



Request for Proposal (RFP)

Managed IT Services for Headquarters Relocation

Issued by: The Bronx Defenders

RFP Issue Date: March 31, 2025

Proposal Due Date: **April 25, 2025**

1. Introduction

Founded in 1997, The Bronx Defenders is a public defender nonprofit that has developed a nationally recognized model of representation called holistic defense, which provides people with teams of lawyers, social workers, and advocates to defend them zealously in court as well as to address the underlying drivers and enmeshed penalties of legal system involvement.

Since opening our doors, we have grown into an organization of more than 400 staff members defending nearly 20,000 New Yorkers each year in criminal, family, civil, and immigration proceedings who face incarceration, family separation, eviction, and deportation, among other devastating consequences.

Today we are reimagining the role of public defense even further, using community organizing and engagement, legislative advocacy, and impact litigation to partner with the communities we represent to bring about long-lasting systemic change.

We also share our model and lessons learned with current and future public defenders. We run two legal clinics at NYC law schools and train public defenders from one end of the country to the next on how to move to a holistic model of representation.

2. Project Background

It is no longer feasible for our organization to operate out of five leased facilities. The time has come to secure a single facility that can bring our staff together under one roof and be designed from the start to provide the welcoming atmosphere and array of working spaces we need to provide our clients with the best possible service. Our



dynamic and dedicated staff require a range of collaborative and social spaces and private spaces for intensive case preparation and client counseling. Technological flexibility, flexibility in adding or reconfiguring spaces, an orderly and cheerful point of entry for clients and community members, and overall cost containment are also leading parts of the design mandate.

A new location has not yet been selected, but we are looking for office space near the courthouses on 161 Street in the Bronx. Within three to five years, we aim to relocate our headquarters into a single building within the Bronx for strategic growth and operational optimization. As a technology- and data-intensive organization, we strive to navigate the increasing demands and complexities of technology and data management. With ten full-time employees dedicated to IT & data, we have limited internal resources to focus on continuous improvement, strategically provide staff professional development, or manage our own systems and data services. Given the facility implications, we have thoroughly reviewed the permissions and data systems that support our mission-critical operations. **We are interested in working with an experienced, reliable, and cost-effective Managed Service Partner (MSP)** based on our organization's current and anticipated needs. Specifically, we are looking for support around cybersecurity, including system monitoring, firewall management, and external penetration testing. We seek a qualified MSP to deliver comprehensive IT services to support our real estate transition and our long-term technology needs.

The selected MSP will design, implement, and manage networking, computer monitoring, VOIP, and network printer services.

3. Project Overview

The relocation plan involves moving our headquarters to a new, single facility within the Bronx. By ensuring robust cybersecurity, implementing a future-ready IT infrastructure, and minimizing operational disruptions, we aim to support our continued growth and service delivery.

Key Project Goals:

- Seamless IT infrastructure transition with minimal operational downtime.



- Enhanced cybersecurity posture to protect sensitive organizational and confidential client/community data.
- Efficient network performance with proactive monitoring and maintenance.
- Reliable and cost-effective network printer services.

Anticipated Project Timeline:

- RFP Issuance: March 31, 2025
- Vendor Selection: May 9, 2025
- IT Infrastructure Setup: June 30, 2025
- Headquarters Relocation Completion: [TBD]

3. Scope of Services

The selected MSP will provide the following services:

3.1 Cybersecurity Services

- Comprehensive Cybersecurity Assessment & Implementation: Conduct initial assessments; propose and implement security improvements.
- Threat Detection and Response.
- Security awareness trainings for staff.
- Ongoing threat monitoring, vulnerability management, and incident response.
- Compliance with applicable data privacy and security regulations (e.g., HIPAA, PCI-DSS, CJIS). Including NYC SHIELD Act and all NYC-specific data security and privacy mandates.
- Incident Response Process & Playbooks

3.2 Network Infrastructure & Computer Monitoring



- Design and implementation of a scalable and secure network infrastructure.
- Proactive monitoring of network performance, endpoints, and servers.
- Network segmentation and optimization to ensure efficient data traffic.
- Remote and on-site troubleshooting and maintenance.
- Documentation of network topology and performance metrics.
- Maintain a real-time inventory of all hardware and software across the environment.
- Track equipment lifecycles (procurement, upgrades, and disposal).
- Maintain configuration item records for servers, endpoints, and network devices.
- Ensure consistent standards and policies are applied to all assets.
- Propose Key Performance Indicators (KPIs) to measure success (e.g., MTTR, customer satisfaction scores, patch compliance rates).
- Business Continuity & Disaster Recovery (BCDR)

3.3 Network Printer Services

- Installation and configuration of network printers, scanners, and copiers.
- Centralized print management with user-based permissions.
- Preventive maintenance and consumables management.
- Integration with document management systems as needed.

3.4 Additional Services

- Cloud infrastructure management and migration support.
- VoIP system installation and maintenance.



- IT strategy consulting for short-term & future growth.

4. Technical Environment Overview

The organization currently operates the following IT infrastructure:

- Approximate number of endpoints: 440
- Number of network printers/copiers: 25

Overall Architecture

- Hybrid Environment:** We maintain a local on-premises footprint for essential network services and use Microsoft Office 365 for cloud-based identity and resource management.
- Azure Entra:** Entra handles identity and access management for remote and cloud services.
- Local Servers:** 8 on-premises servers or virtual machines for file sharing, local authentication, and other critical services.
- Firewall & Routing:** *Sonicwall*
- Switches:** Various managed switches
- Wireless Access Points:** Cisco
- Primary ISP:** Lightpath
- Failover/Redundancy:** Verizon
- Email & Collaboration:** Microsoft office 365
- Backup & Recovery:** Azure Storage
- Multi-Factor Authentication (MFA): Yes
- Endpoint Security:** SentinelOne
- Network Monitoring:** Fully managed
- Line-of-Business Application:** LegalServer

5. Proposal Requirements

Proposals should include the following information:

5.1 Executive Summary



- Overview of the MSP and its capabilities.
- Summary of the proposed approach and key differentiators.

5.2 Company Information

- Legal name, headquarters location, and years in business.
- Experience with non-profit organizations; particularly in helping organizations transition to new buildings/facilities.
- Relevant certifications (e.g., CISSP, CISM, Microsoft, Cisco).

5.3 Service Approach & Methodology

- Detailed description of the proposed services.
- Approach to IT infrastructure relocation and ongoing support.
- Tools and technologies used for monitoring and management.

5.4 Staffing & Key Personnel

- Team structure and roles.
- Resumes and relevant experience of key personnel.

5.5 Project Plan & Timeline

- Detailed project implementation plan.
- Key milestones, deliverables, and dependencies.

5.6 Pricing & Cost Structure

(Please note that BxD has allocated a significant budget for this project and will entertain proposals that aim to get the job done right and well)

- One-time setup and relocation costs.
- Recurring managed services fees (for current site(s) vs future relocation).



- Optional services and pricing models.

5.7 References

- Contact information for at least three current or former clients with similar requirements.



6. Evaluation Criteria

A structured process will be followed to evaluate proposals to select a managed services partner. Managed Service Partners are encouraged to reach out to any potential partners they believe would give us excellent service. The RFP solicits technical proposals and asks for information about the willingness and ability to deeply understand and address The Bronx Defenders' IT service needs. Given the increasing importance of technology services to the mission work, we are interested in establishing a genuine partnership with a service provider.

The IT Committee will meet to discuss and review the top four scoring proposals. From this meeting, the IT Committee will select three for presentation. These finalists will be interviewed, and the IT Committee will discuss the results and evaluate the process and the scoring with the further goal of identifying up to two providers so that the head of Technology can select the future partner.

An essential component of selecting our Managed Service Partner will be the makeup of the IT Committee. The IT Committee will have representatives from across departments, so all stakeholders are part of the decision-making process. The IT Committee includes:

People & Culture: Paulette Forte, CPEO, and Kanny Rodriguez, Dir of P&C
Technology: Jairo Santana, Dir of IT, and Dexter Bowen, Assoc. Dir of IT
Data: Katie Voorhees, Dir of Data Sciences, and Erik Laby Assoc. Dir of Data
Training: Keith Baumann, Director of Holistic Defense
Finance: Lijo Varghese, Chief Financial Officer and Yolanda Cruz, Controller
Programs: Ann Mathews, Emma Ketteringham, and Runa Rajagopal
Comms & Policy: Tony Chiarito, MD of Comm, and Brittany McCoy, MD of Policy
Leadership Team: Juval Scott, Executive Dir, and Wesley Caines, Deputy ED
Legal: Erin Schecter, Deputy of General Counsel
Board: Leke Osinubi, Board Member / Goldman Sachs

IT Committee Members are responsible for evaluating all proposals and participating in virtual interviews.

BXD



Proposals will be evaluated based on the following factors:

Criteria	Weight
Relevant Experience & Expertise	25%
Service Approach & Methodology	30%
Pricing & Cost Competitiveness	20%
References & Past Performance	15%
Staffing & Certifications	10%



7. RFP Submission Instructions

Submission Deadline: **April 25, 2025**

Submission Method: Email proposals to jairos@bronxdefenders.org with the subject line: "RFP Response: Managed IT Services – [Vendor Name]".

Contact for Questions:

Jairo Santana

Director of Information Technology

jairos@bronxdefenders.org

718-838-7831

Thank you for your interest in partnering with The Bronx Defenders as we embark on this exciting new chapter. We look forward to reviewing your proposal.

Sincerely,

Jesus Infante

Chief Operating Officer

The Bronx Defenders