



Justice Infrastructure Project Technology Consultant Services

Request for Proposals

SUBMISSION VIA EMAIL ONLY
PAPER APPLICATIONS WILL NOT BE ACCEPTED
LATE APPLICATIONS WILL NOT BE ACCEPTED

DEADLINE: April 25, 2024

Applications must be fully submitted to eradigan@iola.org by **4pm on April 25, 2024**. This includes answering program questions and providing all required documents.

Application Overview

A. THE IOLA FUND: HISTORY AND MISSION

The IOLA Fund's (IOLA) mission is to support those qualified non-profit organizations throughout New York State that will most efficiently and effectively provide stable, economical, and high quality civil legal representation to eligible clients to improve the administration of justice.

IOLA generates revenue from interest earned on New York lawyers' IOLA trust accounts. In 1983, IOLA was established by the New York State Legislature and is administered by a fifteen-member Board of Trustees appointed by the Governor. The Trustees are assisted by a staff of nine full-time employees located in New York City. IOLA currently funds and awards two-year grant cycles to qualified non-profits (IOLA grantees). As of FY25, IOLA has 80 grantees.

The names of Trustees and staff as well as other information about IOLA's operations may be found at www.iola.org.

B. ABOUT THE JUSTICE INFRASTRUCTURE PROJECT

Consistent with its mission, the IOLA Fund seeks to ensure that every New Yorker with a civil legal problem has clear and timely access to high quality legal information, advice, and representation. IOLA has launched a "Justice Infrastructure Project" (or, the "Project") that seeks to address the following aspects of the civil legal aid system in New York State:

1. People needing legal assistance often cannot easily identify sources of effective legal help.
2. When people do connect with appropriate legal aid organizations, the existing capacity constraints can often limit the ability for many people to receive legal information, advice, or representation sufficient to fully address their legal problem.
3. People needing legal assistance frequently reach out to multiple legal aid organizations that may not be the appropriate organization for their legal problem. This creates delays and frustration for those in need and inefficiencies in the civil legal aid delivery system.

IOLA grantees include legal aid organizations of varying size and scope that support and provide civil legal services in New York State. IOLA believes the Project will include increasing coordination among IOLA grantees to enhance the efficiency of the State's civil justice system. This coordination is likely to be coupled with improved online resources and investments in grantee technology and infrastructure.

C. SCOPE OF SERVICES

To achieve the goals of increased coordination and efficiency, the IOLA Fund intends to award a one-year contract to a technology consulting company to address the immediate cybersecurity needs of IOLA grantees, including but not limited to:

- Email Security,
- Multifactor authentication and/or single sign-on,
- Phishing training and awareness, and
- Cybersecurity policy development.

IOLA expects the technology consultant to:

1. Review the technology and security practices of current IOLA grantees;
2. Identify IOLA grantees that (a) are in need of enhanced security and (b) have the necessary time and resources to improve policies, procedures, and technologies;
3. Implement any recommended upgrades, transitions, and/or improvements; and
4. Provide training specific to grantees' needs and capacities.
5. Prepare an interim and final report with observations and recommendations for the IOLA Fund and its Board of Trustees respecting the services under this contract and to aid with the advancement of the Project overall.

IOLA expects that, during the term of the contract, the technology consultant will directly assist at least 15-25 IOLA grantees.

IOLA reserves the right to renew the contract and amend the scope of services to support any future Project activities, which may include:

1. Improvements to other elements of the technology infrastructure of IOLA grantees, especially improvements that will aid with increased data collection and information sharing.
2. Development of technology resources to assist with preventing common civil legal problems and diverting disputes from high volume courts.

D. MINIMUM ELIGIBILITY

Applicants must meet **all** the following criteria:

1. Authorized to do business in New York State.
2. Holds Workers' Compensation and Disability Insurance.
3. Ability to meet in person and virtually with civil legal service providers.
4. Ability to present to IOLA's Board of Trustees, in-person or virtually.

E. LOBBYING PROHIBITION

State Finance Law §139-J and §139-K restrict applicants from contacting the procuring governmental entity with the intent of influencing that entity's conduct or decision regarding the governmental procurement (unless it is a contact within the statutory exceptions set forth in State Finance Law §139-K(3)(a)). Violations of the procurement lobbying rules can result in findings of nonresponsibility that can result in rejection of contract award and, in the event of two findings within a 4-year period, an applicant may be debarred from obtaining any governmental Procurement Contracts.

NOTE: All materials submitted by an applicant shall become the property of IOLA and may be returned to the applicant at IOLA's sole discretion. IOLA has the right to adopt, modify, or reject any or all ideas presented in response to this RFP. To request that materials be protected from New York State Freedom of Information Law (FOIL) disclosure, please precisely indicate what parts of your submission you claim should be withheld or redacted pursuant to FOIL §87(2) and the basis for the protection, including any relevant legal authority.

Application Contents, Submission, and Instructions

Business entities responding to this RFP should provide responses to the application questions and submit required documents in PDF and/or Word format, to eradigan@iola.org. *Only complete applications will be considered.*

QUESTIONS & ANSWERS

Any and all questions regarding the application process (including clarifications of existing instructions, questions relating to issues not covered by the existing instructions) must be submitted via email with the subject line: “IOLA Fund Justice Infrastructure Project Application Question(s),” directed to eradigan@iola.org and be received by the Fund **on or before 4:00 pm, Wednesday, April 10, 2024**. Oral questions will not be accepted or answered. Questions received after the deadline may not be answered. IOLA will post on its website a final and comprehensive list of all questions and answers by **April 17, 2024**.

APPLICATION QUESTIONS

1. Business Overview

- a. State the legal name of business entity.
- b. Provide a description of your business, specifically any technology consulting and/or project management services you provide.
- c. Discuss proposed staffing and management structure for this Project.

2. Discussion of Relevant Experience

- a. Describe how long your business has been providing technology related consulting services.
- b. Describe any technology projects undertaken in support of civil legal aid.
- c. Describe your experience managing technology initiatives that enhance civil access to justice at the national, regional, or state level.
- d. Provide examples of work provided to the civil legal services community in New York State, including prior work with the New York State Courts, civil legal services providers, and providers of legal information or other forms of assistance.
- e. Provide examples of work that demonstrate your business’ (and/or any individual staff members’) experience:
 - i. Conducting technology assessments of nonprofit organizations.
 - ii. Providing technology security training to nonprofit professionals.
 - iii. Developing technology security policies for nonprofit organizations.
 - iv. Successfully implementing technology enhancements for civil legal services organizations.

3. Project Workplan

Provide a draft Project workplan and timeline that will accomplish the following:

- a. Review current technological capabilities of New York civil legal services providers;
- b. Identify organizations well situated to implement necessary technology security enhancement;
- c. Provide training specific to providers' technology security needs; and
- d. Deploy necessary technology security software, systems and/or policy enhancements.

4. Project Budget

Provide an annual budget for the full anticipated cost of your proposed Project workplan. The budget should provide a detailed cost breakdown, including:

- a. proposed staff assigned to each workplan activity and their hourly rates,
- b. anticipated number of hours per activity, and
- c. any anticipated additional Project costs (travel, supplies, equipment, etc.)

Provide the estimated total costs for any software and licenses that will be necessary to accomplish the Workplan, which costs will be borne by IOLA grantees and should not be included in the Project Budget.

Budgets with insufficient detail may be considered unresponsive.

REQUIRED DOCUMENTS

1. Eligibility Form
2. Organizational Chart
3. Resumes of Proposed Project Staff
4. Work Samples from Similar Projects
5. Sexual Harassment Prevention Certification. As of January 1, 2019, the NYS Office of the State Comptroller (OSC) requires that all applicants provide a certification affirming compliance with the Bureau of Contract's [Contract Advisory #26](#). Applications that do not contain a certification may not be considered for award. Applicants are strongly encouraged to use the OSC approved form (EO 177), although alternative certifications in compliance with the [New York State Guide to Financial Operations XI.18.I](#) will be accepted.
6. Certification of the following, if applicable:
 - a. Small Business (as defined by [§131 of NYC Economic Development Law](#))
 - b. M/WBEs (Minority or Women-Owned Business Enterprises), or
 - c. SDVOBs (Service-Disabled Veteran-Owned Businesses).

Review, Award, and Reporting Processes

APPLICATION EVALUATION

Applications will be evaluated as indicated below.

Organizational Capacity	20 pts
Relevant Expertise & Experience	40 pts
Service Quality	20 pts
Project Budget	<u>20 pts</u>
Total Available	100 pts

The IOLA Fund will utilize a “Best Value” selection process to ensure optimum quality, cost, and efficiency among responsive and responsible applicants.

AWARD NOTIFICATION

Successful and unsuccessful applicants will be notified in writing.

DEBRIEFING OPPORTUNITY

A debriefing is available to any unsuccessful applicant, which should be requested in writing to eradigan@iola.org within 15 calendar days of notification. A debriefing will be scheduled within 10 calendar days of IOLA’s receipt of the written request or as soon as may be practicable thereafter under the circumstances. Bid protests should be submitted to the Office of the State Comptroller pursuant to 2 NYCRR Part 24.1.

New York State Contract Requirements

If awarded, vendors with New York State must be registered and in compliance with the following.

NYS Comptroller's SFS Registration

IOLA grantees must be registered with the New York Statewide Financial System (SFS) and provide their Identification Number at the time of contracting. To register and to find additional information: http://www.osc.state.ny.us/vendor_management/index.htm

NYS Comptroller's Vendor Responsibility Questionnaire

New York State Finance Law requires that state agencies award contracts to responsible vendors, including not-for-profit corporations, which is determined based on information provided by the vendor through the NYS VendRep System. All Vendor Responsibility Questionnaires must be dated within six months of the contract execution date. The determination that an applicant is a responsible vendor is a condition to final execution of a grant contract with IOLA. To enroll or to update an existing Questionnaire in the VendRep System visit: <http://www.osc.state.ny.us/vendrep/index.htm>

Insurance Documentation

In connection with contract execution, vendors will be required to submit proof of current insurance coverage for the following (ACORD forms are not acceptable):

- Workers' Compensation (Form C 105.2), and
- Disability (Form DB 120.1)



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Eligibility Form

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| 1. I affirm that the business entity named below is authorized to do business in New York State. | Yes | No |
| 2. I affirm that the business entity named below holds Workers' Compensation and Disability Insurance. | Yes | No |
| 3. I affirm that the business entity named below has the ability to meet in person and virtually with civil legal services providers. | Yes | No |
| 4. I affirm that the business entity named below has the ability to present to IOLA's Board of Trustees, in-person or virtually. | Yes | No |

Business Entity:

Name:

Signature:

Title:

Date: