Wayne Metropolitan Community Action Agency

Subcontracted Attorney Services for the Connect Center and Detroit

Housing Resource HelpLine for Request for Proposals (RFP)

INQUIRIES SHOULD BE DIRECTED TO:

Victoria Rosen, Director of Connect Center

Please Email inquiries to: procurement@waynemetro.org

Inquiries received after October 12th, 2026 at 5:00 PM will not be responded to.

To respond to the RFP, please submit completed bids to
procurement@waynemetro.org

Responses must be received on or before:

Wednesday, October 12th, by 5 P.M.

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Wayne Metropolitan Community Action Agency

RFP No.: RFP-LS-2026-001

Issue Date: 09/09/2026 at 10AM

Proposal Due Date: 10/12/2026 at 5PM

I. Introduction

Wayne Metropolitan Community Action Agency ("Wayne Metro") is soliciting proposals from qualified law firms, legal service organizations, or individual licensed attorneys to provide subcontracted legal services supporting the Wayne Metro Connect Center and the Detroit Housing Resource HelpLine. These services are funded through the City of Detroit and are intended to provide timely legal assistance to Detroit residents who are experiencing housing instability, facing eviction, or are at risk of homelessness.

Wayne Metro serves as a key partner in the City's homelessness response system by operating the Connect Center and administering Coordinated Entry services. Through this procurement, Wayne Metro seeks experienced legal professionals who can assist residents by providing legal information, conducting eligibility screenings, documenting client interactions, and connecting eligible individuals with legal representation through the City's Right to Counsel (RTC) initiative.

The successful proposer will become an important partner in delivering accessible, high-quality legal services that promote housing stability and prevent homelessness throughout the City of Detroit.

II. Organizational Background

Wayne Metropolitan Community Action Agency is one of Michigan's largest nonprofit community action agencies, serving communities throughout Wayne County through a wide range of housing, economic mobility, early childhood, workforce development, and community support programs.

Wayne Metro administers numerous federal, state, local, and private grant-funded initiatives designed to improve the quality of life for individuals and families experiencing financial hardship. Among these initiatives is the operation of the Connect Center, which serves as a centralized intake and referral hub connecting residents to housing resources, emergency assistance, homelessness prevention programs, and supportive services.

As part of its partnership with the City of Detroit, Wayne Metro also assists in administering Coordinated Entry and the Detroit Housing Resource HelpLine. These programs play a critical role in ensuring that residents receive timely access to housing resources and legal assistance before a housing crisis escalates into homelessness.

III. Purpose of the RFP

Wayne Metro seeks proposals from qualified attorneys and legal organizations capable of providing professional legal services within a high-volume call center environment.

The selected contractor shall provide licensed attorneys who are responsible for answering calls received through the Detroit Housing Resource HelpLine, conducting legal assessments, documenting client information, determining eligibility for legal services, educating clients regarding their legal rights, and connecting eligible residents with appropriate legal representation under the Right to Counsel initiative.

Attorneys will work collaboratively with Wayne Metro staff, housing specialists, Coordinated Entry personnel, and community partners to ensure residents receive comprehensive and timely assistance.

The Contractor shall provide sufficient staffing capacity to maintain efficient call response times while delivering accurate legal guidance in accordance with applicable laws, professional standards, and contractual requirements.

IV. Scope of Services

During the term of the Contract, the Contractor shall provide coordinated legal support services for both the Connect Center and the Detroit Housing Resource HelpLine. Services shall include Coordinated Entry support as well as Right to Counsel services for eligible residents facing eviction or housing instability.

The Contractor shall employ licensed attorneys who possess the knowledge, experience, and interpersonal skills necessary to effectively communicate with residents experiencing housing crises. Attorneys shall provide services in a professional, respectful, trauma-informed, and client-centered manner while maintaining the highest standards of confidentiality and ethical conduct.

The Contractor shall ensure adequate staffing levels to meet operational needs established by Wayne Metro.

Right to Counsel Call Center Services

Attorneys shall serve as members of the Connect Center call center team and will be responsible for responding to incoming telephone calls from residents seeking housing-related assistance.

Attorneys shall conduct comprehensive intake interviews to determine each caller's legal concerns, housing situation, and eligibility for available services. During each interaction, attorneys shall provide accurate legal information regarding landlord-tenant law, eviction proceedings, housing rights, available resources, and other matters affecting housing stability.

Attorneys shall effectively communicate complex legal concepts in language that is understandable to individuals without legal training while maintaining professionalism, empathy, and respect throughout each client interaction.

The Contractor shall ensure attorneys maintain consistent availability during scheduled operating hours and respond promptly to incoming calls while meeting established performance expectations.

Right to Counsel Services

The Contractor shall provide legal services supporting the City of Detroit's Right to Counsel initiative.

This Contract includes funding for four RTC hotline attorneys who will be employees of Subcontractors approved by the City and whose positions are described as follows.

One (1) Supervising Attorney who will answer tenant calls, provide legal advice, make tenant referrals, and also oversee and provide legal expertise to the RTC hotline attorneys.

The Supervising Attorney must meet the following minimum qualifications:

*A minimum of three to five years of post-bar admission experience, serving low-income individuals in 36th District Court, and providing representation on housing legal matters including evictions, legal defenses, and overall tenant rights and options

* Prior experience managing attorneys, law students, or support staff strongly preferred

* Must be a Juris Doctor (JD) and an active member in good standing with the State Bar of Michigan

*Ability to manage a high call volume while overseeing hotline staff attorneys

*Demonstrated passion and commitment to public interest law

*Strong research and organizational skills, the ability to effectively communicate verbally and in-writing, and well-developed analytical and computer skills.

*Patience/sensitivity to handle people in crisis.

*Show proficiency with case management databases, telephone systems, and online legal research tools like Westlaw or LexisNexis.

*English, Spanish and Arabic speaking attorneys are also encouraged to apply.

Three (3) Right to Counsel Hotline Attorneys who will answer resident calls, gather pertinent summaries of tenant legal issues, provide legal advice, and make tenant referrals to RTC legal agencies when necessary.

Right to Counsel Hotline Attorneys must meet the following minimum qualifications:

*Must be a Juris Doctor (JD) and an active member in good standing with the State Bar of Michigan

*Prior experience serving low-income individuals on housing legal matters preferably in the 36th District Court and on areas including evictions, legal defenses, and overall tenant rights and options

* Demonstrated passion and commitment to public interest law

*Strong research and organizational skills, the ability to effectively communicate verbally and in-writing, and well-developed analytical and computer skills.

*Ability to handle a high call volume, and patience/sensitivity to handle people in crisis.

*Show proficiency with case management databases, telephone systems, and online legal research tools like Westlaw or LexisNexis.

*English, Spanish and Arabic speaking attorneys are also encouraged to apply.

Services shall include conducting legal eligibility screenings, reviewing eviction notices and court documents, assessing potential legal defenses, educating tenants regarding their rights and responsibilities, providing legal consultations,

and determining appropriate next steps based upon each client's circumstances.

Where appropriate, attorneys shall facilitate referrals for full legal representation and coordinate with legal aid providers participating in the City's Right to Counsel program.

The Contractor shall work collaboratively with Wayne Metro staff to ensure clients receive both legal assistance and housing stabilization services whenever appropriate.

Documentation and Data Entry

The Contractor shall ensure that every client interaction is documented accurately and completely within Wayne Metro's designated case management system.

Documentation shall include client demographics, legal concerns, services provided, referrals made, eligibility determinations, case notes, follow-up activities, and any additional information required by Wayne Metro or the City of Detroit.

All documentation shall be entered promptly following each client interaction and maintained in accordance with agency policies, grant requirements, and applicable confidentiality laws.

The Contractor shall cooperate with Wayne Metro regarding data validation, reporting requirements, quality assurance reviews, and monitoring activities.

Contractor will provide data reports based on information that is collected during the Right to Counsel prescreening process on the following areas: First name, Last name, Birthdate, Last 4 of SS#, Email, Primary phone, Is it safe to email, Is it safe to leave a voicemail, Address, Zip, City, State County, Gender, Marital Status, Race, Ethnicity, Veteran, Number of Children, Number of Adults, Number of Girls (under 18), Number of Boys (under 18), Number of Seniors (62+),

Total # of Disabled Household Members, Number of Disabled Adults, Number of Disabled Children, Itemized Income, Amount / value, Frequency, Income Type, Currently get benefits from MI Bridges, Court Case Number, Type of subsidy, Do 6 you have a written lease? Judge, Legal Problem Code, Special Problem Codes (Eviction Filing Type), Describe the opposing party, Contact or Person: Related party type, Organization / Company, Agency, or Business: Account name, Relationship to client, Related party type, Relation to property, Property Type, Monthly Rent $, Utilities, Included in rent, How much do you owe now (according to landlord)? How much was the security deposit, How much are late fees, Last Paid (calendar entry), Length of tenancy, Total # of Bedrooms, Are there repair issues, Did you contact Building & Safety? When did you contact Building & Safety, Do you have a copy of the report, Do you currently have electricity, Do you currently have heat, Do you currently have water? Do you currently have hot water, Is this property registered as a rental, Does this property have a CoC, Are you locked out of the property? Date locked out, Did you file a police report, Date of Next Hearing (if known), Post-judgment outcome (if relevant) Vacate date (if relevant), Summary of legal case."

*Total number of clients seeking referrals for eviction prevention services each month

*Number of clients referred to each RTC agency

*On average how many clients were referred before their first hearing?

* Number of clients referred with active legal cases

* Number of clients interested in legal advice only

V. Staffing Requirements

The Contractor shall provide qualified attorneys capable of performing the services described herein. All attorneys assigned to this contract shall possess an active license to practice law in the State of Michigan and remain in good standing throughout the duration of the agreement.

The Contractor shall designate a primary supervisor responsible for scheduling staff, monitoring performance, serving as the primary point of contact with Wayne Metro, and ensuring contractual compliance.

The Contractor shall promptly notify Wayne Metro of staffing changes and ensure continuity of services throughout the contract period.

VI. Qualifications

Proposers should demonstrate significant experience providing housing-related legal services, landlord-tenant representation, eviction prevention services, or other civil legal services involving vulnerable populations.

Preference will be given to organizations demonstrating experience with:

- Housing law and landlord-tenant matters.
- Right to Counsel or eviction defense initiatives.
- Legal intake and client screening.
- High-volume telephone or call center environments.
- Data collection and case management systems.
- Collaboration with nonprofit organizations and government agencies.

Wayne Metro encourages proposals from organizations with multilingual capacity and experience serving diverse populations.

VII. Performance Standards

The selected Contractor shall be expected to provide timely, professional, and high-quality legal services.

Performance will be monitored through regular reporting, quality assurance reviews, documentation audits, and meetings with Wayne Metro staff.

Performance indicators may include call responsiveness, documentation accuracy, timeliness of data entry, client satisfaction, compliance with

contractual requirements, attendance, and responsiveness to Wayne Metro requests.

Failure to maintain satisfactory performance may result in corrective action or termination of the contract.

VIII. Reporting Requirements

The Contractor shall submit reports as requested by Wayne Metro.

Reports may include the number of calls answered, legal consultations provided, eligibility determinations completed, referrals made, cases requiring additional legal services, staffing information, and any other performance metrics required by Wayne Metro or the City of Detroit.

Wayne Metro reserves the right to request additional reports necessary to satisfy grant reporting requirements.

IX. Proposal Requirements

Proposals should include a cover letter signed by an authorized representative, an overview of the organization, descriptions of relevant experience, qualifications of proposed attorneys, staffing plan, implementation approach, references from comparable projects, and a detailed cost proposal.

Organizations should clearly explain how they will ensure consistent staffing, quality assurance, confidentiality, timely documentation, and effective coordination with Wayne Metro staff.

Incomplete proposals may be deemed non-responsive.

X. Evaluation Criteria

Proposals will be evaluated by a committee designated by Wayne Metro. Evaluation will consider organizational qualifications, experience providing

housing-related legal services, understanding of the requested services, staffing capacity, implementation approach, references, and overall cost.

Wayne Metro reserves the right to request interviews, conduct reference checks, negotiate contract terms, or request additional information before making an award.

The Agency also reserves the right to reject any or all proposals, waive informalities, cancel this solicitation, or make multiple awards if determined to be in the best interest of Wayne Metro and the individuals it serves.

Wayne Metropolitan Community Action Agency (Wayne Metro) will evaluate proposals using a competitive selection process designed to identify the proposer whose qualifications, experience, technical approach, and pricing best meet the needs of the Agency. An evaluation committee will review all responsive proposals and score them based on the criteria outlined below.

Wayne Metro reserves the right to request additional information, conduct interviews or presentations, perform reference checks, negotiate with one or more proposers, or request a Best and Final Offer (BAFO) if deemed necessary. The Agency may also request clarification of any portion of a proposal to assist in the evaluation process.

The contract award will not be based solely on price. Rather, Wayne Metro will evaluate the overall value offered by each proposer, including demonstrated experience, staffing capacity, technical approach, and ability to successfully perform the required services.

Evaluation Criteria	**Maximum Points**

Organizational Experience and Qualifications – Demonstrated experience providing legal services related to housing law, landlord-tenant matters, eviction prevention, Right to Counsel programs, or similar public interest legal services. Experience working with nonprofit organizations, municipalities, or government-funded programs will also be considered.	**25**
Technical Approach and Understanding of the Scope of Services – The extent to which the proposal demonstrates a clear understanding of the Connect Center, Detroit Housing Resource HelpLine, Coordinated Entry, and Right to Counsel services. The evaluation will consider the proposed methodology for handling client calls, conducting legal screenings, completing documentation, providing referrals, maintaining quality assurance, and collaborating with Wayne Metro staff.	**25**
Staffing Plan and Personnel Qualifications – Qualifications, experience, and availability of the proposed attorneys and supervisory staff. Consideration will be given to staffing capacity, organizational structure, experience of key personnel, and the ability to provide consistent coverage throughout the contract period.	**20**
Performance History and References – Demonstrated success performing similar work, including client outcomes, quality of service, contract performance, and references from organizations receiving comparable legal services.	**10**

Cost Proposal – The reasonableness, competitiveness, and completeness of the proposed pricing structure, including hourly rates, administrative costs, and overall value to Wayne Metro.	**20**
Total Possible Points	**100**

Following the initial evaluation, Wayne Metro may invite one or more proposers to participate in interviews, presentations, or negotiations. If interviews are conducted, the evaluation committee may consider the proposer's responses, demonstrated expertise, communication skills, and ability to perform the requested services as part of the final selection process.

Wayne Metro reserves the right to reject any or all proposals, waive minor irregularities, request additional information, negotiate contract terms, award multiple contracts if determined to be in the Agency's best interest, or cancel this solicitation at any time prior to the execution of a contract.

XI. Terms and Conditions

Wayne Metro reserves the right to:

- Reject any or all proposals.
- Waive informalities or minor irregularities.
- Request clarification of any proposal.
- Negotiate with one or more proposers.
- Award a contract in whole or in part.
- Cancel this RFP at any time if determined to be in the best interest of the Agency.
- Request additional information prior to contract award.

Issuance of this RFP does not obligate Wayne Metro to award a contract or reimburse proposers for any costs incurred in preparing a proposal.