

COMMUNITY LEGAL AID SERVICES, INC.

REQUEST FOR PROPOSALS (RFP)

Technology and Security Assessment

The objective of this Request for Proposal (“RFP”) is to engage a qualified vendor to conduct two assessments; one to measure the organization’s technology posture and another to measure the organization’s security posture.

Through this RFP process Community Legal Aid Services, Inc. (CLAS) is soliciting written proposals that identify capabilities, capacity, deliverables, and pricing for this project.

1. PURPOSE AND DESCRIPTION

1.1 Background and Overview:

CLAS is initiating this Request for Proposals (RFP) to solicit responses from vendors interested in conducting a technology and security audit. This work is part of the Legal Services Corporation Technology Initiative Grant funded *Technology and Security Project* (“the Project”). The goal of the project is to ensure the technology environment is properly designed to give CLAS the information they need in order to help leadership better understand the current technical environment, capacities, and IT management. Identify major security or business continuity risks uncovered through the discovery and data gathering process. Develop specific hardware, software, and service recommendations which form a basic plan of action to address critical needs. Understand how the organization uses technology to optimize internal processes and client services. Identify opportunities to make significant infrastructure improvements in an economical fashion. Improve network and system documentation. Gain insight into support, engineering and IT management needs. Understand the security posture by completing the following: network security audit, vulnerability assessment and penetration testing. Using these results, recommended methods for addressing potential areas of exploitation and impact on program operations. Additionally, the results of the assessments will be used to develop a security solution road map that is tailored to meet the needs of the organization’s goals and objectives.

1.2 Deliverables:

1. Technical Assessment:
 - a. Final assessment report which includes:
 - i. Main Report highlighting technology infrastructure strengths and areas for improvement.

- ii. Findings and recommendations - list of technical concerns and recommendations
- iii. Technical Discovery Documentation - information about network connected devices and software installed on each of the workstations, which can be used to develop an inventory management system and policies surrounding hardware and software management.
- iv. Policy Feedback - high-level feedback regarding existing technology related policies including a summary of how policies might be improved to be more comprehensive.
- v. Staff Survey Results - can be used to make additional decisions regarding technology planning, training, or development.

2. Security Assessment:

- a. Information System Audit Report - An information security audit report detailing the findings, risks, and prioritized recommended solutions of vulnerabilities found during the review. This report will include technical details for key technical personnel.

1.3 Vendors' Minimum Desired Qualifications

- 1. Knowledge and demonstrable experience with technical and security assessments.
- 2. Ability to have virtual meetings with the staff from CLAS in a meaningful way to facilitate the project development and evaluation.
- 3. The ability to deliver projects on time and within budget.
- 4. Familiarity with the non-profit legal services sector or non-profit community outreach projects is preferred.
- 5. Experience using resources effectively and efficiently.

1.4 Payment:

Payment terms will be negotiated with the successful vendor and incorporated into the agreement between CLAS and the vendor.

2. RFP ADMINISTRATION AND INSTRUCTIONS TO VENDORS

RFP Coordinator: Upon release of this RFP, all vendor communications must be directed to the RFP Coordinator listed below. Any oral communications will be considered unofficial and non-binding to CLAS. Only written statements issued by the RFP Coordinator may be relied upon.

Daniel Ragan
 Community Legal Aid Services, Inc.
 50 South Main St., Suite 800
 Akron, OH 44308
dragan@communitylegalaid.org
 330-983-2524

2.1 RFP Schedule

RFP released: November 9, 2021
Proposals due not later than 5 p.m. EST, December 1, 2021
Evaluation Period: December 1, 2021 – December 14, 2021
Successful vendor announced: December 20, 2021
Contract signed and work commences: December 29, 2021

2.2 Vendor Questions: Vendors may contact the RFP Coordinator at the address and/or number listed above with any questions concerning this RFP. All questions must be received prior to the response due date and time listed above. Written questions are preferred and should be submitted by email to ensure receipt and timely response.

2.3 Response Format: The proposal must be sent electronically via email in Microsoft Word 2007 or newer version, RTF, or Adobe PDF format to the RFP Coordinator designated in this RFP. The email subject should be clearly marked "Online Intake and Triage LIMS RFP".

The proposal must be received no later than 5:00 p.m. EST on December 1, 2021.

Vendors should allow enough electronic delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Vendors assume the risk for any email delay problems. Late proposals will not be accepted and will be automatically disqualified from further consideration. Vendors assume the risk of the method of dispatch chosen. CLAS assumes no responsibility for delays caused by a third party or communication device.

2.4 Response Requirements and Content: Vendors must respond to each question/requirement contained in Exhibit A, Vendor Response. In preparing their proposal, vendors should restate each requirement and then give their response to that requirement.

2.5 Costs of Preparing Responses: CLAS will not pay any vendor costs associated with preparing proposals submitted in response to this RFP.

2.6 Responses Property of CLAS: All proposals, accompanying documentation, and other materials submitted in response to this RFP shall become the property of CLAS and will not be returned.

2.7 Proprietary Information/Public Disclosure: All proposals received shall remain confidential until the evaluation is completed and the vendor is selected and approved. Thereafter proposals shall be deemed public records.

2.8 RFP Amendments/Cancellation/Reissue/Reopen: CLAS reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. CLAS also reserves the right to cancel or reissue the RFP.

2.9 Minor Administrative Irregularities: CLAS reserves the right to waive minor administrative irregularities contained in any proposal.

2.10 Inability to Enter Contract: CLAS reserves the right to eliminate from further consideration any vendor that CLAS, because of legal or other considerations, is unable to contract with at the time

proposals are due in accordance with the schedule contained in Subsection 2.1 above.

2.11 No Obligation to Enter a Contract:

2.11.1 The release of this RFP does not compel CLAS to enter into any contract.

2.11.2 CLAS reserves the right to refrain from contracting with any vendor that has responded to this RFP whether or not the vendor's proposal has been evaluated and whether or not the vendor has been determined to be qualified.

2.11.3 CLAS reserves the right to request an interview with any vendor and/or a demonstration from any vendor prior to entering a contract with that vendor.

If a vendor declines the request for an interview or demonstration for any reason, the vendor may be eliminated from further consideration.

2.12 Multiple Contracts: CLAS reserves the right to enter contracts with more than one vendor as a result of this RFP.

2.13 Non-Endorsement: The selection of a vendor pursuant to this RFP does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to CLAS in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of CLAS.

2.14 Contract Payment Limitations: Vendors should anticipate payment at the end rather than the beginning of the invoice period in which they provide services or after they submit any deliverable for which a payment is due.

3. RFP Evaluations

An Evaluation Team (Team) of no less than two and as many as four (4) persons will evaluate the proposals submitted in response to this RFP. The Team will be made up of staff from CLAS. The Team may also consider past contract performance and check references beyond those listed in the vendor's proposal.

As part of the evaluation process, at the discretion of the Team, vendors may be asked to clarify specific points in their proposal. However, under no circumstances will the vendor be allowed to make changes to the proposal.

4. Post Evaluation

4.1. Notification of Selection of Apparently Successful Vendor: Vendors whose proposals have not been selected for further negotiations or award will be notified via email.

4.2. Contract Award/General Terms and Conditions: The successful Vendor(s) will be expected to enter into a contract with CLAS.

COMMUNITY LEGAL AID SERVICES, INC.

REQUEST FOR PROPOSALS (RFP)

Technical and Security Assessment Project

EXHIBIT A: Vendor Response

Proposals must contain the following information in the following format. Please number your responses to correspond with the information requested here.

1. Vendor's name, address, federal tax identification number or Social Security Number (SSN), Uniform Business Identifier (UBI) number, and a description of the vendor's legal status, e.g., corporation, sole proprietor, etc.
2. Vendor contact's name, telephone number, fax number, and email.
3. A statement that guarantees that the proposal constitutes a firm offer valid for sixty (60) days following receipt and that CLAS may accept any time within the 60 day period.
4. A statement on whether the vendor or any employee of the vendor is related by blood or marriage to a CLAS employee or board member or resides with an CLAS employee or board member. If there are such relationships, list the names and relationships of said parties. Include the position and responsibilities within the vendor's organization of such vendor employees.
5. State whether the vendor has been a party to any litigation during the past five (5) years; all such incidents except employment related cases must be described, including the other parties' name, address, and telephone number. Present the vendor's position on the matter.
7. Provide two (2) references from programs/organizations for which you have completed software development projects. Please include a telephone number or email address of the referenced individual so he/she may be contacted.
8. Describe in detail the timeline to complete the project.
9. Propose the cost to create and deliver services.
10. Describe:
 - Knowledge and practical similar experience in comprehensive technical and security assessments with referrals available.
 - Ability to have virtual meetings with staff from CLAS;
 - Ability to deliver projects on time and within budget; and
 - Familiarity with the non-profit legal services sector or non-profit community outreach projects.

