

<https://www.nten.org/jobs/contractor>

Contractor

Organization:

[Texas Legal Services Center](#)

Type:

Contract

Salary:

\$12,000

/ Project-based

Four-day week:

No

TEXAS LEGAL SERVICES CENTER

Request for Proposals

Fixed-Fee Support Engagement — Access Control Standardization & Report Library Cleanup

TLSC RFP Legal Server · Issued June 17, 2026 · Proposals due June 29, 2026, 6:00 p.m. CT · Fixed fee \$12,000 · Work performed remotely

1. Summary

Texas Legal Services Center (TLSC) seeks a qualified individual or firm to provide fixed-fee, hands-on support, under TLSC's direction, for a defined body of configuration and data-governance work in its web-based case management platform: securing inactive reports, auditing role permissions against least-privilege principles, validating user-to-role assignments, and scoping the visibility of the active report library.

This is a directed support engagement, not a deliverable contract. TLSC sets the priorities and sequence of the work and directs and reviews it throughout the period of performance. The individual is engaged to apply professional skill and diligent effort to the work TLSC directs, in priority order, for a fixed fee — not to complete a fixed quantity of work or a committed scope. The nature and default priority of the work are described in Section 5.

The fee for the engagement is a fixed \$12,000. Work is performed remotely. Proposals are welcome from firms and individual independent contractors; sole practitioners are eligible and encouraged to respond. All work must be performed personally by a single named individual (the "Key Person," Section 6). Because the engagement is selected on the strength of that individual, proposals are evaluated primarily on the Key Person's qualifications (Section 12).

2. Point of Contact; Communications

All questions and communications concerning this RFP should be sent to admin25@tlsc.org. From issuance through award, respondents should use only this email address for communications regarding this project.

3. Procurement Schedule

Event Date

RFP issued June 17, 2026

Proposals due June 29, 2026, 6:00 p.m. CT

Finalist interviews (Key Person, by video, ≤30 min.) July 2, 2026

Anticipated award July 3, 2026

Onboarding (agreements, background check, account provisioning) July 6, 2026

Engagement begins On or about July 7, 2026

Period of performance ends August 31, 2026

Final invoice submitted August 20, 2026

Full payment completed August 31, 2026

TLSC may adjust the dates above the “Engagement begins” line by notice to registered respondents. The period-of-performance end date and the invoice and payment dates are firm.

4. Background

TLSC, a nonprofit legal aid organization, uses a commercial, web-based case management platform. As part of routine data-governance maintenance, TLSC is consolidating its report library and aligning role permissions and user assignments with least-privilege practice. The platform’s identity and current-state configuration details — including precise inventories and counts — will be provided to the selected Key Person under nondisclosure agreement.

No prior experience with the specific platform is required. Its administrative interface is configuration-based (point-and-click, no coding), and TLSC will orient the Key Person. What matters is solid RBAC fundamentals, sound judgment about role design, disciplined and well-documented execution, and the ability to work collaboratively under direction. The work is methodical and detail-sensitive; TLSC prioritizes accuracy and documentation over speed. Because the engagement is directed and supervised throughout, the Key Person should expect regular interaction with TLSC’s Technical Director rather than independent, hands-off execution.

5. Nature and Priority of the Work

The work consists of the four areas described below, listed in their default order of priority. TLSC directs the sequence and may reprioritize. The Key Person works through this body of work, in the order TLSC directs, applying diligent effort across the period of performance. This is the nature and priority of the work, not a committed scope: the Key Person is not guaranteed, and does not guarantee, that any particular area or quantity of work will be completed. Because TLSC sets the priorities, the most important work is addressed first, and any work not reached within the period is, by design, the lowest priority remaining.

The scale figures below are approximate and informational only; precise inventories are provided under nondisclosure agreement to the selected Key Person.

5.1 Secure inactive reports (several hundred reports)

For each report TLSC designates as inactive, the Key Person will: (a) reduce the report to a single identifier column; (b) apply a filter that returns zero rows, so the report cannot output data; and (c) restrict visibility to administrator roles only.

5.2 Role audit (a few dozen roles)

Document each role's current permissions and compare them against the actual job functions of the people in that role (TLSC will answer workflow questions). Deliver a written recommendation identifying least-privilege adjustments — with particular attention to high-privilege capabilities — and, where the analysis supports it, role consolidations or additions that better match how staff work. Recommendations are implemented only after, and only to the extent, the Technical Director approves them in writing, in batches, at the Technical Director's discretion.

5.3 User-to-role assignment review (several dozen active accounts)

Against a TLSC-provided roster of personnel, verify that each account is assigned to the role matching its responsibilities. Deliver an exception list identifying over-privileged or out-of-date assignments; correct assignments upon written approval.

5.4 Active report library review (several hundred reports)

Review the inventory of remaining active reports and available usage metadata. Propose the roles that should be authorized to view each active report and whether any should be inactivated and disposed of using the methods in Section 5.1. The Technical Director will review the recommendations and approve or deny the changes. The Key Person will then scope each kept report's visibility to exactly the designated roles and neutralize retired reports using the Section 5.1 procedure.

6. Working Arrangement, Direction, and Conduct

Direction and authority. The Project Director is Deputy Director, Kevin Dietz. The Technical Director is Business Systems Analyst, Melissa Deutsch, who directs and reviews the day-to-day work. No other TLSC employee may authorize work, changes, or deviations with respect to this project.

Diligence and skill. The Key Person will apply professional skill and care and will work diligently, under TLSC's direction and in the priority order that TLSC sets, throughout the period of performance.

Key Person; personal performance. The proposal must name the single individual who will personally perform all work. No subcontracting or delegation. Substitution requires TLSC's prior written consent; unavailability of the Key Person is grounds for termination.

Working methods. The Key Person determines the manner and timing of their own work — including their own equipment, tools, and day-to-day schedule — subject to TLSC's direction on what work to perform and in what priority, TLSC's approval requirements, and the period of performance. Scheduling is flexible and part-time effort is acceptable. The Key Person is an independent contractor, not an employee, has no authority to bind TLSC or to direct TLSC staff, and is not entitled to employee benefits.

Change log. A running log of every modification, recording at minimum: date/time; item affected; state before; state after; action taken; written-approval reference where applicable; and performer. Entries must contain enough detail to reverse the change, except for work done under Section 5.1, which does not require documentation.

Stop and ask. If any item, instruction, or expected result is ambiguous, the Key Person must stop work on that item, record the question in an issues log, and obtain direction from the Technical Director before proceeding.

No out-of-scope changes. The Key Person shall make no configuration change of any kind outside the procedures expressly described in Section 5 or expressly directed by the Technical Director — including changes the Key Person believes would improve security, performance, or usability — without the Technical Director's prior written approval. Suggested improvements may be submitted in writing at any time and will be implemented only if approved.

Data handling and security. All work is performed through a dedicated, audited account assigned to the Key Person; credentials may not be shared; the account is deactivated when the period of performance ends. All copies of client or case data that are exported, downloaded, copied, screenshotted, or otherwise removed from the platform must be completely deleted or destroyed within five (5) business days after the period of performance ends.

TLSC responsiveness. TLSC will respond to approval requests and questions within 2 business days.

7. Quality and Verification

Each area of work has a defined standard — for example, for Section 5.1, each report must have a single identifier column, a zero-row filter, administrator-only visibility, and a complete change-log entry; the role audit, assignment review, and library review conclude in the written recommendation, exception list, or scoped visibility described in Section 5, with the corresponding change-log and issues-log entries. The Key Person's work must meet these standards.

TLSC may review and verify the work, in whole or in part, at any time during the period of performance, and the Key Person will promptly correct, at no additional charge, any work that does not meet its standard. Verification is a quality practice, not a condition of payment under Section 9. Persistent failure to meet the applicable standard, or to correct work when directed, is grounds for termination under Section 10.

8. Period of Performance

The engagement begins on or about July 7, 2026, and the period of performance ends August 31, 2026. Within that window, scheduling is flexible, and part-time effort is acceptable; TLSC values accuracy over speed. Because the engagement is a directed effort rather than a committed scope, there is no separate work-completion deadline; the Key Person works diligently through the period, and TLSC directs priorities so that the most important work is completed first.

9. Fee and Payment

9.1 Fixed fee. The fee for the engagement is a fixed \$12,000, inclusive of all labor, overhead, and incidentals. This is the total amount payable under the resulting agreement, and it is not adjusted for the quantity of work performed.

9.2 Payment in installments. The fixed fee is paid in two installments of \$6,000 each: the first invoiced upon execution of this Agreement, with payment due within three (3) business days of

TLSC's receipt of the invoice, and the second — the final installment — invoiced upon Substantial Completion of the period of performance, with payment due within ten (10) business days of TLSC's receipt of the invoice. Contractor shall use best efforts to achieve full completion of all deliverables by August 25, 2026. In all events, Contractor shall achieve Substantial Completion and submit the final invoice to TLSC no later than August 25, 2026, and TLSC shall remit final payment no later than August 31, 2026. The August 25, 2026, invoice deadline and the August 31, 2026, payment deadline are material terms of this Agreement, reflecting TLSC's grant-funded payment obligations, and may not be extended except by written amendment signed by both Parties. "Substantial Completion" means that the Contractor has performed all material deliverables and obligations under this Agreement such that any remaining items are minor and do not prevent TLSC from realizing the intended benefit of the work. TLSC may, in its reasonable discretion, withhold from the final payment an amount equal to 150% of the good-faith estimated cost to complete or correct any outstanding or deficient items, with such withheld amount released upon Contractor's completion of those items to TLSC's reasonable satisfaction.

9.3 Effect of termination. On termination under Section 10, TLSC pays only the amount earned for satisfactory work performed through the effective date of termination and owes no further amount.

10. Termination

For convenience. TLSC may terminate the engagement, in whole, for its convenience on five (5) days' written notice, in which case TLSC pays for satisfactory work performed through the effective date as provided in Section 9.3.

For cause. TLSC may terminate the engagement immediately, on written notice, for the Key Person's failure to perform diligently or competently, failure to follow the Technical Director's direction, failure to correct deficient work when directed, breach of the confidentiality, data-handling, or no-out-of-scope-changes requirements, or unavailability of the Key Person. On termination for cause, TLSC pays only for satisfactory work performed through the effective date.

11. Eligibility and Conditions of Award

- Open to firms and individual independent contractors. If the respondent is a firm, the Key Person must be identified and all Section 6 terms apply to that individual.
- Before any system access is granted, the selected respondent and Key Person must execute TLSC's nondisclosure agreement and business associate agreement (the engagement involves access to sensitive client data) and complete a TLSC-initiated background check.
- The award will be documented in a written agreement incorporating the requirements of this RFP.
- All work product, including documentation, logs, and memos, is the property of TLSC.

12. Proposal Content and Format

Submit one PDF by email to the Point of Contact by the deadline in Section 3, containing only the following:

- **Cover page** (1 page): respondent identity; Key Person name; contact information; and the Key Person's expected availability and time commitment during the period of performance — stated concretely as approximate hours per week and general working pattern (e.g., which days or times), together with any weeks the Key Person would be unavailable.

- **Key Person résumé** (max. 2 pages), highlighting RBAC / permission-set implementation experience on enterprise platforms (e.g., Salesforce, ServiceNow, or comparable configurable systems) and any systems administration, data governance, or IT security background.
- **Comparable engagements (optional)** (max. 3, each ≤150 words): platform, scale, the Key Person's personal role, and outcome.
- **References:** two, with contact information, for work performed by the Key Person.
- **Exceptions**, if any, to the terms of this RFP (max. ½ page).

Do not include project plans, schedules, methodology narratives, statements of approach, or marketing material; the fee is fixed by this RFP and the work is directed by TLSC. Content beyond the page limits will not be read.

13. Evaluation and Award

Criterion Weight

Key Person qualifications and comparable work 60%

References 25%

Availability, time commitment, and acceptance of RFP terms 15%

TLSC will interview the Key Person of one or more finalists by video (≤30 minutes) before award. TLSC reserves the right to reject any or all proposals, waive informalities, seek clarifications, negotiate final terms with a selected respondent, and make no award.