

**Request for Proposal for Short Message Service (SMS) Project
Responses due June 15, 2015**

Legal Services of Northern Virginia (LSNV)
4080 Chain Bridge Road, 1st Floor
Fairfax, Virginia 22030

Purpose

The purpose of this Request for Proposal (RFP) is to evaluate proposals integrating Short Message Service (SMS) logic with LSNV's mobile web application.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

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.*

Services to be Provided

The major components of the SMS project are detailed below. Vendors responding should be prepared to provide a solution to the specified area, and if after review and questions, add any additional components deemed necessary to successfully complete the project.

- Develop an SMS platform that interfaces with the mobile web application. The SMS gateway should be Twillio, which is LSNV's preferred vendor.
- Collaborate with the mobile web application developer to bridge the API functions and merge the messaging system to mapping fields.
- Create monitoring metrics to provide data on call volume and call status reports.

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 make a presentation of their proposed solution. The decision to interview the respondents will be LSNV's sole discretion based on 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 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.

The successful vendor will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate proposals received:

1. Vendors should have experience in Mobile Application Development, especially using SMS logic and working Twillio.
2. Vendors should possess knowledge, expertise and experience in the planning, project management, and execution of the services for which they are responding.
3. Capability of proposed solution.
4. Cost of services provided.

Proposal Preparation 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 Monday, June 15, 2015.

Raquel Bonilla, Director of Grants Management & Special Projects
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