

## **Southeast Louisiana Legal Services (SLLS)**

### **Request for Proposals: Professional Consulting Services for Technology and Cybersecurity Assessment and Audit, Report with Findings and Recommendations; Collaboration for Development and Deployment of Implementation Plan**

**Issue Date: Friday, February 11, 2022**

#### **Summary of Essential Information**

**Deadline for Full Proposal: Monday, March 7, 2022 6:00 PM Eastern/5:00PM Central**

**Project Deliverables and Completion Dates: See Schedule Below**

**Maximum Funding Available: Approx. \$29,495.00**

**No Travel Anticipated.**

**No Travel Expenses Covered.**

### **Request for Proposals: Professional Consulting Services for Technology and Cybersecurity Assessment and Audit, Report with Findings and Recommendations; Collaboration for Development and Deployment of Implementation Plan**

Southeast Louisiana Legal Services (SLLS) issues this Request for Proposals (RFP) to solicit written proposals by vendor consultants for the project outlined below.

This RFP solicits proposals with relevant information concerning the proposed vendor's experience, ability, capacity, timeline and pricing for this multifaceted project. SLLS envisions that the vendor will execute the project remotely rather than on site.

#### **1. ABOUT SOUTHEAST LOUISIANA LEGAL SERVICES (SLLS)**

Southeast Louisiana Legal Services (SLLS) provides free legal aid in civil matters across 22 Louisiana parishes. The mission: to "achieve justice for low-income people in Louisiana by enforcing and defending their legal rights through civil legal aid, advocacy, and community education."

Here is a snapshot of SLLS, along with opportunities and challenges for the firm's technology infrastructure and landscape.

SLLS has grown rapidly since the outset of the COVID-19 pandemic. A corps of some 140 lawyers and other staff may top 150 shortly. SLLS serves the public from six offices. These offices are in Baton Rouge, Covington, Hammond, Houma, Gretna, and New Orleans. SLLS attorneys and staff sometimes operate locations that are not maintained or controlled by the firm.

COVID required SLLS to pivot to remote operations. SLLS offices since reopened with risk-minimizing strategies that continue to flex with conditions. Remote operations also come into play when hurricanes or other events interrupt normal operations. Telecommuting may remain a significant part of the firm's structure.

Here is an overview of what SLLS does every day.

SLLS works to shield domestic violence victims from abuse, defend the rights of abused and neglected children, preserve housing for hard-working families, end homelessness for people with disabilities and veterans, protect elderly consumers, remove barriers to medical care, improve access to employment and education for vulnerable people, help resolve disputes for low-income taxpayers, and educate the public about important everyday legal issues. SLLS also extends its reach by partnering with pro bono programs and other service providers.

More details about SLLS appear on its [slls.org](http://slls.org) website and corresponding Facebook page.

## **2. PROJECT OVERVIEW**

The federal Legal Services Corporation (LSC) awarded SLLS a Technology Improvement Project grant, or “TIP” to fund an information technology (IT) assessment, security audit, and related activities. These related activities include collaboration with SLLS to develop an implementation plan to respond to audit findings, collaboration to develop relevant internal and external policies and practices to bolster SLLS IT security, and collaboration to implement those responsive practices and policies.

The IT Security Audit should reveal strengths and weaknesses in SLLS’ technology infrastructure and provide a road map to capitalize on strengths and minimize or eliminate risks or weaknesses.

To achieve these objectives SLLS is seeking a consultant to undertake and complete these related tasks:

- Complete a technology assessment and audit for SLLS operations.
- Complete an information technology (IT) assessment and security audit for SLLS’ operations.
- Deliver a report with the vendor/consultant’s findings and recommendations.
- Help SLLS develop an implementation plan and relevant information technology practices and policies in response to the recommendations and findings of the assessments and IT security audit.

This Request for Proposal is made possible from a grant from the Legal Services Corporation Technology Initiative Grant. The estimated upper limit for the vendor portion of this project is \$29,495.

## **3. PROJECT DELIVERABLES**

Technical Assessment and Information Technology Audit of SLLS

The major components of the Technical Assessment and Information Technology Audit are:

- Technology Assessment
- Information Technology Security Audit
- Report with Findings and Recommendations
- Collaboration with SLLS on Implementation Plan and Relevant Policies

**Technology Assessment and IT Security Audit**

The Technology Assessment for the entire SLLS operation, including intra-office systems and interoffice systems covering all SLLS locations.

The consultant will review IT documentation, policies, and procedures and conduct an assessment against industry standards and best practices.

The consultant will conduct necessary interviews with SLLS executive management, personnel with SLLS external IT services contractor, and any other SLLS personnel as the consultant deems appropriate to assess the effective of IT operations against industry standards and best practices.

The assessment should include internal controls to ensure hardware, software, and data configure and operate in a manner of care consistent with industry standards and best practices.

The Information Technology Security Audit covers the entire SLLS operation. This includes but is not limited to internal and external communications systems, other intra-office technology systems and other interoffice technology systems covering all SLLS locations. The audit will assess and evaluate SLLS policies that affect IT security for internal communications, external communications, intra-office technology systems and interoffice technology systems.

### **Technology Assessment and IT Security Audit Plan**

The consultant selected shall provide a plan for conducting the Technology Assessment and IT Security Audit.

That assessment and audit plan is expected to include the elements listed below.

- A schedule for achieving the major components of the project.

- Scheduling and conducting necessary interviews with SLLS personnel and/or personnel from the SLLS IT support contractor.

- Holding, recording, and archiving interviews in a format accessible to SLLS using online meeting platforms identified by this RFP.

- Performing necessary software and hardware inventories, testing, and assessment.

- Assessing the SLLS internal network, public-facing IP addresses, websites and social media platforms.

- Evaluation should include systems that store, process, or handle personal identifiable information.

### **Technology Assessment and IT Security Audit Report**

The engaged consultant shall produce a written report with the results and recommendations of the Technology Assessment and IT Security Audit.

The Technology Assessment and Information Technology Security Audit Report will include but is not limited to:

The findings of the assessment and audit.

A description of the SLLS technology and IT security environment.

A summary of the maturity and efficacy of the SLLS technology environment compared to similar firms and best practices.

A list of security concerns or hazards specific to intra-office and interoffice systems assessed.

A list of recommendations for addressing the concerns identified by the report.

Suggestions regarding policies for development to address concerns that require staff education or compliance.

Documentation about specific networks, systems and other intra-office and interoffice IT elements covered by the report.

Any policy, process, personnel, and technical vulnerabilities with asset and critical details based on risk analysis.

Evaluation of the risk level for each critical asset deemed vulnerable and subject to specific threats.

Identification of existing and proposed controls, and an assessment of their adequacy.

Identification, assessment, and prioritization of residual risks.

Analysis of the consequences/impact of potential threats, and an evaluation of the likelihood of occurrence.

Comparison of SLLS' security posture against like firms or best nonprofit law firm standards and best practices.

### **Technology Assessment and IT Security Audit Implementation Plan**

The engaged consultant will collaborate with SLLS to develop an Implementation Plan to address the findings and recommendations of the Technology Assessment and IT Security Audit.

The Implementation Plan will include but is not limited to these areas:

Development of relevant policies to address findings of the report.

Development of staff training for practices or policies to carry out the implementation plan to respond to recommended changes from the report.

Identification of short, medium and long term measures to address IT security risks identified by the Technology Assessment and IT Security Audit Report.

Identification and estimation of the time and cost required to implement these suggested remediation measures.

Outlining a timetable for achieving the technology improvement and IT security goals identified by the report.

Identifying and prioritizing IT security measures in response to risks discussed in the findings and recommendations of the report.

Describing how each remedial measure benefits SLLS and enhances its IT security and technological maturity.

#### **4. PROJECT TIMELINE**

The current project schedule is described below. SLLS reserves the right to modify the schedule at its sole discretion.

<b>Date</b>	<b>Activity</b>
Friday, February 11, 2022	RPF Released
Friday, February 18, 2022	Bidder Questions in Writing Due
Wednesday, February 23, 2022	Responses to Bidder Questions
Monday, March 7, 2022	<b>Deadline for proposals 6:00 PM Eastern/5:00PM Central</b>
Monday, March 14, 2022	Finalist Selected
Monday, March 28, 2022 – Friday, April 1, 2022	Negotiate and Execute Contract
Monday, April 4, 2022 – Friday, July 15, 2022	Audit and Assessment Work
Monday, August 15, 2022	Delivery of Report and Recommendations to SLLS
Monday, August 15, 2022 – Friday, December 30, 2022	Collaboration for Creation and Deployment of Implementation Plan & Associated SLLS Policies

#### **5. TERMS AND CONDITIONS**

To the extent possible, the consultant will perform all duties remotely using a SLLS via Virtual Private Network and credentials issued by SLLS. Email shall be used to exchange reports and materials between the parties. All meetings will be recorded and conducted via Zoom, GoToMeeting or Google Meet.

#### **6. FORMAT OF PROPOSALS**

Proposals must follow the format outlined by the “Guide for Vendor/Consultant Proposals” at Appendix A.

As stated in Section 4, SLLS reserves the right to modify the schedule at its sole discretion.

Contact for questions about this Request for Proposals:

Lisa J. Stansky

Technology Initiatives and Special Projects Manager

Southeast Louisiana Legal Services

[lstansky@slls.org](mailto:lstansky@slls.org)

504.529.1000 ext. 279

- Any questions relating to this RFP may be submitted to the Point of Contact listed above in writing and submitted via email through Friday, February 18, 2022. All questions must include the name of the firm and the name and title of the person submitting the questions, as well as a valid email address and phone number for that individual.
- Answers will be delivered via email to the candidate submitting the question by the close of business on Wednesday, February 23, 2022.
- The deadline for submissions of proposals is Monday, March 7, 2022 **by 6:00 PM Eastern/5:00PM Central.**
- All submissions must be sent by email to [lstansky@slls.org](mailto:lstansky@slls.org).
- Proposals must be submitted as either a Word email attachment or PDF email attachment.

## 7. EVALUATION OF PROPOSALS

As stated in Section 4, SLLS reserves the right to modify the schedule at its sole discretion.

- SLLS will evaluate responses. SLLS will select one finalist. Should SLLS and that finalist not be able to effect an agreement, SLLS reserves the right to select and notify a new finalist.
- SLLS will notify the finalist via email on Monday, March 14, 2022.
- SLLS requires the vendor/consultant selected to execute a contract.
- Candidates not selected will be notified by email after a vendor/consultant contract is finalized.
- SLLS reserves the right to reject any or all proposals and to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of SLLS. Selection of a contractor's proposal shall not be construed as an award of contract, but as the commencement of contract negotiation, including but not limited to the contract price proposed.

## Appendix A

### Guide for Vendor/Consultant Proposals

In addition to the protocols and guidelines elsewhere in this RFP, 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 (if applicable in that state), and a description of the vendor's legal status (corporation, sole proprietor, etc.)
2. The vendor/consultant's contact's name, telephone number, fax number, and email address, and social media and website URLs (if applicable).
3. A statement that guarantees that the proposal constitutes a firm offer valid for sixty (60) days following receipt and that SLLS may accept any time within the 60 day period.
4. How the vendor/consultant proposes to apprise SLLS of the progress of the project and other related matters, and the protocol for evaluating progress of the project and its deliverables.
5. A statement on whether the vendor or any employee of the vendor is related by blood or marriage to an SLLS employee or board member or resides with an SLLS 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.
6. 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 the proposed vendor/consultant has completed an information technology assessment and/or IT security audit. Please identify each reference by name, title, organization, telephone number and/or email address for SLLS to use to contact each reference.
8. Describe in detail the timeline to complete the project based on the guidelines outlined by this Request for Proposals.
9. Provide a budget for project deliverables that includes the total cost for the project.
10. Key Personnel – describe the staffing the consultant will use to perform to meet the criteria outlined in this RFP. Provide resumes of all key personnel who will be assigned to this project. Any changes to the key personnel must be approved by SLLS.

11. Describe the vendor's qualifications to undertake the project addressing in order each item listed below. Provide examples of deliverables your firm proposes to deliver to

Summarize the vendor/consultant's knowledge and practical similar experience in comprehensive technical and security assessments with referrals available.

Outline the vendor/consultant's ability to have virtual meetings with staff from SLLS.

State the vendor/consultant's ability to deliver projects on time and within budget.

Summarize the vendor/consultant's familiarity with the non-profit legal services sector or non-profit community outreach projects.

12. Supply the vendor/consultant's professional resume.