



Request for Proposals (RFP)

2027 Civil Legal Needs
Assessment



Request for Proposals (RFP)

2027 Civil Legal Needs Assessment

Date Issued: September 1, 2026

Proposal Submission Deadline: October 30, 2026

Introduction

Coast to Coast Legal Aid of South Florida, Inc. (CCLA) is a Legal Services Corporation (LSC)-funded non- governmental, nonprofit 501(c)(3) law firm providing free civil legal assistance to eligible residents of Broward and Collier Counties since January 2004. CCLA provides legal advocacy for marginalized individuals in our community, helping thousands of economically disadvantaged residents each year to gain greater access to justice and much-needed legal assistance to remove barriers to a healthy and stable life. We are seeking proposals from consultants to conduct our 2027 Civil Legal Needs Assessment.

CCLA provides free civil legal assistance in three primary unit areas of law:

- 1) The **Economic Advocacy and Community Health Unit (EACH)** provides free legal advice, limited services, and representation to low income individuals and their families in the areas of healthcare, Social Security disability and SSI, SNAP (food assistance), TANF (Temporary Assistance for Needy Families) and Reemployment Compensation.
- 2) The **Family Law and Victims of Crime Unit** provides holistic legal advice, and representation to victims of intimate partner violence, domestic violence, human trafficking, and seniors for their family law and civil cases including: injunctions for protection, dissolution of marriage, paternity defense, enforcement of victims' rights in criminal cases against their abusers, housing, benefits, name changes, and expungements for survivors of human trafficking.

- 3) The **Senior Law Unit (Senior Citizen Law Project)** Provides legal advice and representation to seniors (age 60 and older) in the following areas: landlord-tenant and public/subsidized housing, eviction defense, health and public benefits, Medicaid, Medicare, managed care and long term care, foreclosure defense, bankruptcy (to save home), debt collection defense, defending garnishment of social security and wages, abuse, exploitation and representation of victims to obtain protective orders against abuse, assistance to caregivers of seniors (age 18 and older), and caregivers (age 55 and older) with minor child(ren) in the home.

In addition, CCLA provides services after a disaster like a hurricane or flood. Florida LSC-funded organizations are part of a statewide disaster response and recovery collaborative. CCLA provides services for disaster-related issues such as FEMA appeals, landlord-tenant disputes, scams, and fraud. Please see our website at www.CoastToCoastLegalAid.org for further information.

The client population for free civil legal services within CCLA's region is at or below one-hundred and twenty five percent (125%) of the federal poverty level, or up to two hundred percent (200%) of the federal poverty level with qualifying conditions. CCLA receives some limited funding for victims of crime and seniors who may exceed 200% of the federal poverty guidelines. CCLA's 2026 annual budget is approximately \$7 million with a staff of about 60 FTEs.

Purpose of the Legal Needs Assessment

The purpose of this assessment is to identify the most pressing civil legal needs of client-eligible, low-income individuals and families in Broward and Collier Counties and assess whether those issues are being adequately addressed. It will also provide insight into demographic and other relevant trends likely to impact the legal needs of low-income communities in the reasonably foreseeable future. The assessment will be a critical planning and educational tool to help CCLA plan how best to allocate resources and improve client outcomes by identifying underserved communities and making data-informed decisions to enhance service delivery and prioritize appropriate services. The needs assessment will also be used to educate a wide range of funders and relevant policy professionals, Florida Bar members, the media, and members of the general public. This effort supports a CCLA Strategic Plan goal of "Client & Community Impact" by providing high quality legal services that meet client and community legal needs.

This assessment should:

- Identify specific factors that make accessing legal assistance difficult, including client demographics, geography, language, and access to technology
- Evaluate gaps in the current delivery model and identify opportunities for pro bono expansion
- Identify what constitutes effective community outreach to the public, potential clients, clients, community partners, and stakeholders
- Identify whether some populations, be they demographic or geographic, are overserved or underserved
- Identify barriers that prevent clients from identifying that their problem could be helped through civil legal aid
- Determine if any services provided by CCLA are a duplication of other services;
- Assess what technology may provide for greater access and the role of technology in civil legal service delivery, including whether its use should be expanded and, if so, how
- Compare resources CCLA staff need to serve clients and client communities to resources available in those communities. Identify resources and assets present in client communities that could strengthen CCLA service delivery if recognized and engaged
- Understand how people in the community access legal aid services and determine which methods of delivery of legal services potential clients/users prefer (e.g., online resources, in-person assistance, hotlines, after-hours services, etc.)
- Compare CCLA services to those of other LSC-funded legal aid organizations and/or those of similar size (personnel and budget) in effective provision of services
- Provide actionable recommendations for addressing unmet legal needs and improving access to justice in Broward and Collier Counties

Scope of Work

The selected Consultant will be responsible for conducting a comprehensive legal needs assessment, which should include, but not be limited to the following activities:

Research and Data Collection:

- Review existing data and reports related to our client population. This includes trend analysis of CCLA case data, civil court case data from the region including court cases involving pro se litigants, census data, state and county information, ALICE data, demographic information, and other available regional data.

- Design all relevant surveys, interview questionnaires and facilitation guides necessary to collect and analyze data regarding the civil legal service need within the CCLA service area.
- Conduct interviews, administer surveys, and run focus groups with clients and other low-income Broward and Collier County residents as well as other stakeholders, such as judges, the legal community, CCLA staff, social services agencies, community partners, and nonprofits organizations to gather qualitative and quantitative data. When appropriate, CCLA staff may undertake some interviewing and surveying with the support of the Consultant.

Identification of Unmet Needs:

- Identify the most common civil legal issues faced by our client population and any gaps in legal services not addressed by CCLA or other legal service providers in the region.
- Identify underserved geographic areas within Broward and Collier Counties.
- Assess specific populations (e.g. veterans, seniors, individuals with disabilities, rural communities, and other groups) to identify unique or disproportionate legal needs.
- Analyze barriers to accessing legal services (e.g. transportation, language, digital divide, awareness of services, literacy, fear of legal system, disability, age) to determine how to best eliminate these barriers and provide better access to services.

Gap Analysis and Recommendations:

- Compare the identified civil legal needs with the existing services available through CCLA, pro bono, and other service providers to identify gaps in services.
- Develop concrete, actionable recommendations for CCLA to enhance its services, outreach efforts, and partnerships to address the identified unmet needs.
- Provide recommendations that consider innovative approaches, technology integration, collaborative models, and sustainable solutions for potential new services or modifications to existing services.

Meetings with CCLA Needs Assessment Committee

- Coordinate meetings with CCLA's Needs Assessment Committee to provide status updates, examine information, and review a draft report.

Reporting and Presentation:

- Provide a final written report that includes
 - an executive summary
 - description of research design and detailed methodologies

- results of the qualitative and quantitative data collected from surveys, interviews, focus groups, relevant datasets, etc.
- findings
- analysis of civil legal services needs
- actionable recommendations
- plan for implementation when appropriate
- supporting appendices
- Present key findings and recommendations to the CCLA Management and CCLA Board of Directors and staff (may be via video conferencing).
- Provide data in a format suitable for future analysis and grant reporting.

Deliverables

The selected Consultant shall provide the following deliverables:

- Detailed project plan and timeline.
- Staff presentation/input at CCLA staff meeting.
- All research instruments (e.g. survey questionnaires, interview protocols).
- Raw and analyzed data sets (de-identified as appropriate).
- Interim progress reports as agreed upon with CCLA.
- A comprehensive Final Report including an executive summary, methodology, findings, gap analysis, and actionable recommendations.
- A summary presentation for the CCLA Board of Directors and staff.

Proposal Submission Guidelines

To be considered for this project, proposals must include the following:

Executive Summary

- A concise overview of your understanding of the project, your proposed approach, and the key qualifications of the Consultant.
- A detailed proposal outlining the Consultant's expertise, methodology, and timeline.

Organizational Background and Qualifications

- A brief description of the Consultant, its mission, and relevant experience.
- A description of previous experience working with legal aid organizations (including LSC-funded organizations), in addition to relevant projects, the nature and scope of the projects undertaken, methodologies employed, and outcomes achieved.
- A comprehensive resume or curriculum vitae of key people working on this project, highlighting their relevant experience.

- At least three professional references from organizations for which similar services have been provided. The references should be able to attest to the experience of the Consultant in completing needs assessments of similar scope. For each reference, the Consultant shall provide the client's name, address, date of service, description of service provided, and contact's name, title, phone number, and email address.
- At least one sample of a previously completed community legal needs assessment. Portions may be redacted to protect confidential information as needed.

Project Understanding and Approach

- Demonstrate your understanding of CCLA's mission and the purposes of this assessment.
- A summary of your general approach to conducting needs assessments and details of your proposed methodology for conducting this legal needs assessment, including specific research methods, data collection strategies, and analysis techniques.
- Provide a detailed work plan, and timeline with major tasks and milestones for completing the project deliverables.
- Consultants are encouraged to view LSC Guidelines regarding Needs Assessments [Comprehensive Needs Assessment & Priority Setting | LSC - Legal Services Corporation: America's Partner for Equal Justice](#) and Performance Criteria - Performance Area One: Effectiveness in identifying the most pressing civil legal needs of low-income people in the service area and targeting resources to address those needs [LSC Performance Criteria | LSC - Legal Services Corporation: America's Partner for Equal Justice](#), [45 CFR § 1620.3](#) Establishing Priorities, and American Bar Association's Standards for the Provision of Civil Legal Aid - ABA [Standard 4.1](#) on Identifying Legal Needs and Planning to Respond and [Standard 4.6](#) on Achieving Lasting Results for the Individuals and Communities Served.

Proposed Budget

- A detailed breakdown of all costs associated with the project, including personnel costs, travel, materials, administrative costs, including software or licenses needed for the assessment, and any other expenses. A description of the overall project cost, including your hourly rate/project billing rate/flat fee, and/or any other information about your fee structure to provide the services contemplated in your proposal.

Evaluation Criteria & Selection Process

Proposals will be evaluated based on the following criteria:

- Qualifications & Experience:

Personnel have the requisite skill and experience to deliver the proposed services and the breadth of services described in this RFP. Proven success in leading legal needs assessment projects of similar scope and complexity. Experience working with legal aid organizations, community-based groups, or similar nonprofit entities. Experience in gathering and utilizing data to drive the assessment process. Strong references and sample plan.

- Methodology and Approach, including timeline:
Clear, well-structured project process and engagement methodology. Ability to incorporate stakeholder input and facilitate participatory planning. Innovative yet practical approach to goal-setting, implementation, and evaluation. Ability to support CCLA staff to assist in data collection process as needed. Realistic timeline aligned with organizational needs. Defined milestones, deliverables, and reporting structure. Capacity to meet deadlines and adapt to organizational constraints.
- Organizational Alignment:
Understanding of CCLA's mission, client populations, other vulnerable populations, and the project's goal. Demonstrated ability and desire to work with nonprofits serving low-income communities. Ability to integrate justice, accessibility, and a community focus into the needs assessment process.
- Budget and cost effectiveness:
Competitive pricing relative to the scope of services. Transparent budget breakdown and justification of costs. Demonstrated value-for-money approach.
- Overall Proposal Quality:
Clear, concise, and well-organized proposal format. Professionalism in presentation and adherence to RFP guidelines. Thoughtful responses addressing all aspects of the RFP.

Timeline and Key Dates

RFP Issuance	September 1, 2026
Final Day to Submit Questions	September 18, 2026 at 5PM EST
Proposal Submission Deadline	October 30, 2026 by 5PM EST
Anticipated Review & Selection Period Ends (this may include meetings/interviews and requests for same)	December 1, 2026
Anticipated Notification of Award	December 9, 2026
Proposed Contract submitted to LSC for Approval	December 23, 2026
Contract Signed After LSC Approval	TBD
Work begins within 1 week after contract signed	TBD
Draft Report Due	By June 30, 2027
Final Report Due	By August 18, 2027
Presentation to Board	September 2027 Board Meeting

**Dates after Notification of Award are subject to change upon CCLA's approval.*

Submission Instructions

Submit proposals via email to CCLA RFP at ccla-rfp@cclasfl.org by October 30, 2026 at 5PM EST. Include "Legal Needs Assessment Proposal" in the subject line.

Contact Information

For inquiries or additional information contact CCLA RFP at ccla-rfp@cclasfl.org.

RFP & Submissions

The Consultant will be selected solely by the judgment of CCLA. The final decision is the sole decision of CCLA and the respondents to the RFP have no appeal rights or procedures guaranteed to them. Once the selection process is final, notification of selection or non-selection will be emailed to all Consultants who submit a proposal by the deadline. Any notification of the successful Consultants selection shall have no legal effect unless and until the parties negotiate a mutually acceptable contract.

CCLA reserves the right to amend this RFP. Should it become necessary to revise any part of this RFP, the addenda will be posted on www.CoastToCoastLegalAid.org/RFPs. All addenda, amendments, or changes issued shall be deemed received by the Consultant provided they are posted to CCLA's website. Failure of any Consultant to accept or acknowledge receipt of such addenda or interpretation shall not relieve any Consultant from any obligations under this RFP as amended by all addenda. All addenda issued shall become part of the award.

Issuance of this RFP in no way constitutes a commitment or obligation by CCLA to award a contract or respond to inquiries.

The costs of developing the Proposal and participating in the procurement process are the sole responsibility of Consultants/Vendors. CCLA is not responsible for, and will not pay any costs associated with, the preparation and submission of Consultants'/Vendors' Proposals, regardless of whether a particular Consultant is selected for negotiations.

By submitting a proposal, the proposer authorizes CCLA to evaluate their qualifications for this project.