



Alaska Legal Services Corporation REQUEST FOR PROPOSALS (RFP): Technology Assessment and Security Audit

Alaska Legal Services Corporation (ALSC) requests proposals from an experienced and qualified vendor (or vendors) who can conduct a technology assessment and security audit. ALSC 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 \$31,668.

1. BACKGROUND

ALSC was established in 1967 as a private, nonprofit law firm with a mission to provide high quality civil legal services to low income and disadvantaged people and communities to protect their safety, their health and promote family stability. Through advocacy, education, collaboration and litigation we empower individuals, protect fundamental rights, strengthen communities, create opportunities and achieve justice.

Legal assistance is provided by ALSC staff and pro bono volunteers who donate their time and services to further our efforts. Additionally, ALSC offers self-help resources to help individuals independently navigate the court system. ALSC's legal experts publish information on a variety of issues, offer community legal education, and refer clients to other social services as needed.

ALSC has approximately 60 staff members throughout 12 offices located in Anchorage, Utqiagvik, Bethel, Dillingham, Fairbanks, Juneau, Kenai, Ketchikan, Kodiak, Kotzebue, Nome, and Palmer. There are also staff members embedded within Medical Legal Partnership sites at tribal healthcare facilities. ALSC's service area covers the state of Alaska, which is larger than the states of Texas, California, and Montana combined. Due to the vastness of our service area, technology is relied upon to connect with clients, communities, agencies, and the court system. It is also essential for internal staff communication and data sharing.

ALSC has experienced rapid change in our technological environment as the pandemic moved ALSC from a traditional model of staff using desktops in physical office locations to staff using laptops and desktops in varied environments. While in-office vs. remote work varies by location and is still dependent on the pandemic, we envision that remote work will remain a significant part of our organizational structure moving forward. ALSC's largest office in Anchorage has a network server. All staff use Google Workspace for file/email management and the case management system LegalServer.

2. PURPOSE AND DELIVERABLES

ALSC 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. This project will be ALSC's first external assessment of technology and security. The selected vendor will identify opportunities for improvement and propose recommendations for remediation. ALSC will use the technology assessment and security audit 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.

Deliverables:

- I. A written Project Plan that sets out the scope of work, tasks, schedules, and dependencies.
- II. At least weekly status report meetings with the vendor and ALSC staff detailing progress made on the Project Plan.
- III. Technology Assessment Final Report that includes but is not limited to:
 - a. Summary of ALSC's technology and cybersecurity position, including strengths and areas of improvement.
 - b. Summary and findings from staff interviews or surveys concerning technology staffing, usage and satisfaction that can be used to make additional decisions/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.
- IV. Security Audit Final Report that includes but is not limited to:
 - a. The findings, risks, and vulnerabilities found during any analysis or assessment.
 - b. High level feedback and recommendations for developing a security plan to help ALSC strategically move forward with an appropriate security framework.
 - c. Technical details for key technical personnel.
 - d. Policy recommendations to address critical vulnerabilities.
 - e. Estimated costs for any proposed component or solution.
- V. A presentation of findings to ALSC's leadership team and board of directors. Presentation can be virtual.

3. RFP SCHEDULE

| DATE | ACTIVITY |
|---------------------------------|---|
| Wednesday, July 6, 2022 | RFP Released |
| Monday, August 1, 2022 | Proposals are due by 5 PM (Alaska Time) |
| Friday, August 5, 2022 | Vendor will be selected. All vendors will be notified of decision by 5 PM (Alaska Time) |
| No later than September 1, 2022 | Contract signed and work commences shortly after |

4. 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 ALSC 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.

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

Proposals should be submitted by email to Danielle Blair at dblair@alsc-law.org. The email subject should include "RFP – Technology Assessment and Security Audit." ALSC will respond to each submission to confirm receipt.

5. EVALUATION PROCESS

This RFP will be released July 6, 2022. Vendors should email questions to Danielle Blair, Administrative Director, at dblair@alsc-law.org referencing "RFP - Tech Assessment and Security audit" in the subject line. Proposals are due by Monday, August 1, 2022. 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, August 5, 2022. The selected vendor will be expected to enter into a contract with ALSC no later than September 1, 2022, with work to begin shortly thereafter. Vendors whose responses have not been selected for further negotiations or award will be notified by 5 PM Alaska Time on August 5, 2022.

6. TERMS AND CONDITIONS

- I. Costs of Preparing Responses
 - a. ALSC will not pay any vendor costs associated with preparing proposals submitted in response to this RFP.
- II. No Obligation to Enter Contract
 - a. ALSC has no obligation to enter into a contract for services with the selected vendor or any vendor. ALSC may select more than one vendor or no vendor.
- III. Responses Property of ALSC
 - a. A statement that guarantees that the proposal is valid for 60 days from its receipt by ALSC and that ALSC 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 records.
- 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 ALSC in any written materials, promotions, or presentations without the express written consent of ALSC.

VI. RFP Amendments/Cancellation/Reissue/Reopen

- a. ALSC reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. ALSC also reserves the right to cancel or reissue the RFP. All such actions will be noted on ALSC's website, www.alsc-law.org.

VII. Payment

- a. Payment terms will be negotiated with the successful vendor and incorporated into the contract agreement between ALSC and the vendor. No payment will be made for work which is not properly authorized and contracted for.

7. COMMITMENT TO DIVERSITY

ALSC 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.