

REQUEST FOR QUOTE:

Contract Chief Information Officer Advisor

I-Introduction

Lakeshore Legal Aid serves low-income people, seniors, and survivors of domestic violence and sexual assault in a holistic manner to address clients' legal issues and improve our communities. Lakeshore provides free direct legal representation in southeast Michigan and the thumb and client intake, advice, and brief service legal services throughout Michigan via our attorney-staffed hotline. Our practice areas include housing, family, consumer, elder, education, and public benefits law. Lakeshore's IT Department provides support for approximately 225 staff members across 9 buildings in the Metro Detroit area. Many of those staff are still working remotely or partially remotely due to the COVID-19 pandemic.

II- Description of Work to be Performed

Lakeshore seeks the services of a qualified consultant (hereinafter called "vendor" or "applicant") to provide C-level technology support to our IT Department and Innovation Committee.

The successful applicant is expected to assist in the creation and implementation of governance documentation for Lakeshore's IT Department, support ongoing technology projects by providing input in RFQ drafting for future projects and project prioritizing, help ensure Lakeshore is meeting the highest level of security standards available, and act as an experienced coach to the Innovation Committee to engage Lakeshore's staff in supporting innovation and improvement for the benefit of client services.

The technology projects for which Lakeshore is currently seeking support include but are not limited to:

- Transitioning to Multi Factor Authentication for Microsoft 365 across the organization.
- Reviewing existing IT governance documents and policies, recommending improvements and additions.
- Assisting in increasing Lakeshore's data proficiency.
- Restructuring SharePoint.
- Planning for implementation of an active directory.

The time commitment necessary for successful performance of services will vary but is expected to be 4-8 hours per month. The contract will be reviewed yearly.

III- Schedule

RFQ Issued:	3/30/2022
RFQ Submit Deadline:	4/22/2022 11:59pm EST
Notice of Award:	5/6/2022
Project Start Date:	5/16/2022
Project End Date:	Ongoing, reviewed annually

IV- Eligibility and Scope of Work

- A. The vendor must:
 1. Maintain all required employer (if applicable) and general liability insurance for the term of the contract.
 2. Have experience and expertise in assessing existing business processes and creating efficient and effective business processes;
 3. Be able to participate in remote meetings and trainings; and
 4. Demonstrate experience in completing projects and tasks similar to those described in section II.
 5. Must not have been disbarred per the sam.gov registry.
- B. It is preferred that vendor's experience includes:
 1. Observing, documenting, and mapping existing end-to-end business operations, including manual and automated tasks, staff roles, and stakeholder interactions;
 2. Working with nonprofits and/or law firms;
 3. Presenting recommendations and statistical findings to senior management and at conferences;
 4. Developing IT governance documents, technical reports and operations manuals.

V- Evaluation Criteria

Contract will be awarded to the applicant who will provide the highest quality performance and product for the best price. Quotes will be evaluated based on the applicant's ability to meet section IV-Scope of Work specifications based on following criteria:

Quality

- Qualifications and experience
- Technical expertise
- Project plan and approach
- Ability to timely produce deliverables
- Capacity to perform the project to Lakeshore's standards

Price

- The reasonableness of the price for the service being provided.
- Whether the price is realistic (especially if it is an estimate), reflects a clear understanding of Lakeshore's need, and is consistent with other parts of the proposal.
- Cost reflects the applicant's qualifications and experience level.

Willingness to Accept Lakeshore's Terms

- Michigan governing law and exclusive venue
- Mandatory non-binding mediation of disputes before initiating litigation
- Indemnification: you agree to indemnify Lakeshore against third-party claims arising from your negligence, gross negligence, or intentional acts
- Intellectual property: software and reports made for Lakeshore are work-made-for-hire and is the exclusive property of Lakeshore Legal Aid
- All awards are subject to the availability of appropriated funds and any modifications or additional requirements that may be imposed as necessary. There is no guarantee that funds will be available in the future.

VI- Submission Instructions

Respond to this RFQ by emailing your completed quote to Jocelyn Bautista at jbautista@lakeshorelegelaid.org no later than 4/22/2022 11:59pm EST.

Please submit questions relating to this RFP by email to Jocelyn Bautista at jbautista@lakeshorelegelaid.org no later than 4:30 pm EST, on 4/15/2022.

VII- Cost

Pricing and Pricing Methodology

- Pricing must be itemized and include a written explanation of all fees and costs.
- Rates must include all overhead costs.
- Lakeshore Legal Aid is a 501(c)(3) tax exempt organization.

