



Alaska Legal Services Corporation REQUEST FOR PROPOSALS (RFP): Intake System Assessment and Improvement Project

Alaska Legal Services Corporation (ALSC) requests proposals from an experienced and qualified consultant or firm to conduct a statewide Intake System Assessment and Improvement Project focused on strengthening how Alaskans connect with civil legal assistance. The selected consultant will evaluate ALSC's intake systems, workflows, staffing structure, service and referral pathways, and supporting technologies and develop a phased implementation roadmap for improvement. The project will identify opportunities to improve coordination, efficiency, accessibility, and the experience of applicants and staff while supporting ALSC's evolving service delivery model. This project is funded by a Legal Services Corporation (LSC) 2026 TIG (Tech Improvement) Grant. The total budget for this project is not to exceed \$27,275.

1. BACKGROUND

ALSC was established in 1967 as a private, nonprofit law firm with a mission to expand access to justice by providing civil legal aid that addresses critical needs and creates more equitable systems. As Alaska's only comprehensive civil legal aid provider, ALSC provides services statewide through ten offices, three Medical-Legal Partnership sites, and staff embedded at other partner locations. Services are provided by staff and volunteers, including attorneys, paralegals, and Community Justice Workers (CJWs), through direct legal assistance, outreach and community-based clinics, helplines, partner referrals, self-help resources, and other service models. Alaska's vast geography presents unique service-delivery challenges, particularly in rural and remote communities where access to transportation, broadband, and other infrastructure may be limited.

Current intake pathways include online and telephone applications, paper applications, outreach and offsite intake, clinics, helplines, and referrals from community partners. These processes rely on a combination of LegalServer workflows, phone systems, email, spreadsheets, and staff-maintained routing processes and involve staff across multiple offices, programs, and roles.

ALSC's last external intake assessment was conducted in 2017 and resulted in the establishment of a statewide intake unit and intake phone line. Since then, ALSC's intake environment and service delivery model have evolved significantly. Statewide online intake launched in 2022 and now accounts for approximately 46% of applications for service, making it ALSC's leading intake method, followed by telephone intake. ALSC has also expanded the use of CJWs, volunteers, community partnerships, outreach, and other service models, creating new opportunities for how and where individuals can connect with legal assistance. Organizational growth, emergency and disaster response, changing staffing and funding structures, and new technologies have similarly changed what is possible for statewide intake and referral. These developments create an opportunity to evaluate whether different approaches could improve coordination, accessibility, efficiency, and the experience of applicants and staff.

2. PURPOSE

The purpose of this project is to conduct a comprehensive assessment of ALSC's statewide intake systems, workflows, staffing structure, service and referral pathways, and supporting technologies. The selected consultant will work with ALSC to evaluate how current intake pathways operate individually and together, identify opportunities for improvement, and develop recommendations for a more coordinated, accessible, efficient, and sustainable statewide intake structure. The consultant will develop a phased implementation roadmap to guide future operational and technology improvements and strengthen the experience of applicants, staff, volunteers, and community partners.

3. SCOPE OF WORK

- I. Review and document current intake processes and service pathways from initial contact through screening, referral, case assignment, case opening, or other disposition, including staff roles, technologies and operational practices.
- II. Engage staff, volunteers, CJWs, community partners, and other relevant stakeholders to identify experiences, challenges, and opportunities for improvement.
- III. Evaluate the experience of applicants and staff across intake pathways, including accessibility, ease of use, and barriers to completing intake and connecting applicants with appropriate services.
- IV. Assess intake coordination and internal and external referral pathways, including opportunities to improve workflows and coordination with volunteers and community partners.
- V. Evaluate current intake technologies including how existing systems support intake workflows, integration, data collection and reporting, security, and operational needs.
- VI. Assess staffing and capacity, performance measurement, and the use of intake data to support resource allocation and data-informed intake management.
- VII. Identify intake options for rural and remote communities, including areas with limited or no broadband access and outreach or offsite intake conducted without reliable connectivity.
- VIII. Evaluate the potential use of emerging technologies including associated risks, confidentiality and ethical considerations, organizational readiness, and potential fit with identified intake needs.
- IX. Identify and synthesize key strengths, gaps, barriers, inefficiencies, sustainability risks, and opportunities for improvement across ALSC's statewide intake infrastructure.
- X. ALSC prefers that consultants conduct at least one onsite visit to observe intake operations and engage with relevant staff and stakeholders. ALSC will arrange reasonable and necessary travel expenses for consultants outside of Alaska, subject to prior approval and separate from the project budget.
- XI. Meet regularly with designated ALSC staff to review progress and emerging findings.

4. DELIVERABLES

- I. A written Project Plan outlining the proposed approach, activities, schedule, stakeholder engagement, and dependencies.
- II. A Final Report that includes, but is not limited to:
 - A. An executive summary of key findings, recommendations, and implementation priorities.
 - B. Documentation and process maps of existing intake workflows, service pathways, staff roles, technologies, and operational practices.
 - C. Findings from stakeholder engagement and evaluation of applicant and staff experience.

- D. An assessment of key strengths, gaps, barriers, inefficiencies, and opportunities for improvement across ALSC’s statewide intake structure.
 - E. Recommendations for operational, workflow, referral, staffing, data, and technology improvements.
 - F. A phased implementation roadmap identifying near-, mid-, and long-term priorities, sequencing, dependencies, resource and budget considerations, risks, and future implementation steps. For recommended technology investments, the roadmap should address estimated implementation and ongoing costs, build-versus-buy considerations, and staffing or skills needed to implement and sustain the technology.
 - G. High-level functional and technical requirements for recommended technology changes, at a level of detail sufficient to support future procurement or funding requests.
 - H. Recommended intake performance metrics, including baseline measurements where available data allows and data sources for ongoing tracking.
- III. A presentation of findings and implementation recommendations to ALSC leadership and other designated staff or stakeholders. The final presentation may be conducted virtually.

5. RFP SCHEDULE

DATE	ACTIVITY
Wednesday, October 7, 2026	RFP Released
Monday, October 19, 2026	Deadline for questions.
Monday, October 26, 2026	Proposals are due by 5:00 p.m. (Alaska Time)
Monday, November 2, 2026	Anticipated consultant selection. All respondents will be notified of the decision by 5:00 p.m. (Alaska Time)
No later than December 1, 2026	Contract executed and project begins.
August 31, 2027	Final deadline for completion of all project deliverables.

6. PROPOSAL FORMAT

Proposals should contain the following:

1. Consultant Information: Legal name, address, Federal Tax Identification Number, legal status, and primary contact information.
2. Offer Period: A statement confirming that the proposal constitutes a firm offer valid for 60 days following the proposal deadline.
3. Qualifications and Background: Relevant qualifications and experience conducting intake assessments, business process improvement, workflow analysis, technology planning, or similar projects. Include any relevant experience with legal aid or nonprofit organizations or organizations who serve rural populations.
4. Proposed Approach and Methodology: Describe the proposed approach to completing the Scope of Work, including assessment methods, stakeholder engagement, and the approach to evaluating applicants and staff experience. Describe how findings will be translated into practical and actionable recommendations. Respondents may propose additional or alternative methods they believe would strengthen the project.

5. ALSC Participation and Resources: Describe anticipated staff participation, data, documentation, system access, or other resources needed from ALSC.
6. Project Team: Identify the individuals who will work on the project, their roles, and relevant qualifications and experience.
7. Timeline and Schedule: Provide a proposed project schedule, including anticipated start date, major activities and milestones. All deliverables must be completed by August 31, 2027.
8. Project Budget: Provide a detailed budget or cost estimate. Travel expenses for an onsite visit should not be included in the proposed project budget.
9. Conflicts and Disclosures: Identify any conflicts of interest or financial relationships with technology vendors that could reasonably influence recommendations. Technology recommendations should be vendor neutral.
10. Data Handling and Use of AI Tools: briefly describe your approach to protecting confidential information and disclose any AI tools you anticipate using in performing the work, including how ALSC information would be protected.
11. References: Provide contact information for two references familiar with the respondent's relevant work.

Respondents are encouraged to submit any samples of relevant prior work or other documentation that supports their proposal.

7. SUBMISSION AND QUESTIONS

Proposals should be submitted by email to Danielle Blair at dblair@alsc-law.org no later than 5:00 p.m. on Monday, October 26, 2026. The email subject should include "RFP – ALSC Intake System Assessment and Improvement Project." ALSC will confirm receipt of each proposal by email.

Questions regarding this RFP must be submitted by email to Danielle Blair at dblair@alsc-law.org no later than 5:00 p.m. on Monday, October 19, 2026. Responses to questions will be posted on ALSC's website by Wednesday, October 21, 2026.

8. EVALUATION PROCESS

Proposals will be reviewed by an ALSC evaluation team. ALSC may request additional information, written clarification, or interviews with one or more respondents as part of the evaluation process.

Proposals will be evaluated based on the following criteria:

1. Qualifications and demonstrated capability to successfully complete the proposed work, including relevant experience with intake systems, process and workflow improvement, technology assessment, and similar projects.
2. Quality, appropriateness and feasibility of the proposed approach and methodology.
3. Project management and timeline, including the ability to complete all deliverables by August 31, 2027.
4. Cost and overall value.
5. Completeness and responsiveness to the requirements of this RFP.

ALSC may select the proposal determined to provide the best overall value based on the criteria above and is not required to select the lowest-cost proposal. ALSC reserves the right to negotiate the final scope of work, deliverables, timeline, and cost with the selected consultant before executing a contract.

9. ADDITIONAL INFORMATION

- I. **Costs of Preparing Responses.** All costs associated with preparing and submitting a proposal, including participation in interviews or follow-up discussions, are the responsibility of the respondent.
- II. **Right to Reject or Modify.** This RFP does not obligate ALSC to enter into a contract. ALSC reserves the right to accept or reject any or all proposals, request additional information, negotiate with one or more respondents, or modify, cancel, or reissue this RFP.
- III. **Non-Endorsement.** The selected consultant may not use ALSC's name or logo for promotional or endorsement purposes without prior written approval.
- IV. **Confidentiality and Data Security.** The selected consultant will be required to comply with applicable ALSC confidentiality, privacy, and data security requirements when accessing ALSC systems, data, or confidential information.
- V. **Payment.** Payment terms will be negotiated with the selected consultant and incorporated into the contract. No payment will be made for work that is not authorized under the contract.