



Request for Proposals: Volunteer Portal 2.0 and Give Kindness App

Project Overview

Lasagna Love is accepting proposals to rewrite our current volunteer portal and create a new app, Give Kindness, that will be an extension of the new volunteer portal. Our global community of volunteer Lasagna Chefs (LCs) make batches of lasagnas each week and deliver them free of charge to local families who have requested a meal. Families can sign up with no questions asked. Once a family is matched with a local volunteer LC, the LC coordinates directly with the family for delivery using our current volunteer portal and their personal mobile devices.

Lasagna Love has been able to scale entirely due to our technology. We have a proprietary algorithm that optimizes matches globally between our volunteer LCs and recipient families each week. Our volunteer portal allows our local leaders to manage their districts and our LCs to manage their individual match(es).

Company Background

Lasagna Love is a global nonprofit and grassroots movement that aims to positively impact communities by connecting neighbors through gestures of kindness and support. Our mission is simple: feed families, spread kindness, and strengthen communities. We've received national press for our innovative approach ([Today Show](#), [Washington Post](#), [Kelly Clarkson Show](#), and more). Our more than 30,000 LCs have served over 750,000 people to date, and in 2022 we aim to impact an additional 1.5M people.

Our LCs are currently in the United States, Canada, & Australia. Our plan in 2022 is to expand to 2-3 more countries. We have volunteer Regional Directors (RDs) who oversee each US state, Australia, & Canada, which includes requests and LCs. We also have Regional Leaders (RLs) who oversee a specific region within their state/province, which also includes requests and LCs. Our RDs & RLs use the volunteer portal as a tool to coordinate, correspond, and follow up with LCs respond to media requests; and expand their outreach efforts.

Project Goals

Lasagna Love needs our technology to grow and expand along with our tremendous growth of LCs and requests. Our current portal has limitations based on the technologies we are using. It is cumbersome for the developers to implement simple and straightforward updates and enhancements. The new portal should be developed in technologies that are straightforward, modern, and allow for growth and expansion. The portal is used by all LCs and leadership.

Our intention is for the new app to be used primarily by our LCs. Lasagna Love would be able to post announcements and upcoming events for the LCs. LCs would coordinate their weekly deliveries, ask questions to their RLs, and be trained on LL policies & procedures.

The new portal could also be used by the LCs but its primary audience is the local/national/international leadership. The new portal would produce matching reports, show the availability of LCs, allow manipulation of local regions, and be a workspace for other administrative tasks. It would display requests and chefs on a map for easy readability. These maps would also help with our outreach efforts to recruit either new volunteers or new requesters depending on a particular area's need.

Project Scope

Lasagna Love has an established team of developers that maintain the current portal, but a lot of the requested enhancements and changes are cumbersome in the existing technology. We envision a straightforward approach to our development cycle with a development/test environment that is easily implemented into our production environment. The lists below include most of our high-level requirements. A requirements document will need to be created upon contract award and agreed upon before development of the systems are started.

Lasagna Love's new Give Kindness app for our volunteer LCs would:

- Provide a simpler UI and auto-save feature for LCs to update matches and schedule
 - Simplify & redesign how LCs update their schedule, use calendars
- Enable improved, more reliable communication with LCs via push notifications
- Introduce an aspect of gamification (earn lasagna hearts, unlock features like a "pull" model for LCs adding additional recipients to their matches, enable self un-matching)
- Facilitate easier communication between LCs and recipients through text message and potential integration with Google voice (mask personal phone number)
- Provide auto mapping and route optimization using Google maps / Apple maps
- Integrate LC training seamlessly throughout the LC journey
- Integrate with social media (volunteer-only Facebook group, Instagram, YouTube channel)
- Have easily customizable /addable pop-ups or announcements to make it easier to get information to LCs quickly, including "ads" to highlight corporate sponsors
- Link to LL Store
- Be downloadable and accredited on Google Play & Apple store
- App development platform should be compatible with our current volunteer portal and must be compatible with the new portal technology.

Lasagna Love's new portal for our volunteer leadership team would:

- Provide all the same functionality of the current portal:
 - Request form in English & Spanish
 - Volunteer form in English
 - Keep hierarchy of role-based access for LCs/RLs/RDs/Admins/Webmasters
 - Announcements/Upcoming events/Reminders of actions to complete
 - Display match(es) information to update
 - LC Profile edits
 - Reports & statistics for RDs, RLs, admins
 - Update region data as new RDs/RLs join and depart
 - Region borders are defined to chefs & requesters
 - Add new countries as they onboard
 - Use current proprietary algorithm to optimize matches with LCs
 - RDs/RLs "push" match notifications by email
 - Map displays of requests & LCs at the RD & RL levels separately
 - Unmatch & rematch LCs & requesters as needed
 - Requests can only be received once a month (previous requests are archived every 28 days currently)
 - Do Not Deliver list
 - Email LC at registration, reminders of tasks to complete
 - Email RDs/RLs of when LCs don't complete tasks, new LCs sign up, LC moves
 - Email requesters of next steps, status of match & surveys
 - Communication with all LCs under a RL are by email that opens a third party mail app
 - Training videos & printable documents at all levels
 - Search for LC/RL/RD & display overview and then drill down into details
 - Cron jobs that run nightly to notify LCs by email, archive completed requests, archive "old" requests that were never matched, etc.
 - Nominate requests outside of current portal, sent text to request a lasagna
 - Database integrates with Tableau to create dashboards
 - Link to LL Store
 - Additional capabilities that are introduced between the published version of this document and contract award
- Enhance & implement new functionality to new portal:
 - Overall new look & feel of portal
 - Capability to expand into different languages (Spanish, French, German, etc.)
 - Easier implementation of new features, enhancements, reports for developers
 - Improve UI for request forms (confirm all questions/fields)
 - Expand requests outside of just lasagnas (mow lawns, go to grocery store, pick up prescriptions, etc.) 1 request per month of only 1 item
 - Improve UI for volunteer form (confirm all questions/fields)
 - Allow LC to sign up for requests, events or both
 - Expand LCs to execute the requests outside of just lasagnas
 - Expand proprietary algorithm to optimize matches with LCs for expanded items
 - Redesign Do Not Deliver lists
 - Need to integrate LL Events that are currently tracked in a separate Excel spreadsheet into portal
 - Add in Country Director to current hierarchy (LC/RL/RD/CD/Admins/Webmasters)
 - Add in different levels of Admins to focus on their specialties

- Inbox teams
- Outreach Coordinators
- Support teams
- o Add in hierarchy for a LC
 - Gamification - earn lasagna hearts, unlock features like a "pull" model for LCs adding additional recipients to their matches, enable self un-matching
 - RD/RL can also elevate LC as necessary
- o Simplify display of match information
- o LC Profile view/edit are combined
- o Simplify & redesign how LCs update their schedule, use calendars
- o Training is more seamless as the LC goes through the journey of their first match
- o Convert all email notifications to integrated text messages/notifications in the app
- o Region borders are defined to chefs only, NOT requesters
- o Weekly matching by RDs/RLs would be phased out as LCs "pull" their matches instead of being "pushed"
- o Easier RD/RL tasks to match/unmatch LCs due to illness, emergencies, etc.
- o Better communication tool for RLs to communicate with their LCs
- o Allow for multiple RDs to oversee 1 state, currently it's a 1-1 relationship
- o Allow for multiple RLs to oversee 1 region, currently it's a 1-1 relationship, joint RLs have to share 1 account, currently
- o Keep Cron jobs but push LC notifications to the app instead of email, or to text message if enabled by LC
- o Integrate nomination process inside of the portal
- o Continue database integrates with Tableau to create dashboards
- o Integrate social media platforms for specific regions that need more volunteers and/or requests
- o Link to LL Store

Target Deliverable Schedule

Lasagna Love will require these deliverables upon contract award within the timeframes indicated below. Lasagna Love will also present a detailed overview of the current portal upon contract award.

- 30 days from contract award
 - Requirements document
 - System design document
 - Detailed timeline of development cycle & critical milestones
- 45 days from contract award
 - Mock up & designs of new app
 - Mock up & designs of new portal

Current Technical Infrastructure

Hosting Platform

- Hostm.com
 - Disk Usage 129.47 GB
 - MySQL Disk Usage 7.94 GB
 - Bandwidth 434.45 GB

Current Technology

- Community Builder 2.7.2
- Joomla 3.10.6
- Akeeba Backup Core 8.1.2
- Fabrik 3.10
- cPanel
 - MySQL 10.2.27-MariaDB
 - PHP 7.4
- 7 email accounts using lasagnaloveportal.org
 - Main account is lasagnachef@lasagnaloveportal.org – all current portal messages are sent from this account
- Plug-ins:
 - Convert Forms Pro 3.2.2
 - Engage Box 5.1.1
 - JCE Editor Pro 2.9.20
 - Community Builder
 - Default language (English) 2.7.2
 - Default 2.7.2
 - CB Core 2.7.2
 - CB Menu 2.7.2
 - CB Connections 2.7.2 (not used)
 - CB Articles 2.7.2 (not used)
 - Private Message System 2.7.2
 - CB Forums 2.7.2 (not used)
 - CB Blogs 2.7.2 (not used)
 - CB Auto Actions 8.1.0+build.2021.02.05.19.26.58.bb4d19f92
 - CB Query Field 6.1.0
 - CB Code Field 2.1.0+build.2020.10.02.17.31.08.175878645
 - CB Core Fields Ajax 4.2.0+build.2021.01.21.15.31.34.5e000417a
 - CB Conditional 6.0.0+build.2021.03.03.15.56.51.f6d126e9c
 - CB Footer 1.0.0
 - CB Reconfirm Email 4.1.1+build.2021.03.10.15.41.01.a2fa518db (not used)
 - Dada Mail Subscriptions (not used)
 - CB Gallery 2.4.0+build.2021.03.08.16.25.56.c8d880c82
 - CB Privacy 6.1.0+build.2021.01.04.16.10.32.0705354aa (not used)
 - CB AntiSpam 4.0.0+build.2021.01.18.19.06.57.87739f5df (not used)
 - CB Auto Welcome 2.0.2 (not used)
 - CB Template Changer 5.0.0+build.2020.12.30.14.46.15.e504d0a88
 - CB Google Translate 3.0.0 (not used)
 - CB Last Views Tab 3.2.0 (not used)
 - CB Profile Update Logger 3.1.0+build.2019.10.31.15.59.49.5be9cddb
 - CB Field Groups 1.3.0+build.2021.03.02.14.08.34.5142880bb

What are we looking for?

Each proposal should include the following for consideration:

- Explanation of overall experience in developing apps and converting websites
- Intelligent and estimated timeline with deliverables & major milestones
- Total project cost in USD
 - Cost of Materials
 - Hosting costs
 - Scheduled updates
 - Cost of Labor
 - Include subcontract details, if necessary
 - Overhead
- References
- 20 pages maximum in PDF

Proposals are due in writing to Lasagna Love before 5PM PST on May 22nd, 2022 to stephanie@lasagnalove.org. All questions must be submitted to stephanie@lasagnalove.org by April 8th, 2022. Answers to all questions will be provided to all interested parties. Proposals will be evaluated until June 10th, after which all bidders will be notified of their status within three business days. We are currently in the process of fundraising for this project so there may be a delay in award due to budget constraints.

Criteria of Award

Lasagna Love will evaluate proposals based on the following criteria:

- Overall cost
- Timeline to create app & redesign portal
- Company experience
- References
- Proposal professionalism and quality
- Demonstration of current and past projects