

LEGAL SERVICES OF NORTHERN VIRGINIA

Request for Proposal WEB APPLICATION DEVELOPMENT

Summary of Essential Information

Deadline for Full Proposal: March 18, 2016

Required Project Completion Date: April 2017

Background

Legal Services of Northern Virginia (LSNV) was established in 1980 and our mission is to *promote justice for a better community by providing civil legal assistance to those facing the loss of a critical need.*

PURPOSE

The purpose of this Request for Proposal (RFP) is to evaluate proposals for a web application portal that will wrap around a hybrid app. LSNV plans to enter into agreement with a firm that has the expertise to provide assistance in all aspects of application development, including services related to the design, development, maintenance, and support of applications designed for mobile devices such as smart phones, tablet, and other mobile devices. Services may include requirements gathering, information processing architecture, analysis, programming, data management, quality assurance, web services development, training, documentation, project management and consulting related to the delivery of mobile applications.

Project Description

Scope of Work

The project, *The Legal Case Navigator*, will consist of developing a mobile-friendly web-app that will allow a user the ability to access and navigate the court process for his or her legal case, anytime-anywhere. The portal will be designed in a way that will enhance a user's interaction with the court system and provide information and resources to make better-informed decisions about his or her legal rights. This web application will be most effective for users in that it should be:

- Easy and intuitive
- Aesthetically pleasing
- Informative

- Safe and secure
- Quick and easy to load and operate

WEB APPLICATION REQUIRED FEATURES

These requirements include:

1. **Calendar:** The calendar feature should ideally integrate with the user's existing calendar, link to information about the type of court date(s) or deadline(s) and what to expect; push reminders of upcoming dates and times and allow for easy manual entry of dates and times using natural language or optical character recognition (OCR) technology using the cellphone's camera, if a user should photograph their summons paperwork.
2. **Video library and resources:** This feature will allow for storing and/or displaying of resources including videos, PDFs and Word documents. The user should also be able to link to local resources, such as shelters, food banks and other non-profit organizations in Northern Virginia.
3. **Interactive map of Fairfax County complex:** The map should have the following functions: direction move, zoom in/zoom out, and drag to move. The map should take the user inside the courthouse to find the right courtroom, office, library, or resource.
4. **Information on how to apply for legal aid or the lawyer referral service:** This feature will provide links and resources on how to contact LSNV's offices as well as the contact information for Virginia Lawyer Referral Service and local bar association lawyer referral programs.
5. **Legal Aid Client tool:** The portal should include a secure system login/logout process (to include encrypted password) for authenticated legal aid clients. The tool should link the user to LSNV's automated appointment reminder system and also allow the user to interact by SMS or email with his/her legal aid attorney.

WEB FUNCTIONALITY

In addition to the application functionality, the web site should also contain the following functions, tasks or pages:

- Main web page layout design;
- Help/FAQ page;
- User feedback page;
- My profile: Contents will include user information.

ADMINISTRATOR FEATURES

The following administrator features should be part of this application:

- Rich, easy to access, easy to understand;
- Create and view analytics;
- Workable, efficient solution to managing and updating content;
- Ability to upload any kind of media content (text, images, video, audio.).

RFP Responses

Please be sure to include the following minimum information in your response:

1. General Information:

1. Legal name of firm;
2. Address;
3. Name and title of owner, principal or managing partner;
4. Federal Employer Identification Number (FEIN);
5. Dun & Bradstreet (D&B) number;
6. Organization type (Private for profit, private non-profit or governmental corporation, sole proprietorship, community based organization, etc.);
7. Phone number and email address/website of the firm;
8. Name of primary contact for this RFP;
9. Phone number and email address of the primary contact.

2. Experience providing Programming and Applications Development Services to similar organizations and/or similar projects:

1. Provide a description of your firm.
2. Describe three related projects.
3. If partners or other employees serve in an advisory capacity, please list such positions.
4. Indicate the levels of individuals who would be assigned to this engagement and explain how your firm will ensure continuity of staff throughout the engagement.
5. Describe your firm's basic approach to performing Programming and Applications Development Services.
6. Please identify how a consulting engagement is planned and scheduled; the level of partner and manager commitment; quality control mechanisms; and other areas you feel are important.
7. Describe any proprietary systems or technology that would be necessary to complete the proposed project. If no proprietary systems or technology are necessary state that.

3. Qualifications:

Minimum Qualifications for resources assigned to this engagement are as follows: (Please state your qualifications)

1. Project Manager experience three years;
2. Engineer Experience three years;
3. Biographies for each resource outlining development languages and projects completed
4. Additional Preferred Qualifications are:
 - a. Quality Assurance and testing resources and experience in verifiable testing and development methodologies;
 - b. Developers located in the United States.

4. Proposed Work Plan:

Please describe your proposed work plan, schedule and budget based on the project description.

EVALUATION CRITERIA

LSNV is looking for one vendor to provide all of the services listed above. Following receipt and review of the proposals by LSNV, the selected company may be invited to an interview at LSNV and to make a presentation of their proposed solution. The decision to interview the respondents will be at LSNV's sole discretion based upon the evaluation of each respondent's proposal. LSNV reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The final decision is in the sole decision of LSNV, and the respondents to the RFP have no appeal rights or procedures guaranteed to them. The selected vendor will be given an opportunity to present their proposal in detail.

PROPOSAL PREPRATION AND SUBMISSION REQUIREMENTS

The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints.

The proposal shall be sent to the official contact listed below, to be received no later than **Friday, March 18, 2016**

Raquel Bonilla, Director of Grants Management & Special Projects
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