permitted where there is clear and convincing evidence that a material mistake was made and that due to such mistake, the proposal submitted was not the proposal intended. All decisions to the correction or withdrawal of proposals based on a proposal mistake shall be supported by a written determination by the President or his/her designee and submitted to the Board for notification at its next meeting.

9.50 Best and Final Offers

KHRG reserves the right at its discretion to request a Best and Final Offer for technical and/or cost proposals. Offerors are cautioned to propose their best possible offers at the outset of the process, as there is no guarantee that any Offeror will be allowed an opportunity to submit a Best and Final technical and/or cost offer.

9.60 Vendor Response and Public Inspection

This RFP specifies the format, required information and general content of proposals to be submitted in response to the RFP. KHRG shall not disclose any portions of the proposals prior to contract award to anyone outside the KHRG, representatives of the agency for whose benefit the contract is proposed, representatives of the federal government, if required, and the members of the evaluation committee. After a contract is awarded in whole or in part, KHRG shall have the right to duplicate, use, or disclose all proposal data submitted by Offerors in response to this RFP as a matter of public record.

Any and all documents submitted by an Offeror in response to the RFP shall be available for public inspection after contract award pursuant to the Kentucky Open Records Act, KRS 61.870 to 61.884 (“the Act”). When responding to a request to inspect records submitted in response to this RFP, KHRG will not redact or withhold any information or documents unless the records sought are exempt from disclosure pursuant to KRS 61.878 or other applicable law. Similarly, no such documents shall be exempt from public disclosure, regardless of the Offeror’s designation of the information contained therein as “proprietary,” “confidential,” or otherwise, except in cases where the requested documents (or information contained therein) would be excluded from application of the Act under KRS 61.878(1)(c).

KHRG shall have the right to use all system ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejections of the proposal will not affect this right.

Preferences for the Department of Corrections, Division of Prison Industries and the Kentucky Industries for the Blind

Pursuant to KRS 45A.470, political subdivisions of this state shall, when purchasing commodities or services, give first preference to the products made by the Department of Corrections, Division of Prison Industries, as required by KRS 197.210. Second preference shall be given to any products produced by Kentucky Industries for the Blind, Incorporated, or any other nonprofit corporation that furthers the purposes of KRS Chapter 163, and agencies of individuals with severe disabilities as described in [KRS 45A.465](#).

9.70 Right to Use Oral Presentations/Demonstrations to Verify/Expand on Proposal

KHRG reserves the right at its discretion to require Oral Presentations/Demonstrations by some or all of the Offerors to verify or expand on the Technical Proposals.

9.80 Negotiation

After conducting the evaluation to determine the best proposal received, KHRG reserves the right to negotiate a fair and reasonable compensation based on the pricing submitted in the Offeror’s proposal. If the negotiations fail to reach an agreement on a fair and reasonable compensation rate, KHRG reserves the right to proceed to the next highest ranked proposal. Other terms and conditions relating to the technical and/or cost proposals may be negotiated at the sole discretion of KHRG.

9.85 Best Interests of the Commonwealth

KHRG will rank all proposals in the manner set forth in the Evaluation Criteria. However, KHRG reserves the right to reject any or all proposals in whole or in part before, during, or after negotiation based on the best interests of the KHRG and the greatest integrity for the corporation and the public. The contract will be awarded to the responsive and responsible offeror(s) whose proposal offers the best value to the KHRG.

CONTRACT AWARD, TERMS, AND CONDITIONS

10.00 Notification of Award

To view the award of contract(s), including the contractor(s) receiving the award(s) for this solicitation, access the KHRG website at <https://khrc.ky.gov>.

10.10 Beginning of Work

This Contract is not effective and binding until approved by KHRG and filed with the Legislative Research Commission's Government Contract Review Committee. The Contractor shall not commence any billable work until a valid Contract has been fully executed. This Contract, including the components referenced in Section 10.20, shall represent the entire agreement between the parties. Prior negotiations, representations, or agreements, either written or oral, between the parties hereto relating to the subject matter hereof shall be of no effect upon this Contract.

10.20 Contract Components and Order of Precedence

KHRG's acceptance of the Contractor's offer in response to the Solicitation, indicated by the issuance of a Contract Award, shall create a valid contract between the Parties consisting of the following:

1. Procurement Statutes, Regulations and KHRG Procurement Policies
2. Any written Agreement between the Parties.
3. Any Addenda to the Solicitation.
4. The Solicitation and all attachments
5. Any Best and Final Offer.
6. Any clarifications concerning the Contractor's proposal in response to the Solicitation.
7. The Contractor's proposal in response to the Solicitation.

In the event of any conflict between or among the provisions contained in the Contract, the order of precedence shall be as enumerated above.

10.30 Contract Term and Renewal Option

The initial term of the Contract is anticipated to be from July 1, 2026, through June 30, 2028. Each personal service contract shall have a cancellation clause not to exceed thirty (30) days' notice to the Offeror.

This agreement is not effective until the CEO/President or her authorized designee, the KHRGC Finance Committee and/or the KHRG Board of Directors have approved the Contract, and until the Contract has been filed with the Legislative Research Commission, Government Contract Review Committee.

This Contract may be renewed at the discretion of the KHRG for three additional two-year terms.

Renewal shall be subject to prior approval from the CEO/President, KHRGC Finance Committee and/or the KHRG Board of Directors in accordance with KHRG Procurement Policies and the LRC Government Contract Review Committee in accordance with KRS 45A.695 and KRS 45A.705.

10.40 Changes and Modifications to the Contract

No modification or change of any provision in the Contract shall be made, or construed to have been made, unless such modification is mutually agreed to in writing by the Contractor and KHRG and incorporated as a written amendment by KHRG prior to the effective date of such modification or change. Modification shall be subject to prior approval from the President/CEO of KHRG and the LRC Government Contract Review Committee. Memoranda of Understanding, written clarification, and/or other correspondence shall not be construed as amendments to the Contract.

10.50 Notices

Unless otherwise instructed, all notices, consents, and other communications required and/or permitted by the Contract shall be in writing. After the award of the Contract, all communications of a contractual or legal nature are to be made to the KHRG Contact.

11.1 PROPOSAL CERTIFICATION

By submitting the Proposal in response to this Solicitation and signing below, the Offeror hereby certifies as follows:

- A. The person signing has the authority to sign on behalf of the Offeror.
- B. The Offeror agrees to be bound by all the terms and conditions of this Solicitation, except for any terms and conditions for which an exception was taken and identified in the Proposal.

Offeror Name _____

By _____

Title of Person signing: _____

(If Offeror is a Corporation, the President or Vice President must sign. If Offeror is a partnership, a general partner must sign. If Offeror is a limited liability corporation, the manager or the owner of a beneficial interest must sign.)

11.2 OFFEROR CONTACT INFORMATION

Contact Person: _____

Address: _____

Telephone Number: _____

Email Address: _____



Kentucky Horse Racing and Gaming COST PROPOSAL

NOTE: This form must be used when submitting your Cost Proposal. Failure to comply with the requirements of this RFP may result in the vendor's response not being evaluated by the Evaluation Committee.

Managed Information Technology Services and Proactive Cybersecurity RFP RFP-2026-001

Provide a firm fixed price structure for ongoing managed services and proactive cybersecurity services as outlined in the solicitation. The fixed price structure should include all expenses, including copying, faxing, mailing, telephone, travel, postage, technology fees, and other out-of-pocket expenses, to complete the services required. Clearly articulated included vs. excluded costs.

Identify any one-time transition fees.

Identify any one-time onboarding fees.

Describe pricing for projects outside of scope, optional services or add-ons, after-hours emergency work, if different from standard support.

Signature _____ **Date** _____

BIDDER ALL CONFORM TO THE FOLLOWING CHANGES AS SAME SHALL BECOME BINDING UPON THE CONTRACT TO BE ISSUED IN RESPONSE TO THIS SOLICITATION.

Please note the following to post:
KHRG's response to vendors' written questions.

Vendor Questions and KHRG Responses:

1. Will the vendor awarded this Managed Services contract be precluded from submitting a proposal in response to any subsequent Request for Proposals for implementation services related to this program? If so, please describe the scope and duration of that restriction.

We understand that KHRG intends to issue a second RFP for custom applications and that the successful respondent to the current RFP will be expected to assist with drafting that solicitation and selecting the vendor. We seek clarification on whether this oversight role creates a conflict that would restrict our participation in the implementation of those specific projects.

Response: The vendor awarded a contract pursuant to solicitation number RFP 2026-001 will be precluded from submitting a proposal in response to the anticipated second RFP described in the solicitation.

2. Section 1.0 indicates that approximately 800GB of data resides on a COT-managed NAS. Can KHRG provide an approximate breakdown of data types (file shares, SharePoint, mailbox archives, application databases) and an estimate of total data, including M365 tenant data, SharePoint sites, OneDrive, and Exchange Online, that will require migration from the COT-managed Microsoft government tenant to a new KHRG-controlled tenant?

Response: During the discovery/assessment phase, the successful Vendor will work with COT to understand the current environment and advise and assist KHRG with determinations regarding data migrations issues.

3. The Scope of Work references a readiness assessment for the Microsoft government tenant. Does KHRG have a preference or requirement among GCC, GCC High, or DoD environments? Are there specific compliance drivers (e.g., CJIS for the Kentucky State Police background-check integration, IRS Form 1075, or others) that constrain the tenant's choice?

Response: During the discovery/assessment phase, the successful Vendor will work with COT and KHRG to understand the current environment and advise and assist KHRG in making these determinations.

4. Section 2.00 requires support hours including evenings, nights, weekends, and holidays. Can KHRG share historical ticket volume from the COT service desk for the past 12 months, total tickets, average tickets per month, and approximate distribution between business hours and after-hours?

Response: The RFP outlines the support needs of KHRG. Ticket volume can be requested and discussions with appropriate staff members can be undertaken during the discovery/assessment phase

5. Section 2.00 references "defined SLAs for incident triage and response" for security monitoring. (a) Does KHRG have established SLA targets for help desk response/resolution, security incident response, and overall system availability that bidders should plan against, or are bidders expected to propose SLAs? (b) Does KHRG require true 24x7x365 monitoring for all systems, or only for designated critical systems? If only critical systems, can KHRG identify those systems?

Response: The successful Vendor will advise and assist KHRG in making these determinations. With respect to part (b), the RFP speaks for itself with regards to the question.

6. Section 1.0 indicates KHRG will issue a second RFP for website and custom application rebuild, with the awarded vendor under this RFP assisting in drafting and vendor selection. What is KHRG's anticipated timeline for issuing that second RFP, and is the assistance role under this RFP expected to be billed within the firm fixed price or as a separately scoped engagement?

Response: As provided in the RFP, the successful Vendor will create a transition plan and timeline for implementation of the items outlined in the RFP. Drafting the anticipated second RFP, selecting the vendor and assisting and working with that vendor should be included in the cost proposal submitted for this RFP, RFP 2026-001.

7. Section 1.0 indicates Active Directory is centrally managed through COT. Are KHRG user identities currently provisioned through COT's Enterprise Identity Management (EIM) system, and is the awarded vendor expected to stand up a fully independent identity store (e.g., Entra ID in a new KHRG-controlled tenant) and migrate all user, group, and service account identities as part of transition? Are there any non-employee identity populations (e.g., licensed jockeys, trainers, owners with portal access) that must also be migrated?

Response: All IT-related technology and services are provided by COT. As provided in the RFP, all of those services must be established independent of COT, including Active Directory and Microsoft Identify Manager. During the discovery/assessment phase, the successful Vendor

will work with COT and advise and assist KHRG with transition-related questions.

Non-employee populations do access certain KHRG applications such as the Sports Wagering and Charitable Gaming Portals.

8. Please clarify what KHRG means by "establish services independent of COT," including which services must be fully separated, which may remain integrated with Commonwealth services, and whether any shared platforms (e.g., state master agreements, KITS-aligned tooling, CJIS integration) will continue post-transition.

Response: All services provided by COT must be established independent of COT. It is not anticipated that any services will remain integrated with COT. During the discovery/assessment phase, the successful Vendor will work with COT to understand the current environment and advise and assist KHRG with transitioning all services and technology to independent platforms.

9. What are KHRG's minimum onsite support expectations for the primary office (4047 Iron Works Parkway) and field locations (racetracks and county fairs), including frequency, duration, response times, and any required onsite staffing during transition and steady state?

Response: KHRG prefers a Vendor with the ability to provide on-site staffing as needed to effectuate the purposes and scope provided in the RFP.

10. Can KHRG identify the specific compliance, security, retention, and data-handling standards the contractor must support, including any state-specific requirements, background-check data controls (Kentucky State Police, court systems), logging and retention expectations, and Kentucky Open Records Act obligations (KRS 61.870–61.884)?

Response: During the discovery/assessment phase, the successful Vendor will work with COT and KHRG to map all requirements that will be necessary in the new environment. At a minimum, those requirements will include compliance with the state records retention policies, data-specific policies related to confidential and sensitive information, and background-check data controls.

11. Can KHRG define required backup, disaster recovery, and business continuity objectives by system, including retention periods, encryption requirements, RPO/RTO targets, recovery testing frequency, and recovery prioritization?

Response: During the discovery/assessment phase and build-out of the transition plan, the successful Vendor will work with COT to understand

the current environment and advise and assist KHRG in determining best practices and requirements for the best options for KHRG.

12. For the firm fixed price proposal, please clarify what should be included in base managed services versus separately priced items. Specifically: hardware, software licenses, cloud services, third-party tools, transition activities, onboarding, optional projects, and after-hours emergency work.

Response: The RFP speaks for itself with respect to this question.

13. Can KHRG provide current network architecture/topology diagrams, including connectivity for the main office, racetrack locations, remote users and external systems?

Response: During the discovery/assessment phase, the successful Vendor will work with COT and the KHRG to understand the current environment.

14. Please provide an inventory and count of all servers in scope to be supported, including hardware, operating system/version, current platform or management owner, and associated application or business function.

Response: The RFP provides that all IT-related services are to be established independent of COT. As part of the discovery/assessment and transition planning, the successful Vendor will advise and assist KHRG in determining the best options for provision of all services.

15. Please provide the quantity, platform type, and versions for all database environments in scope, including Microsoft SQL Server, Oracle, MySQL, and associated database servers.

Response: As part of the discovery/assessment phase, the successful Vendor will work with COT and PPC to understand the current environment.

16. What operating system versions are currently deployed across KHRG laptops and other end-user endpoints?

Response: As part of the discovery/assessment phase, the successful Vendor will work with COT and the KHRG to understand the current environment. As provided in the RFP, all IT-related services will be established independent of COT.

17. Does KHRG and/or COT currently use a Mobile Device Management solution for phones and tablets? If so, what platform is used and what devices are managed?

Response: As part of the discovery/assessment phase, the successful Vendor will work with COT to understand the current environment. As provided in the RFP, all IT-related services will be established independent of COT.

18. Is the infrastructure more on-prem or cloud? If cloud, who is the cloud provider?

Response: Currently, all IT-related services are provided by COT. As part of the discovery/assessment phase, the successful Vendor will work with COT to understand the current environment.

19. How are remote and field users accessing KHRG systems today, such as VPN or other remote access methods?

Response: Remote and field users primarily use VPN.

20. If VPN is used, who owns and manages it today, and should replacement or ongoing support fall within the selected vendor's scope?

Response: Currently, all IT-related services and equipment are provided by COT. All necessary services and equipment will be provided independent of COT.

21. Will COT, PPC, or other incumbent support teams provide resources, documentation, and knowledge transfer support during transition?

Response: The successful Vendor will work with COT, PPC and other incumbent support teams. The successful Vendor will work with COT on discovery and assessment and will be required to use COT discovery tools.

22. Can KHRG provide current COT service desk ticket volumes and metrics for KHRG, including open/closed tickets, incidents, problems, changes, and historical trends if available?

Response: Ticket volume can be requested and discussions with appropriate staff members can be undertaken during the discovery/assessment phase.

23. Does this contract include ongoing maintenance and support for KHRG core/custom applications, or will those remain supported by PPC, other state entities, or third-party vendors?

Response: As provided in the RFP, it is anticipated that a second RFP will be issued to re-build the KHRG website and custom applications that were built by, and are managed and supported by PPC and reside on COT infrastructure.

24. If application support is included, can KHRG provide source-code ownership, repository/storage location, deployment process, and access details?

Response: See above response to question #23.

25. How much of a SaaS footprint is there in the client environment?

Response: As part of the discovery/assessment phase, the successful Vendor will work with COT to understand the current environment.

26. Is Disaster Recovery required as part of the managed services scope?

Response: The RFP speaks for itself with respect to this question.

27. If Disaster Recovery is required, what are KHRG's expected Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)?

Response: The successful Vendor will advise and assist the KHRG in making these determinations.

28. Does KHRG currently maintain Business Continuity Plans (BCP) for the main office?

Response: As provided in the RFP, all IT-related services are currently provided and maintained by COT.

29. Does KHRG have formal data-retention requirements or policies for backups, security logs, audit logs, operational records, and regulatory data?

Response: As provided in the RFP, all IT-related services are currently provided by COT.

30. Who is monitoring the SOC and is there 24/7 SOC support in place today? Are there current SLAs or response-time requirements for cybersecurity incidents or security events?

Response: As provided in the RFP, all IT-related services are currently provided by COT.

31. What audit, compliance, or regulatory assessment requirements apply to KHRG, including frequency, reporting obligations, and applicable frameworks / security frameworks?

Response: As provided in the RFP, all IT-related services are currently provided by COT. During the discovery/assessment phase, the successful Vendor will work with COT and the KHRG to understand the current environment.

32. Can KHRG share cybersecurity assessments, penetration tests, risk assessments, or security audits completed within the past several years?

Response: As provided in the RFP, all IT-related services are currently provided by COT.

33. Are there IT Security Policies and standards established at the organization level?

Response: All policies, procedures, and standards are established by COT and the Commonwealth of Kentucky.

34. Is there a CISO currently in place in the organization?

Response: As provided in the RFP, all IT-related services are currently provided by COT.

35. In terms of application security, is there an ARB/security review/ORR process?

Response: As provided in the RFP, all IT-related services are currently provided by COT. During the discovery/assessment phase, the successful Vendor will work with COT to understand the current environment.

36. Who manages the TPRM function as part of security?

Response: As provided in the RFP, all IT-related services are currently provided by COT.

37. Are there any other vendors involved in managing the security scope? If yes, please provide details.

Response: As provided in the RFP, all IT-related services are currently provided by COT.

38. What cybersecurity tools and platforms are currently in place for vulnerability management, endpoint protection, SIEM/SOC monitoring, threat detection, XDR/MDR, email security, log management, and cloud security?

Response: As provided in the RFP, all IT-related services are currently provided by COT. During the discovery/assessment phase, the successful Vendor will work with COT to under the current environment.

39. How is endpoint security handled? Who manages laptop patching and upkeep?

Response: As provided in the RFP, all IT-related services are currently provided by COT. During the discovery/assessment phase, the successful Vendor will work with COT to under the current environment.

40. Are there any restrictions or compliance considerations related to the use of near-shore or off-shore resources for this engagement?

Response: All services/support shall be provided by staff located in the continental United States.