

SERVING LOW INCOME TEXANS SINCE 1948



LONE STAR
LEGAL AID

Justice has no boundaries

**Request for Proposal:
TIG Project Evaluation:**

LACI (Legal Aid Content Intelligence)

Feb 2025

TABLE OF CONTENTS

RFP and Project Timeline	3
LACI Overview	3
What we need.....	4
Expectations.....	5
Evaluation Scope.....	5
Communications with LSLA.....	6
Submission Requirements	7
Respondent Information.....	7
Subcontractors.....	7
Pricing and Pricing Methodology	7
Experience and References.....	7
Other Information.....	8
Preferred Method of Contact	8
Availability During RFP Response Period	8
Cost of Responses Not Included in Budget	9
Evaluation of Proposals.....	9
LSLA Rights	9
Confidentiality.....	10
Freedom of Information Act	10

Lone Star Legal Aid (LSLA) seeks proposals from qualified bidders to evaluate the effectiveness of our TIG-developed software LACI (Legal Aid Content Intelligence), described below. We use LACI to ensure that our publicly accessible self-help content, generally available at <https://www.lonestarlegal.org/resources/self-help/>, is kept up-to-date by alerting our document authors (known as “editors” and “reviewers”) when relevant web resources are updated. When the web resources change, we want to know as soon as possible so we can update our own information resources and self-help tools in response.

Our goal for the evaluation is to assess whether we’ve met the project goals and how the LACI software will affect our partners’ operations. We will use this information to determine the value to us, our partners, and future adopters of the LACI software.

Should you choose to submit a proposal, you will be “Respondent” below.

RFP AND PROJECT TIMELINE

All responses to this RFP must be received no later than 5:00 p.m. (US/Central) on March 15, 2025.

Respondents must be prepared to start as soon as possible upon selection due to the time constraints of the project.

Project completion, including issue management, evaluation, final adjustments, and final reporting must occur no later than October 31, 2026.

LACI OVERVIEW

Lone Star Legal Aid’s mission is to protect and advance the civil legal rights of the millions of Texans living in poverty by providing free advocacy, legal representation, and community education that ensures equal access to justice. LSLA is the fourth largest free legal aid provider in the United States. We serve approximately 60,000 square miles, one-third of the state, including 72 counties in the eastern and Gulf Coast regions of Texas, and four counties in southwest Arkansas. Based on the most recent Census data for our service area, there are almost 2 million people at 125% of federal poverty guidelines who are eligible for our services. Many of LSLA’s clients face isolation due to limited literacy, living in rural and remote locations, and language barriers.

As legal professionals, we generate a lot of documents that explain the law to various people. These documents are memoranda to other lawyers, both in our firm and outside it. They are letters explaining legal matters to our clients. They are filings in court that explain the law to judges and other parties. And they are legal information that we put up on our website or hand out to the public.

Of course, the law we explain to others is not under our control. Instead, these “Authorities” are laws created by our legislatures, rules adopted by the courts, agency regulations, online forms, and other authoritative explanatory web pages. We need to know when these Authorities change, so we can make sure our explanatory documents are kept up to date.

To keep all of these documents up to date, we have developed LACI, the Legal Aid Content Intelligence software system. This software tracks all our relevant legal documents and allows us to register which external Authorities each document depends on. Texas authorities, as well as US/federal authorities, are

all available online, which means that LACI can check them periodically, and alert our reviewers and editors when a document needs to be reviewed. When the documents themselves change, reviewers and editors are notified to review to make sure LACI continues to have the correct Authorities.

This software is currently in use and has been active since May 2024.

WHAT WE NEED

LSLA received new funding from LSC to make improvements to LACI, to help two other legal aid organizations adopt LACI, to develop materials to help us explain LACI to other organizations, and to evaluate our effectiveness in achieving these goals. Respondent will help us by working with us to do this evaluation.

As described in more detail in “Evaluation Scope” below, we need to evaluate several aspects of our work under this grant:

1. Did our software updates to LACI improve user experience?
2. Were our implementation partners able to successfully adopt LACI?
3. Were we able to adapt LACI to adequately access state online legal information?
4. Did we successfully develop documentation for LACI that helps us and others install, use, maintain, and upgrade LACI?
5. Did we successfully develop materials to explain LACI to others and make the case for adoption of LACI?
6. What impact has LACI had on our own operations? What impact do our partners anticipate LACI will have on their operations?

The changes to LACI described in the first item above are:

1. While LACI can currently access individual statutory or regulatory sections (e.g., 12 CFR 1002.2), some of these are very large and comprise many sub-sections. Update LACI’s “parser” to support references to sub-section elements such as 12 CFR 1002.2(b), or 12 CFR 1002.2(c)(2). Support as granular a reference as possible.
2. Currently when LACI detects an external change to an Authority, LACI presents to the reviewer both the old text and the new text of the Authority. This approach can make it difficult to determine what’s changed, especially for large texts. Change LACI to instead present updates as “diff”, “review”, or “redline” format, which makes it much clearer what has been updated.
3. LACI has the ability to monitor individual sections of a general web page, so changes outside that section are not flagged as updates. For example, LACI can be configured to ignore navigation, sidebar, and footer elements on a page; changes to these are typically not important for us to know about. This is currently accomplished by giving LACI an “XPath expression” along with the URL to monitor. However, coming up with “XPath expressions” is not user-friendly. Instead, develop a point-and-click user experience to allow an editor to monitor a section of a web page by pointing to it. Examples of this include uBlock Origin’s “element picker”, or www.wachete.com’s user interaction to monitor sections of a web page.

The full set of project objectives are attached as Appendix 1.

Respondent will work with LSLA, our partners, and likely with up to three outside organizations to gather input to answer these questions and produce a final report.

EXPECTATIONS

LSLA will contract with Respondent to perform the necessary tasks to evaluate our performance, including drafting a final evaluation report. No travel will be necessary.

EVALUATION SCOPE

Based on experience we expect the effort to have substantially the following phases. Please estimate the percentage of total effort for each phase in your response, discuss how you would approach implementation in each phase, and feel free to recommend any additional or alternate approach.

1. **Develop project plan.**

During the initial phase of the project, meet with LSLA team and supporters from other organizations to discuss various initial requirements and to draft a proposed project plan. This plan will describe the major tasks necessary to gather the data needed for the evaluation, and a proposed timeline for accomplishing each task. Because much of the work to update LACI and to implement necessary software updates will be done by contractors, the timeline should allow for some flexibility during phase 2 below. We are expecting software development to be completed by July 31, 2026.

This phase will likely take about 10% of the project time.

Acceptance criteria: a project plan for phases 2 and 3 below with milestones and target dates.

2. **Perform tasks necessary to collect data for evaluation.**

This phase will be governed by the milestones and tasks in the project plan from phase 1. Broadly speaking, this phase will involve tasks of these sorts over a period of months:

- a. **Collecting baseline data.** These are metrics that must be compared to data collected at the end. For example, collecting the current status of documentation, current partner practices (prior to LACI adoption) for managing and maintaining their legal information documents, user experience in LACI prior to software improvements, etc.

These are likely to include surveys of the relevant project stakeholders.

- b. **Periodic evaluation of metric collection.** For any objective metrics collected by, e.g., the LACI software itself, periodic (monthly or quarterly) evaluation of the data integrity and sufficiency.
- c. **Collecting final comparative data.** These are metrics necessary to evaluate the effectiveness of project efforts, and metrics necessary to compare to baseline data collected above.

These are likely to include surveys of the relevant project stakeholders.

Acceptance criteria: Completion of the project plan from phase 1 above, modified if appropriate.

3. **Draft the evaluation report.**

The evaluation report shall include qualitative and quantitative measurements of the project's performance, and perception of the project by stakeholders. We recommend a structure similar to:

- Introduction – Project Goals and Objectives
- Evaluation Data and Methodolog(ies)
- Summary of challenges, accomplishments, and impact
- In-depth analysis of challenges, accomplishments, and impact
- Factors affecting accomplishments and challenges
- Suggested strategies to address challenges
- Recommendations for further work

We expect this last phase to take at least 15% of the total project time. This phase must be completed by October 31, 2026.

Acceptance criteria: The evaluation report must address the questions above in “What We Need” as well as any other questions discovered during the development of the project plan in phase 1. The report must include: the questions presented, the data collection and evaluation methodology, conclusions, and recommendations (if any).

COMMUNICATIONS WITH LSLA

Communication with LSLA on a regular basis will be important to the project's success.

It is expected that Respondent will meet with LSLA at least weekly until a project plan for the evaluation is developed. Once the plan is developed, meetings and communication will take place pursuant to the plan.

For any other communications outside regularly scheduled meetings, LSLA and Respondent commit to responding to email messages from the other by the next business day, unless circumstances prevent.

SUBMISSION REQUIREMENTS

All responses must be twenty-five (25) pages or fewer (not including references and samples of comparable work), concise and well organized, and demonstrate how your proposed services, approach and methodology, experience, and terms meet or exceed LSLA's requirements. All proposals must also contain the following:

RESPONDENT INFORMATION

1. Respondent's full name, address, telephone number, email, and website.
2. Your submission point-person. Please include title, phone number, and email address.
3. Company overview, including a brief history, mission, number of employees, and number of years in operation.
4. Client mix: tell us what percentage of nonprofit, government, and commercial clients you serve.
5. Two (2) recent references concerning your experience with the type of work described in this RFP. Indicate the reference's name, a brief description of the services provided, and the name, title, telephone number and email address of an individual who is knowledgeable about your work and who may be contacted by our evaluators.

SUBCONTRACTORS

If subcontractor(s) are proposed to complete this project, a description of the services provided by the subcontractor(s), their location, and the Respondent's contract management process and selection criteria for subcontractors. State the percentage of work performed by subcontractor(s).

PRICING AND PRICING METHODOLOGY

Please submit a single firm fixed price (FFP) bid for the work outlined above. Payment will be made upon milestone completion, and not on an hourly or time-and-materials basis. Your bid may not exceed \$25,000.

Payment will be made in two installments. The first payment will be made at the beginning of the project. The second and final payment will be made upon the satisfactory completion of the evaluation report. Alternative payment arrangements may be negotiated with the evaluator selected.

Please estimate a percentage of overall time for each of the phases or proposed milestones in the evaluation scope. The total should sum to 100%. Please also include an estimate of how long in weeks you anticipate it will take to complete the milestones in the evaluation scope. Please explain any factors that may affect your estimate.

LSLA is a 501(c)(3) tax exempt organization.

Pricing must include all overhead costs needed to complete the work in the proposal.

EXPERIENCE AND REFERENCES

- Describe your experience working with any non-profit organization for whom you provided a similar service.
- Specify the approximate percentage of business you received in the past year for performing similar evaluations.

- List your personnel who will manage the services provided. This list must identify a point of contact who will manage the development process as well as a point of contact to manage business questions. Small organizations and individuals can name the same person in both roles.
- Describe your proposed project and team organization. Identify key employees and/or supervisors.
- List the certifications and credentials and experience of staff members, contractors, and subcontractors who would perform the work.
- Provide a statement on whether the Respondent or any employee of the Respondent is related by blood or marriage to an LSLA employee or resides with an LSLA employee. If there are such relationships, list the names and relationships of said parties. Include the position and responsibilities within the Respondent’s organization of such Respondent employees.
- Describe your ability to meet scope requirements Section A – Evaluation Scope and B – Communication.
- Provide samples or descriptions (links would be great if you can provide them) of your work on other similar projects.

OTHER INFORMATION

Applicant is encouraged to provide other information or material, within the 25-page limit, that it believes is relevant to LSLA’s evaluation or that provides additional features or value to LSLA. Some examples of additional value may be experience with and ability to provide documentation for LSC grant reporting requirements and/or abilities or accomplishments in user experience assessment, testing, and design.

Respondents must submit responses and documents in their proposal in the order above. Proposals must reference each paragraph/subparagraph number along with Respondent’s response as outlined above.

PREFERRED METHOD OF CONTACT

We will communicate with Respondents via email. As the proposal process progresses, we will make ourselves available for phone calls and possible in-person meetings. Please submit questions relating to this RFP by email to Luigi Bai at lbai@lonestarlegal.org. All questions and answers will be shared with all participating Respondents via LSLA’s web site.

Please include “**RFP for LACI TIG24 Evaluation**” in the subject line of your email when sending questions and final proposals.

AVAILABILITY DURING RFP RESPONSE PERIOD

The individual(s) involved in this project can typically be reached by email between 8:00 a.m. and 5:00 p.m. Central Standard Time. Please allow 24 to 48 hours for response time.

- February 8, 2025: RFP opens.
- Through March 15, 2025: Available for questions. All questions must be submitted in writing. Questions and answers will be posted to a public page along with this RFP.
- March 15, 2025, 5:00 PM US/Central: Deadline for Respondents to submit responses.

COST OF RESPONSES NOT INCLUDED IN BUDGET

Neither Lone Star Legal Aid nor LSC will pay any contractor costs associated with preparing responses or proposals submitted in response to this RFP.

EVALUATION OF PROPOSALS

The evaluation team will first evaluate the proposals and score them as described below. These scores will be used to create a short list of firms for further consideration; Respondents not on the short list will not be eligible for further consideration.

After the final proposal scores have been calculated, the price proposals will be evaluated and scored, with a total score for each Respondents to be calculated. LSLA will then select one finalist. Should LSLA and that finalist not be able to negotiate an agreement, LSLA reserves the right to select and negotiate a contract with a new finalist. Candidates not selected will be notified by email after a contract is finalized.

The total score available will be 100 points. The proposals will be evaluated using the criteria below.

- **Knowledge and experience:** Proposals will be evaluated on the certifications described in the SUBMISSION REQUIREMENTS section above and Respondent's collective knowledge and experience with technologies relevant to the project.
- **Quality of work plan submitted:** Proposals will be evaluated on the quality of the work plan submitted.
- **Quality of samples of prior work:** Proposal will be evaluated based on the quality of samples provided.
- **Proposed fees:** Proposals will be evaluated on reasonableness of proposed fees.
- **Estimate of time required:** Proposals will be evaluated on how long it is estimated to take to accomplish the project goals.

LSLA RIGHTS

LSLA reserves the right to:

- Accept or reject any or all responses, or any part thereof.
- Waive any informalities or technicalities contained in any response 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.
- Cancel or re-issue this RFP at any time.
- 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 selection and project execution phases, LSLA may give you access to LSLA's 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.

LSLA will not under any circumstances disclose any information submitted by Respondent to any other Respondents, except the questions and answers described above. LSLA will not disclose any information submitted by Respondent to LSLA to any other parties until after the contract is finalized.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act (FOIA) and associated federal regulations may require LSLA to disclose certain documents to the public, including portions of your proposal. Generally, LSLA will not release any documents that would cause competitive harm to a Respondent or potential Respondent.

You are encouraged to label any confidential information contained in your proposal to facilitate LSLA's ability to withhold it from disclosure.