

# RFP: CLS Coordinated Statewide Intake Business Process Analysis

Colorado Legal Services (CLS) seeks to identify opportunities to increase efficiency, precision, consistency, and improve applicant and staff experience within our Coordinated Statewide Intake System (CSI). Our goal is to obtain recommendations which will help CLS redesign a more efficient, accurate intake process that quickly and effectively serves applicants and is easier for staff to navigate and manage.

The project is to conduct a business process improvement analysis of Colorado Legal Service's Coordinated Statewide Intake process from all points of applicant entry through the intake process to identify opportunities to increase efficiency, accuracy, and consistency, thereby improving the applicant, client, and staff experience. The intake process will be mapped and evaluated for its efficiency, effectiveness, and applicant experience.

See attached PDF for full details. Bids due December 13, 2024. Send applications and inquiries to [slipka@colegalserv.org](mailto:slipka@colegalserv.org) with the subject line "Colorado Legal Services CSI Intake BPA".

Last updated on November 20, 2024.

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[CLS Coordinated Statewide Intake RFP](#)

Print

Table of Contents

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