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REQUEST FOR PROPOSALS:
INTAKE TRANSFORMATION, STAFFING, AND USE OF APPROPRIATE
TECHNOLOGY FOR OPTIMIZING ALSC's INTAKE AND DELIVERY SYSTEMS

Closes: November 1, 2021

INTRODUCTION

Acadiana Legal Service Corporation (ALSC) seeks proposals from qualified candidates to lead and implement the transformation process, staffing design therein, selection and use of appropriate technology, with the objective of optimizing ALSC's intake and delivery systems.

ABOUT ACADIANA LEGAL SERVICE CORPORATION

Acadiana Legal Service Corporation is a 501(c)(3) non-profit law firm funded in part by the Legal Services Corporation (LSC), the Louisiana Bar Foundation, and the State of Louisiana. We represent the economically challenged in the most pressing civil legal issues and needs ensuring equal justice for all. We provide free, specialized, civil legal services to low-income individuals and families across 42 of Louisiana's 64 Parishes. We currently have seven offices. We work every day to assist domestic violence victims, protect the rights of abused and neglected children, help preserve housing for hard-working families, prevent homelessness for people with disabilities and veterans, help protect elderly consumers, remove barriers to health care and so much more.

At any given time, ALSC is providing services to over 6,000 individuals, but there are more than 675,000 potentially eligible clients within our service area. Pursuant to the provisions of *45 CFR §1614*, ALSC's commitment to involving private attorneys includes partnerships with local bar associations and private attorneys through subgrants and contracts.

Mission

Acadiana Legal Service Corporation makes hope, dignity, and justice available primarily to low-income, disadvantaged, and other eligible residents through high quality and aggressive civil legal assistance and education.

Vision

We envision a state where low-income, disadvantaged, and other eligible residents have access to services and resources to meet their basic needs and where they can vindicate their legal rights and receive fair treatment throughout the civil justice system. We will expand our visibility and influence in the community by identifying partnerships and developing alliances to deliver services which will enhance the lives and effectively address the needs of low-income and disadvantaged people. The community will recognize us for our excellence, courage, and compassion.

BACKGROUND AND SCOPE

We seek proposals from vendors experienced in transforming intake systems, to analyze our current systems, and to identify and design more efficient ways of handling intake and delivering services. The vendor will need experience in implementing and integrating technological systems that include VOIP telephone systems, relational database case management systems, and web-based intake. Currently, each of our four substantive

delivery units (Family Law; Administrative Law; Litigation; and Child in Need of Care) handle their intake separately in each of our seven offices, using a 3CX phone system and Kemps Caseworks PRIME case management system.

We receive over 90% of our applications by telephone. The other 10% come from walk-ins, online applications, referrals from other legal service programs, and direct referrals from domestic violence shelters and other regional stakeholders.

ALSC handles an average of over 6000 cases each year. We close over 80% of cases with limited representation and some 20% with extended representation. The bulk of the cases currently handled are: Child in Need of Care cases; Family Law; Domestic Violence; Housing; Consumer; Wills and Estates; Personal Directives; Administrative and Public Benefits law.

We expect the successful vendor to address intake and the delivery of legal services under not only our LSC grant but multiple other funding sources as well. Having expertise in addressing the special needs of residents living in rural parishes will be an asset. Creating a framework of centralized intake incorporating all seven branch offices and including the ability to target and triage requests for legal services are essential. Systems that target and increase the availability of appropriate cases for pro bono attorneys as well as impact cases for in-house representation, are high priorities. The successful vendor should have a working knowledge of LSC grantee restrictions as well as technological systems that while augmenting intake systems, nevertheless still maintain a meaningful connection with the poor, elderly, or those without meaningful internet access.

DELIVERABLES

We expect the successful vendor to perform the following tasks:

- Attend a virtual kick-off meeting with us;
- Provide a Letter of Agreement with timelines and deliverables;
- Conduct ongoing meetings with our management and staff who are integral to the intake and delivery systems;
- Identify and recommend suitable technological and systems changes and improvements which we can implement to achieve the intake, delivery and outreach goals identified in this RFP document.
- Provide support and mentoring in the development of training material, intake protocols, and oversight of the intake and delivery systems.

Project Management

The successful vendor will have dedicated staff assigned to the project, including a primary point of contact for the duration of the contract. We expect to work primarily with one contact via telephone or email.

PROPOSAL SUBMISSION REQUIREMENTS

All proposals must be concise, well-organized and must demonstrate how your proposed services, approach, methodology, qualifications, experience, and terms meet or exceed our requirements. Proposals should be no longer than fifteen pages.

All proposals must also contain the following:

1. Detail consisting of:

- a. **Cover letter** including statement of understanding and approach to the project. The statement should describe the applicant's understanding of the project and the special skills, collaborative approach, and innovative thinking that the team would bring to the project. The approach must aim to optimize the intake and delivery systems.
- b. **Organizational Overview:** Description of the applicant's organization, years in existence, structure, composition, and qualifications.
- c. **Proposed Project Team Members:** Designation of the applicant's team leader.
- d. **Partners:** Explanation of partnering arrangements needed to complete the work.
- e. **List of References:** Provide any LSC or other funded program references to which the applicant has provided similar services within the last five years. Please include the name and telephone number of the contact person and a description of your role and the services provided to these programs that resulted in an enhancement of their intake and delivery system.

2. Cost Proposal consisting of:

- a. Projected quarterly costs and any discounts for multi-year agreements. We will consider a contract for 1-2 years.
- b. Pricing description for working with staffing models that include a Hotline or other targeted intake approaches that increase pro bono as well as high impact case types. Staffing models invariably will require systems as well as training.
- c. Pricing that addresses enhancement or modification of existing technology in use by ALSC.
- d. Pricing must include all overhead and travel costs needed to complete the work in the Proposal.

Other Information

You may provide other information or material that you believe is relevant to our evaluation or that provides additional features or value to ALSC.

RFP SCHEDULE

Date	Event
October 5, 2021	RFP issued
October 12, 2021	Deadline for respondents to submit RFP questions
November 1, 2021	Deadline for respondents to submit proposals
November 2-5, 2021	Evaluation and Reference Check Period
November 10, 2021	Notification to successful consultant of preliminary selection and contract negotiation
November 10-15, 2021	Contract Negotiations and/or Letter of Agreement finalized
November 29, 2021	Performance begins

RFP-RELATED QUESTIONS

Please submit questions relating to this RFP by email to Gregory Landry, Executive Director, at greg@la-law.org and cc'd to Sachida Raman, Deputy Director, at sraman@la-law.org no later than 5:00 pm CDT, on **October 12, 2021**.

PROPOSAL DEADLINES AND MODE OF DELIVERY

We must receive all proposals no later than 5:00 P.M., CDT, on **November 1, 2021**. Please email (in Word or PDF format) to Gregory Landry, Executive Director, at greg@la-law.org and cc'd to Sachida Raman, Deputy Director, at sraman@la-law.org .

You are solely responsible for ensuring timely delivery of your proposal. We may accept late proposals at our sole discretion. You must bear all costs incurred in preparing your proposal; contract awards will not cover proposal costs.

PROPOSAL EVALUATION CRITERIA

We will award the contract to the vendor who in our opinion provides us with the best value - the most advantageous balance of price, quality, and performance. We will evaluate proposals based on the following criteria:

Price

- The reasonableness of the price for the service being provided.
- Whether the price is realistic (especially if it is an estimate), reflects a clear understanding of our need, current technology level, potential for restructuring staffing and delivery model, Case Management System, partnership with the private bar for the delivery of pro bono legal services, and is consistent with other parts of the proposal.
- The cost of incidental expenses, including travel, reports, and transportation.

Quality

- Qualifications and experience.
- Technical expertise.
- Project plan and a commitment to follow up with support, implementation, and evaluation of the progress and success of the project.

Performance

- Understanding of and the ability to address our needs, challenges, and opportunities.
- Responsiveness to us.
- Professionalism of representatives.

Reputation

- Demonstrated history in transforming intake systems with LSC or other legal service non-profit funded programs that are similar to our firm in terms of needs, challenges, and opportunities.
- Excellence in price, performance, and quality.

ALSC' s RIGHTS

We reserve the right to:

- Accept or reject any or all proposals, or any part thereof;
- Waive any informalities or technicalities contained in any proposal received;
- Conduct discussions with respondents and accept revisions of proposals after the closing date;
- Make an award based upon various selection criteria;
- Request clarification from any respondents on any or all aspects of its proposals;
- Before the closing date, cancel or re-issue this RFP;
- Retain all proposals submitted in response to this RFP;
- Invite some, all, or none of the respondents for interviews, demonstrations, presentations and further discussion.

CONFIDENTIALITY

During the RFP process, upon request, we may give you access to our confidential or proprietary information. You agree not to use this information for your or any third-party's benefit and will not disclose this information to any person who does not have a need to know.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act (FOIA) and regulations associated with our practice may require us to disclose certain documents to the public, including portions of your proposal. Generally, we will not release any documents that would cause you competitive harm. We encourage you to label any confidential information contained in your proposal to facilitate our ability to withhold it from disclosure.