



Request for Proposals for Grants Management Process Analysis For Neighborhood Legal Services Program of the District of Columbia

BACKGROUND

Neighborhood Legal Services Program of the District of Columbia (NLSP) is a 501(c)3 organization with a budget of \$6,532,444 in FY 2024. NLSP programs and operations are funded in large part by the Legal Services Corporation (LSC) and the DC Bar Foundation (DCBF). NLSP has 55 employees working on a hybrid schedule at two offices in the District of Columbia.

NLSP's mission is: "In partnership with its clients and community stakeholders, NLSP helps DC residents, families and communities eliminate barriers to overcoming poverty and secure justice. Using all available legal and other advocacy tools, NLSP enables underserved DC residents to make their voices heard in the courts and other forums where their rights and protections are at stake, to secure fair and lasting solutions to their problems and to attain their individual, family and community goals."

PURPOSE

The purpose of this Request for Proposals (RFP) is to request bids to conduct a Business Process Analysis (BPA) of NLSP's Grants Management Processes. "Grants Management Process" includes all tasks related to the lifecycle of a grant at NLSP, such as identifying and applying for grants, tracking grant spending, monitoring performance, reporting on active grants, and closing out completed grants.

The objective of the proposed BPA is to understand how NLSP can best leverage technology throughout the grants management lifecycle to increase organizational efficiency and help NLSP effectively fulfill grant obligations.

Our goal is to identify ways that NLSP can employ technology to automate and streamline processes related to its grants management practices; integrate technology to create a clear workflow of all aspects of grant management to increase employee accountability, collaboration, and efficiency; and establish a plan to improve the grants management workflow that prioritizes clear delegation of responsibilities and efficient communication methods.



OVERVIEW OF SERVICES REQUESTED

NLSP is seeking a consultant to conduct a business process analysis of our organization's procedures for managing grants. The evaluation should provide a baseline for future improvements with the goal of better leveraging technology. The recommendations must prioritize the clear delegation of responsibilities to staff members and the efficient communication of information.

The successful candidate will be responsible for completing the tasks outlined in the scope of work and providing all deliverables no later than September 26, 2025. The budget for this project is not to exceed \$30,000.

SCOPE OF WORK

Initiate and Plan

- Schedule and host a kickoff meeting.
- Identify process stakeholders.
- Define the process analysis scope.

Data Gathering

- Conduct interviews with process stakeholders to understand their perspectives and pain points.
- Collect data through document review, observation, and other relevant methodologies.

Process Mapping and Analysis

- Visualize process flow using appropriate mapping tools and techniques, such as flowcharts or swimlane diagrams.
- Identify key steps, decision points, and potential bottlenecks within the process.
- Analyze the collected data to identify inefficiencies, redundancies, and areas for improvement.

Prioritize and Recommend

- Research and identify relevant technology and best practices that could optimize procedures. Use these technologies and best practices to develop actionable recommendations that address identified issues.
- Create a detailed plan for implementing improvements, including prioritization, timelines, resource allocation, and relevant change management strategies.



DELIVERABLES

This project should result in a plan for NLSP to make necessary improvements to its use of technology in the grants management process.

The final deliverables will include:

- An evaluation of NLSP’s existing grants management procedures, which
 - Identifies inefficiencies, bottlenecks, and areas for improvement, and
 - Makes clear recommendations on how to streamline and better leverage technology in grants management.
- An implementation plan, which
 - Prioritizes recommendations according to the magnitude of anticipated benefit, cost and difficulty of implementation, and compatibility with NLSP’s forthcoming strategic plan.
 - Details potential timelines, resource needs, costs, and success metrics for implementing recommendations.

TIMELINE

- January 29, 2025: RFP Released
- March 3, 2025: Responses due no later than 5 PM EST
- Early April 2025: Selection Finalized
- September 26, 2025: Project Concludes

PROPOSAL FORMAT

Please describe, in detail, the fee structure you propose for conducting your evaluation.

The proposal should be prepared simply, providing a straightforward, concise delineation of your capabilities to satisfy the requirements of the RFP. Emphasis in your proposal should be on completeness and clarity of content. Your proposal should contain information on your approach and project management plan in addition to information about your experience working with small non-profit agencies or legal services providers.

Your proposal should include:

- Information about your firm’s experience and qualifications in providing the requested services to organizations similar in size and character to NLSP.



- A description of your firm’s approach to conducting business process analyses, including information about the methodologies, tools, technologies, and best practices your firm would use to meet the requirements in the Scope of Work.
- A breakdown of the specific services you would offer, including details about service levels, response times, availability, and any additional services you may provide. Please include a breakdown of your pricing structure, outlining recurring fees, one-time costs, and additional charges clearly and transparently.
- A detailed implementation plan, outlining how you would onboard NLSP as a client. Include key milestones, timelines, and potential challenges you foresee.
- A staffing plan, providing information about the team members who would be assigned to our account, including their qualifications, experience, and roles/responsibilities.
- References for three clients, preferably those similar to NLSP and who are familiar with the work of the personnel to be assigned to this engagement.
- A list of other nonprofit clients.

PROPOSAL SUBMISSION

How to Apply

Proposals shall be emailed to Cecilia Barber, Project Manager, at cbarber@nlsp.org and will be accepted until Monday, March 3, 2025, at 5 PM EST. Any questions prior to submission of the proposal should be emailed to cbarber@nlsp.org.

Desired Qualifications

The ideal candidate:

- Is familiar with evaluating small non-profit organizations and/or legal services providers;
- Shares NLSP’s commitment to racial equity and diversity;
- Possesses excellent analytical, communication, and problem-solving skills;
- Has sufficient organizational capacity to reliably meet deadlines;
- Has relevant experience in the subject area of grants management and fundraising;
- Possesses sufficient knowledge of change management principles to effectively advise NLSP regarding implementation.



Selection Criteria

The successful candidate will be selected based on an evaluation of their performance in the following areas:

- Experience working with similar organizations,
- Understanding of relevant grants management principles,
- Technical and analytical skills, and
- Overall quality of proposal, including adherence to requirements stated in the RFP.

Selection Process

After the proposal deadline has passed, candidates may be invited to attend an interview with a panel consisting of project staff and NLSP leadership. Candidates may be asked to provide work samples during the evaluation process. NLSP will conduct reference checks prior to selection. The selected candidate will be notified in early April. Candidates who are not selected will be notified after the selected candidate is successfully onboarded.