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**Request for Proposal:
Custom Software Development:
LACI Idaho Support**

April 2025

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Lone Star Legal Aid (LSLA) seeks proposals from qualified vendors to modify and update a currently existing software project called LACI (Legal Aid Content Intelligence), described below. We use LACI to ensure that our publicly accessible self-help content, generally available at <https://www.lonestarlegal.org/resources/self-help/>, is kept up-to-date by alerting our document authors (known as “editors” and “reviewers”) when relevant web resources are updated. When the web resources change, we want to know as soon as possible so we can update our own information resources and self-help tools.

Should you choose to submit a proposal, you will be “Respondent” below.

RFP AND PROJECT TIMELINE

All responses to this RFP must be received no later than 5:00 p.m. (US/Central) on May 5, 2025.

Respondents must be prepared to start as soon as possible upon selection due to the time constraints of the project.

Project completion, including issue management, evaluation, final adjustments, and final reporting must occur no later than December 31, 2025.

LACI OVERVIEW

Lone Star Legal Aid’s mission is to protect and advance the civil legal rights of the millions of Texans living in poverty by providing free advocacy, legal representation, and community education that ensures equal access to justice. LSLA is the fourth largest free legal aid provider in the United States. We serve approximately 60,000 square miles, one-third of the state, including 72 counties in the eastern and Gulf Coast regions of Texas, and four counties in southwest Arkansas. Based on the most recent Census data for our service area, there are almost 2 million people at 125% of federal poverty guidelines who are eligible for our services. Many of LSLA’s clients face isolation due to limited literacy, living in rural and remote locations, and language barriers.

As legal professionals, we generate documents that explain the law to various people. These documents are memoranda to other lawyers, both in our firm and outside it. They are letters explaining legal matters to our clients. They are filings in court that explain the law to judges and other parties. And they are legal information that we put up on our website or hand out to the public.

Of course, the law we explain to others is not under our control. Instead, these “Authorities” are laws created by our legislatures, rules adopted by the courts, agency regulations, online forms, and other authoritative explanatory web pages. We need to know when these Authorities change, so we can make sure our explanatory documents are kept up to date.

To keep all of these documents up to date, we have developed LACI, the Legal Aid Content Intelligence software system. This software tracks all our relevant legal documents and allows us to register which external Authorities each document depends on. Texas authorities, as well as US/federal authorities, are all available online, which means that LACI can check them periodically, and alert our reviewers and editors when a document needs to be reviewed. When the documents themselves change, reviewers and editors are notified to review to make sure LACI continues to have the correct Authorities.

This software is currently in use and has been active since May 2024.

LACI has been developed as a set of Drupal modules and a LACI theme. A main module, *laci_core*, handles the core operations of LACI and includes software to access and analyze general web pages and PDF forms, as well as federal Authorities such as the US Code, the Code of Federal Regulations, and Federal Rules of Evidence and Civil Procedure. A second module, *laci_texas*, can access Texas statutes, regulations, and rules. A custom module *laci_idla* loads in these two, the LACI theme, and sets up some LSLA-specific configuration for our environment.

The code is available under the Affero GNU General Public License version 3 (or later) and can be found in the repository at <https://codeberg.org/LACI>.

WHAT WE NEED

For this project, LSLA is looking for a software development partner (“Respondent”) who is a Drupal module expert, and who can help us with at least the following changes to LACI (not necessarily in this order):

1. LACI currently understands how to access online legal information for Federal and Texas statutes, regulations, and rules. This project will add support to LACI to access Idaho statutes, regulations, and rules.
2. LACI currently can access information about legal information documents stored in Google Drive and in Microsoft SharePoint. This project will add support to LACI to access information about documents stored in ShareSync folders.
3. LACI currently has commands to back up, restore, and check restored LACI-related information. However, these procedures are memory intensive and do not have a test suite to confirm their behavior. This project will optimize the behavior of these commands and develop a suite of tests to automate testing their correctness.

In addition to these updates, Respondent will support LSLA with updates to LACI as necessary to respond to updates in third party components or newly identified issues in the existing software.

EXPECTATIONS

LSLA will contract with a vendor to modify LACI as a work-for-hire as described below. The proposed budget/price only needs to cover the cost of accomplishing the milestones below; LSLA will cover the cost of hosting the testing and production servers, and any other ongoing operating costs.

TECHNICAL SCOPE

Based on experience, we expect the development effort to have substantially the following phases. Please estimate the percentage of total effort for each phase in your response and discuss how you would approach implementation in each phase. You may recommend any additional or alternative approaches.

1. **Discovery.**

During the initial phase of the project, meet with the LSLA and Idaho Legal Aid Services (ILAS) teams to discuss various initial requirements:

- Location(s) of development, testing, and production servers.
- Confirmation of development methodology, use of git and branches, etc.
- Design wireframes, as appropriate, for any user-interactive elements of the project.
- Scheduling periodic follow-up meetings.
- Any other kick-off activities valuable to starting the project.

This phase should take between two and four calendar weeks.

2. **Develop and deliver: laci_idaho module to access Idaho online legal information.**

LACI currently understands how to access online legal information for Federal and Texas statutes, regulations, and rules. This project will add support to LACI to access Idaho statutes, regulations, and rules by creating a new **laci_idaho** module.

Idaho online legal information is available from the following sources:

- Statutes: <https://legislature.idaho.gov/statutesrules/idstat/>
- Regulations: <https://adminrules.idaho.gov/rules/current/index.html> (PDFs with a need to have some header/footer text removed during parsing)
- Court Rules: Rules of Civil Procedure (<https://isc.idaho.gov/ircp-new>), Rules of Family Law Procedure (<https://isc.idaho.gov/irflp>), and Rules of Evidence (<https://isc.idaho.gov/ire>)

These sources are very similar to the sources accessed by the **laci_texas** module, so the code there should be a helpful starting point for this deliverable. The **laci_texas** repository is accessible at <https://codeberg.org/LACI/laci-us-tx> and the repository for the **laci_idaho** module is at <https://codeberg.org/LACI/laci-us-id>.

There will be work being done by another contractor to parse these sources to a more granular level, see the RFP at <https://www.lonestarlegal.org/rfp-laci-upgrades/>. The code for **laci_idaho** will be expected to work with that new parsing infrastructure, so some coordination will be necessary.

Acceptance criteria: To be accepted, this work must be completed before August 15, 2025. It should be possible to create an Authority in LACI for any valid Idaho statutory, regulatory, or rules reference, including to the sub-section or sub-rule level as described in the other RFP referenced above. A test suite for this module would be a reasonable start to the deliverable in #4 below but is not required for acceptance.

3. **Develop and deliver: automated procedure to obtain information about documents in ShareSync and update LACI as appropriate.**

LACI currently can access information about legal information documents stored in Google Drive and in Microsoft SharePoint. This project will add support to LACI to access information about documents stored in ShareSync folders.

Unlike SharePoint, there is no API to access information about ShareSync files and folders. It will therefore be necessary to understand the network requests that the browser application uses to access data about a publicly-shared folder. There is such a folder available at https://sharesync.serverdata.net/us3/s/folder?public_share=zK7tNrWrgbH870CgOao2B1003dfe69&id=Lw%3D%3D. This web page is an Angular application that makes REST requests for folder information.

The automated procedure developed here must run on a Linux server. It does not have to be integrated into the Drupal application; it will be run from the command line (and eventually from a **cron** script). It is not necessary to use PHP for the programming language; if using a Javascript interpreter such as NodeJS/ElectronJS is easier, please feel free to do so. This application can interact with LACI via the REST API that LACI implements.

Specifically, this automated procedure must:

- Run from the command line on a Linux server.
- Execute daily.
- Traverse a ShareSync folder and any of its subfolders. This folder URL must be a parameter to the procedure. It must be possible to run separate copies of this procedure to monitor different folders.
- For each file, check LACI to see if there is a LACI Document already created for the file. If not, create the LACI Document for the file.
- Update the LACI Document for this file with the “last modified date” of the file.

Acceptance criteria: The delivered procedure must function as described above.

4. **Develop and deliver: optimize existing Drush commands to back up, restore, and delete LACI data, and create an automated test suite for these commands.**

LACI currently has commands to back up, restore, and delete LACI-related information. However, these procedures can be memory intensive and do not have a test suite to confirm

their behavior. This project will optimize the behavior of these commands and develop a suite of tests to automate testing their correctness.

These Drush commands, available at <https://codeberg.org/LACI/laci-core/src/branch/main/src/Drush/Commands>, are used for nightly backups of the LACI server, and periodic restores (for test and development servers and for recovery). They save all the LACI Documents and Authorities, other required related LACI entities, and any other information necessary to restore these (e.g., accounts, roles, permissions, etc.). This information is saved as JSON data in individual files.

For this deliverable, Respondent must:

- Create a suite of tests to confirm these commands are operating as expected.
- Fix any bugs found.
- Optimize the commands so they don't run out of memory during a restore.
- Implement a configuration option on the "backup" command that will produce an "anonymized" backup that replaces the personally identifying account information for LACI monitoring accounts with substitute placeholder information.

Acceptance criteria: The suite of tests must confirm that each command operates correctly given any valid combination of input parameters. The suite of tests should be executable as part of a continuous integration (CI) pipeline. It must be possible to export an "anonymized" backup as described above.

5. Finalization: Bug fixes and finalization.

Effort required to fix any bugs and to bring software into compliance with the project specifications. This phase also includes any final required documentation, and effort required to hand over the code and any access and/or tools necessary to maintain the running environment. We expect this last phase to take at least 10% of the total project time.

Acceptance criteria: acceptance of delivered code and confirmation of functionality by both LSLA and ILAS.

COMMUNICATIONS WITH LSLA

Communication with LSLA on a regular basis will be important to the project's success.

It is expected that in some phases of the project, particularly during Discovery, it may be helpful for Respondent to schedule a brief daily "stand up" meeting to respond to a faster pace of project development. Generally, LSLA expects to meet with Respondent at least weekly.

During development phases, Respondent will be expected to work with LSLA personnel to evaluate updates in the development server, then submit "git pull requests" for LSLA to incorporate into its testing and eventually production servers.

For any other communications outside regularly scheduled meetings, LSLA and Respondent commit to generally responding to email messages from the other by the next business day, unless circumstances prevent.

SUBMISSION REQUIREMENTS

All responses must be twenty-five (25) pages or fewer (not including references and samples of comparable work), concise and well organized, and demonstrate how your proposed services, approach and methodology, experience, and terms meet or exceed LSLA's requirements. All proposals must also contain the following:

RESPONDENT INFORMATION

1. Respondent'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, including a brief history, mission, number of employees, and number of years in operation.
4. Client mix: tell us what percentage of nonprofit, government, and commercial clients you serve.
5. Two (2) recent references concerning your experience with the type of work described in this RFP. Indicate the reference's name, a brief description of the services provided, and the name, title, telephone number, and email address of an individual who is knowledgeable about your work and who may be contacted by our evaluators.

SUBCONTRACTORS

If subcontractor(s) are proposed to complete this project, a description of the services provided by the subcontractor(s), their location, and the Respondent's contract management process and selection criteria for subcontractors. State the percentage of work performed by subcontractor(s).

PRICING AND PRICING METHODOLOGY

Please submit a single firm fixed price (FFP) bid for the work outlined above. Payment will be made upon milestone completion, and not on an hourly or time-and-materials basis. The price must not exceed \$24,000.

Please estimate a percentage of overall time for each of the phases or proposed milestones in the technical scope. The total should sum to 100%. Please also include an estimate of how long in weeks you anticipate it will take to complete the milestones in the technical scope. Please explain any factors that may affect your estimate.

LSLA is a 501(c)(3) tax exempt organization.

Pricing must include all overhead costs needed to complete the work in the proposal.

EXPERIENCE AND REFERENCES

- Describe your experience working with any non-profit organization for whom you provided a similar service.
- Specify the approximate percentage of business you received in the past year for creating custom software for customers.
- Describe your knowledge and experience creating custom software products, with a focus on experience relevant to the technical requirements, including technical scope and communications.
- Detail your quality assurance plan or process.

- List your personnel who will manage the services provided. This list must identify a point of contact who will manage the development process as well as a point of contact to manage business questions. Small organizations and individuals can name the same person in both roles.
- Describe your proposed project and team organization. Identify key employees and/or supervisors.
- List the certifications and credentials and experience of staff members, contractors, and subcontractors who would perform the work.
- Provide a statement on whether the Respondent or any employee of the Respondent is related by blood or marriage to an LSLA employee or resides with an LSLA employee. If there are such relationships, list the names and relationships of said parties and include the position and responsibilities within the Respondent's organization of such Respondent employees.
- Describe your testing protocols, including how improvements are incorporated and retested.
- Provide samples or descriptions (links would be great if you can provide them) of your work on other similar projects.

OTHER INFORMATION

Respondent is encouraged to provide other information or material, within the 25-page limit, that it believes is relevant to LSLA's evaluation or that provides additional features or value to LSLA. Some examples of additional value may be experience with and ability to provide documentation for LSC grant reporting requirements and/or abilities or accomplishments in user experience assessment, testing, and design.

Respondents must submit responses and documents in their technical proposal in the order above. Proposals must reference each paragraph/subparagraph number along with Respondent's response as outlined above.

PREFERRED METHOD OF CONTACT

We will communicate with Respondents via email. Please submit questions relating to this RFP by email to Luigi Bai at lbai@lonestarlegal.org. All questions and answers will be shared with all participating Respondents via LSLA's web site.

Please include "**RFP for LACI TIG24 ILAS**" in the subject line of your email when sending questions and final proposals.

AVAILABILITY DURING RFP RESPONSE PERIOD

The individual(s) involved in this project can typically be reached by email between 8:00 a.m. and 5:00 p.m. Central Standard Time. Please allow 24 to 48 hours for response time.

- April 11, 2024: RFP opens.
- Through May 5, 2025: Available for questions. All questions must be submitted in writing. Questions and answers will be posted to a public page along with this RFP.
- May 5, 2025, 5:00 PM US/Central: Deadline for Respondents to submit responses.

COST OF RESPONSES NOT INCLUDED IN BUDGET

Neither Lone Star Legal Aid nor LSC will pay any contractor costs associated with preparing responses or proposals submitted in response to this RFP.

EVALUATION OF PROPOSALS

The evaluation team will first evaluate the technical proposals and score them as described below. These scores will be used to create a short list of firms for further consideration; Respondents not on the short list will not be eligible for further consideration.

After the final technical proposal scores have been calculated, the price proposals will be evaluated and scored, with a total score for each Respondent to be calculated. LSLA will then select one finalist. Should LSLA and that finalist not be able to negotiate an agreement, LSLA reserves the right to select and negotiate a contract with a new finalist. Candidates not selected will be notified by email after a contract is finalized.

The total score available will be 100 points. The proposals will be evaluated using the criteria below:

- **Knowledge and experience:** Proposals will be evaluated on the certifications described in the SUBMISSION REQUIREMENTS section above and Respondent's collective knowledge and experience with technologies relevant to the project.
- **Quality of work plan submitted:** Proposals will be evaluated on the quality of the work plan submitted.
- **Quality of samples of prior work:** Proposal will be evaluated based on the quality of samples provided.
- **Proposed fees:** Proposals will be evaluated on reasonableness of proposed fees.
- **Estimate of time required:** Proposals will be evaluated on how long it is estimated to take to accomplish the project goals.

LSLA RIGHTS

LSLA 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.
- Invite some, all, or none of the respondents for interviews, demonstrations, presentations, and further discussion.

CONFIDENTIALITY

During the selection and project execution phases, LSLA may give you access to LSLA'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 it.

LSLA will not under any circumstances disclose any information submitted by Respondent to any other Respondents, except the questions and answers described above. LSLA will not disclose any information submitted by Respondent to LSLA to any other parties until after the contract is finalized.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act (FOIA) and associated federal regulations may require LSLA to disclose certain documents to the public, including portions of your proposal. Generally, LSLA will not release any documents that would cause competitive harm to a Respondent or potential Respondent.

You are encouraged to label any confidential information contained in your proposal to facilitate LSLA's ability to withhold it from disclosure.