

Legal Aid of North Carolina, Inc.

SharePoint 2013

Public and Intranet Website Design

Request for Proposals

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Legal Aid of North Carolina, Inc.
SharePoint 2013 Public and Intranet Website Design
Request for Proposals

Scope and Strategy

Legal Aid of North Carolina, Inc. (LANC) is requesting proposals to develop a new public website and a new intranet. Both sites will leverage the Enterprise edition of SharePoint 2013. Although the sites will be distinct, there will be certain areas where specific content is available in both sites, or passed from one site to the other.

Two LANC committees were formed to lead the direction for the public website and the intranet, and a consultant specializing in SharePoint websites was engaged to conduct discovery sessions with the committee leaders and IT staff. This document serves as the project objectives for the new sites based on the findings of those discovery sessions.

Legal Aid of North Carolina, Inc.

Legal Aid of North Carolina is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity.

The organization has more than twenty small-to-medium-sized branch offices across the state, joined by a wide area network whose infrastructure is based in Raleigh. In addition to the branch offices, the organization has a number of regional and statewide projects that target specific legal issues of importance to the low-income community. The staff of approximately 300 attorneys, paralegals, and administrative personnel provides direct legal assistance to over 25,000 clients each year. In addition, the organization offers a number of clinics and workshops, which may be conducted in-house or offsite and may also be accessed online.

LANC currently has a public website located at www.legalaidnc.org. Two external sites, www.lawhelpnc.org and www.probono.net/NC, will continue to be maintained separately but should nevertheless be considered an integral part of the organization's public presence.

Committee Statements

Public Website Committee

The public website should, above all, make it very easy for the low-income client community to find the information it needs. The committee members generally agreed that our present website, perhaps somewhat faulty in design and appearance, nevertheless contains an abundance of useful information. Most of the content should be maintained within the redesigned site.

Intranet Committee

The intranet committee's goals for the internal website are to create a community-based, frequently-updated, vibrant way to provide useful and well-organized access to needed information, as well as a way to make all employees' work easier and more efficient. The new intranet site will add significant functionality beyond what is available in the current intranet and will also incorporate much of the content and structure of a set of "wikis" developed in SharePoint 2010.

Deliverables

Server Farm Architecture

LANC will be hosting SharePoint 2013 Server Enterprise onsite. The chosen vendor will be given access to Windows servers on which SharePoint 2013 Server Enterprise will need to be installed. LANC desires a scripted installation process so that they may easily recreate the SharePoint Server Farm in a Disaster Recovery scenario. Vendor will provide any scripts used during the installation and configuration to LANC.

LANC will be responsible for purchasing necessary licenses for SharePoint 2013 Server Enterprise, SQL 2008 R2 or later and Windows Server 2008 R2 or later. The SharePoint Server Farm will be hosted on virtual machines.

Mobility

A large number of end users will be accessing both the website and the intranet using mobile devices. The site structure and design must be user-friendly for mobile end users

Creative Design Brief

In initial meetings with committee leaders, the outside consultant collected information about the goals and preferences with respect to branding, usability, and functionality.

In the public site, the overall site design look and feel should be clean, simple and focused on usability for the end users. The intranet site should have a similar "look and feel" for the sake of continuity, while maintaining the primary objectives of intranet functionality and collaboration.

Sidebars and columns should be used sparingly in the public site, while minimizing the need to scroll down the page for content. Keeping the majority of important content above the page fold is key for the end user experience. Using tabular content areas might be one approach to facilitating content access while minimizing the need to scroll. (See, e.g., www.myvolusiaschools.org.)

Public Website

An attractively designed "HOME" landing page will be the entry point for visitors to choose their desired entry portal.

High Level Site Map

- HOME” landing page
 - “GET HELP”
 - Request Legal Help
 - Local Office Page
 - Projects Landing page
 - Project page
 - Calendar (Clinics, Workshops, Events)
 - “GIVE HELP”
 - Donate
 - Access to Justice
 - Client Stories
 - Client Story
 - Volunteer Lawyer
 - Jobs
 - Fellowship
 - Internships
 - Loan Repayment Assistance Program
 - “ABOUT US” Landing page
 - Board of Directors
 - F.A.Q’s
 - Publications
 - News Blog
 - News Blog Article
 - Client Council
 - Contact Us

Site Structure and Content

In addition to a well-designed "HOME" landing page, the committee concluded that our site should have three main areas of entry from the landing page. These should be "GET HELP", "GIVE HELP", and "ABOUT US". An example of this concept was Bay Area Legal Services website: <https://www.bals.org/>

- GET HELP
- GIVE HELP
- ABOUT US

Drop down menus will show the topics that are included in the three sub-site portals. There should also be some "quick links" on the home page to ease navigation to such areas as office locations, the HelpLine (Central Intake Unit) phone number, self-help links, etc.

The bottom of each page will have a Disclaimer and Mission Statement pre-populated driven by a global list.

Get Help:

This portal will be the primary area where applicants for our services will find information regarding how to get legal assistance from LANC. It would provide the HelpLine (Central Intake Unit, or CIU) phone number and related information, including whatever policy and procedure information is deemed appropriate. This section must be drafted carefully to insure that applicants know if they should call the CIU number or call a field office directly to request help for their legal problem. It should include a highly visible link to the online application for legal help that is available at <http://www.legalaidnc.org/apply>.

There should be a description of and link to the legal information and self-help resources available at www.lawhelpnc.org. This is an external site maintained by LANC staff that is limited to general legal information and does not involve interaction with an attorney. In addition to legal information, the site includes a number of “self-help” resources that help users resolve their legal problems on their own without a lawyer.

Get Help: Request Legal Help page:

Current Request Legal Help Page: www.legalaidnc.org/Client/default.aspx

The Request Legal Help site will be a landing page with a search experience similar to what exists on the current page above, which routes a user to the selected Local Office page. Each local office page will have its own forward-slash vanity URL (e.g., legalaidnc.org/get-help/request/LOCALOFFICE.aspx).

Request Publishing Page Library: All Local Office pages will use the same local office page template for a consistent structure. Local Office pages will have content specific to each local office using publishing page metadata columns to store the page content within each publishing page. Example content would be header image banner, page title, contact information, main content, etc.

This page will have two options for end users to request legal help.

Option 1: Apply to HelpLine or apply online using a step-by-step interview:

<http://ww2.legalaidnc.org/apply/> This page will be brought into the new website to use the overall look and feel, with a link to the interactive interview (currently requiring Flash but to be ported to HTML5 in the near future): <http://ww2.legalaidnc.org/a2viewer/interview/>. This functionality will remain incompatible with tablets and mobile devices until the HTML5 solution is in place.

Option 2: Find the nearest Legal Aid of North Carolina office below: **Note:** The drop-down data is currently managed via a small SQL server database. This data should reside in SharePoint as a part of the new website.

- Search Drop Down: Which county do you live in?
- Search Drop Down: Or choose nearest city or zip...

Local Office Pages: Each location will have their own page using a Request Legal Help “Local Office” page layout template. Local Office pages will include local office information, office pictures and a map for directions.

Links to community resources: Because most community resources will be location-specific, these links could be incorporated into the pages where applicants find local office information.

LANC needs to insure that applicants seeking assistance are aware of our areas of practice so they can get the help they need quickly. In those legal areas where LANC does not provide services, the site must include referral information to other agencies, the LawHelpNC site, or to the private bar.

Financial and other eligibility information: Although some information on eligibility may be included, it should be fairly general, since our eligibility requirements are complex and vary for different types of cases. Keeping this simple for the end-users to operate is key.

Get Help: Statewide Projects page:

Statewide Projects will be a landing page with routing to each statewide project page. Each project will have its own forward-slash vanity URL (e.g., legallaidnc.org/get-help/projects/PROJECT-NAME.aspx).

Projects Publishing Page Library: Each project page will use the same project page template for its structure. Project pages will contain content specific to each project using publishing page metadata columns to store the page content within each publishing page. Example content would be header image banner, page title, contact information, main content, etc.

Some larger projects may require additional content space – this could be facilitated using tabular content populated from the publishing pages metadata columns.

Current Projects landing page: www.legallaidnc.org/Public/learn/projects/default.aspx

Example current project: www.legallaidnc.org/Public/learn/projects/ACS/

Get Help: Events Calendar:

Calendar events will have local events and statewide events such as clinics presented online via video-conference. The calendar will be used primarily for Clinics / Workshops / Events. ***Note:** Currently using a Google calendar.

A key feature for the calendar will be a public / anonymous “Clinic Registration” with a limited number of seats available to users who are registering.

Many of the clinics / events will use the same locations over and over on a regular basis – this would be a good reason to set up a locations list with pre-populated content / preset location templates that can be selected when populating new events / clinics. Example of pre-populated location content: seating limit, address, map, phone, contact info, etc.

Give Help:

This portal will be the primary area where private attorneys would find volunteer opportunities and where both private attorneys and the general public could donate funds to LANC.

Give Help: Donate

This page should include a prominent "Donate Now" link which would take a visitor to a page where one could make a donation to LANC. Current page: www.legalaidnc.org/public/give/ The donation page should open in a new window where the secure SSL Certificate and HTTPS can be viewed by the users making donations.

The current donate now page is embedded and hides the SSL (using an iframe):

www.legalaidnc.org/public/give/donations/donate_online.aspx

The donation functionality and payment gateway will be handled outside of SharePoint using links to the Black Baud system: <https://www.blackbaud.com/fundraising-crm/etapestry-donor-management>

Give Help: Access to Justice

Access to Justice Page will include Access to Justice Campaign information with links to campaign committees, campaign resources, newsletter, etc.

Give Help: Client Stories

Client Stories will be interviews and stories from real clients who had success with Legal Aid services.

Client Stories will be a landing page with routing to each client story page. Each story will have its own forward slash vanity URL (e.g., legalaidnc.org/give-help/stories/STORY-NAME.aspx).

Client Stories Publishing Page Library: All story pages will use the same story page template for its structure. Story pages will contain content specific to each story using publishing page metadata columns to store the page content within each publishing page. Example content would be page title, story photo or video, quote, story main content, etc.

Give Help: Volunteer Lawyer

Volunteer Lawyer will be a page which would have all the information and links for our Pro Bono project(s), including a link to the NCBA's Lawyer On The Line program as well as descriptions of volunteer opportunities offered by local offices. Current example page:

www.legalaidnc.org/public/Participate/pro-bono/

At least initially, LANC will maintain its external Pro bono site at www.probono.net/nc. This is the sister site to LawHelpNC, but its target audience is private attorneys who volunteer their services to assist LANC-eligible clients. It contains a members-only library of materials for pro bono attorneys, including materials and video links for a monthly series of CLE events offered by LANC to its volunteer attorneys.

Give Help: Jobs (LANC Job Opportunities)

The LANC job opportunities landing page will list job vacancies and will describe the MLK summer intern program as well as several one-year fellowships for new attorneys. (This page could also be accessed from the "ABOUT US" portal). The page will include management and/or staff statements on the need for the work we do and the personal satisfaction which LANC staff derives from helping low-income clients address their essential legal needs. This page could include a video or small paragraph of text.

Example of current Jobs page: www.legalaidnc.org/Public/Participate/jobs/

Job Openings would display on the landing page managed by a SharePoint library using PDF job descriptions with metadata columns for the location and date posted with a flag/checkbox to display a job publicly on the landing page.

Links to pages that would fall under Job Opportunism:

- Fellowship: www.legalaidnc.org/Public/Participate/fellowships/default.aspx
- Internships: www.legalaidnc.org/Public/Participate/Internships/default.aspx
- Loan Repayment Assistance Programs: www.legalaidnc.org/Public/Participate/jobs/loan-repayment-assistance-programs.aspx

About Us:

This portal would be the primary area where site visitors would get general information regarding LANC including its mission, job opportunities, publications, etc. The About Us page should include the content and/or links listed below.

- Brief history of the present LANC organization and its predecessors in interest.
- Link to our calendar of events.
- List of LANC funding sources.
- Administrative Office information.
- Link to Give Help: LANC Job Opportunities
- Links to the other portals.

Example of current About Us page: www.legalaidnc.org/public/learn/about_us/

About Us: Board of Directors

Current Board of director's page: www.legalaidnc.org/Public/Learn/board/

This page should include a Message from the Executive Director, a roster of current board members, and a document library for past rosters / archives.

About Us: LANC FAQ's

This page will display a collection of LANC FAQs for the end users.

About Us: Publications

The Publications page will be a large document repository sorted by metadata taxonomy. Publications and brochures will be accessible to the public through this page to read or download.

Current publications page: www.legalaidnc.org/public/Learn/publications/

About Us: News Blog (Media Releases)

The News page will be a blog with the latest media releases from Legal Aid.

Current Media Releases page: www.legalaidnc.org/public/Learn/Media_Releases/

News will be a blog landing page with routing to each news article (media release) page. Each new article will have its own forward slash vanity URL. Vanity Name Example: legalaidnc.org/about-us/news/RELEASE-NAME.aspx.

Example of current media release: www.legalaidnc.org/public/Learn/Media_Releases/2014/complaint-unregulated-policing-in-wake-county-schools.aspx

News Blog: Example content would be page title, media release photo or video, quote, date published, media contact info, main content, etc.

About Us: Client Council

Client council page: www.legalaidnc.org/Public/Learn/clients-council/

About Us: Contact Us

Contact us page: www.legalaidnc.org/contactus.aspx

Social Media

LANC currently utilizes Twitter, Facebook and a less frequent YouTube page.

- Twitter: <https://www.twitter.com/legalaidnc>
- Facebook: <https://www.facebook.com/LegalAidNC>

Links to our social media sites should be included in the site-wide header or footer. Users should have the ability to share pages on the site via popular social media outlets!

Wireframes

Wireframes will be created in the design process.

In the public site, the following pages will use custom page layouts and require wireframe mockups.

- “HOME” landing page
 - “GET HELP” Landing page
 - Request Legal Help Landing page
 - Local Office Page template
 - Project Landing page
 - Projects page template
 - Calendar (Clinics, Workshops, Events) landing page
 - “GIVE HELP” Landing page
 - Client Stories landing page
 - Client Story page
 - “ABOUT US” Landing page
 - F.A.Q Page

- News Blog landing page
 - News Blog Article

Private Intranet Site

The intranet design will have a similar “look and feel” as the new public website for the sake of continuity, while keeping the intranet functionality and collaboration the main objective. The overall site design and branding should be clean, simple and focused on usability for the end users.

Static content at top of every page should include:

-  Link to Case Management System
- Link to Outlook
- Link to Community/Personnel Directory
- Search Box (staff and content)

High Level Site Map

Below is a possible organizational structure for the intranet site.

- **Home (Root Site)**
 - News
 - Site Map
 - Personnel Directory
 - Other Resources/Useful Links
- **Local Offices**
 - Local Office Team Site 1
 - Local Office Team Site 2
 - Local Office Team Site 3
- **Advocacy (Resources for Advocacy and Intake)**
 - Wikis/Forums
 - (Intake) Forms for Intake
 - (Intake) Policies/Financial Standards
 - (Intake) Citizenship Forms/Retainers
 - (Intake) MFP Intake Protocol
 - Instructional materials for Advocates
 - Pro Se Instructionals (Link to Law Help NC)
 - (Practice Group) Wikis/Forums
 - (Practice Group) Instructionals
 - (Practice Group) PG Manager
 - (Practice Group) Law Help NC link
 - LSC Laws and Regulations
 - LSC CSR Handbook
 - State Funding Criteria
 - AOC Forms

- Case-related Forms
- Glossary
- **Forms**
 - Advocates
 - Intake
 - Fiscal
 - HR
- **HR (Human Resources)**
 - (Existing Employees) Benefits
 - (Existing Employees) Personnel Policies
 - Job Postings
 - FAQs
 - Job Descriptions
 - Evaluation Forms
 - Performance Standards
 - (Management) New Hires Workflow
 - (Management) Exit Workflow
- **IT (Information Technology)**
 - (Help Desk) “Submit a Problem” - Tickets & Workflow
 - (Help Desk) FAQ
 - Policies & Procedures
 - Forms
 - Self-Help Technology How-Tos
- **Grants**
 - Thank you letters for Donors
 - Thank you letters for PB Attorneys/Volunteers
 - Frequently Referenced Docs for Grants/Reporting
 - Grants Calendar
 - Mission Statement
 - Description of LANC
 - Reports & Useful Links
- **Other Resources/Useful Links**

Intranet Functionality

General Site Functionality Overview:

- **External User Access:**
 - Certain external users (i.e..non-LANC Domain / Active Directory users) will be given read/write access to a very limited subset of the new LANC intranet – primarily, the wikis/forums section. Such access will be password-protected with security fully under LANC control.

- **Recently Updated Content:**
 - By showing visitors what has been updated frequently, staff will be able to find out when LANC forms, policies, or other content changes. This could be achieved by using an item level metadata “checkbox” globally on all lists and libraries so that applicable data displays on a Content Query App Part for each site’s landing page. (This function will also highlight the vibrant nature of the site and encourage people to visit frequently.)
- **Centralized Repository:** Store latest forms / documents within a centralized repository - making it as easy as possible for users to find final versions of frequently used documents.
- **Collaboration Sites:**
 - Team Sites will encourage and support co-counseling between offices, collaborative grant writing, etc.
- **Office Web Apps**
 - It was identified that Office Web Apps would be a useful extension of the collaborative site for utilization of real-time concurrent editing with colleagues and search results preview pane.
- **Enterprise Search Center:**
 - An Enterprise Search box should be present globally
 - Search will be another key driver for user adoption. Efforts will be put into creating a robust search experience similar to Google using SharePoint Enterprise search features such as document tagging, user name tagging, refinement panels and advanced search filtering.
- **Calendars**
 - SharePoint Calendars should allow overlays and roll up calendar content from local offices. Local offices would get their own calendar “layers”, as well as layers perhaps for subject-matter specific calendar entries. This could be facilitated using calendar metadata tagging.
 - The intranet calendar should have the ability to push content to the public website calendar. Calendar entries will need to have an option to be internal-only, external-only, or both.
- **Forums (SharePoint 2013 Communities)**
 - When someone needs a legal answer they will visit the forum, investigate whether a person has already asked the same question or whether a sample pleading already has been circulated, and then ask a question on a forum rather than via the email listservs.
 - Because some staff may have difficulty making an immediate transition from communicating via email to communicating via intranet, forums should update immediately in two places: via email & on the intranet.
 - Currently this is being done with an email listserv and SharePoint 2010 wiki site with a discussion section that gathers all the email messages addressed to the Outlook listserv.
 - Practice areas with a listserv and wiki sites.
 - Benefits

- CED (Community Economic Development)
 - Consumer
 - Education
 - Employment
 - Family
 - Housing
 - Senior Law
 - General Practice wiki site for substantive issues (such as civil procedure) that cross practice area boundaries.
 - Central Intake Unit (CIU) has its own general practice “wiki” site. Two sub-categories with their own listservs are DV (Domestic Violence) under Family and MFP (Mortgage Foreclosure Prevention Project) under Housing.
- **Blogs**
 - The new intranet will incorporate the use of SharePoint Server 2013 Blog site template for news articles and updates.
 - The blog sites could include frequently-rotated mini-articles about goings-on in the organization (e.g. Case of the Week, Staff Person of the Month, Did You Know? tips about general-interest topics [e.g. LANC policies, software, or health]).
- **User Permissions and Rights**
 - Active Directory will be the foundation for user and group permission for Administrators at a high level.
 - User Permissions can be managed within SharePoint groups for more SharePoint specific rights.
 - See the links below for more information on permissions and rights in SharePoint 2013
 - [http://technet.microsoft.com/en-us/library/jj219771\(v=office.15\).aspx](http://technet.microsoft.com/en-us/library/jj219771(v=office.15).aspx)
 - [http://technet.microsoft.com/en-us/library/cc721640\(v=office.15\).aspx](http://technet.microsoft.com/en-us/library/cc721640(v=office.15).aspx)
- **Employee Directory**
 - The Employee Directory could be a custom library on the root site with all of the appropriate user information (e.g. Name, Photo, Phone, etc.).
 - Committee leaders felt that SharePoint Server 2013 “My Sites” could be too much of a time- waster and a distraction to employees.
- **Individual sites for local offices (Team Sites)**
 - Local office sites would specify information specific to local offices that might be useful to staff such as local social services resources, local calendar, or local funding information.
 - Each local office site will include document repositories for easy access to what they need at the local office level.
 - Each local office site should have its own landing page and a “visitors page” to provide information such as a map, directions, and parking options. Basic local-office content such as address and phone numbers may apply to both the public and intranet sites.
 - The intranet local office page should include a listing of office staff, ideally derived from Active Directory information to facilitate additions, moves from one office to another,

and departures. (Local office staffing information should not be available on the public site.)

Site structure and content

Home: (Root Site)

“Home” will be the root intranet site and landing page for all users. The Home landing page will be personalized for each user and/or group while also displaying the latest relevant information and content. Keeping the Home landing page personalized and populated with new content is a key driver for user adoption.

Functionality and App Parts to display on the Home landing page:

- Favorites Links List
- RSS-like feed for internal dissemination of information from relevant subject-matter using audience targeting based on location and or local office/statewide project groups.
- Additional App Parts such as Community “Timeline” and “Calendars” could be displayed according to the end users’ preference when personalizing the home landing page.

Home Site Content and Functionality:

- Staff News
- ED Updates
- LANC News
- Site Map
- Employee Directory
- Other Resources/Useful Links

Local Offices (Team Sites):

For easy management, a Local Offices parent site will be a container for each Local Office Team Site living under it.

Advocacy & Intake (Resources for Advocacy and Intake):

- Forums (practice groups, etc.)
- Intake Materials
 - Forms for Intake
 - Policies/Financial Standards
 - Citizenship Forms/Retainers
 - MFP Intake Protocol
- Instructional materials for Advocates
- Pro Se Instructionals (Link to LawHelpNC)
- Practice Group-specific sites
 - Forums
 - Instructionals

- PG Manager
- LawHelpNC link

HR (Human Resources):

- Existing Employees
 - Benefits
 - Personnel Policies
- Job Postings (NOTE: If not filled internally within a specified timeframe, job postings will be migrated to the public site)
- FAQs
- Job Descriptions
- Timesheets workflow
- Evaluation Forms
- Performance Standards
- Management
 - New Hires Workflow
 - Start with notification of vacancy then job posting and then move to onboarding.
 - Exit Workflow

IT (Information Technology):

- Help Desk
 - “Submit a Problem” (Tickets & Workflow)
 - FAQs
- Policies & Procedures
- Forms
- Self-Help Technology How-Tos

Grants:

- Thank you letters for Donors
- Thank you letters for PB Attorneys/Volunteers
- Frequently Referenced Docs for Grants/Reporting
- Grants Calendar
- Mission Statement
- Description of LANC
- Reports & Useful Links

Workflows and Forms

- Well-designed workflows and internal forms are essential to the intranet redesign project. Although workflows and forms are an integral part of SharePoint, a third-party tool may help to facilitate the workflow design process.

Digital Signatures: Electronic signatures would be necessary to keep the process online, which would save resources and staff time involved in printing, signing by hand, and scanning. Digital signatures should encompass approvals, acknowledgments, agreements and graphical signatures.

LANC Workflows and Forms

Below is a preliminary list of LANC workflows and forms that have been identified for Phase 1 of the new SharePoint Server 2013 intranet.

- Timesheets PDF Library / Workflow
 - Timesheet PDFs would be uploaded to the Timesheet library which would then kick off an Approval Workflow.
- HR: New Hires Workflow (Start with notification of vacancy, job posting, onboarding)
- HR: Exit Workflow
- IT: Help Desk: "Submit a Problem" (Tickets & Workflow)

Forms:

- Check Requisition form
- Client Trust Account forms
- Dental claim form
- Expense Reimbursement forms
- FLMA Certification form
- Health Insurance Plan claim form
- Library Purchase Requisition form
- Life Insurance Enrollment/Change form
- Mortgage Foreclosure Prevention (intake forms; work out packages)
- Payroll forms
- Personnel Policies forms
- Petty Cash Reimbursement form
- Pre-Tax Plans ("Cafeteria Plans") forms:
 - Status Change form
 - Termination form
 - Reimbursement Acct claim form
- Recurring Payable Setup form
- Travel Advance Request form

Wireframes

Wireframes will be created in the design process.

Design

The vendor team will work with LANC, to define the design elements for the new sites in the form of “mockups”. These project deliverables incorporate the wireframe layouts and branding (look and feel) to reflect how various pages will look in a typical browser

SharePoint Training

SharePoint super user training is to be included for website level administration, general content population, managing lists and libraries, creating new pages, sites and projects.

Content and Metadata

LANC will populate the websites page content after proper training and documentation.

To avoid end-user errors with spelling or taxonomy, content metadata tagging will be drawn from a broad range of pre-existing or pre-populated tags from which users may choose.

For internet-based content, “tag-based” metadata would be sufficient for future needs that may arise leveraging search-driven content delivery. Additionally, site-level metadata would be incorporated into the design to allow configurability of site-wide links and configuration via SharePoint lists (for example: a list to drive the content shown in the home page quick links).

Implementation Approach

Farm Build – The installation and configuration of the SharePoint 2013 Enterprise farm.

LANC Web Applications – Set up and configure the web applications which will host the new public web sites and private intranet.

Branding – Site Master Pages, Core CSS, Core JavaScript, and incorporation of assets and images for the LANC brands. It is important to present the desired look and feel without compromising or limiting SharePoint functionality.

Publishing Page Layouts and Page Content Types– Reusable templates that are leveraged by the publishing infrastructure for rendering different classes of pages along with page metadata that can be used in conjunction with search and custom web parts.

Site-Wide Controls – Configurable controls within the global header and footer sections that will be visible on every page. These controls will be implemented as ASP.NET user controls and incorporated into the master pages. Site level metadata will be list-driven.

- Drop Down Menu – will show the topics that are included in the three sub-site portals.
- Header Links – Links visible at the top of the page which configured via a corresponding SharePoint list

- Footer Links – Links visible at the bottom of the page configured via a corresponding SharePoint list
- Disclaimer and Mission Statement visible at the bottom of the page configured via a corresponding SharePoint list.

Custom Web Parts – Possible examples:

- Quick Links – Links to LANC pages links which will allow configuration of URLs and title using a SharePoint list.
- Find Help Web Part – Provides functionality to search by zip code, city or county.

SharePoint Search – Customize the branding and appearance of the out-of-the-box SharePoint search results page to be in line with the site design, and filter the standard result set to be more appropriate for a public-facing web site.

Proposal Requirements

1. Submit your bid via email as a PDF attachment no later than 5 PM EDT on Friday, June 27, 2014. We will confirm receipt of your proposal by email as soon as possible following receipt.
2. You may submit written questions regarding this RFP to Gray Wilson (grayw@legalaidnc.org) and Sean Driscoll (seand@legalaidnc.org), no later than Wednesday, June 11, 2014. Written responses will be provided by Monday, June 16, 2014.
3. Provide firm history and profile, experience in SharePoint 2013 web design, number of employees, and a listing of the firm's clients whom we may contact, including the contact name, phone number, website URL, services provided and service duration.
4. Describe how you will implement the requirements outlined in this RFP and provide a sample timeline for the completion of this project.
5. List the project team, with biographies of each team member.
6. In describing how you propose to address the items in this document, please identify the SharePoint feature or component to be used. If third-party software is recommended to meet a specific need, please identify the software and explain why it is needed.
7. Describe your firm's fee structure and billing procedure. Insofar as it is feasible and not unduly burdensome, your bid should show the amounts attributable to individual items in this document, such as server farm architecture, site design, workflow design, and training. The bid should identify items that are likely to be complicated and/or unusually costly.
8. Please provide an example of your service contract, with any additional stipulations of which we should be aware.