

REQUEST FOR PROPOSALS

Front Desk Reception & Security Services

OneNKY Center | Covington, Kentucky

Issued By	Northern Kentucky Port Authority (Building Owner)
Issue Date	September 23, 2026
Questions Due	October 2, 2026
Proposal Due	October 9, 2026
Contact	Kevin Veeley, Project Manager kveeley@nkyport.org

Solicitation Summary

The Northern Kentucky Port Authority seeks proposals from qualified firms to provide a professional, hospitality-oriented Front Desk Reception & Security Representative at the OneNKY Center. The role combines guest service, front desk reception, visitor coordination, access awareness, tenant support, and security-conscious lobby oversight. It is not a traditional patrol assignment.

The selected contractor will provide front desk staff to serve as the primary point of contact for visitors, tenants, business and community partners, public officials, contractors, vendors, and guests entering the facility. They must create a welcoming first impression while consistently following building access procedures and security protocols.

1. Purpose and Scope

Front desk representative focused on hospitality, access awareness, and professional building reception.

Purpose

The selected contractor shall provide customer-focused staff who serve as the primary point of contact for visitors while supporting lobby operations and building security procedures. Customer service is the primary emphasis; however, they must remain attentive to lobby activity and security protocols.

Facility Overview

The OneNKY Center is a multi-tenant professional office building in Covington, Kentucky. The building owner, the Northern Kentucky Port Authority, is located on-site. The building includes ten non-profit tenant organizations that employ approximately 100 people. There are also four meeting spaces on the first floor that bring many guests to the building. The building itself is four-stories with approximately 50,000 square feet of floor space and a 44-space underground parking garage. The front entrance is unlocked from 8 A.M. to 5 P.M. Monday-Friday (excluding holidays). This is the only unlocked exterior door in the building. The garage is secured 24/7 by a rolling gate with key fob/code access. Parking spaces are assigned to tenants and they may provide a code to guests to use their spaces for special events. There is an intercom on the garage keypad that will ring the front desk if there is an issue with garage access. There is a wide variety in the number of visitors (i.e., non-employees) per day, depending on the number of special events and meetings taking place throughout the building. Public officials, board members, community leaders, vendors, contractors, and other guests routinely visit the facility.

The front desk is supplied with a computer to access building security systems (cameras/access monitoring). The front desk is also equipped with a panic button that will lock the front door in case of an emergency.

Scope of Services

- Welcome visitors promptly and provide directions, wayfinding assistance, or general building information.
- Monitor visitor access, including sign-in, tenant notification, approval confirmation, and temporary credential issuance when authorized.
- Monitor the primary entrance and lobby activity. Periodically review the security camera feeds to check the status of the garage and building exterior.
- Enable remote garage access as needed.
- Ensure vendors, deliveries, and contractors are directed to the right place.
- Meet periodically with building ownership to review activities and provide feedback.
- Observe and report suspicious activity, safety concerns, or unusual conditions and deal with these issues as appropriate.
- Contact law enforcement, emergency responders, or building management when circumstances warrant.
- Prepare incident reports when required and maintain accurate daily activity logs and monthly service summaries.
- Dress professionally in a company shirt, polo, etc. We do not want a uniform that resembles a law enforcement officer, as this is a hospitality-focused position.

Service limitation: The representative shall be unarmed and is NOT expected to perform routine patrols, law-enforcement functions, or physical intervention.

2. Staffing & Qualifications

The Owner values consistent staffing, professional presentation, strong customer service, and reliable same-day coverage.

Staffing

Schedule	Front-desk coverage Monday-Friday 8:00 a.m.-5:00 p.m.
Continuity	Provide qualified same-day backup coverage for leave, absence, illness, or vacancy
Supervision	Identify the responsible supervisor and escalation process

The Owner only needs one person at the front desk at any one time, but is open to a variety of staffing arrangements, including the same person every day, split shifts during a single day, or shared duties throughout the week. It is understood that cross-training and a change of scenery is helpful in retaining quality staff.

Contractor Qualifications

- Demonstrated understanding of the needs for the OneNKY Center
- Relevant experience with comparable reception, security, and visitor management assignments
- Robust programs and procedures for recruitment, screening, training, supervision, and same-day backup staffing
- Applicable licenses, registrations, certifications, and insurance coverage
- A Northern Kentucky or Greater Cincinnati office location is preferred

Staff Qualifications

- Excellent customer service skills and professional demeanor
- Experience or demonstrated ability in reception, hospitality, customer service, visitor support, or a comparable public-facing role
- Security awareness or emergency response training
- Experience in Class A office buildings or comparable professional facilities
- Basic computer proficiency and ability to learn the access control system and Owner procedures
- Ability to exercise discretion and interact professionally with executives, public officials, community leaders, tenants, vendors, contractors, and visitors

Screening Requirements

The Owner requests that the contractor perform the following screening on all staff assigned to the OneNKY Center:

- Criminal background screening
- Drug screening
- Compliance with all applicable employment, licensing, training, and onboarding requirements.

Start of Services

The Owner is interested in beginning services as soon as possible after selection.

3. Proposal Content and Pricing

Your proposal must address the following items in the order below. Clearly label each section.

Proposal Section	Required Content
1. Cover Letter	Firm name, address, primary contact, contact information, statement of interest in this work, and authorized signature.
2. Company Profile	Company background, years in business, local service area, management structure, number of local employees, and relevant capabilities.
3. Relevant Experience	At least three relevant assignments for comparable services, preferably from professional office, government, or multi-tenant facilities. Provide a description of each assignment (no more than five) and client references including name, title, and contact information.
4. Staffing Plan	Explain the staffing plan for the OneNKY Center, including the number of staff proposed, schedule, recruitment, screening, training, professional dress, backup coverage, supervision, and proposed key personnel if known at this time. Please clearly indicate when you can begin providing services on site at the OneNKY Center.
5. Service Approach	Describe how you will prepare your staff for this role and how the company will support them. Feel free to address any specific aspects of the scope of work that you feel deserves additional discussion.
6. Pricing	Provide your all-in hourly rate and an estimated monthly cost, assuming a 12-month contract. Additionally, provide your hourly overtime rate and holiday rate. Clearly identify all exclusions, assumptions, limitations, optional services, and potential additional charges. Pricing shall remain valid for at least sixty (60) days after the proposal submission deadline.
7. Attachments	Applicable licenses and registrations, proof of insurance, sample incident report, sample daily activity report, sample monthly report, and relevant certifications.

Evaluation Criteria

The award will be based on the best value to the Owner, not necessarily the lowest price. Proposals will be evaluated on the following criteria:

- Confidence that the company understands the needs of the OneNKY Center, is qualified to meet those needs, and has demonstrated relevant past experience
- A thoughtful and thorough staffing plan and a robust training/support program for staff assigned to the OneNKY Center
- Starting date
- Pricing

4. Submission Instructions and General Terms

Complete and submit the proposal in accordance with the requirements below.

Electronic Submission

Proposal Due	4:00 p.m. on October 9, 2026
Submit To	Kevin Veeley, Project Manager
Email	kveeley@nkyport.org
File Format	PDF

Questions

Submit written questions to Kevin Veeley at kveeley@nkyport.org no later than 4:00 p.m. on October 2, 2026. The Owner will share responses with other prospective proposers, as appropriate.

Submission Conditions

- Late proposals may be rejected.
- Proposers are responsible for all proposal preparation and submission costs.
- The Owner may request clarifications, supplemental information, or an interview as part of the selection decision.
- Any award is subject to execution of a mutually acceptable written agreement.

Reservation of Rights

The Owner may:

- Reject any or all proposals.
- Waive informalities or irregularities.
- Negotiate scope, staffing, pricing, fees, and contract terms before award.
- Modify or cancel the solicitation.

General Terms

- The anticipated initial contract term is one year, with renewal options to be negotiated.
- The selected contractor shall comply with applicable laws and regulations.
- The contractor shall maintain qualified staffing and applicable training and licenses.
- The contractor shall protect confidential or sensitive tenant/visitor access and building information.

All materials submitted in response to this RFP will become the property of the Northern Kentucky Port Authority. One copy of each proposal shall be retained for the official files and will become a public record after an award is made, and thus open for public inspection. It is understood that the proposal will become a part of the official file without obligation on the part of the Port Authority. In compliance with the Kentucky Open Records Act, trade secrets or proprietary information submitted by a respondent in connection with this RFP shall not be subject to public disclosure. However, the respondent must invoke this protection prior to or upon submission of the data or other materials and must clearly identify the specific area or scope of data or other materials to be protected and state the reasons why protection is necessary.

END OF REQUEST FOR PROPOSALS