Request for Proposals for Managed IT Services
for Neighborhood Legal Services Program of the District of Columbia

BACKGROUND

Neighborhood Legal Services Program of the District of Columbia (NLSP) is a 501(c)3 organization with a budget of $6,532,444 in FY24. NLSP programs are funded primarily through Legal Services Corporation (LSC) and the DC Bar Foundation (DCBF). NLSP currently has a staff of 50 employees working on a hybrid schedule at two offices in the District.

NLSP’s mission is: “In partnership with its clients and community stakeholders, NLSP helps DC residents, families and communities eliminate barriers to overcoming poverty and secure justice. Using all available legal and other advocacy tools, NLSP enables underserved DC residents to make their voices heard in the courts and other forums where their rights and protections are at stake, to secure fair and lasting solutions to their problems and to attain their individual, family and community goals.”

DESCRIPTION OF SERVICES REQUESTED

NLSP is seeking managed IT services from an organization with experience supporting legal services providers. The ideal candidate understands the context of our work and is familiar with supporting small non-profit organizations and/or legal services providers. The work would involve partnering with NLSP to manage routine IT tasks related to planning & design, information security, infrastructure maintenance, and operational support. NLSP is looking for a collaborative partner who can help us accomplish these goals and identify additional goals that will help us leverage technology more efficiently and effectively.

SCOPE OF WORK

• Create a comprehensive technology policy for the organization’s staff members, including a(n)
  o Password policy
  o Remote work policy
  o Use of personal devices policy
  o Disaster recovery policy
  o Approved applications policy
• Assist NLSP to comply with the technology standards outlined by the Legal Services Corporation.
• Assist NLSP to develop and implement a policy to improve the efficiency and functionality of our online document storage infrastructure (SharePoint).
• Provide IT support for staff both remotely and on-site as needed.
• Provide ongoing technology training for staff members as new applications and hardware are introduced.
• Provide technology training to new employees as part of the onboarding process.
• Support initiatives to improve NLSP’s website in terms of user functionality and ease/frequency of updates.
• Assist in the development of annual technology plans.
• Provide support with technology inventory management.
• Recommend suitable equipment for NLSP as needed.

PROPOSAL FORMAT

The proposal should be prepared simply, providing a straightforward, concise delineation of your capabilities to satisfy the requirements of the RFP. Emphasis in your proposal should be on completeness and clarity of content. Your proposal should contain information on your approach and IT management plan in addition to information about your experience working with small non-profit agencies or legal services providers.

Your proposal should include:

• Detailed information about your firm’s experience and qualifications in providing the requested services to organizations similar in size and character to NLSP.
• A description of your firm’s technical approach to providing managed IT services, including information about the methodologies, tools, technologies, and best practices your firm would use to meet the requirements in the Scope of Work.
• A breakdown of the specific services you would offer, including details about service levels, response times, availability, and any additional services you may provide. Please include a breakdown of your pricing structure, outlining recurring fees, one-time costs, and additional charges clearly and transparently.
• A detailed implementation plan, outlining how you would onboard NLSP as a client. Include key milestones, timelines, and potential challenges you foresee.
• A staffing plan, providing information about the team members who would be assigned to our account, including their qualifications, experience, and roles/responsibilities.
• A description of your quality assurance processes and procedures, detailing how you ensure the reliability, security, and performance of your services.
• References for three clients similar to NLSP who are familiar with the work of the personnel to be assigned to this engagement and a list of other nonprofit clients.

BID PROPOSAL SUBMISSION

Proposals shall be emailed to Cecilia Barber at cbarber@nlsp.org and will be accepted until September 20, 2024. NLSP will contact select bidders to conduct interviews after all submissions are received. Any questions prior to submission of the proposal should be emailed to cbarber@nlsp.org.