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Request for Proposal

Legal Aid Society of Middle Tennessee and the Cumberland (LAS) is soliciting requests for proposals for an IT Managed Services provider. We are Tennessee's largest nonprofit law firm that takes a comprehensive approach to providing high quality, free, civil legal services, and community education for people to protect their livelihoods, their health, and their families. Our firm is headquartered in Nashville with offices in Clarksville, Columbia, Cookeville, Gallatin, Murfreesboro, Oak Ridge, and Tullahoma.

The scope of services to be provided includes infrastructure support (monitoring and patching), endpoint detection and response, and direct support for designated LAS staff.

The selected vendor should be prepared to provide service beginning in the second quarter of 2023, following a knowledge transfer and transition from the existing managed service provider.

Tier 2 support to LAS IT staff is required during business hours of 8am - 5pm local time, Monday through Friday. Emergency on-call support should be available after-hours and on holidays.

The Legal Aid Society technology environment consists of:

- Infrastructure
 - o 9 Dell PowerEdge host computers
 - o 3 Dell, 3 Cisco and 9 Netgear switches
 - o 8 FortiGate firewalls (varying models)
 - o VMWare - 19 servers running Windows 18 or Windows 2012
- Workstations
 - o Approximately 135 Dell laptop and desktop computers running Windows 10 or Windows 11, one Apple iMac desktop

Services Requested

The following services are requested:

- Infrastructure support needs:
 - o Windows Server monitoring and administration in a VMWare environment
 - o Windows and third-party application patch management for servers
 - o Monitoring and management of the infrastructure to include routers, switches, firewalls, wireless access points
 - o Offsite backup of server images and files. Currently using a Datto SIRIS S3E6000 device.
 - o Monitoring of backups; monthly tests to verify the integrity of the back-up sets
 - o Endpoint Detection Response (antivirus, malware and spyware protection)
 - o Alerting and notifications for infrastructure component failures

- Workstation support needs:
 - o Manage and remotely deploy Windows and third-party patches
 - o Endpoint Detection Response (antivirus, malware and spyware protection)
- Tier 2 support for designated LAS IT staff persons
 - o LAS IT support staff will handle basic desktop and end user support requests
- Annual cybersecurity risk assessment of the LAS infrastructure
 - o Review security policies, procedures, and compliance
 - o Provide remediation recommendations report

Contract Period

We are soliciting a proposal for services extending over a 3-year period, with a semi-annual (twice a year) review of systems supported and the contract adjusted to reflect changes.

Proposal process

Proposal must include:

- details of services to be provided
- cost of regular, ongoing support
- rates for project work
- two references and contact information

Proposals due by January 20, 2023, via email sent to rfp@las.org

Proposals will be reviewed with a targeted date of February 3, 2023 for selection of the vendor.