

STATE OF NORTH CAROLINA
JUDICIAL BRANCH
REQUEST FOR INFORMATION

RFI #02-90080

TITLE: **Intranet Information Architecture Development**

USER: Communications Office
Administrative Office of the Courts

Issue Date: December 7, 2009

Issuing Agency: Administrative Office of the Courts
Purchasing Services Division
Attn: Brenda Allen
Post Office Box 2448
Raleigh, North Carolina 27602

The North Carolina Administrative Office of the Courts is currently researching **Intranet Information Architecture Development**. We request that all interested parties respond to the inquiries contained within this RFI by submitting a package of materials by **5:00 p.m. EST, Thursday, January 14, 2010**, to the Issuing Agency address indicated above.

Hand delivered responses, or responses forwarded by means OTHER than the U.S. Post Office should come to this address:

Administrative Office of the Courts
N.C. Judicial Center
Attn: Brenda Allen
901 Corporate Center Drive
Raleigh, North Carolina 27607

IMPORTANT NOTE: Indicate firm name, and **RFI #02-90080** on the outside of the envelope or package. Faxed or emailed responses will not be accepted.

Verbal questions will not be accepted. Questions may be faxed or e-mailed to Brenda Allen at:

Fax: (919) 890-1947
E-mail: brenda.g.allen@aoc.nccourts.org

The deadline for accepting questions is 5:00 p.m. EST, Friday, December 18, 2009.

- 1.01 The North Carolina court system is a unified, statewide court system spread across 100 counties, with several counties encompassing large metropolitan areas. The court system is divided for administrative purposes into 49 superior court districts, 41 district court districts, and 42 prosecutorial districts. Some of these districts are made up of only one county, whereas others are multi-county districts.
- 1.02 The N.C. court system employs over 7,000 employees including elected and appointed officials and supporting staff. The N.C. court system has 100 elected clerks of superior court—one for each county—along with over 2,300 support staff in clerk offices. There is an elected district attorney in each of the 42 prosecutorial districts, with more than 1,000 assistant district attorneys and support staff in those offices. In the superior and district court districts, there are over 350 elected judges, over 700 magistrates, and over 400 support staff. The Supreme Court, Court of Appeals, Guardian ad Litem, the N.C. Administrative Office of the Courts (NCAOC), individuals involved in indigent representation, and various commissions' staff make up the rest.
- 1.03 The NCAOC is the administrative arm of the North Carolina court system. The NCAOC provides statewide support services for the courts, including information technology, personnel, financial, legal, research and purchasing services.
- 1.04 The Communications Office oversees overall communications, media relations, publications, the public website (www.nccourts.org), and the current intranet.
- 1.05 We currently have an intranet prototype that represents the NCAOC and its 10 divisions. We now want to expand the site to include all segments of the N.C. Judicial Department: councils, commissions, conferences, elected officials and county court staff.

We have RedDot web content management software, a product of Open Text Web Solutions. We also have Microsoft SharePoint that is beginning to be used for team collaboration.

Some of the technology tools that we have and could use for this project include online collaboration and phone conferencing.

- 1.06 The Communications Office is currently engaged in research to determine the feasibility of outsourcing a portion of its overall revamp of the current intranet site. Assistance is being sought for developing an intranet information architecture that meets current business needs, yet allows for long-range planning and growth.

Our project planning for the revamp has identified three early phases for which we seek assistance. These early phases are Research and Discovery, Strategic Planning and Information Architecture Development.

Our desire is that the intranet becomes a virtual community for the nearly 7,000 employees in 100 counties.

- 1.07 Describe your company's approach to these phases of intranet development:

Research and Business Needs Discovery

- Conduct audience research
- Initiate user participation
- Engage user interest and ongoing participation

Strategic Planning

- Develop intranet architecture
- Determine business goals and objectives
- Plan strategic initiatives
- Develop best practices

Information Architecture Development

- Design user-centered navigation
- Determine main menu and submenu items
- Determine interactions between and among content

- 1.08 These are the main phases as we see them; however, describe your approach, processes and methodology to meet the objective of developing an intranet information architecture. Include your estimated timeframe.
- 1.09 Describe your experience studying how employees do their jobs and how you, in response, build an intranet information architecture that supports them. Include a description of skill sets and experience your personnel would need to complete the three phases.

- 1.10 Describe your experience with building an information architecture that helps create a virtual community.
- 2.0 This RFI will help determine cost feasibility, as well as a better understanding of services needed. Provide an approximate cost for the services outlined in this RFI. The cost amount provided in your response should be an estimate and should not be calculated as a proposed bid.
- 3.0 Vendor Information
 - 3.01 Provide a description of your company.
 - 3.01.01 Number of locations.
 - 3.01.02 Number of employees.
 - 3.01.03 Number of years in business.
 - 3.02 Provide literature to supplement the information requested in 3.01.
 - 3.03 Provide references for your company.

PLEASE NOTE:

- A. The North Carolina Administrative Office of the Courts will NOT be responsible for any costs incurred by companies as a result of responding to this request.
- B. The only information which will be posted as a result of this inquiry will be a list of the companies who respond. This information will be posted on the same web site as this document.