



LEGAL AID SOCIETY
OF MIDDLE TENNESSEE AND THE CUMBERLANDS

Clarksville · Columbia · Cookeville · Gallatin · Murfreesboro · Nashville · Oak Ridge · Tullahoma

Request for Proposal for Managed IT Services

I. PURPOSE AND ASSUMPTIONS

Legal Aid Society of Middle Tennessee and the Cumberland Mountains (LAS) is seeking proposals from qualified, experienced, professional information technology managed services providers to manage and maintain various areas of its existing IT structure.

The qualified vendor is expected to provide necessary technical services which would enable LAS to:

- Protect and secure its technology and data.
- Ensure the efficient and continuous operation of its data processing networks and related computer systems.
- Enhance its quality of service.
- Minimize spending and maximize the return on investment in technology.

II. BACKGROUND INFORMATION

LAS is a non-profit 501(c)3 law firm created in 1969, with offices in 8 cities, covering 48 counties. LAS provides access to justice and quality free civil legal assistance to educate and empower the low-income community, veterans, senior citizens, and persons with disabilities. LAS offices are in Nashville (primary office), Clarksville, Columbia, Cookeville, Gallatin, Murfreesboro, Oak Ridge, and Tullahoma. LAS employs approximately 105 staff. Additionally, LAS has volunteers and interns to assist our staff and clients throughout the year. Our IT systems currently support approximately 120 users and 150 endpoints.

III. CURRENT TECHNOLOGY OVERVIEW

A summary of the inventory describing the IT hardware and software currently in use is as follows:

Infrastructure

- 9 Dell PowerEdge host computers
- 3 Dell, 3 Cisco and 9 Netgear switches
- 8 FortiGate firewalls (varying models)
- VMWare - 19 servers running Windows 18 or Windows 2012
- 12 Fortinet Wi-Fi Access Points

Workstations

- Approximately 135 Dell laptop and desktop computers running Windows 10 or Windows 11
- 1 Apple iMac desktop

Staffing Overview

LAS has a full-time Deputy Director of Operations and Technology who oversees all aspects of technology and provides Tier 1 support. LAS plans to hire an additional technology support staff person in 2023 to provide Tier 1 support to all staff and volunteers.

Infrastructure Overview

LAS subscribes to Microsoft Office 365 for Nonprofits which provides email, Teams, SharePoint and OneDrive, and other tools to all employees. Microsoft Multifactor Authentication is enforced for all staff and volunteers.

LAS is in the pilot stages of restructuring the local office environment in each office for providing domain authentication, print services and redirection of user Documents from on-premises file servers to Azure and Office 365 services, eliminating the need for onsite server hardware in all but the Nashville office. This project should be completed in Q1 2023.

Network Overview

Each LAS office has an ISP connection with tunnels on the FortiGate firewalls providing permanent connections between the branch locations and the Nashville headquarters and the Azure AD. ISPs are a combination of coax cable providers (Spectrum and Comcast) and fiber connections (Comcast, Tullahoma Utilities and Clarksville Utilities).

Telephony Overview

LAS utilizes Nextiva, a cloud-based phone system for telephony functions. Support is provided by LAS Tier 1 staff and Nextiva. The MSP responsibility is to maintain internet connectivity and assist with desktop application installations and updates, as necessary.

IV. AREAS OF INTEREST

A. IT Management

Description of Required Services

LAS is seeking a MSP (Managed Services Provider) to work with the LAS IT staff, provide technicians to guide and supplement the work of that staff, and to satisfy the purposes discussed in Section I, above. We are looking for 9x5 support with afterhours and emergency support options, including possible 24x7x365 support availability to LAS IT staff. The successful bidder will be expected to perform the following:

- Periodically assess the state of LAS technology and recommend improvements, enhancements, and upgrades
- Provide LAS with updates on emerging technologies and market shifts.
- Meet with LAS IT staff as needed to communicate tasks, goals, strategy, and planning, to serve the technology needs of our employees and clients.
- Meet with LAS management at least quarterly or as requested by LAS to summarize service and IT policy issues, concerns, and progress. LAS would like a written report on a quarterly basis.
- Monitor staff compliance with LAS IT policies and use of resources, notify management of significant areas of non-compliance and make recommendations.
- Review current technology policies and make recommendations for improvement in those policies.
- Perform an annual risk assessment of the LAS infrastructure, report the results and recommendations to LAS management.

Required Questions

1. What methods of communication and collaboration will you use to communicate with IT staff?
2. Does your organization serve as a partner/reseller of technology? If so, please provide a list of key partnerships that you serve.
3. If LAS would be better served by a hardware/software product not represented by your firm, would you be comfortable recommending that product and providing a referral to a third-party vendor?
4. What security standards can/have you implemented for customers? How will you protect our online assets and networks?

B. Helpdesk

Description of Required Services

LAS Tier 1 IT staff will provide basic helpdesk support to our end users, which includes account creation and computer deployments.

The selected MSP will provide Tier 2 support to LAS IT staff. The vendor should have 3 levels of support: Help Desk Engineers, Tier 2 Engineers, and Tier 3 Engineers, allowing the Help Desk Engineers to assess and analyze the issues at hand quickly and either handle the situation on the spot or escalate it to a higher tier for more specialized support. The goal is to ensure no significant computer downtime during normal

working hours. The MSP will provide critical support within one hour. Critical or emergency support means a total or substantial system outage preventing many users from working. The MSP will have a target time of 15 minutes to acknowledge the issue to LAS IT staff and then provide an update on service restoration as quickly as possible, so that LAS can advise management on what to do with their staff.

Required Questions

1. Is there a limitation on how many tickets LAS can submit or the number of hours of helpdesk support during the contract term or other period?
2. Are there issues you will not support?
3. What is your Helpdesk support availability (days of the week and time)?
4. Describe how after hours/weekend calls/emergency support will work with your organization. How do you define an emergency?
5. What are your steps for problem escalation?
6. Describe your help desk onboarding process. What is the time frame to start taking tickets?
7. Providing helpdesk services may require administrative rights to LAS systems. How is this information secured in your organization? Describe your access control policies to sensitive client information, such as passwords.
8. Can you provide a sample help desk report?

C. Networking Support

Description of Required Services

The selected MSP will monitor, maintain, and support the LAS network infrastructure with appropriately trained and experienced staff. Additionally, LAS may at times need assistance implementing projects that are outside the scope of Helpdesk or that can be done with Tier 3 support. The MSP will troubleshoot and solve critical issues quickly when the helpdesk cannot help. MSP will work with LAS IT staff to focus on security, compliance, mission goals and the advanced engineering, workflows, tools, and training that help the program succeed. They will:

- Analyze and fix problems in a system or a machine.
- Maintain, configure, support and update network equipment including switches, firewalls, routers, working after hours and weekends as necessary to resolve problems, with appropriate record-keeping.
- Remote monitoring of key assets for proactive issue detection and resolution.
- VPN support.
- ISP vendor troubleshooting.
- Monitor backups.
- Guide and support LAS IT staff when complex and significant problems arise.
- Assure that infrastructure devices are working properly.
- Install updates and perform testing so as not to disrupt the normal workday.
- Ongoing security administration. Perform regular security audits and notify LAS IT staff of suspected security breaches.

The vendor will know the systems well enough to serve as a backup for the LAS IT staff.

Required Questions

1. Will you support our existing network infrastructure including firewalls and switches? Note: LAS is moving most of its data to cloud-based systems. The inventory of existing, on-premises servers will be reduced as part of this project.
2. What is your response time to emergency issues, such as a site outage?
3. If an infrastructure device is needs replacement, how would you organize this activity?
4. If an onsite visit is necessary, how long will it typically take to schedule the onsite visit?

V. SUBMISSION REQUIREMENTS

LAS is requesting that the proposal submitted address the subjects outlined in Section IV above with specificity. The goal is a secure, smooth operating, efficient process, and an effective information technology system. Send any questions and your submission materials to: rfp@las.org.

Each proposal should contain the following information:

Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

- Company name, address, telephone number(s) and website
- Name, title, email address and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
- Federal and state Taxpayer ID numbers of the firm.
- A brief statement of your understanding of the services to be performed.
- A statement that the proposal and cost schedule will be valid and binding for 60 days following the proposal due date and will become part of the contract negotiated with LAS.

Profile and Qualifications:

Provide a short profile of the firm including:

- Length of time in business
- Length of time providing proposed services
- Number of clients
- Number of clients in the public and nonprofit sector, including legal services.
- Insurances carried, including cyber security insurance.
- A list of security standards your organization complies with (PCI, HIPAA, NIST, FIPS, etc.).
- Number of full-time employees who will be available to provide support.
- Location of office to service the account.
- Name, title, address, and telephone number of three references of clients for whom similar services have been provided, including information referencing a summary of the actual services provided.
- Explanation of any contract termination for default or other incident in the past five years. This includes stopping services for non-performance or deficient performance, and whether the issue was litigated. If any default or terminable incident occurred, list name, address, and telephone

- number of the party. If no such thing occurred, declare it.
- Minority-owned or Woman-owned business, if applicable.

Proposal:

1. Describe the approach the firm will use in providing the services requested. Present a well-conceived work plan. Address your firm’s ability to satisfy LAS objectives and requirements in Sections I and IV. above, and answer the Required Questions.
2. Discuss how the firm will staff services to be provided to LAS. Identify key project team members by name and each of their specific responsibilities on our project, and the qualifications for each member.
3. Identify the scope of services beyond the RFP that the firm provides which may be of interest to LAS. The firm may suggest technical or procedural innovations that have been used successfully on other engagements or may provide LAS with better service delivery. Focus primarily on cost-saving or efficiency-enhancing innovations.
4. Explain why the firm is pursuing the work and how it is uniquely qualified to perform the services.
5. Submit a draft contract for a 3-year term, subject to negotiation, and attach a schedule of costs.
6. Provide a Service Level Agreement (SLA) for standard 9x5 helpdesk support as well as after-hours emergency support.

Cost of Services:

LAS is requesting that the vendor submit a fixed fee service contract for service and maintenance but specifying the additional services for which an hourly rate would apply and the rate. Vendors must list specifically any services which would not be covered in the proposed fixed fee price. Identify the following for those services not under the fixed fee:

1. A fee schedule containing the vendor hourly rates
2. A breakout of per-server costs for monitoring, patching, and protecting Windows servers. LAS is in the process of eliminating servers. The contract will be written to include the number of active servers at the time of execution and allow for decreases as servers are shut down.
3. A description of how services will be billed
4. A description of any additional charges that may be applied

VI. MILESTONES AND DEADLINES

Proposal Release Date	December 16, 2022
Due Date for Proposals	January 20, 2023
Selection of Bidder	February 3, 2023
Contract Negotiation	February 6-10, 2023
Period of LSC Review for Approval	30 Days
Contract execution.....	Upon LSC Approval
Implementation to Begin	2 nd quarter 2023