

## **Request for Proposals for Technology Assessment and Security Audit**

**Proposals Due: May 20, 2022**

### **Objectives**

Legal Aid Chicago requests proposals from experienced and qualified consultants who can provide a comprehensive technology assessment and security audit of our organization's information technology environment. The goal of the assessment and audit is to improve Legal Aid Chicago's technology infrastructure and security posture.

The consultant would identify weaknesses and where necessary, establish targets for continuing improvement of Legal Aid Chicago's security, internal controls, and select IT operations including mobile device management, Microsoft Teams and SharePoint Online, and current policies and procedures pertaining to our IT environment. The assessment and audit will necessitate developing an understanding of Legal Aid Chicago's support needs, detailed analysis of existing IT systems and equipment, and identifying any high risk information technology issues needing immediate attention.

The final product will be a Security Audit Report which addresses the accessibility of technology solutions, information sharing across organizations, security and privacy needs, technology processes and protocols, remote data access, and management of mobile devices. The Security Audit Report will assess the cost effectiveness of current and proposed solutions, including open source products and technology that is offered for a free or reduced price to nonprofits, and will propose appropriate solutions to identified issues and problems.

The total budget for this project is not to exceed \$35,000. This project is funded by a grant from the Legal Services Corporation and must be completed by December 31, 2022.

### **About Legal Aid Chicago**

Legal Aid Chicago is the largest provider of civil legal aid in Chicago and Cook County, Illinois. During the past two decades, we have invested in technology initiatives so that our staff can be more effective and efficient in serving our clients and their communities. The COVID-19 pandemic that began in 2020 accelerated many planned technology projects and forced us to become more nimble.

During the past two years, Legal Aid Chicago has implemented Microsoft 365, Teams, and started planning the move from our hybrid SharePoint Online system to SharePoint Online. We also have set up additional tools for electronic signatures, faxing, document assembly, and more. We have made improvements and changes to our telephony and started using Cisco Jabber. We moved away from

desktop computers and now assign laptops to all staff and interns. We have docking stations in the office so that staff can easily connect their laptops to the displays on their desks.

We also have experienced a significant increase in the number of users at Legal Aid Chicago during the past two years. We currently have 265 users made up of employees, interns, and volunteers.

In 2020 and 2021, we adopted a number of security protocols to address the increasingly sophisticated cybersecurity threats that we face. These include mobile device management, multi-factor authentication, single sign-on, record retention and destruction for certain types of records, and regular account review.

## **Scope of Services**

Legal Aid Chicago received a Technology Improvement Project (TIP) grant from the Legal Services Corporation for a technology assessment and technology security audit to help us improve our technology infrastructure and security posture.

The assessment and security audit must include, but should not be limited to:

- review of the current state of Legal Aid Chicago's information security policies and standards, and benchmark them against operational needs and commonly accepted industry standards, identifying high risk information technology issues that need immediate attention, including services offered via Microsoft 365 such as SharePoint Online, Advanced Threat Protection, and Mobile Device Management;
- detailed analysis of Legal Aid Chicago's network architecture to evaluate data flow, physical and logical connections, communication protocols (intranet, extranet, remote VPN), and identify vulnerabilities not covered by current security controls;
- evaluation of the software, systems, and procedures used to prevent impact from viruses and malware.

The selected consultant will follow a defined scope, schedule, and budget, and will appropriately manage project activities and risks, and will regularly communicate task progress to Legal Aid Chicago. Legal Aid Chicago will assign a Project Manager to act as the primary point of contact with the consultant. Legal Aid Chicago will provide direction for all services provided. Services will be provided remotely.

## **Deliverables**

Deliverables for the technology assessment and technology security audit include:

- A written Project Plan that sets out the scope of work, tasks, schedules, and dependencies;

- Weekly Status Reports that identify risks and progress made on the Project Plan;
- A written Technology Assessment Report that includes:
  - An executive summary for Legal Aid Chicago leadership that details Legal Aid Chicago's technology and cybersecurity position relative to comparable legal aid organizations, including strengths and areas for improvement;
  - A list of technical concerns and recommendations;
  - Technical details for key technical personnel;
  - Information about network connected devices and software which can be used to develop an inventory management system and policies surrounding hardware and software management;
  - High level feedback regarding existing technology-related policies, including a summary of how policies might be improved to be more comprehensive;
  - Staff survey results that can be used to make additional decisions regarding technology planning, training, and development;
  - A prioritized road map of activities developed in conjunction with Legal Aid Chicago IT managers.
- A written Technology Security Audit Report that includes:
  - Results of any threat analysis, vulnerability testing, and phishing testing performed;
  - Findings, risks, and prioritized recommended solutions for vulnerabilities found during the review, including but not limited to recommendations for improvements to the existing Microsoft 365 security configuration and external perimeter (firewalls, web, file transfer protocol (FTP) and DNS servers);
  - Technical details for key technical personnel;
  - Estimates, based on experience, of the costs to implement proposed solutions, including licensing, support, maintenance, hosting, and annual costs for any subscription-based services;
  - A prioritized road map of activities developed in conjunction with Legal Aid Chicago IT managers.

## **Minimum Desired Qualifications**

Qualified consultants will have knowledge and demonstrated experience with technical and security assessments, the ability to have virtual meetings with Legal Aid Chicago staff to facilitate the project development and evaluation, the ability to meet the deliverables on time and within budget, and experience using resources effectively and efficiently, and familiarity with civil legal aid and the nonprofit sector.

## Timeline and Submissions

Proposals are due by 5:00 p.m. Central Time on May 20, 2022. A consultant will be selected by June 15, 2022. Proposals must be “total cost” bids.

Submit inquiries and proposals to via email to:

Steve Phillips  
IT Director  
Legal Aid Chicago  
Phone: 312-347-8306  
Email: [sphillips@legalaidchicago.org](mailto:sphillips@legalaidchicago.org)

## Format for Proposals

In addition to the requirements set out elsewhere in this RFP, proposals must contain the information listed below.

1. The consultant’s name, address, website URLs, federal tax identification number or Social Security Number, description of the of the vendor’s legal status (corporation, sole proprietor, etc.).
2. The consultant’s company profile, including background, capabilities, experience, and other relevant experience/skills.
3. The name, telephone number, and email address for the consultant’s primary contact.
4. The staffing the consultant will use to conduct the technology assessment and technology security audit.
5. A detailed timeline for the project, including approximate start date.
6. Project budget estimates and cost projections.
7. Communication and evaluation procedures for customers and clients.
8. Any relevant conflicts of interest or pending lawsuits in which the consultant is a party.
9. A list of clients with similar needs for whom the consultant has provided a technology assessment and/or technology security audit, including nonprofit organizations and law firms. For each, please provide the name of the organization along with the name, title, telephone

number and/or email address of an individual at the organization for Legal Aid Chicago to contact.

In addition to the above, prospective consultants are encouraged to submit any literature, terms and conditions, warranty information, and other documentation to support their proposal.

## **Terms and Conditions**

Legal Aid Chicago reserves the right to change this RFP or the RFP schedule, and also reserves the right to cancel or reissue the RFP, at any time.

Legal Aid Chicago reserves the right to waive minor administrative irregularities contained in any response.

Legal Aid Chicago will not pay any consultant costs associated with preparing responses or proposals in response to this RFP.

All responses, proposals, accompanying documentation, and other materials submitted in response to this RFP shall become the property of Legal Aid Chicago and will not be returned.

The release of this RFP does not compel Legal Aid Chicago to enter any contract. Legal Aid Chicago reserves the right to refrain from contracting with any consultant that has responded to this RFP whether or not the consultant's response has been evaluated and whether or not the consultant has been determined to be qualified. Exercise of this reserved right does not affect Legal Aid Chicago's right to contract with any other consultant. Legal Aid Chicago reserves the right to request an interview with any consultant, and/or a demonstration from any consultant, prior to entering into a contract.