REQUEST FOR PROPOSAL (RFP)

IT Services

Issued: April 22, 2024
Proposal Due Date: May 6, 2024

1.0 PROJECT SUMMARY
Conservation X Labs is seeking proposals from qualified vendors to provide IT services as detailed below. The objective is to have a comprehensive IT audit and ongoing security support services to ensure the availability, management, and security of our IT infrastructure. Based on the results of the audit, and subsequent CXL decision, a phase two is envisioned to implement additional proposed and agreed actions.

2.0 ABOUT CONSERVATION X LABS
Conservation X Labs (CXL) is a technology and innovation company that creates and incentivizes innovative solutions to end the Sixth Mass Extinction. We create new products in our labs, lead open innovation competitions to harness planetary genius, and empower talented innovators across disciplines to collaborate and revolutionize the future of conservation.

Locations:

DC Office (HQ) – 10 employees
Seattle Office – 8 employees
U.S. remote – 13 employees
International remote (Lima, London, Spain, etc.) – 10 employees

3.0 SCOPE OF WORK
    Phase 1:
3.1 Audit existing software/hardware/network landscape
- Provide detailed recommendations on improving/securing the IT environment of Conservation X Labs, including recommendations on dark web monitoring
- Provide detailed recommendations on workspace and file backup, recognizing that DropBox and Google have their own systems

Conservation X Labs' employees currently utilize personal devices (personal computers, smart phones, tablets, etc.) for their work and run productivity and networking software including Google Workspace for Non Profits, DropBox, Katana, Airtable, Slack, Microsoft, HubSpot, Zoom, Ramp, Gusto, Transferwise.

3.2 Security, including Phishing Prevention and Organization Security Training
- Provide and track staff certifications of completion of an annual 30 minute online training module on cybersecurity, including phishing and cyberattacks

- Provide instructions for new employees on how to set up their accounts and systems, and what do to if they suspect a phishing attack or other cyber security issues
- Periodically simulate attacks (e.g. fake phishing emails to staff)
- Conduct periodic audits to ensure security, providing a report to CXL leadership of findings

3.3 Managed DNS/SSL Certificate
- Document and provide administrative management (e.g., monitoring expiration dates, add/edit/delete DNS records, etc.) of Client's existing DNS and SSL certificates.

3.4 SaaS Alerts
- Company's SaaS Alerts is a security threat detection solution that provides visibility into the logged events affecting the stability of CXL's Dropbox, Microsoft 365, and/or Google Workspace environment.

3.5 Endpoint Detection & Response (EDR)
- Company's Endpoint Detection & Response ("EDR") solution improves CXL's cybersecurity posture by preventing malware or suspicious activity on computers and servers (if applicable) and

3.6 Security Incident Response
- Serves as 24x7 security response team, including forensic diagnostics of cyberattacks or other intrusions into the network, and implementation of appropriate responses

Based on CXL's decision following the audit recommendations, CXL will request a proposal for Phase 2, which may include items such as:

- Security Plan Implementation: Develop and implement protocols, policies and a security plan to protect CXL assets
- Network Management: Company provides basic management of CXL's network equipment (e.g., firewalls, switches, wireless access points)
- Workspace Management and Backup: Company provides CXL with account management services, such as for Google, DropBox, Slack ; Company provides an all-in-one backup, search, restore, and export solution for Dropbox, Google Workspace's Gmail, Calendar, Contacts, Drive files and Shared Drives.

4.0 PROPOSAL SUBMISSION TIMELINE AND INSTRUCTIONS
Submission Deadline: May 6, 2024
Submission Address: itrfp@conservationxlabs.org

5.0 TIMELINE
RFP Issue Date: April 22, 2024
Proposal Due Date: May 6, 2024 at 5pm EST

Evaluation Period: May 6, 2024 - May 13, 2024
Contract Award Notification: May 15, 2024

6.0 BUDGET

Please provide a detailed budget that breaks down the costs associated with each component of the Monthly IT Services Plan, Phase I.

7.0 EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Cost-effectiveness
- Vendor experience and qualifications
- Proposed solution's alignment with CXL's needs
- References

8.0 TERMS AND CONDITIONS

- Proposals must remain valid for a period of 60 days after the submission deadline.
- CXL reserves the right to reject any or all proposals or to select the proposal that it determines, in its sole discretion, to be in its best interest.
- Confidentiality of all proposals and communications will be maintained throughout the RFP process.

9.0 CONTACT INFORMATION

For any inquiries or further information regarding this RFP, please contact:

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