

Georgia Legal Services Program

Request for Proposals (RFP)

TIG Project Evaluation

Overview

Georgia Legal Services Program (GLSP) is issuing a Request for Proposals to solicit responses from vendors interested in evaluating its Technology Initiative Grant project. GLSP received a three-year TIG grant from the Legal Services Corporation (LSC) for a pilot project to design and install 6 legal kiosks in rural areas with fewer local resources (legal deserts) within GLSP's service area. In addition, the project includes automating court-acceptable forms and creating guided interviews, which will be immediately available to kiosk users and ultimately shared through other internet resources, as appropriate. The three-year grant, received in 2022, was extended into 2026.

The project will improve access to legal services and legal information in rural Georgia communities, so that geography never becomes a barrier to access to justice.

Who We Are

GLSP provides free legal assistance in a wide variety of civil (non-criminal) legal matters to residents of Georgia, specifically those outside of the five-county Metro Atlanta region, whose household incomes fall below 200% of the Federal Poverty Level and who could not otherwise afford these crucial services. GLSP is a nonprofit 501(c)(3) corporation governed by a Board of Directors consisting of professionals from a variety of legal settings, client representatives, and others.

GLSP's primary funder is the Legal Services Corporation, established by the United States Congress to fund civil legal aid for Americans with low incomes. GLSP has a current budget of approximately \$26.9M, subject to adjustment depending on available grant funding and other fundraising activities. The organization's nearly 200 employees work from its nine regional offices, a central administration office located in Atlanta, and remote locations throughout our state.

Project Contact

Jaclyn Carver, PhD

Special Project Coordinator, Legal Kiosk Project

Georgia Legal Services Program
jcarver@glsp.org

Vendors may contact Jaclyn Carver via email with any questions concerning this RFP. All questions must be in writing and received prior to the question due date and time listed in the Timeline. All vendor questions and responses will be made available to all potential bidders via the GLSP website by the date specified in the Timeline.

Project Summary

GLSP is deploying 6 kiosks throughout the state of Georgia, concentrating on areas agreed with the funder to be legal deserts. These locations are primarily rural communities, largely in south Georgia and, at the time this RFP is being issued, include both community-based and judicial locations.

GLSP has retained a vendor to design and install kiosks and refined the kiosk interface by leveraging internal resources and the statewide access to justice community. In addition, GLSP is contracting a vendor to design guided interviews for forms approved for statewide use by the Administrative Office of the Courts. Once completed, these forms will be integrated into the kiosk and eventually made available on georgialegalaid.org, the statewide self-help website jointly managed by GLSP and Atlanta Legal Aid Society.

Scope of Work

The evaluator selected for this project will

1. perform a comprehensive evaluation of the TIG project,
2. develop a comprehensive evaluation report to gauge successes and failures of the project, and
3. produce a final comprehensive evaluation report.

The evaluator's final comprehensive evaluation report will be shared with GLSP for internal review. Additionally, the evaluator's report will be used to inform the final evaluation report GLSP will provide to LSC.

GLSP's leadership is in the process of developing and implementing a policy to guide the organization's use of Artificial Intelligence (AI) in all aspects of its work. While still in process, this policy will require that all service providers with whom GLSP contracts will disclose their anticipated use of AI in providing services to GLSP, and share the policies which govern their use of AI (including, for example, safeguards in place to protect

customer data, prevent or address hallucinations, and whether customer data or data collected will be used to “train” AI systems in use).

Any use of AI in processing data under this contract must be disclosed, and any deliverables assisted by AI must be reviewed by a human being before finalization.

Timeline

Objective	Deadline
RFP released	May 14, 2026
Final day to submit questions	May 22, 2026; responses made available by May 27, 2026.
Proposals due no later than 6pm EST	June 12, 2026
Award announced	June 26, 2026
Contract start date	July 10, 2026
Draft evaluation report	November 13, 2026
Final evaluation report	December 4, 2026

Requested Information

The proposals must be sent electronically, in PDF format, via email to Jaclyn Carver. The proposal must be received no later than the proposals due date and time listed in the Timeline. Late proposals will not be accepted and will be automatically disqualified from further consideration.

Please provide the following information in your proposal:

Contact Information and Company History

- The full name, title, email address, and phone number of a designated Project Contact and the name of your company, address, telephone number, email, and website.
- Federal tax identification number or Uniform Business Identification Number and a description of your legal status, e.g. corporation, sole proprietor, etc.
- Company overview, including a brief history, mission, number of employees, and number of years in operation.
- If an independent consultant, your full name, address, telephone number, email, and years working as an independent consultant.
- Client mix: tell us what percentage of nonprofit, government, and commercial clients you serve.

- Whether the vendor has been a party in any litigation, in your professional capacity, during the past 5 years. All such incidents except employment-related cases must be described, including the other parties' name, address, and telephone number. State your position on the matter.
- A statement of your hourly rate, project billing rate, and/or any other information about your compensation requirements.
- A statement that guarantees that any response constitutes a firm offer valid for 60 days following receipt of proposal.

Project Proposal

- A brief overview summary of the project services to be rendered, including the number of team members who would be working on this project.
- A detailed explanation of how you will address the evaluation needs identified in the Scope of Work.
- A list of project deliverables to be created with detailed timeline for the deliverables, check-ins and overall project completion.
- If it is anticipated that AI will be used in providing services through this project, an explanation of the policies which will govern your use of AI.
- A detailed budget that breaks out expenses per line item, with a total estimated cost for services.

Experience and References

- A description of your experience evaluating projects like this, including technology development and implementation, LSC TIG grants, kiosk projects, and/or automated forms projects.
- An overview of your evaluation process and project management methodologies.
- Identification of software, services, and/or other tools you would anticipate using to fulfill the requirements of the project.
- At least 2 examples of prior project evaluations completed within the last 5 years.
- 3 references from clients for whom you have completed similar evaluation projects. Please include a current phone number or email address of the referenced individual(s).

Vendors may be asked to make a presentation to the proposal evaluation committee. Such requests shall be solely at GLSP's discretion. GLSP shall not be responsible for nor reimburse any costs expended by a vendor relating to a requested presentation.

Response Process

All responses to this RFP must be received by GLSP no later than the proposals due date and time listed in the Timeline. Please email responses in PDF format to:

Jaclyn Carver, PhD

Georgia Legal Services Program

jcarver@glsp.org

General Terms and Conditions

All responses, accompanying documentation and other materials submitted in response to this RFP shall become the property of GLSP and will not be returned. All responses received shall remain confidential until the proposal evaluation is completed and the vendor is selected and approved. Thereafter, responses shall be deemed public records of GLSP.

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 GLSP in any literature, promotional materials, brochures, or sales presentation, without the express written consent of GLSP.

Proposal Evaluation Process

GLSP's proposal evaluation team, made up of at least 3 individuals, will evaluate the responses to this RFP. As part of the proposal evaluation process, vendors may be asked to clarify points in their response. However, under no circumstances will the vendor be allowed to make changes to the response.

Once the selection process is final, notification of selection or non-selection will be emailed to all vendors who submit a proposal by the deadline. Any notification of the successful vendor selection shall have no legal effect unless and until the parties negotiate a mutually acceptable contract.

Selection Criteria

In awarding a contract for services to evaluate the TIG grant, GLSP will examine the following key factors:

1. Understanding of GLSP's mission and strategic needs.
2. Demonstrated commitment to efficient, continuous, and timely communication about project and on-time project delivery.

3. The extent to which the evaluator's response addresses the evaluation needs identified in the RFP.
4. Evaluator's approach and methods are clear, well-structured, and strategic.
5. Experience working with legal aid organizations or other nonprofit organizations.
6. Demonstration of qualifications and resources necessary to undertake this project.
7. Proposed budget is transparent and justified.
8. Successful completion of similar projects.
9. Past performance working with GLSP, if applicable.
10. Response is presented in a clear, organized, and logical manner.