



PUBLIC JUSTICE
IMPACT. CHANGE.

Managed IT Service Provider Request for Proposal

RFP COORDINATOR:

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1. Introduction

Public Justice is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to Public Justice.

1.1 About Public Justice

Public Justice is a public interest legal advocacy organization dedicated to pursuing high impact lawsuits to combat social and economic injustice, protect the Earth's sustainability, and challenge predatory corporate conduct and government abuses. We are requesting proposals from qualified professional vendors for Managed Information Technology Support Services able to support both our onsite and virtual IT needs to provide a secure, up-to-date, and reliable technology platform that can accommodate our current work and future growth.

About Public Justice

Founded in 1982, Public Justice is a national legal organization focused on systemic change by combining impact litigation with education, outreach, and policy advocacy. We take on the worst abuses of consolidated power by industry and institutions where litigation can play a unique role in holding bad actors accountable. With offices in Washington, D.C., and Oakland, California, Public Justice has more than 20 highly accomplished attorneys on staff as well as experts in communications and base-building for our education and public advocacy work. Recent fundraising successes led to a roughly 40% increase in staff size over a two-year period.

Our day-to-day operations are guided by a four-person Management Team, which includes the Executive Director. In addition to its dedicated staff, Public Justice also draws on the financial support and skills of a nationwide membership base of 2,700-plus attorneys and advocates to enhance our capacity for social justice litigation and enduring change. We are supported by the Public Justice Foundation's 23-person Executive Committee and a 50-person Board of Directors drawn from within the organization's nationwide membership.

Background

Over the years, Public Justice has worked with a variety of outside IT consultants under a variety of service models. Given our continued growth and desire to limit in-house staff involvement with day-to-day IT operations, we are seeking a firm to provide comprehensive IT support to the entire Public Justice organization.

Public Justice presently has a **staff of about 46** working remotely throughout the country, due to the pandemic. (We're presently recruiting for 9 additional positions over the next six months.) Our headquarters is in Washington, DC, and we maintain a smaller office in Oakland, CA. Although our offices may reopen in the latter part of 2021, however staff will continue to work remotely for the foreseeable future.

Public Justice has 40 Dell Latitude laptop users and 1 Surface Book Pro user, all running Windows 10; we also have 5 MacBook Pro users. We subscribe to Office/365 and use Outlook for email and iManage integration. Applications currently hosted are iManage, QuickBooks, Timeslips, and our Case Database (MS Access.)

1.2 Purpose

With this RFP, Public Justice is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for Public Justice.

This RFP is issued solely for information and planning purposes. This document does not commit Public Justice to contract for any service, supply, or subscription whatsoever. Public Justice will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

1.3 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to the Managed Service Provider selection effort administered by Public Justice, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

2. Environment Overview

The information below outlines the general demographics of Public Justice and our current technical environment.

Office Locations: 1620 L Street NW, Suite 630, Washington DC 20036 (hereafter referred to as DCO) and 475 14th Street, Suite 610, Oakland, CA 94612 (hereafter referred to as WCO).

Number of Employees: Prior to our office closures resulting from the pandemic, a total of 31 employees were seated in the DCO, and a total of 8 employees were seated in the WCO. During the pandemic, a few new employees have started work.

Remote Employees: There are 5 employees permanently based in remote locations, and soon there will be 6.

After our offices reopen, we expect that a large number of employees will work remotely at least some of the time. **Current Technical Environment:**

- **Core Hardware** *[Servers, switches, firewalls, routers, etc.]*
 - Edgemark Router – DCO Office

- 2 Switches - DCO and WCO
- QuickBooks – Server
- Microsoft – Server
- Timeslips – Server (shared)
- Back Up Sever
- Case Data Base Server
- **Software Systems**
 - Outlook 365
 - Timeslips
 - QuickBooks
 - Adobe
 - iManage
- **Connectivity** *[Internet information]*
 - Cogent – DCO, WCO
 - Comcast (Back Up Not Active) – DCO, WCO
 - Data Stream – VOIP Service
 - WiFi Services – Cogent – DCO, WCO
- **Remote Access / VPN**
 - Virtual Terminal Server
- **Applications**
 - Timeslips
 - Adobe
 - iManage
 - QuickBooks
 - Dragonfly Voice Recognition
- **Backups, Antivirus and Remote Support Software**
 - Mimecast Anti-virus – Email
- **Workstations and other Devices**
 - Public Justice has 40 Dell Latitude laptop users and 1 Surface Book Pro user, all running Windows 10; we also have 5 MacBook Pro users.

3. Service Requirements

As part of this RFP, Public Justice has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of Public Justice’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages. Ensure QuickBooks and other services remain in operational state. Ensure essential services are backed up. Ensure Office 365 service remain operational.

- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure Public Justice IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support Public Justice’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Email System Management** – Public Justice requires the management and administration of Public Justice email system for all users, including assisting with maintaining Outlook email lists and 365 Exchange listservs.
- **Antivirus, Anti-Spam & Antispyware Protection** – Public Justice is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite personnel and resources at the DCO and WCO to directly assist in technical support issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** – Public Justice requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by Public Justice.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of Public Justice security systems, including firewalls, intrusion prevention, secure remote access, multifactor authentication, and any other advanced security solutions Public Justice may utilize.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by Public Justice and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – Public Justice expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify Public Justice of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of Public Justice devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Software Management** – MSP must manage and support Public Justice applications such as iManage, QuickBooks, Timeslips and Case Database (MS Access).
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Procurement Management** – MSP must manage selection of commercially rated equipment, order placement and tracking, shipping, equipment returns, sourcing and ordering of replacement parts.
- **Warranty, break fixes and installation** – MSP will respond to planned and on-call services, including emergency response to equipment issues.

- **PC Deployment** – MSP will manage delivery (or shipping) and on-site set up of machines in the DCO and WCO. The MSP will manage delivery of machines to remote employees and provide technical support with set up of machines as needed.
- **Printers, Copiers and Scanners** -The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Move, Add, Change** – Public Justice is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with the Public Justice Director of Operations and team personnel to develop a long term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its organizational mission.
- **Account Management** – The MSP must offer an internal escalation process in tandem with Public Justice to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or Public Justice.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data. The organization's Access "Case Database" is outdated and slated to be replaced; software search and transition assistance will be needed.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to Public Justice on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology and security protocols.
- **Hosting** - The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Off-boarding Staff** - The MSP must have process and procedure in place to onboard or off-board Public Justice staff members in a timely and efficient manner, and assist with technology orientation for new staff.

- **Compliance** – The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA)** – MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to Public Justice employees about current threats, terms, standards, and compliance to help them avoid a security incident as needed.
- **Vulnerability Testing** - The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of Public Justice business network.
- **Managed Security Operations Center (SOC)-as-a-Service** - The MSP should offer Managed SOC-as-a-Service to monitor Public Justice IT infrastructure and ensure proactive detection and response to threats, intrusions and attacks.

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by May 28, 2021. In addition, please provide the contact details of the individual responsible for coordinating your RFP response and submit any clarification questions regarding the RFP.

4.2 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

Leroy Hughes

Director of Operations

Public Justice

Email: LHughes@publicjustice.net

4.3 Response Delivery Instructions

Public Justice requires responses to this request for proposal to be delivered via e-mail. You may attach documentation to support your answers, if necessary.

Please submit all proposals via electronic delivery no later than **June 18, 2021** to:

Leroy Hughes

Director of Operations

Public Justice

Email: LHughes@publicjustice.net

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

5. Selection Criteria & Process

5.1 Selection Criteria

Public Justice will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. Public Justice is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Ability to provide on-site support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations
- Expertise and ability to service and manage the following applications: iManage, QuickBooks, Timeslips, and the Public Justice Case Database (MS Access.)
- Ability to purchase equipment for reimbursement to be included in MSP invoice

5.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews, presentations, and testing of virtual desktop environments.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

5.3 Finalist Presentations

Our intention is to hold presentations/demonstrations with one or more firms as indicated in the *Key Dates* table below. The presentations will be hosted via an online platform such as Zoom. We will try to provide the finalist firms with as much advance notice as possible.

6. Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Distributed to MSPs	May 17, 2021
Intent to Respond & Questions Due from MSPs	May 28, 2021
Responses Due from MSPs	June 18, 2021
Response Analysis / Finalists Selection	July 9, 2021
Finalist Presentations	July 16, 2021
MSP Selection / Award Contract	July 23, 2021
MSP "Go Live"	August 16, 2021

Thank You

On behalf of the employees of Public Justice, we look forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for the organization. We appreciate and value your input, expertise, and feedback.

Attachment A

RFP Response Form: Corporate Information

Please provide the following information about your company.

1.0 Company Profile

1.1 Company Name: _____

1.2 Company Address: _____

1.3 Contact Information (Party responsible for responding to this RFP):

1.4 Company Webpage: _____

1.5 Main Products / Services:

1.6 Main Market / Customers: _____

1.7 Number of years in the Market: _____

1.8 When did you first start providing similar solutions: _____

1.9 Company location(s): _____

1.10 Number of Employees: _____

1.11 Number of Employees in Account Management: _____

1.12 Number of Employees in Technical Support: _____

1.13 Notable Acquisitions: _____

1.14 Key Business Partnerships:

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2.0 Financial Information

2.1 Previous year gross revenue: _____

2.2 Previous year net income: _____

2.3 Return on investment: _____

Attachment B

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

1.0 General

1.1 Q. What are the general types of organizations your clients represent?

1.2 Q. Why do you believe that you are a good fit with our organization?

1.3 Q. Describe your onboarding/implementation process and approach if you were selected?

1.4 Q. Do you conduct QBRs and what is the nature of those meetings?

1.5 Q. How do you typically work with IT Management at clients who have staff members?

1.6 Q. What do you feel your overall strengths and differentiators are?

1.7 Q. Do you serve clients with 24 X 7 requirements?

1.8 Q. What services do you offer besides the core services of a Managed Service Provider?

1.9 Q. What type of training do you offer either during onboarding or ongoing?

1.10 Q. What do you feel are your biggest hurdles to a successful relationship?

1.11 Q. What training resources are available for team members?

1.12 Q. What type of general expertise can you provide in key technology areas?

1.13 Q. What differentiates your organization from your competitors in the marketplace?

2.0 Processes

2.1 Q. Do you use in-house or contracted resources for services?

2.2 Q. Describe your process for migrating Public Justice to your organization?

2.3 Q. What Public Justice resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

2.4 Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).

2.5 Q. Describe the escalation and account management process.

2.6 Q. Where is/are your support center(s) located?

2.7 Q. How involved is your team with creating project plans/testing during technical projects?

2.8 Q. Do you follow ITIL or other processes aligned with industry standard practices?

2.9 Q. Do you participate in drills or tests i.e. DR, IRP, etc.?

2.10 Q. How do you notify users of maintenance windows or system outages?

2.11 Q. What types of diagrams would you typically create/maintain?

2.12 Q. Do you offer knowledge bases for common issues and how are they utilized?

2.13 Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

2.14 Q. How often do you conduct DR testing?

3.0 Technology

3.1 Q. What types of monitoring agents would you use for end user devices?

3.2 Q. What is the back-end help desk system you use?

3.3 Q. Do you offer managed firewalls or other managed technology?

3.4 Q. Do you offer MDM or other mobile management technology?

3.5 Q. Do you offer a SIEM or other security-based technology?

3.6 Q. Do you have tools to provide system uptime metrics?

3.7 Q. What tools do you use for network monitoring?

3.8 Q. What tools do you use for system monitoring or general health level of end user devices?

3.9 Q. Do you offer or partner for laptop encryption?

3.10 Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.

3.11 What experience do you have with managing and supporting iManage applications?

4.0 Support

4.1 Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

4.2 Q. Please provide details on your standard reporting capabilities.

4.3 Q. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.

4.4 Q. What options are available for user training and technical training that may be required by staff?

4.5 Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.

4.6 Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

4.7 Q. The organization's user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

5.0 Pricing & Contracts

5.1 Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

5.2 Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

6.0 References

6.1 Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

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Please provide any other information you feel should be considered in our evaluation.