



LEGAL AID SOCIETY
OF MIDDLE TENNESSEE AND THE CUMBERLANDS

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Request for Proposal:

Human Resources Services Provider - Interim Coverage & Strategic HR Support

Responses Due: July 31, 2025

Introduction

Legal Aid Society of Middle Tennessee and the Cumberland (LAS) seeks to engage a qualified Human Resources (HR) services provider to support both short-term operational coverage and long-term strategic planning. With a key HR team member scheduled for extended leave, we require immediate assistance in maintaining essential HR operations. Additionally, this period presents an opportunity to re-evaluate and enhance our overall HR strategy. The selected vendor must be prepared to assess current workflows, stabilize operations, and assume certain HR functions with minimal transition time. Vendors should be capable of both tactical delivery and strategic assessment during this period of organizational change.

This RFP invites vendors to propose flexible, phased solutions that meet current operational needs and anticipate future organizational development. The provider should be willing to operate on a monthly retainer or rolling budget basis.

About Legal Aid Society of Middle Tennessee and the Cumberland

LAS is Tennessee's largest nonprofit law firm, providing free civil legal assistance to low-income individuals in 48 counties across Middle Tennessee and the Cumberland Plateau. With approximately 130 employees, including 52 attorneys, working from eight offices, LAS ensures equal access to justice for vulnerable populations. [Learn more here.](#)

Growth Rate (June 2024 – June 2025): 7.4%. Turnover Rate (June 2024 – June 2025): 17.6%

Scope of Services

LAS anticipates a phased engagement. Core services may include:

1. Interim HR Administration
 - a. Day-to-day support for HR functions, policies, and procedures
 - b. Employee records and personnel file management



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- c. Compliance monitoring and reporting (EEOC, FMLA, ADA, etc.)
 - d. Communication with benefits vendors, insurance providers, and state retirement systems
- 2. Recruitment & Onboarding Support
 - a. Drafting and posting job announcements
 - b. Coordinating candidate screening and hiring processes
 - c. Developing or updating onboarding workflows
- 3. Employee Relations
 - a. Responding to staff concerns and conflict resolution
 - b. Coaching managers on performance and disciplinary processes
 - c. Supporting investigations and documentation
- 4. Benefits & Leave Administration
 - a. Coordination with benefit providers and claims processing
 - b. Administering FMLA and other leave policies
 - c. Assisting with benefits enrollment, offboarding, and COBRA
- 5. Strategic HR Consulting
 - a. Recommendations for long-term HR structure and staffing
 - b. Updating or creating policies and employee handbooks
 - c. Exploring potential systems improvements or outsourcing models
 - d. Compensation evaluation and benchmarking
 - e. HRIS optimization – evaluation of current systems (Paylocity), identifying gaps or underutilization, and recommending improvements or replacements.

Qualifications

Ideal candidates will demonstrate:

- Experience providing HR services to nonprofit and/or legal organizations
- Familiarity with Tennessee labor law
- Ability to scale services up or down based on evolving need
- Strong communication and collaboration skills
- Sensitivity to equity, inclusion, and trauma-informed practices



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Budget and Compensation

LAS prefers a monthly retainer, pay-as-you-go, or hybrid billing arrangement (e.g., base retainer plus hourly for additional tasks). LAS has budgeted approximately \$50,000 for HR services in Year 1 and anticipates awarding an agreement not-to-exceed (NTE) that amount. LAS will, however, consider phased or value-added proposals where additional spending demonstrably accelerates milestones.

Proposals should include:

- Pricing structure (monthly rate, hourly rates, or project pricing)
- Description of billing and reporting processes
- Rates for strategic HR services
- Any bundled or retainer pricing options
- Scope of effort covered under the base rate
- Optional services and associated pricing

Proposal Submission Requirements

The following elements must be included in the proposal submission to ensure a complete and competitive review process. Incomplete proposals may not be considered. LAS may request interviews or follow-up conversations.

1. Executive Summary

Provide a brief overview of your company, including:

- Your core capabilities in HR services
- A summary of your experience working with nonprofit or legal organizations
- A brief explanation of how your services will meet the needs and objectives outlined in this RFP

2. Company Background and Experience

Detail your company's history, size, and organizational structure, including:

- Length of time in business and specific expertise in HR services
- Experience providing HR services to nonprofit organizations or legal entities
- The key personnel who will be involved in providing services, including their qualifications and experience

3. Detailed Approach to Scope of Services

Provide a thorough description of how your company will address the needs outlined in the Scope of Services section of the RFP. Be sure to include the following:



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a. Interim HR Operational Support

- Explain your approach to managing day-to-day HR operations during the interim period, including HR policies, employee records, compliance monitoring, and benefits administration.
- Describe how you would handle staffing transitions and ensure operational continuity.

b. Strategic HR Planning and Implementation

- Outline your approach to improving HR strategy, including recommendations for organizational development, HR structure, and staffing.
- Provide a plan for reviewing and enhancing current HR policies and employee handbooks.
- Discuss your approach to HRIS optimization, including your experience with the Paylocity platform and your strategy for maximizing its functionality for LAS.

c. Employee Relations and Conflict Resolution

- Describe your methodology for addressing staff concerns, resolving conflicts, and coaching managers on performance and disciplinary issues.
- Detail how your approach incorporates equity, inclusion, and trauma-informed practices.

4. Rate Information

- Provide a detailed budget breakdown for each aspect of the engagement (e.g., hourly or monthly rates for interim HR support, strategic consulting, HRIS optimization, etc.).
- Include a description of any bundled pricing or retainer models offered.
- Clarify any assumptions or limits on the scope of effort covered under the base rate. For example, indicate whether certain tasks are included or considered “outside the scope” and would incur additional costs.

5. References

Provide a minimum of three references from organizations that have received similar HR services, ideally in nonprofit or legal sectors. Include:

- The name and contact information for the reference
- A brief description of the scope of services provided and the outcome of the engagement

6. Transition/Exit Strategy



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Provide a detailed strategy for how you would ensure a smooth transition or exit after the engagement concludes. This should include:

- Knowledge transfer strategies
- Plans for providing ongoing support or training to LAS staff
- How you would help LAS transition from interim HR services to its future HR structure, including how you will prepare internal staff for taking over duties

Proposal Submission Instructions

Please submit all proposals electronically to RFP@las.org with the subject line: "HR Services Proposal." Any questions regarding the RFP may be directed to Zac Oswald at zoswald@las.org no later than July 28, 2025.

Submission Deadline: Proposals must be received by July 31, 2025, at 11:59 PM CST.

Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

Evaluation Criteria	Weight (%)
Experience & Qualifications	25%
Transition & Implementation Methodology	25%
Service Flexibility & Scalability	15%
Organizational Fit & Values Alignment	15%
Cost & Value	20%
TOTAL	100%

General Terms and Conditions

- All costs associated with responding to this RFP are the sole responsibility of the responding Provider.
- Proposals submitted in response to this RFP become the property of LAS. LAS reserves the right to use any and all ideas included in any proposal without incurring any



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obligations to the responding consultant or committing to procurement of the proposed services.

- LAS reserves the right to reject any or all proposals.
- A short-term agreement may be executed initially, with potential for extension.
- Specific terms and conditions of contract to be determined after a conditional offer is made by LAS and accepted by the selected consultant.
- The selection of a vendor pursuant to this RFP does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to LAS in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of LAS.

Procurement, Compliance & Data-Security Requirements

LAS will conduct this solicitation under its **Accounting Manual purchasing rules** (competition threshold \$25 000; minimum three bids; conflict-of-interest notice) and **all Legal Services Corporation (LSC) regulations**. Offerors should be aware that, if amendments cause cumulative LSC-funded spend to exceed \$25,000, LAS must secure **prior written approval from LSC**. Vendors may be asked to furnish supporting cost documentation to facilitate that request.

Competitive solicitation. Consistent with LAS Accounting Manual procedures, this RFP will be distributed to and/or publicly posted to ensure evaluation of no fewer than three qualified vendors. Any request for non-competitive selection must meet the exception criteria and obtain written approval from the Executive Director.

Conflict-of-interest (COI) notice. As bids are received during the vendor selection process, LAS will email the vendor's name and project summary to applicable employees, volunteers, and Board members. Recipients are required to disclose potential conflicts to the vendor selection committee for verification. Disclosures and determinations will be stored with the procurement file.

Data Security Requirements. Vendors should expect to adhere to LAS technology standards as documented in the LAS Technology Policy.