REQUEST FOR PROPOSALS

PROJECT MANAGER:
TRLA DISASTER UNIVERSITY

Texas RioGrande Legal Aid, Inc.

2022 LSC DISASTER SUPPLEMENTAL GRANT
INTRODUCTION AND PURPOSE OF ENGAGEMENT

Texas RioGrande Legal Aid (TRLA), is seeking a Project Manager. This is a grant-funded position. The primary purpose of this engagement is to provide management to a project funded by a grant awarded to TRLA from the Legal Services Corporation (LSC), pursuant to the 2022 Disaster Supplemental Appropriations, which provided special federal funding for survivors of 2022 federally declared disasters. The project requires coordination between TRLA staff and multiple vendors through end-to-end project management including the planning, development, execution, and implementation stages. The Project Manager will work with TRLA Disaster Team Manager, Grants, and Accounting staff to ensure that all grant deliverables are met.

Key dates of the project include:
Hiring timeframe: July 2024
Performance begins as soon as July 2024
Project Completion: June 2025 with the possibility of a grant extension
Proposals are due via email by 5:00 p.m., C.S.T., on July 5, 2024.

ABOUT TRLA

Texas RioGrande Legal Aid (TRLA) is one of the largest 501(c)(3) legal aid providers in the United States, established in 1970 to serve the legal needs of low-income Texans. With a profound commitment to justice, TRLA strives to promote dignity, self-sufficiency, safety, and stability for vulnerable communities. Operating in 68 counties in Southwest Texas, TRLA delivers high-quality civil legal assistance and related educational services to low-income individuals and families.

Committed to breaking down barriers to justice, TRLA offers a range of legal services in various practice areas including housing, family law, consumer rights, employment, healthcare access, and more. Our team of dedicated attorneys, paralegals, and support staff ensures that clients receive tailored support regardless of language or cultural background. Empowering clients with knowledge, TRLA conducts outreach programs, workshops, and training sessions, promoting legal literacy and empowering individuals to assert their rights confidently.

Continuing to evolve with the changing needs of the community, TRLA remains steadfast in its mission to uphold justice and protect the rights of low-income individuals. Through strategic partnerships, cutting-edge legal strategies, and unwavering compassion, TRLA continues to leave a profound and lasting impact on the lives of countless Texans, promoting equal access to justice for all.
PROJECT OVERVIEW

TRLA has received funding to provide mentorship and collaboration services to other 2022 Disaster Supplemental Appropriation Grantees over a period of 24 months. With guidance from Legal Aid Services of Oklahoma (LASO) and Iowa Legal Aid (ILA), TRLA will develop digital informational materials and virtual training sessions for legal aid organizations who are less experienced in providing disaster legal assistance. The materials and training sessions developed by TRLA, LASO, and ILA will collectively create a curriculum called “Disaster University.”

The project is for the creation of a series of online courses to effectively disseminate the informational materials and trainings that make up the Disaster University curriculum. The project will include the necessary brand development, content creation, training, and supplementary services required to ensure that Disaster University can be maintained and updated by TRLA, LASO, and ILA, and other organizations in the future. The project will also involve the development of an AI-based chatbot for attorneys working with clients who are victims of disasters.

This project is funded through a Disaster Supplemental Grant from the Legal Services Corporation (LSC).

PROJECT CONTRIBUTION & DESCRIPTION

The Project Manager contributes to this multi-faceted project with the goal of increasing access to legal knowledge and resources for attorneys working with clients who are victims of various disasters. Specifically, the Project Manager will work with the Course Creation vendor, the Disaster Team Manager and the Disaster Team to ensure the quality and timely delivery of Disaster University deliverables. The Project Manager will also work with TRLA Grants and Accounting staff to ensure grant deliverables are met and programmatic and financial reports are submitted on time to the funder.

PROJECT MANAGER RESPONSIBILITY STATEMENT

The successful candidate will work with TRLA to ensure a seamless roll-out of the components of the project within the timeline set forth by LSC. The candidate should be familiar with LSC’s customary grant rules and regulations, LSC’s Disaster Relief Grant Program, and will be responsible for the following items.

- Monitoring the overall project performance (timeline, budget, resource utilization and achievement of milestones), against project plan and look to members of the project team to implement adjustments when issues are identified and require resolution.
• Developing and maintaining consistent communication with TRLA, ILA, and LASO project personnel and vendors;
• Coordinating the development of requests for information (RFI) and vendor requests for proposal (RFP) processes, working with TRLA project personnel;
• Driving the work by recommending or seeking resources to meet the demands of the project.
• Developing a structure for weekly/bi-weekly meetings with TRLA staff and other key stakeholders;
• Communicating a clear vision of project goals and objectives and provides technical expertise and input for deliverables worked on by TRLA, ILA, and LASO project staff;
• Holding Project Team members accountable for meeting or exceeding expectations by coordinating task-oriented activities, managing milestones and deliverables, providing performance feedback to supervisors of Project Team personnel and providing guidance to TRLA leadership on tasks managed and performed by Project Team staff;
• Controlling and mitigating project risks by performing the qualitative and quantitative analysis of risks and trigger events, planning risk response, establishing contingency plans, anticipating dependencies affected by ongoing project changes, and recommending ways to mitigate future risks to the project;
• Assisting with the tracking and reporting on key metrics (as enumerated in the project plan approved by LSC) and communicating findings to TRLA leadership and designated staff;
• Applying technical knowledge in database management, IT architecture, telephone systems, website development, automated case management systems, etc., to ensure the alignment, buy-in, and support of diverse project stakeholders including external consumers, internal customers, and Project Team members; and
• Collaborating with and accountable to TRLA leadership and designated staff for the management, delivery and outcomes of assigned tasks, objectives and goals.
• PM can help develop a MOU between TRLA, LASO, ILA to determine each organization’s role and responsibilities.

The successful candidate will be expected to work with TRLA to perform the following tasks:

Objective 1: Oversee the Creation of Disaster University

• Work with the Disaster U Course Creation vendor(s) to ensure the project deliverables are met in a timely manner.
• Communicate with vendor(s) and TRLA project staff regularly on project updates, identifying pain points and making recommendations and adjustments to ensure the project stays on track.
• Coordinate Disaster U user research and engagement work with stakeholders throughout the development process.
o Identify and engage with key stakeholders, including but not limited to legal aid attorneys and other professionals at LSC grantee organizations with or without disaster legal services experience, and disaster response professionals.

o Conduct surveys and interviews to gather insights into grantees’ needs, preferences, and pain points related to disaster legal services training.

**Objective 2: Oversee the Creation of the Disaster Chatbot**

- Work with the AI Chatbot vendor to ensure the project deliverables are met in a timely manner.
- Communicate with vendor and TRLA project staff regularly on project updates, identifying pain points and making recommendations and adjustments to ensure the project stays on track.

**Objective 3: Lead in the responsible management of the LSC Disaster grant**

- Work with TRLA’s Grants team to help track project deliverables, recommend adjustments in service delivery, advise on project budget adjustments, and assist with grant programmatic reports.
- Work with TRLA’s Accounting team to ensure project expenditures are made timely and responsible and assisting with grant financial reports as necessary.
- Provide project updates to Grants staff, Project staff, Accounting staff, Executive staff, and other legal aid partners and stakeholders as appropriate.
- Track project expenses.

Additional tasks and responsibilities may arise as the project develops.

**PROJECT TIMELINE OVERVIEW**

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<th>Task</th>
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<tr>
<td>Review and understand all requirements, terms and conditions applicable to the project.</td>
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<td>Manage and monitor project progress.</td>
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<td>Assist TRLA Grants, Accounting, and project staff in submitting required progress and financial reports to LSC.</td>
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<td>Assist with the grant close-out process.</td>
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<th>Timeframe</th>
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<td>Within 1 month after start of contract.</td>
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<td>Ongoing throughout the life of the grant, expected to end in June 2025.</td>
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<td>June 2025.</td>
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PROJECT DELIVERABLES

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<th>Deadline</th>
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<tr>
<td>Draft and deliver Project Management and Oversight Plan</td>
<td>Within 1 month after start of contract.</td>
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<td>Coordinate monthly calls with project vendors to ensure project deliverables are being met timely and make adjustments as necessary.</td>
<td>Monthly throughout the life of the grant.</td>
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<td>Coordinate bi-weekly conference calls with project staff to keep all parties updated on project development.</td>
<td>Bi-weekly throughout the life of the grant.</td>
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<td>Programmatic and financial reporting to LSC.</td>
<td>Ongoing throughout the life of the grant.</td>
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<td>Attend grant close-out meeting.</td>
<td>June 2025</td>
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<td>Propose budget and/or project plan amendments to ensure the successful completion of project goals.</td>
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<td>Other tasks as they become necessary to ensure the successful completion of the project on time and within budget.</td>
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SUBMISSION REQUIREMENTS

All proposals must be 5 pages or less (not including references and samples of comparable work), concise and well-organized, and demonstrate how your proposed services, approach and methodology, qualifications, experience, and terms meet or exceed TRLA’s requirements. All proposals must also contain the following items:

Applicant Information:

1. Applicant’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 (if applicable), including a brief history, mission, number of employees, and number of years in operation.
4. If an independent consultant, your full name, address, telephone number, email, and years working as an independent consultant.
5. Client mix: percentage of nonprofit, government, and commercial clients you serve.
6. Two recent references concerning your experience with the work described herein. Indicate the reference’s name, a brief description of the services provided, and the name, title, telephone number and email address of a reference who is knowledgeable about your work and who may be contacted by proposal evaluators.

FIRM OR KEY PERSONNEL QUALIFICATIONS

TRLA seeks the services of a Project Manager with demonstrated expertise and experience in overseeing projects and grants management experience. Experience in disaster response activities is preferred.

Please provide examples of your experience and expertise in these areas, and samples of comparable work.

Other required qualifications include:

1. Excellent written communication skills with demonstrated ability to produce professional, clear, well-written work products;
2. Excellent oral communication and interpersonal skills with demonstrated ability to reach difference audiences and effectively manage conflicts;
3. Experience analyzing complicated concepts and offering cogent conclusions;
4. Ability to work well with people who have diverse backgrounds, perspectives, and working styles;
5. Ability to function in a discreet, diplomatic, and confidential manner;
6. Ability to exercise sound judgment and articulate well-informed and objective recommendations;
7. High degree of flexibility, capacity for self-management, and attention to detail;
8. Strong organizational skills; and
9. Understanding of and commitment to legal aid and disaster preparation and relief.

A PMP certification preferred but not required.

PROJECT APPROACH AND MANAGEMENT

Provide a work plan for completing this project. Include an estimate of the hours you believe it will take for you to complete each phase of work.

Your proposal must describe your approach for assisting with, administering, and overseeing the project objectives and accomplishing the Project Manager responsibilities outlined in this RFP,
including how you plan to communicate with TRLA and multiple vendors to effectively facilitate the exchange of necessary information, and how you plan to monitor project progress. Your process must include a comprehensive review of grant-related documents and budget materials, interviews with relevant staff, and an examination of the implementation of technology projects as well as the usability of the technology.

PRICING AND PRICING METHODOLOGY:

Provide a budget for this project, including an itemization of expected direct and indirect costs and expenses, including travel expenses, taxes, and service fees, administrative costs, maintenance/customer support costs, system or software conversion costs (all expenses must be reasonable and necessary, billed at-cost (as demonstrated by receipts or other appropriate documentation), and consistent with TRLA or LSC’s expense and travel policies, which are similar to that of the Federal Acquisition Regulation and the Federal Travel Regulation). We anticipate awarding a time and materials contract; accordingly, your proposal must include:

1. Hourly rates for each proposed employee or consultant assigned to the project;
2. Estimate of the total number of days or hours the applicant expects to bill for the project; and
3. Estimate of the total cost of the project, including expenses.

OTHER INFORMATION

Applicant is encouraged to provide other information or material, within the page limit, that it believes is relevant to TRLA’s evaluation or that provides additional features or value to TRLA. Some examples of additional value may be:

- Experience with and ability to provide support to TRLA with grant reporting requirements;
- Abilities or accomplishments in user experience assessment, testing, and design;
- Ability to integrate branding into the project design;
- Experience working with multiple vendors.

PREFERRED METHOD OF CONTACT

Currently we prefer to communicate via email. As the proposal process progresses, we will make ourselves available for phone calls and possible in-person meetings. Please submit all questions and proposals to Brittany Perrigue Gomez at BPerrigue@trla.org and GrantsManager@trla.org and include “DSA-TRLA Project Manager” in the subject line of the email.
PROPOSAL COSTS

Applicants are responsible for all costs incurred in preparing their proposals. The final contract will not reimburse the successful applicant for proposal preparation costs.

EVALUATION

The contract will be awarded to the vendor who provides the best value – the most advantageous balance of price, quality, and performance – to TRLA. Proposals will be evaluated 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 TRLA’s need and is consistent with other parts of the proposal.

Quality

- Qualifications and experience of proposed staff
- Technical expertise
- Project plan and approach

Performance

- Capacity
- Understanding of and ability to meet TRLA’s needs
- Responsiveness to TRLA

Professionalism

- Reputation for excellence in price, performance, and quality
- Willingness to accept TRLA and LSC terms

Costs

- The cost of incidental expenses, including taxes and service fees, administrative costs, maintenance/customer support costs, system or software conversion costs, travel and transportation costs.

TRLA RIGHTS

TRLA 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; and /or
• Invite some, all, or none of the respondents for interviews, demonstrations, presentations, and further discussion.

CONFIDENTIALITY

During the vendor selection and project execution phases, you may be given access to TRLA’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.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act (FOIA) and associated federal regulations may require TRLA to disclose certain documents to the public, including portions of your proposal. Generally, TRLA will not release any documents that would cause your vendor competitive harm. You are encouraged, however, to label any confidential information contained in your proposal to facilitate TRLA’s ability to withhold it from disclosure.