



Request for Proposals

PREPARED BY:

Regional Income Tax Agency
10107 Brecksville Road, Brecksville, OH 44141

PROJECT TITLE:

2026 Disaster Recovery RFP

ISSUED DATE:

January 30, 2026

RESPONSES DUE DATE:

February 20, 2026

REGIONAL INCOME TAX AGENCY Request for Proposal

2026 Disaster Recovery RFP

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January 30, 2026

The Regional Income Tax Agency (RITA, the Agency) is seeking proposals for Disaster Recovery Services.

Proposals are to be submitted electronically to RFP-IS@ritaohio.com no later than, **5:00 p.m. E.S.T., February 20, 2026.**

If your firm is interested in submitting a proposal, please request a Mutual Non-Disclosure Agreement and return to Jackie Zelenka, Project Manager, at RFP-IS@ritaohio.com.

Upon successful execution of a Mutual Non-Disclosure Agreement, the RFP response spreadsheet and technical addendum worksheet describing the current system will be provided.

Potential vendors may direct questions or requests for clarification to Jackie Zelenka, Project Manager at RFP-IS@ritaohio.com through 12:00 p.m. E.S.T. on February 10, 2026. A copy of the questions and requests received, along with RITA's responses, will be provided to each party that has executed a Mutual Non-Disclosure Agreement, without identifying the source of the question or request. To the extent possible, you are asked to compile your questions and requests and submit them all at one time.

Please be aware that the Agency reserves the right to reject all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency deems to be in the best interests of the Agency.

Cordially,

Amy L. Arrighi
Executive Director

RFP Introduction and Current Disaster Recovery Description

The Regional Income Tax Agency (RITA, the Agency) is a governmental entity established to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employers withholding salaries, wages, commissions, fees and other forms of compensation. The tax is also collected from business entities based on net profits. As of 2026, there are over 450 taxing jurisdictions in 83 counties served by the Agency (just over 50% of all taxing jurisdictions in Ohio with an income tax) with total annual municipal income tax collections of more than \$2.5 billion.

RITA is seeking proposals from qualified vendors to provide comprehensive Disaster Recovery as a Service (DRaaS) and hosted backup solutions. The purpose of this RFP is to ensure the Agency can maintain continuity of critical operations and minimize service disruptions in the event of a system outage, disaster, or other unplanned events.

Current Disaster Recovery Environment

RITA maintains a structured, Veeam-based backup and disaster recovery architecture designed to safeguard the continuity of critical tax administration operations. The Agency follows a layered protection strategy that balances the need for fast operational restores with the assurance of full environment recovery in the event of a significant outage.

Daily backup operations originate within the Agency's on-premises Veeam infrastructure, which is licensed through the DRaaS provider. All core production systems are backed up to a Veeam compatible dedicated storage appliance engineered for vendor specific encryption and deduplication. This local backup repository serves as the Agency's primary resource for operational recoveries. It allows staff to quickly restore files, servers, or application components with minimal disruption to business operations.

To provide off-site protection and disaster recovery capability, backup copies are transmitted to the Agency's contracted DRaaS provider. These copies are stored in a Veeam Repository that is managed and operated by the provider. In a declared disaster or during the Agency's annual disaster recovery test, the DRaaS provider assumes responsibility for restoring the Agency's replicated servers onto appropriately sized compute, storage, and network resources within their hosting environment. Recovery operations are led by the provider and do not require hands-on technical involvement from Agency staff.

The current DRaaS service is structured around a recovery point objective of 24 hours and a recovery time objective of 48 hours. As part of the solution, the provider delivers network filtering and segmentation tailored to the Agency's security model, which allows the recovered environment to closely resemble production. Connectivity services include Site-to-Site VPN support for remote offices, SSL VPN access for Agency staff participating in testing, and outbound internet access for restored systems using common protocols such as HTTPS and FTP. The service also provides up to 27 usable public IP addresses for any systems that require external accessibility during a recovery scenario.

Operationally, the DRaaS provider offers backup troubleshooting assistance and will escalate to Veeam support when needed. All Veeam licensing used within the DRaaS environment is owned by the provider and leased to the Agency as part of the service.

The Agency conducts annual disaster recovery tests, and the most recent test was successful. The Agency is seeking a similar or like-for-like replacement of its DRaaS and hosted backup solution because this approach aligns with the Agency's cost, risk tolerance, and system availability priorities. Respondents may propose improvements or enhancements. However, the Agency's foundational architecture, which includes a Veeam-based protection model with an operational local recovery tier and an off-site DRaaS hosting tier, is expected to remain in place.

It should be noted that the Agency also operates lower-tier development and testing environments using the same on-premises Veeam platform. These workloads are not replicated to the DRaaS provider and rely solely on local recovery capabilities.

For additional context, the Agency maintains two other Veeam environments that are outside the scope of this RFP. The first is a fully independent Veeam deployment supporting a high-security environment. The second is a separate Veeam solution used for protection of Microsoft 365 workloads. These environments are not integrated with the DRaaS solution described above.

This overview is intended to provide prospective respondents with the context needed to prepare a proposal. Detailed job configurations, data volumes, system inventories, and architecture specifics will be provided only to vendors that have executed a mutual nondisclosure agreement with the Agency.

While vendors are required to provide a response to this entire proposal, RITA reserves the right to award separate portions of the proposal to different vendors.

A contract shall be awarded to the most responsive and responsible vendor as soon as practicable after the opening of proposals. The vendor to whom the award is made shall enter into a written contract in a form acceptable to RITA within ten (10) days of notification of the award.

The Agency is not responsible for any costs incurred by the respondent in preparation of a proposal. RITA reserves the right to negotiate with vendors submitting quotes to obtain the most favorable terms, conditions and pricing for the Agency as determined by the Agency in its sole discretion. Also, as deemed in the best interest of the Agency by the Board of Trustees, RITA reserves the right to reject any or all parts of the proposals.

RITA Disaster Recovery Services Objectives

The following table outlines the Agency's key objectives for disaster recovery and backup services, highlighting the desired outcomes and expectations for prospective vendors.

RITA Main Objectives	
1.	Select and implement a disaster recovery and backup solution that can be successfully deployed prior to the expiration of the Agency's existing contract and that is capable of supporting the Agency's operational needs for a minimum of five years.
2.	Maintain existing or improved levels of security and control over backup and disaster recovery operations, including strong encryption, defined encryption key ownership, access controls, and auditability.
3.	Maintain or improve existing recovery objectives and service commitments, including a Recovery Point Objective of 24 hours, a Recovery Time Objective of 48 hours, and support for annual disaster recovery testing with test durations of at least 120 hours.
4.	Leverage the Agency's existing on-site backup storage infrastructure to support local operational restores and maximize the value of prior investments, while integrating seamlessly with the proposed off-site disaster recovery solution.
5.	Establish a reliable, cost-effective, and well-supported service model that clearly defines vendor and Agency responsibilities, provides transparent reporting and monitoring, supports long-term operational resilience and key failover and failback tasks.

Proposal Responses

Proposals must be submitted in the format and order outlined below. All proposals should present all information in a concise manner, neatly arranged, legible, and in terms understandable for evaluation. All information requested is to be addressed directly and completely.

It is more desirable to give additional information than less when the answer could be misinterpreted. There should be no additional attachments, enclosures, or exhibits other than those considered by the proposer to be essential to a complete understanding of the proposal submitted.

Please complete the vendor response worksheet (Vendor Response Worksheet) for each of the corresponding sections below. This is provided to prospective vendors who have an executed mutual non-disclosure agreement on file with the Agency.

Section I – Company Background, Qualifications, and Experience

This section should provide an overview of the vendor's organization, relevant experience, qualifications, and references. Vendors should demonstrate their capability to deliver disaster recovery and backup services of similar scope and complexity, including applicable certifications, partnerships, and past performance.

Section II – Solution Proposal

This section should describe the vendor's proposed disaster recovery and backup solution in detail. Vendors must explain the architecture, security controls, backup and recovery capabilities, network design, compliance posture, and how the solution meets or exceeds the Agency's stated objectives and requirements.

Section III – Project Plan

This section should outline the vendor's proposed approach for implementation, including major phases, timelines, roles and responsibilities, and key milestones. Vendors should identify assumptions, dependencies, and risks that may impact delivery of the solution prior to the expiration of the Agency's existing contract.

Section IV – Cost and Pricing

This section should present a clear and detailed breakdown of all costs associated with the proposed solution. Vendors must identify one-time and recurring costs, optional services, pricing assumptions, and any conditions that may affect pricing over the term of the contract.

Proposal Instructions

RITA requires a signed Mutual Non-disclosure Agreement on file prior to providing the Vendor Response Worksheet and the Technical Addendum Worksheet (Addendum_2026 Disaster Recovery RFP) explaining the Agency's Infrastructure. **Vendor responses to this RFP, including all narrative descriptions, diagrams, assumptions, and representations, shall be deemed contractual commitments and incorporated by reference into the final agreement.**

All proposals must be submitted in the format and order outlined in the Proposal Responses section and submitted electronically to RFP-IS@ritaohio.com.

All proposals must be received by the Executive Director, Regional Income Tax Agency no later than, **5:00 p.m. E.S.T., February 20, 2026**. All Proposals shall be emailed to RFP-IS@ritaohio.com.

It is RITA's intention to enter into a contract as soon as practical after the proposals are evaluated and Board approval is received. The successful vendor shall enter into a contract with RITA within ten (10) days of the notification of award or as soon as practical thereafter as determined by RITA. Implementation work is expected to begin no earlier than the first business day of the month following the execution of the contract.

Proposals will be evaluated on several factors including the degree of fit to the requirements and cost.

The Agency reserves the right to reject any and all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency shall deem to be in the best interests of the Agency. By submitting a proposal, each respondent is ensuring that complete confidentiality of all Agency information will be maintained by all vendor personnel.

By submitting a proposal, each respondent is ensuring that the vendor is an Equal Opportunity Employer and that their employees and applicants for employment are not discriminated against because of their race, color, religion, national origin, disability, age, genetic information, military status or sexual orientation. By signing a contract with RITA, the successful vendor guarantees that they comply, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold RITA harmless from any claims or damages incurred against or by the Agency resulting from any non-compliance by the successful vendor.