



LEGAL SERVICES CORPORATION

REQUEST FOR PROPOSALS  
FOR DATA COLLECTION AND REPORTING  
PROJECT

July 2012

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**I. Introduction**

The Legal Services Corporation (LSC) was established by an Act of Congress in 1974 and is the nation's largest single funder of civil legal aid programs for people in poverty. LSC's mission is to promote equal access to justice in the United States and to fund high quality civil legal assistance to low-income persons throughout the country. LSC currently provides grants to 134 independent, non-profit legal aid programs serving every county in the United States and the territories as well. LSC is a private, non-profit corporation and is not a government agency.

LSC administers a competitive grants process and is responsible for overseeing grantees' compliance with legal requirements and prohibitions, for ensuring grantees' maintenance of the highest quality of service and professional standards, and for ensuring that grants are awarded so as to provide the most economical and effective delivery of legal assistance.

**II. Project Goals and Objectives**

Since its establishment, LSC has designed and implemented a range of strategies and systems to: (1) collect data to document the need for civil legal assistance for low-income people in the United States; (2) assess and improve its grantees' operations; and (3) equip its grantees to evaluate, improve, and expand the services they provide to their client communities. These include LSC's Case Services Report (CSR) system, periodic surveys of grantees, on-site assessments of grantees, and administration of the grants competition and renewal process. The Data Collection and Reporting Project (Project) seeks to expand and improve existing tools and mechanisms for data collection and analysis.

The Project's goals are to: (1) enhance LSC's ability to assess the quality, efficiency, and effectiveness of the programs that LSC funds; (2) provide grantees with better tools to assess their own performance, manage their operations, and increase private financial support; and (3) provide information to funders and stakeholders (including Congress and the public) to support LSC's promotion of equal access to justice.

Specific Project objectives are to:

1. Develop and implement improvements in LSC's systems for collecting information from grantees to provide LSC with a fuller picture of grantees' operations, accomplishments, and limitations. This will improve the quality of LSC's program assessments and provide useful information to grantees for their own management purposes. LSC especially seeks better data regarding the results that grantees achieve for clients, the value or benefits of the services that grantees provide to clients, and/or the extent to which grantees are unable to meet clients' needs because of limited resources.

2. Develop and implement data collection and analysis tools, resources and training programs that will equip LSC grantees to conduct their own data collection and analysis to improve and direct their services strategically, and that LSC grantees can adapt to their own service models and needs and use with all of their funders. The menu of tools developed must offer sufficient flexibility to be tailored to grantees' unique features, conditions, and circumstances, and should not be a "one size fits all" approach.

### **III. Project Activities and Anticipated Deliverables**

Major Project activities and strategies include the following:

1. **Developing and Implementing Improvements to LSC's Systems for Collecting Data from Grantees.** All activities in this area will be undertaken with careful consideration of the variety of service delivery models employed by, and local circumstances confronting, LSC-funded programs, and of the reporting requirements and activities of other funders. Major activities/strategies will include:
  - (a) Analyzing LSC's current data collection systems;
  - (b) Identifying and analyzing data collection activities currently undertaken by LSC grantees, by other legal services providers, and by other legal services funders;
  - (c) Identifying best practices for data collection and program assessment in other relevant organizations and fields;
  - (d) Identifying useful additions to LSC's current data collection activities, with a particular focus on results achieved for clients, and with due consideration of the importance of avoiding unnecessarily burdensome reporting requirements for grantees;
  - (e) Designing revised LSC grantee data reporting system functionalities;
  - (f) Testing of the revised grantee data reporting system; and
  - (g) Implementing the system.

**Deliverable: Draft report summarizing initial findings, recommendations, lessons learned, tool/resource design options, next steps, and pre-implementation strategy.**

2. **Developing and Implementing Data Collection and Analysis Tools and Resources for Grantees.** The Project will develop tools, resources, and training programs for grantees to equip them to conduct their own data collection and analysis in a manner that they can adapt to their own service models and needs and use with all of their funders. Major activities/strategies will include:
  - (a) Identifying the data sets that legal services providers and legal services funders consider most relevant, valuable, and persuasive;
  - (b) Identifying the substantive focus and formats that would be most useful for grantees;
  - (c) Developing and testing multiple, alternative data collection and analysis tools that grantees can use to better assess their performance, manage their resources, and show the value of their work; and

- (d) Preparing materials and resources to demonstrate the use and value of the tools developed.

**Deliverable: Range of program tools, as outlined above.**

**3. Publicizing, Training, and Providing Technical Assistance to Foster and Support Grantees' Use of the Tools and Resources.** Major activities/strategies will include:

- (a) Publicity through LSC reports, e-mails to grantees, listservs, etc.;
- (b) Conducting presentations and training programs at national conferences (e.g., National Legal Aid & Defender Association's (NLADA) Annual Conference, Equal Justice Conference), regional project directors meetings and similar events;
- (c) Developing and implementing webinar trainings for grantees;
- (d) Creating and populating with tools and resources a special section on the LSC website; and
- (e) Providing technical assistance to particular grantees via phone, e-mail or other mechanisms.

**Deliverable: Training modules and related materials; related promotional materials.**

In addition, the consultant(s) retained will be expected to submit a final report at the conclusion of the Project in which they summarize findings, present recommendations, and suggest next steps. It is anticipated that the Project will run for eighteen (18) months (through the end of 2013).

#### **IV. Proposal Requirements**

**A. Firm and Key Personnel Qualifications:** LSC seeks the services of consultants with demonstrated expertise and experience that would enable them to assume the lead role in the design, coordination, and implementation of all major project initiatives described above.

Experience and expertise in the following areas are essential:

1. Design and implementation of systems for the collection and analysis of data that can be used for legal services program assessment and improvement;
2. Development of data collection and analysis tools and resources that legal services programs can tailor to their unique features, needs, and circumstances to assess and demonstrate the value and need for program services, to improve program operations, and to strategically target program resources;
3. Design and implementation of publicity, training, and technical assistance initiatives, preferably related to the collection and use of data for program assessment and improvement;
4. Design, implementation, and evaluation of data collection and analysis initiatives conducted by large grant-making organizations; and
5. Facilitation of work with a wide range of institutional stakeholders.

Please provide examples of experience and expertise in these areas, samples of comparable work, and a résumé for the primary individual(s) proposed to manage the Project.

**B. Management:** Provide a work plan for completing this Project. Include an estimate of the labor hours anticipated to complete each phase of work.

**C. Cost:** Provide a budget for this Project, including direct and indirect costs and expenses (including travel). **The total budget for this Project will be capped at \$276,000. Therefore, proposals should not exceed this amount.** Rates, whether fixed, daily, or hourly, must include all overhead costs and profit. If non-fixed rates are proposed, the proposal must estimate the total number of days or hours the applicant expects to bill for the Project. The proposal should include a cost-not-to-exceed limit, subject to properly executed extensions or modifications.

**D. References:** Provide professional references (including full contact information) concerning the applicant's performance on three (3) comparable, recent projects.

## **V. Proposal Format and Administrative Requirements**

### **A. Proposal Format**

Please submit proposals electronically, preferably in Word or PDF format. A hard copy is permitted but not required. Double-sided copying and use of recycled paper are encouraged. To the extent possible, proposals should be prepared on 8½" x 11" paper. Fold-outs for charts, tables and/or spreadsheets are permitted. Proposals should be straightforward and concise – and not exceed five (5) pages (single spaced), not including a cover letter, résumés, background materials, and examples of previous related work.

### **B. Delivery of Proposals**

Proposals must be received by LSC no later than 5:30 P.M., EST, on September 10, 2012. Applications will be reviewed and evaluated on a rolling basis, and LSC may select a successful candidate prior to the close of the application period. Therefore, applicants are strongly encouraged to apply as soon as possible.

Please submit all proposals – and direct any related inquiries regarding this RFP – to:

Richard L. Sloane  
Chief of Staff and Special Assistant to the President  
Legal Services Corporation  
3333 K Street, NW  
Washington, DC 20007  
E-mail: [rsloane@lsc.gov](mailto:rsloane@lsc.gov)  
Telephone: 202-295-1616

Applicants are required to indicate whether they qualify as a small, disadvantaged business under section 8(a) of the Small Business Act (13 CFR 124).

Applicants are solely responsible for ensuring that Proposals are delivered on time. Late proposals will not be accepted. Delays caused by any delivery service will not be grounds for extension of the proposal due date and time. Late received proposals (either the hard copies or the PDF) may be returned unopened to the Applicant at LSC's sole discretion.

**C. Cost of Proposal:** All costs incurred in preparing Proposals shall be borne by the applicant. Any final contract awarded will not provide for costs of the proposal to the applicant.

**D. Freedom of Information Act**

The Freedom of Information Act (FOIA) and associated LSC regulations may require the release to the public, upon request, of certain documents held by LSC, including portions of proposals submitted to LSC by third parties. In general, LSC will not release any documents that are exempt from the disclosure requirement because their release would cause competitive harm to the applicant. If a FOIA request for such documents is received, LSC will contact the applicant prior to any release of material. Nonetheless, applicants are encouraged to label information considered confidential as such in Proposals at the time of submission.

**E. Miscellaneous**

Minor procedural or administrative exceptions to the requirements contained in this RFP may be accepted by LSC during the proposal review process. LSC may disqualify or reject any or all proposals. LSC reserves the right to have and retain all original data and working papers generated during the Project.

LSC reserves the right to award the contract to the applicant with the best overall approach, regardless of cost, or to not award a contract to any applicant. Nothing in the RFP or this process creates any applicant's rights.