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## Neighborhood Legal Services

### REQUEST FOR PROPOSALS (RFP)

#### Technology Assessment and Security Audit

The objective of this Request for Proposal (“RFP”) is to engage a qualified vendor (or vendors)<sup>1</sup> 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 Neighborhood Legal Services (NLS) is soliciting written proposals that identify capabilities, capacity, deliverables, and pricing for this project.

#### Neighborhood Legal Services Organizational Overview

Founded in 1966, Neighborhood Legal Services (NLS) offers free civil legal aid for individuals and families who would otherwise be denied access to justice -- one of the very basic rights that so many of us take for granted. NLS exists to protect the poor and vulnerable individuals in our community through effective civil legal representation and provides assistance to those clients seeking a fair resolution to significant problems including protection from abuse, child custody, and child support issues; fighting unfair evictions and stopping mortgage foreclosures; removing legal barriers to employment; and accessing public benefits. NLS' clients include hard-working low-wage earners, victims of domestic violence, the disabled, abused seniors, veterans, at-risk victims of crime, and the homeless, as well as countless others – these are people without the resources to afford legal assistance even when their need is desperate. Assistance may include direct legal representation, legal advice and counsel, referrals, community legal education, self-help clinics, and/or special projects. Since its inception, NLS has established a strong tradition of equal access to justice and currently provides legal aid in Allegheny, Beaver, Butler, and Lawrence counties.

The mission of NLS is to meet the civil legal needs of poor and vulnerable individuals in our community through effective legal representation and education. Every year, approximately ten thousand low-income individuals and victims of domestic violence in Allegheny, Beaver, Butler, and Lawrence counties turn to NLS with civil legal problems that affect life's most basic needs such as housing, health, employment, and family safety. These are people who do not have the means to hire counsel to work out the civil legal problems that come their way. NLS is a non-profit 501(c)3 charitable organization.

#### 1. Purpose and Description

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<sup>1</sup> NLS will consider vendors proposing to conduct either the Technology Assessment or the Security Audit individually or a single vendor to complete both assessments.

### **Background and Overview:**

NLS is initiating this Request for Proposals (R)\FP) to solicit responses from qualified vendors interested in conducting an organizational technology assessment and network security audit. NLS received grant funding from the Legal Services Corporation Technology Improvement Project to undertake this *Technology Assessment and Security Project* (“the Project”). The goal of the Project is to ensure the technology environment is properly designed to give NLS the information they need in order to help NLS leadership:

1. Understand the current status of its technical environment, capacities, and IT management;
2. Gain insight into support, engineering and IT management needs;
3. Develop specific hardware, software, and service recommendations which form a basic plan of action to address critical needs;
4. Recognize how the organization can use technology to optimize internal processes and client services;
5. Identify opportunities to make significant infrastructure improvements in an economical fashion;
6. Improve network and system documentation;
7. Identify major security or business continuity risks uncovered through the discovery and data gathering process;
8. Recognize any shortcomings in the network security posture by completing the following:
  - a. Network security audit
  - b. Vulnerability assessment; and
  - c. Penetration testing.

\*\*\* We are looking for the vendor the produce a detailed outline and timeline of which components they will include in both the tech assessment and security assessment. \*\*\*

### **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. Network Schema Diagram (current and recommended states)
- v. Policy Feedback - high-level feedback regarding existing technology related policies including a summary of how policies might be improved to be more comprehensive.
- vi. 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.

**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 NLS 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.

**4. Payment**

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

## **5. RFP ADMINISTRATION AND INSTRUCTIONS TO VENDORS**

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

Mark Hitchcock  
Technology Director  
Neighborhood Legal Services  
928 Penn Avenue  
Pittsburgh, PA 15222  
hitchcockm@nlsa.us  
412-586-6102

## **6. RFP Schedule**

RFP released: February 15, 2022  
Proposals due, March 15, , 2022  
Evaluation Period: March 16, , 2022 to April 1, 2022  
Successful vendor notified: April 2022  
Contract signed and work commences: TBD

1. **Vendor Questions:** Vendors may contact the NLS Technology Director 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. **Response Format:** The organization must fill out the Tech/Security Assessment Vendor Form at the link below along with a proposal narrative. The proposal narrative should include the following components: Vendor Qualifications/Background; Scope of Work and Proposed Approach; Qualifications of Assigned Staff; Timeline/Schedule (inclusive of proposed start date); Compensation; and Potential Variables.

The proposal narrative can be uploaded via the form [Tech/Security Assessment Vendor Form](#) or emailed to Mark Hitchcock (hitchcockm@nlsa.us).

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

4. **Responses Property of NLS:** All proposals, accompanying documentation, and other materials submitted in response to this RFP shall become the property of NLS and will not be returned.
5. **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.
6. **RFP Amendments/Cancellation/Reissue/Reopen:** NLS reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. NLS also reserves the right to cancel or reissue the RFP.
7. **Minor Administrative Irregularities:** NLS reserves the right to waive minor administrative irregularities contained in any proposal.
8. **Inability to Enter Contract:** NLS reserves the right to eliminate from further consideration any vendor that NLS, because of legal or other considerations, is unable to contract with at the time proposals are due in accordance with the schedule contained above.
9. **No Obligation to Enter a Contract:** The release of this RFP does not compel NLS to enter into any contract.
  - a. NLS 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.
  - b. NLS 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.
10. **Multiple Contracts:** NLS reserves the right to enter contracts with more than one vendor as a result of this RFP.
11. **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 NLS in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of NLS.
12. **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.

## **7. RFP Evaluations**

1. An Evaluation Team (Team) of no less than two and as many as six (6) persons will evaluate the proposals submitted in response to this RFP. The Team will be made up of staff from NLS. The Team may also consider past contract performance and check references beyond those listed in the vendor's proposal.
2. 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.

## **8. Post Evaluation**

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

## **9. Commitment to Diversity**

NLS invites proposals from certified MWDBE businesses through the PA Unified Certification Program (PA UCP) or the Pennsylvania Department of General Services (DGS). NLS provides equal employment opportunity to qualified persons regardless of race, color, sex, religion, national origin, age, sexual orientation, gender identity, disability, veteran status or other categories protected by law.

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Funded, in part, by the Commonwealth and through a contract with the Pennsylvania Department of Community and Economic Development (DCEd). The official registration and financial information of Neighborhood Legal Services may be obtained from the Pennsylvania Department of State by calling toll-free within Pennsylvania, 1-800-732-0669. Registration does not imply endorsement. Federal regulations applying to NLS require that we notify all donors that no funds can be expended by NLS for any activity prohibited under P.L. 104-134 or otherwise prohibited by 45 C.F.R. §1000 et seq.

