

Request for Proposal: Pro Bono Database Bridge to ULS Case Management

This is a Request for Proposal ("RFP") for the programming of a data bridge between a case management system written in VB.NET and running on a Microsoft Sequel Server and Euclid Clear Advantage association management system.

Utah Legal Services ("ULS") is seeking proposals from qualified vendors to develop a secure link between two existing systems that will streamline data transfer between the two systems, while limiting other access so that confidentiality between the systems is maintained. Proposals must be submitted by 5:00pm on August 10, 2014 to jobs@utahlegalservices.org. Questions can be sent to that same address.

I. SUMMARY

ULS is a 501(c)3 Utah non-profit corporation providing free civil legal services to eligible clients. ULS uses volunteer (pro bono) attorneys to provide services to some clients, and partners with the Utah State Bar in this effort. ULS is designing a replacement for its sophisticated case management database for its in-house operations using VB.NET and running on a Microsoft Sequel Server. The Utah State Bar ("USB") recently adopted a new member management system using Euclid ClearVantage7. The Utah State Bar would provide limited attorney contact information to a pro bono database that will track volunteer clients and efforts.

ULS seeks a vendor to develop an internet based integration tool between the two systems that will allow for the seamless automated bi-directional transfer of necessary information.

II. STATEMENT OF WORK

A. Requirements and Specifications

ULS is currently using MS Access Kemps case management system and is in the process of creating a custom case management system using VB.NET built on Microsoft SQL Server 2008 with a Sharepoint 2013 desktop application. The USB is currently migrating to a new attorney management system built by Euclid called ClearVantage7. The USB is currently working with Euclid to extend their member services portal to provide Pro Bono opportunities and other referral manage services to attorneys and to develop referral intake processing for members of the public. It is possible that a module using Salesforce or Force will be used in building the pro bono portal. Euclid is currently developing this portal as part of their association management system by extending an existing module to contain the operational capabilities of a referral program that is currently in other states. See Appendix A for a brief summary of how ULS and volunteers will ideally interact with this system.

In developing a proposal for a secure bridge between these systems for data migration, the vendor(s) is expected to:

1. Define Process Requirements and Project Plan: Process requirements and transactions maps should be developed in coordination with staff at both agencies. A project plan with a work breakdown should be developed including a timeline mapped against deliverables for the proposed solution. Alternatives should be explored and a best solution recommended. Each solution must consider the costs and provide plans for the appropriate aspects of data migration.
2. Identify Gaps in Functionality and Procedures for Development: Prepare a gap analysis of functionality missing in the existing systems that may make the development of a bridge for data transfer prone to errors or subject to risks; include security requirements and available ongoing support.
3. Provide Budgetary Cost Estimates for Proposed Solution: All costs required for the development of the bridge system for data migration should be detailed. Costs should include hourly or fixed rates, hardware, software licenses, custom development, training, and maintenance agreements.

B. Scope of Activity

ULS seeks to transfer client data to a jointly used pro bono portal to facilitate the management of pro bono case placements. The proposed solution needs to include seamless integration with the pro bono portal and with the USB attorney management system. The transferred data will be viewed by judicial district pro bono committees, the USB, and the volunteers taking the cases (attorneys, paralegals, and students). The proposed system must meet current objectives and be adaptable to meet future objectives of ULS and the Pro Bono Commission of the USB. There may also need to be transfer of other data sufficient to run necessary pro bono reports.

C. Project Management

Vendors are expected to follow standard project management best practices throughout the project including, at a minimum, a proposed project timeline, defined distribution of duties between parties, weekly status reports, and management of risks and issues that could jeopardize timely delivery of a quality project.

III. GENERAL INFORMATION

ULS will accept proposals from single or multiple vendors working together. The ideal vendor will have experience in developing secure internet based data transfer processes, application development, web development, and migration and implementation of information technology infrastructures. Vendors with experience in the public sector, not for profit, and legal sectors are preferred but not required.

ULS must accept any proposal in compliance with 45 C.F.R. 1610 and 45 C.F.R. 1627.

Appendix A

Intended Interaction with the Pro Bono Portal. Much of this functionality will exist within the pro bono database, which is **not** the subject of this RFP. This RFP is for moving the data needed from ULS to the database, and back again as needed. This description is included to show how the overall system will work, and to indicate data transfer needs.

Non-Profit/Pro Bono Committee Database Experience

1. It is determined that a client is eligible for pro bono services under 125% of poverty.
2. The client information is transferred to the pro bono portal through an internal bridge. The information transferred includes: referring organization, client name and contact information, summary of matter, opposing party's name and contact info, parties birthdates, case number if the matter is already started, and link to documents stored elsewhere.
3. Referring organizations can search for clients with same name so as to enter a second case for a client without having to re-enter personal info.
4. The non-profit must select the type of case referred which corresponds with existing recruitment case types so that it shows up on the right individual attorney profiles.
5. Based upon the selected case type, a client summary is generated from the client profile and displayed to those participating attorney's side where those who agreed to take a certain type of case can see the summary.
6. Attorneys self select cases from the system with automatic email reminders from the bar.
7. Once a case is selected by the attorney, meaning they certified there was no conflict and accepted the case thereby removing it automatically from other attorney's lists, they will receive an automated confirmation email as will the client and referring organization.
8. One week later, an email will be automatically generated asking the attorney to verify in the system that they have made contact with the client.
9. Every 1-3 months (depending on the experience of the attorney as indicated in the system by the bar number or other indication method) a status email will be sent to the attorney asking them to verify case is moving forward preferably by entering a note in the note section of the profile.
10. Once an attorney indicates in the system the case is complete they will enter a close screen where it asks about outcome of matter, estimated hours spent, and give them an opportunity to fill out a survey.
11. An email is then generated notifying the referring organization of the closure so they can close out the case in their systems also. A closing letter is sent to the client from the organization and an e-thank you email to the attorney from the PBC.
12. The referring organization can view pending, placed, returned (with a reason code) and finished cases. There will be a small library of static reports available to track overall program performance, They will also have the ability to extract data using a report creation or extraction tool to help with

print reports, pie charts and other promotion material for their organization including the number of attorneys signed up in their district and number who actually took cases, the number of hours donated by attorneys, paralegals, students etc, the number of cases and people served.

13. The pro bono committees can also access their case lists for summary modification, phone call placements and can enter the match manually. The committee can manually search the attorney database.
14. Pro bono committees can access handbooks and resources provided by the PBC.

Attorney Database Experience

1. Attorney indicates an interest in volunteering and is directed to the database to sign up. There is a disclaimer that by signing up they are allowing their contact info (email) to be used by the pro bono referring organizations. Inactive attorneys are asked to e-sign the appropriate forms and hit submit which will send it to the referring organizations for their e-signature.
2. An automatic email is generated thanking them for volunteering and telling them things they can do while they wait for a case (limited rep projects/clinics, trainings, other resources)
3. They fill out a brief survey indicating the types of cases and signature projects they want to take, the geographic locations they are willing to serve in, types of limited representation they want to help with, and resources they are interested in having (such as student or paralegal assistance or a mentor -automatically assigned)
4. They create their own sign-in username and password to access My Bar which gives them access to their bar membership including the pro bono portal.
5. They will receive emails with available case summaries or a link and invitation to log in to see available cases.
6. Once they log into their profile and click on pro bono they will see the areas of law they signed up to take cases in, signature projects, clinics and limited services with a calendar to sign up for specific dates of service, geographic locations, resources available (including a link to online trainings, pleading preparation, CLE calendar where they can sign up, and other resources), and open and closed cases they have or are helping with.
7. If they see a summary of a case they are interested in helping with they can click on it to see the parties' names. They can then click on the full case button which will bring up a pop up asking them to certify there is no conflict.
8. Upon certifying no conflict, they can click on the case to see the full client profile, notes section, summary, and link to documents associated with the case.
9. Once they hit accept the case is removed from all other attorney views, an email is sent to the attorney, client and referring organization verifying placement. Their name is also entered into the honor roll list for a two month period.
10. If the attorney indicated an interest in student or paralegal assistance the summary will then show up on the student and paralegal profiles for those who signed up to take certain types of cases. The attorney will have to certify in a pop up box that they are in good standing and able to mentor a student in this area of law.

11. The attorney can use the system to track the case, enter status updates, record hours donated, and communicate with others helping on the case but not in the same office.
12. When the case is complete the attorney clicks on close case and is asked about outcome of the matter, hours donated, and asks them to fill out a brief survey of their experience. This also triggers an email to the student, paralegal and other professionals to enter their hours and fill out the optional survey. They can also print a CLE certificate for the hours donated or do this at the end of the reporting cycle for all of their service.
13. The attorney will also receive emails for limited representation projects they signed up for. These emails will have a link to the system where there is a calendar for them to indicate what dates they are available to help. They can also request outlook calendaring items and email reminders from the project/clinic.
14. Also when the date of a limited service is passed their name will be verified by the project host as having attended and entered automatically into the honor roll.
15. Attorney can put their membership on hold for life situations like having a baby or going on vacation. Their names will also be weighted to the bottom of the list once they have taken a case.
16. If an attorney attends a CLE in exchange for pro bono service the system will track this and automatically email the attorney when the year is coming to a close to either take a case or send a check.
17. Attorneys can also search for other professionals who have volunteered to serve and signed up in the system such as accountants, mental health professionals, and custody evaluators.
18. All volunteers can search the system for cases and opportunities irrespective of the email links they receive.
19. Volunteers can pull the number of hours they donated into a report or certificate for PBI or CLEs.