Intake System Assessment and Improvement Project
Request for Proposal

Purpose

Georgia Legal Services Program (GLSP) seeks to improve our applicant intake system by engaging an experienced consultant to complete a business process analysis (BPA). The BPA will analyze both staff and applicant experiences from initial contact through the completion of the applicant's intake interview. It will identify inefficiencies that delay response time, evaluate the quality of intake applications and interviews, and assess the applicant experience throughout the contact and interview portions of GLSP's intake process. The intention of the project is to identify best practices from both GLSP and other programs; to understand our own successes and opportunities for improvement in our intake process; to establish recommended next steps to improve that process; and to pilot one or more achievable adjustment(s) as recommended by the consultant.

About GLSP

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 (LSC), 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 Description/Scope

The BPA will deepen GLSP's understanding of our client intake/interview process and identify opportunities to improve capacity and provide information to applicants and services to clients in a timely manner. This includes identifying process-related bottlenecks, training needs, technological improvements, policy/procedural challenges, and other obstacles impacting our ability to efficiently serve our communities. The project scope will include all avenues by which an applicant first contacts GLSP, and the entire applicant journey from initial contact through the completion of their intake interview.

Budget
The maximum amount for all work performed for this project is $35,000

Note: Funding for this project comes from LSC. Any submitted proposals exceeding $25,000 are subject to the LSC prior approval process, which may take up to one month before a formal contract can be signed. Proposals subject to prior approval should reflect this additional time constraint in their materials.

Deliverables
The selected vendor will provide:

- A comprehensive evaluation of GLSP's intake system through which an individual first contacts and applies for GLSP assistance
- A review of GLSP's intake practices, tools, policies, and workflows
- A report on findings, actionable recommendations for improvement, and suggested performance metrics to guide intake staff and leadership in future decision-making
- Guidance on a pilot project in one area of improvement based on report findings

Projects must be completed no later than September 30, 2027.

How to Apply/Application Timeline

Date Posted	Nov. 3, 2026
Date by Which to Submit Questions	Nov. 11, 2026
Date by Which GLSP will Post Answers	Nov. 13, 2026
Date for Final Proposal Submissions	Nov. 22, 2026
Date for Vendor Decisions	Dec. 7, 2026
Date for Signature of Final Contract	
Projects Below $25,000	Dec. 11, 2026
Projects Exceeding $25,000	Jan. 8, 2026

Submit completed proposals to Heidi Behnke (hbehnke@glsp.org).

Response Requirements:
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 intake process assessment 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 process assessment projects like this, including technology development, and implementation.
- An overview of your intake assessment process and project management methodologies.
- Identification of software, services, and/or other tools you would anticipate using to fulfill the requirements of the project, including use of Generative AI.
- At least 2 examples of prior intake assessments completed within the last 5 years.
- 3 references from clients for whom you have completed similar 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.

Selection Criteria and Evaluation Process

In awarding a contract for services, 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 response addresses the intake assessment and recommendation needs identified in the RFP.
4. Respondent'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.

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.

Additional Information

Questions and Contact

Vendors may contact Heidi Behnke 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.

Heidi Behnke
Statewide Project Manager
hbehnke@glsp.org

Artificial Intelligence

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.

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.