The IOLA Fund of the State of New York

Solicitation of Interest #24-001

Project Management Services: Justice Infrastructure in NYS

Issued June 27, 2023

About IOLA

The mission of the Interest on Lawyer Account Fund (“IOLA”) is to support those qualified non-profit organizations throughout New York State that will most efficiently and effectively provide stable, economical and high quality civil legal representation to eligible clients and will improve the administration of justice. IOLA was established by the Legislature in 1983 and is administered by a fifteen-member Board of Trustees appointed by the Governor. The Trustees are assisted by a staff of nine full-time employees located in New York City. Additional information about IOLA may be found at www.iola.org.

Project

Consistent with its mission, IOLA seeks to ensure that every New Yorker with a legal problem has clear and timely access to high quality legal information, advice, and representation. IOLA is launching a Justice Infrastructure Project (the “Project”) that seeks to improve access to the civil legal aid system in New York State through increased coordination, greater efficiency, and enhanced online resources.

Through this SOI, IOLA seeks to identify qualified project managers to assist IOLA with the Project. The Project’s initial stage will include outreach to the general public and stakeholders throughout New York State regarding civil legal needs, priorities, services, and community preferences to identify innovative, successful and evidence-based practices in the delivery of civil legal aid. Key stakeholders include:

- Client communities,
- Civil legal aid organizations,
- New York State Unified Court System,
- Funders of civil legal aid, including city, county, and state government agencies,
- Public and law libraries,
- Relevant social service organizations,
• Bar associations,
• Law schools, and
• Civil justice thought leaders.

Guided by the input received, anticipated Project activities may include:

1. The development of a coordinated intake and referral system,
2. Enhancements to existing online legal resources,
3. Improvements to the technology infrastructure of civil legal aid organizations, and
4. The development of resources to assist with preventing common civil legal problems and diverting disputes from high volume courts.

Project Management Services to be Provided

• Create a workplan that identifies goals, strategies, and outcomes relevant to the Project.
• Identify community stakeholders. Convene and facilitate stakeholder meetings.
• Assess NYS civil legal aid intake and referral mechanisms.
• Assess online legal resources available to New Yorkers.
• Analyze the results of the 2023 New York State Civil Legal Aid Technology Survey.
• Assist IOLA with implementation of Project activities, including drafting proposed RFPs, policies, and evaluation tools, as well as researching prevention and diversion opportunities for common civil legal problems.
• Draft reports.

Minimum Expectations

• The vendor must have extensive experience providing effective strategic consulting services to government entities and/or nonprofit organizations.
• The vendor must have a demonstrated knowledge of the civil legal aid community and the civil justice system.
• The vendor must have the administrative, managerial, and organizational capacity to manage a multi-year systems change project involving government, non-profit, and for-profit stakeholders.
• Interested vendors must be willing to enter into a contract with IOLA for the services contemplated. Due to the scope of the Project, the IOLA Fund expects that the work of a project manager will span multiple years.
Information Solicited

Eligible vendors should submit a letter of interest containing the following:

1. A description of the vendor’s expertise in providing strategic consulting to assess complex systems and propose solutions to improve processes,
2. A description of any recent projects conducted by the vendor, focusing on analyses for local or statewide initiatives to enhance access to civil legal aid,
3. A description of any work conducting public surveys, roundtables, and focus groups related to access to civil legal aid,
4. A description of the vendor’s experience working on issues related to the civil legal aid community in New York State (e.g., work with the New York State Courts, civil legal aid providers, legal information resources), and
5. Fee structure for consulting services.

Submission Instructions

Questions may be directed to Colleen Finan Fehringer via email, at cfehringer@iola.org. Letters of interest must be submitted electronically to iolaf@iola.org, using “SOI #24-001” in the subject line, by Friday, August 4, 2023.

NOTICE

This document is not a Request for Proposals. IOLA is not obligated to score any response received or enter into a contract with any party that submits a response to this solicitation of interest (SOI). By issuing this SOI, IOLA seeks to learn how many potential respondents: (1) meet the minimum qualifications, and (2) are capable of delivering the services described herein. Responses to this SOI will guide IOLA on its next steps.

All materials submitted by a respondent shall become property of IOLA and may be returned to the respondent at IOLA’s sole discretion. IOLA has the right to adopt, modify, or reject any or all ideas presented in response to this SOI. To request that materials be protected from New York State Freedom of Information Law (FOIL) disclosure, please precisely indicate what parts of your submission you claim should be withheld or redacted pursuant to FOIL §87(2) and the basis for the protection, including any relevant legal authority.