



## **Statewide Legal Services of CT**

### **REQUEST FOR PROPOSALS (RFP): Technology Assessment and Security Audit**

Statewide Legal Services of Connecticut (SLS) requests proposals from an experienced and qualified vendor (or vendors) who can conduct a technology assessment and security audit. SLS will consider vendors proposing to conduct either the Technology Assessment or the Security Audit individually or a single vendor to complete both assessments. This project is funded by a grant from the Legal Services Corporation. The total budget for this project is not to exceed \$26,975.

#### **1. ORGANIZATION BACKGROUND:**

For over 27 years, SLS has been on the front lines of bringing access to justice to thousands of Connecticut residents living in poverty. Each year, our dedicated team of lawyers and paralegals help low-income individuals and families who are facing life-altering legal issues that affect their access to basic living needs – food, income, shelter, and protection from abuse. We offer these people brief or in-depth legal advice, limited case intervention, alternative referral services, legal advice clinics, pro bono direct representation through referral, and access to self-help legal educational materials. Our service area covers all 169 towns and cities within Connecticut and includes all Connecticut counties and judicial districts. We serve people of all ages, genders, and from all racial, ethnic, and religious backgrounds.

SLS also plays a key role in the Connecticut Network for Legal Aid by providing triage, intake, and case referral services to this collaborative. SLS has also taken on a leadership role in enhancing the CTLawHelp.org, statewide legal aid website, by developing self-help educational tools, such as videos, fotonovelas, and learning games. Of particular note is the RePresent Renter's game that walks individuals through an eviction process. SLS has also created an online bilingual intake portal housed on this website, and added a Chat feature, whereby volunteer students help visitors navigate the website to find the appropriate resources they need in a timely fashion. A text-messaging feature has also been added recently to the application for service process to add another way to access and apply for our services. Soon, SLS will be launching a new statewide pro bono portal to help recruit pro bono attorneys and expedite the referral of cases to volunteer attorneys, all to improve the delivery of legal services to the states most vulnerable residents.

#### **2. PURPOSE:**

SLS received a Legal Services Corporation Technology Improvement Project grant to fund a technology assessment and security audit to assess the organization's overall use of technology, including hardware, software, staffing, security, and support. The selected vendor will identify opportunities for improvement and propose recommendations for remediation. The security audit will be conducted on the Wide Area Network (WAN) and all systems and services shared across

the four Legal Aid Agencies in CT. The Technology Assessment will be conducted within SLS only. SLS will use the security audit and technology assessment findings and recommendations to update its technology plan and develop strategies that will address current inefficiencies, respond to immediate technology needs, and create steps to achieve long-term technology goals.

### **3. DELIVERABLES:**

- I. A written Project Plan that sets out the scope of work, tasks, schedules, and dependencies.
- II. At least weekly status meetings with the vendor and SLS staff detailing progress made on the Project Plan.
- III. Legal Aid WAN Security Audit Final Report that includes, but is not limited to:
  - a. The findings, risks, and vulnerabilities found during any analysis or assessment. This report should be easy to comprehend and should prioritize practical recommendations and solutions. This will include, but is not limited to:
    - Security and privacy needs
    - Review of remote data access
    - Identification of high-risk IT issues needing immediate attention
    - Maintenance needs
    - Security controls – network, systems and applications
    - Backup/Restore routines
    - Recommendations for immediate, practical, and cost effective improvement
  - b. High level feedback and recommendations for developing a security framework and plan.
  - c. Technical details for key technical personnel.
  - d. Policy recommendations to address critical vulnerabilities.
  - e. Estimated costs for any proposed component or solution.
- IV. SLS Technology Audit Final Report that includes, but is not limited to:
  - a. Summary of SLS' technology usage/capabilities and cybersecurity position, current strengths and areas of improvement, including an analysis of current technology usage, policies, and practices. This report should be easy to comprehend and should prioritize practical recommendations and solutions. This will include, but is not limited to:
    - Review of IT procedures, policies, protocols, and guidelines
    - Review of outsourced technological services and analysis of cost effectiveness
    - Review of remote data access
    - Identification of high-risk IT issues needing immediate attention
    - Maintenance needs

- Analysis of cloud hosting / storage / backup
  - Technology-related training needs of technology staff and end users
  - Desktop Hardware Asset Details and Lifecycle
  - Printer Hardware Asset Details and Lifecycle
- b. Summary and findings from staff interviews or surveys concerning technology staffing, usage, and satisfaction that can be used to make additional decisions and/or recommendations regarding technology planning and training.
  - c. Analysis of technology policies and procedures with recommendations for improvement and policies that should be implemented.
  - d. Technical concerns and recommendations for systems assessed.
  - e. Recommendations for IT staffing and technology oversight.
  - f. Estimated costs for any proposed component or solution.
- V. Vendor will synthesize all findings and future recommendations to assist SLS and project staff in drafting and implementing a Technology Evaluation Plan that can be used annually to monitor the effectiveness and efficiency of our technology.
- VI. A presentation of findings and future recommendations to SLS' leadership team and Board of Directors. Presentation may be virtual.

**4. RFP SCHEDULE:**

Monday, March 13th, 2023	RFP Released
Monday, March 27th, 2023	Proposals are due by 5pm (EST)
Friday, March 31st, 2023	Vendor will be selected. All vendors will be notified of decision by 5PM (EST)
Monday, April 10th, 2023	Contract signed and work commences shortly after
Friday, September 29th, 2023	Project Completion

**5. PROPOSAL FORMAT AND SUBMISSION:**

Proposals should contain the following:

- I. Vendor name, address, Federal Tax Identification Number, and description of legal status (e.g. corporation, sole proprietor, etc.)
- II. Vendor primary contact name, telephone number and email.

- III. A statement guaranteeing the proposal constitutes a firm offer valid for sixty days following receipt and that SLS may accept the offer at any time within the 60-day period.
- IV. Vendor qualifications and background.
- V. Scope of work and proposed approach. Vendors may take the liberty of submitting a proposal with multiple options.
- VI. Description of client expectations and deliverables.
- VII. Qualifications of assigned staff.
- VIII. Timeline/Schedule, including an approximate start date.
- IX. Project Budget and cost estimates. If vendor chooses to submit a proposal with multiple options, a budget for each option should be included.
- X. Disclosure of any relevant conflicts of interest and pending lawsuits in which the vendor is a party.
- XI. Two references for other technology assessments/security audits you have completed or participated in, with name, phone, and email contact information.

Vendors are encouraged to submit any samples of previous relevant work or other documentation to support their proposal.

Proposals should be submitted to Matthew Dugan at [mdugan@slsct.org](mailto:mdugan@slsct.org). The email subject should include “RFP – Security Audit and Technology Assessment.” SLS will respond to each submission to confirm receipt.

## **6. EVALUATION PROCESS:**

This RFP will be released on Monday, March 13<sup>th</sup>, 2023. Vendors should email questions to Matthew Dugan, IT Administrator, at [mdugan@slsct.org](mailto:mdugan@slsct.org) referencing “RFP – Security Assessment and Technology Assessment” in the subject line. Proposals are due by Monday, March 27<sup>th</sup>, 2023. An evaluation team of no less than two persons will review proposals, possibly conduct interviews, or submit written questions to vendors, and select a final vendor by Friday, March 31<sup>st</sup>, 2023. The selected vendor will be expected to enter into a contract with SLS no later than Monday, April 10<sup>th</sup>, 2023, with work to begin shortly thereafter. Vendors whose responses have not been selected for further negotiations or award will be notified by 5 PM (EST) on March 31<sup>st</sup>, 2023.

The following will be reviewed and a decision made based on the responses:

- Overall proposal quality, which includes compliance with the above RFP requirements, well-organized, and easy-to-follow format
- Skill and experience of the organization, including key personnel
- Demonstrated experience with similar projects, particularly work with nonprofit legal services organizations and/or nonprofits in general
- Familiarity with Legal Services Corporation's (LSC) Technology Baselines
- Clear description of services to be provided
- Timeline of project, including payment schedule, information gathering, and final report production and meeting
- Budget / Cost
- Ability / commitment to meet time deadlines and reporting requirements

The successful vendor may be asked to participate in negotiations and may be asked to revise their proposal based on the negotiations. In submitting a proposal, each vendor acknowledges that they have read and understand these requirements.

## **7. TERMS AND CONDITIONS:**

- I. Costs of Preparing Responses
  - a. SLS will not pay any vendor costs associated with preparing proposals submitted in response to this RFP.
- II. No Obligation to Enter Contract
  - a. SLS has no obligation to enter into a contract for services with the selected vendor or any vendor. SLS may select more than one vendor or no vendor.
- III. Responses Property of SLS
  - a. A statement that guarantees that the proposal is valid for 60 days from its receipt by SLS and that SLS may accept the offer at any time during the 60-day period.
- IV. Proprietary Information/Public Disclosure
  - a. All proposals received shall remain confidential until the evaluation is completed and the vendor is selected and approved. Thereafter, proposals shall be deemed public record.
- V. Non-Endorsement
  - a. The selection of a vendor does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to SLS in any written materials, promotions, or presentations without the expressed written consent of SLS.
- VI. RFP Amendments/Cancellation/Reissue/Reopen
  - a. SLS reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. SLS also reserves the right to cancel or reissue the RFP. All such actions will be noted on the SLS website, [www.slsc.org](http://www.slsc.org).
- VII. Payment
  - a. Payment terms will be negotiated with the successful vendor and incorporated into the contract agreement between SLS and the vendor. No payment will be made for work which is not properly authorized and contracted for.
- VIII. Protection & Non-Disclosure of Client Personal Identifiable Information (PII)

- a. After the contract is finalized but prior to work beginning, SLS will require the vendor to sign a Vendor Confidentiality Agreement form to officially allow the vendor access to file systems and data.

## **8. COMMITMENT TO DIVERSITY:**

SLS is proud to be an equal opportunity employer. We are committed to building a diverse workplace and strongly encourage women, persons of color, LGBTQ individuals, veterans, persons with disabilities, and persons from other underrepresented groups to submit a proposal.