

REQUEST FOR PROPOSAL (RFP)

ONLINE INTAKE CENTER FOR NORTH MISSISSIPPI RURAL LEGAL SERVICES

I. INTRODUCTION

North Mississippi Rural Legal Services (NMRLS) is seeking proposals from qualified vendors to develop an online intake center that allows clients to initiate legal cases online. The intake system must support both the Elder Law Project and Heirs Property Grant Project and be accessible across multiple platforms, including computers, cell phones, and tablets.

II. BACKGROUND

NMRLS is a nonprofit organization providing free civil legal services to low-income residents of North Mississippi. We aim to enhance access to justice by leveraging technology to streamline our intake process, making it more efficient and accessible to clients.

III. PROJECT SCOPE

The selected vendor will develop an online intake system that meets the following requirements:

1. User-Friendly Client Portal:

- Mobile-friendly and ADA-compliant design.
- Multilingual support.
- Secure authentication and identity verification.
- Compatibility with computers, cell phones, and tablets.

2. Case Intake Process:

- Online form for clients to submit case details.
- Automated eligibility screening based on NMRLS criteria.
- Ability to upload supporting documents.
- Separate intake workflows for the Elder Law Project and Heirs Property Grant Project.
- Scheduling and Calendaring ability.

3. Integration with KEMPS Case Management System:

- Automatic case creation and assignment within KEMPS.
- Real-time data synchronization between systems.
- API or secure data exchange mechanism to ensure seamless functionality

4. Attorney and Staff Workflow:

- Dashboard for attorneys to manage assigned cases.
- Notification system for case updates.
- Internal messaging or case notes functionality.

5. Security and Compliance:

- Data encryption and secure storage.
- Compliance with relevant legal and ethical standards, including ABA guidelines on data security.
- Role-based access control to protect sensitive information.

6. Reporting and Analytics:

- **Metrics on case intake volume and trends.**
- **Dashboard for tracking case progress and efficiency.**

IV. TIMELINE

The proposed project timeline is as follows:

- **RFP Release Date: February 10, 2025**
- **RFP Questions via email: March 7, 2025**
- **Proposal Submission Deadline: March 14, 2025**
- **Vendor Selection and Contract Award: March 21, 2025**
- **Project Commencement: April 1, 2025**
- **System Development and Implementation: April 1 – September 1, 2025**
- **System Testing and Training: September 1 – September 30, 2025**
- **Project Completion and Deployment: March 5, 2026**

V. PROPOSAL SUBMISSION REQUIREMENTS

Interested vendors should submit a proposal including:

- 1. Company Background: Overview of experience in legal technology solutions.**
- 2. Project Approach: Detailed methodology and project plan.**
- 3. Technical Specifications: Overview of technologies and integration methods.**
- 4. Budget and Pricing: Itemized cost estimate.**
- 5. Timeline: Estimated completion schedule.**
- 6. References: Examples of similar projects completed.**

VI. EVALUATION CRITERIA

Proposals will be evaluated based on:

- **Experience in developing legal technology solutions.**
- **Compliance with security and accessibility standards.**
- **Cost-effectiveness.**
- **Project timeline feasibility.**

VII. SUBMISSION CONTACT

Proposals must be submitted by March 14, 2025, to:

Ben Thomas Cole, II
Executive Director
North Mississippi Rural Legal Services, Inc.
bcole@nmrls.com
662-234-8731, ext. 2108

VIII. ADDITIONAL INFORMATION

NMRLS reserves the right to accept or reject any proposal and to request further clarification if needed. Shortlisted vendors may be invited for an interview or demonstration.

We look forward to receiving your proposals and working together to enhance legal access for the residents of North Mississippi.