



REQUEST FOR PROPOSALS: Comprehensive Technology and Cybersecurity Assessment

1. Purpose

The objective of this Request for Proposal (“RFP”) is to engage a qualified vendor to conduct a comprehensive cybersecurity and technology assessment. This evaluation will identify risks, identify areas for improvement, recommend modifications, and furnish an implementation plan aimed at mitigating risks and enhancing cybersecurity and overall technology maturity. The review will encompass existing hardware and software and assess vulnerabilities, opportunities, policies, and procedures, ensuring that the entire technology infrastructure is resilient and up to date. Through this RFP process, The Legal Aid Society of Cleveland (“Cleveland Legal Aid”) is soliciting written proposals that identify capabilities, capacity, deliverables, and pricing for this project. The budget for this project is \$30,000.

2. About The Legal Aid Society of Cleveland

Founded in 1905 as only the fifth legal aid in the country, Cleveland Legal Aid is a nonprofit law firm that provides high quality legal assistance to low-income people in civil matters in five counties in Northeast Ohio. Legal Aid’s mission *is to secure justice, equity, and access to opportunity for and with people who have low incomes through passionate legal representation and advocacy for systemic change*. Through the years, Legal Aid has handled hundreds of thousands of civil legal cases and contributed to many broad-based policy changes. Today Legal Aid continues to use the power of the law to improve safety and health, promote education and economic security, secure stable and decent housing, and improve accountability and accessibility of government and justice systems.

Legal Aid has a staff of approximately 140 people and manages IT through a Managed Services Provider (MSP) that provides service desk and field support, proactive security services such as vulnerability scanning and network hardening (i.e. improving security), project management, vendor management, and strategic planning. The MSP works with the Technology Committee, ad hoc committees created for specific IT projects, and individual practice groups to identify areas where technology can create new efficiencies and effectiveness, and to implement new technologies.

3. Project Description

Cleveland Legal Aid received grant funding from the Legal Services Corporation Technology Improvement Project to undertake this *Cybersecurity and Technology Assessment* (the “Project”). The goals of the Project are to improve Cleveland Legal Aid’s technology infrastructure and enhance its security posture by conducting a comprehensive assessment of the entire Cleveland Legal Aid

technology environment and cybersecurity approach and provide recommendations for improvements along with an implementation plan and timeline.

The assessment should adhere to industry standards and best practices, incorporating guidance from the Legal Services Corporation's Technology Baselines and Financial Guide along with that from other entities, such as the American Bar Association's technology resources, the National Institute of Standards and Technology's Cybersecurity Framework, and the Center for Internet Security's Critical Security Controls. References to the LSNTAP Legal Aid Security Toolkit will be integrated to promote a thorough evaluation, including comprehensive penetration testing and a holistic review of the technology and information security landscape. This project will ensure that Cleveland Legal Aid remains resilient against current and future cyber threats, safeguarding client information and maintaining the integrity of its operations across the range of products where we store and use information (including LegalServer, Microsoft 365/SharePoint, Raiser's Edge, Abila MIP, Microix, Paycor, and our own websites and web service accounts).

4. Qualifications

- Knowledge and demonstrable experience with technology and security assessments.
- Demonstrated understanding of the scope and requirements of the project.
- Knowledge and demonstrable experience applying the various standards mentioned in the above *Project Description*.
- The ability to deliver projects on time and within budget.
- Familiarity with the non-profit legal services sector is preferred.
- Experience using resources effectively and efficiently.

5. Deliverables

- **IT Security Assessment**

The consultant will:

- a. Define how many interviews will be necessary with Cleveland Legal Aid staff and with Cleveland Legal Aid's MSP staff.
- b. Draft agendas for each meeting with the internal team and for each interview and conduct said interviews.
- c. Review technology policies and documentation to identify potential process and integration improvements to enhance our use of technology.
- d. Analyze the organization's network design and configuration, with recommendations for enhancing security and performance.
- e. Examine Legal Aid's use of technology compared to best practices in both law firms and non-profit legal service organizations.
- f. Conduct comprehensive testing of critical technology infrastructure, including but not limited to, internal networks, public-facing IP addresses, websites, remote access, firewalls, virtual systems, software applications, endpoints, messaging systems, telecommunications, storage, identity and access management systems, and cloud platforms.

- **Risk Assessment and Technology Report**

The consultant will develop a Risk Assessment and Technology Report to include:

- a. The identification of policy, process, personnel, and technical vulnerabilities and opportunities for improved efficiency and effectiveness;
- b. An evaluation of risk levels for all critical assets deemed to be vulnerable to specific threats;
- c. The identification of existing and proposed controls and an assessment of their adequacy;
- d. The identification, assessment and prioritization of residual risks;
- e. An analysis of potential threats and an evaluation of the likelihood of occurrence;
- f. A benchmark Cleveland Legal Aid's security posture against similar law firms and best practices; and
- g. An outline and prioritization of potential steps that Cleveland Legal Aid could take to improve our overall technology environment.

- **Implementation Plan**

The consultant will utilize the results of the Risk Assessment and Technology report to develop an Implementation Plan to include:

- a. Achievable controls and tasks to remediate identified risks;
- b. Identification of security projects and process improvements with detailed recommendations and action plans;
- c. Setting of milestones and key performance indicators to enhance Cleveland Legal Aid's security posture and overall use of technology and that address the key findings of the assessment;
- d. Development of a timeline that prioritizes projects based on perceived benefits and risks;
- e. Guidance on the cost, time, and sequencing of proposed items in the Plan; and
- f. Descriptions of the extent to which each proposed project remediates an identified risk and/or advances Cleveland Legal Aid towards a more efficient and effective technology and security environment that complies with best practices.

6. Estimated project Timeline

RFP released: 10/24/25

Proposals due: 11/30/25 by 8:00pm EST

Evaluation Period (possible interviews with selected respondents): 12/01/25-12/14/25

Successful vendor notified: 12/16/25

Execute Contract: 1/10/26

Work Begins: 1/12/26

Draft Implementation Plan Due: 6/01/26

Final Implementation Plan Due: 7/01/26

7. Response Requirements

- Describe your firm's capabilities. Specifically, include your experience working with nonprofits, and/or legal aid organizations, and your ability to provide each of the above identified Desired Deliverables.
- Project outline and timeline.
- A budget that proposes either a flat fee and what is included in that fee, or an hourly rate with the proposed number of hours, as well as other related costs. Please include information about what expenses will be covered and any variable expenses (e.g. travel reimbursement).
- List all members of the team who will work directly on each component of this project, as well as their qualifications.
- Provide a client list.
- Provide three references from past clients.
- Include any additional information you deem pertinent to consultant selection.

8. How to Apply

Please send RFP responses and inquiries to rquarto@lasclev.org with the subject line "Cleveland Legal Aid Comprehensive Technology and Cybersecurity Assessment" by November 30, 2025, by 8:00pm EST.