

RFP For TIG 2013, Michigan Advocacy Program - Drupal Developer Needed for Migration of Drupal 7 site to Drupal 9 and Other Development

1. DESCRIPTION AND PURPOSE

The Michigan Advocacy Program (MAP) is issuing this RFP to hire a vendor to assist the Michigan Legal Help Program (MLHP) with upgrading its michiganlegalhelp.org website (MLH website) from Drupal 7 to Drupal 9 and perform a few other specific Drupal development tasks. Concurrent to this Drupal work, MLHP is redesigning some layout and user experience aspects of the site, as well as upgrading the graphic design elements. MLHP employs an in-house Drupal developer who will continue to maintain the site; this RFP is to lead this project and assist with the work involved in the redesign and upgrade.

The MLH website was created in 2010, launched in 2012, and has ~60,000 visits per week. The purpose of the website is to provide the people of Michigan with high quality legal information and self-help tools, including an interactive triage and referral system and automated document tools for legal forms. This site is complex, comes with a large library of content, and utilizes a number of custom modules, including a set of modules that form the Guide to Legal Help.

The successful vendor will contract with MAP to assist MLHP in building the functionalities listed below; after delivery of a beta version of each element, engage in refinement of the tool based on feedback from usability testing (both public end users and MLH staff) to ensure the elements operating as designed and accessible; assist with content migration of the new Drupal 9 site and population of the Spanish language content of the Guide; assist with theming the site as directed by MLHP and graphic design consultant; and assist with debugging/refining the system as needed after the public launch (for a limited period to be determined by the vendor and MAP).

2. BACKGROUND OF ORGANIZATION

The Michigan Legal Help Program (MLHP) is part of the Michigan Advocacy Program (MAP), which is founded on the belief that equal justice is a right, not a privilege. MAP's mission is to advance the safety, independence, and economic stability of those most affected by poverty, racism, and other structurally oppressive systems by increasing access to justice and working for systemic solutions. MAP is committed to anti-racism in all aspects of our work and has an active Diversity, Equity, and Inclusion committee. Visit mplp.org and miadvocacy.org for more information. MAP and MLHP are working

together on this project, which is funded by a Technology Initiative Grant from the Legal Services Corporation (TIG #20013).

The MLHP works with judges, courts, lawyers, bar associations, nonprofits, self-help centers, libraries, and many others to promote coordinated and quality assistance for people addressing their own civil legal problems in Michigan. Our interactive statewide Michigan Legal Help (MLH) website is a national innovation model that provides legal information, self-help tools, and referrals to the public and to advocates helping others. Over 63,000 people visit the MLH website per week, and in 2020, people used its Do-It-Yourself Tools to create 416 sets of legal forms per day. MLHP supports a Spanish language version of the site at AyudaLegaldeMichigan.org and provides live chat assistance (LiveHelp) for all web visitors between 11am-3pm weekdays. MLHP also develops and supports Self-Help Centers around the state to provide access to public computers and legal information help from trained Navigators. Visit michiganlegalhelp.org for more information.

3. PROJECT DESCRIPTION

MAP is initiating this Request for Proposals (RFP) to solicit responses from vendors interested in carrying out the tasks necessary to meet the following objectives:

Primary objectives are:

- Deliver a Drupal 9 site within 9 months with all components (including the Guide to Legal Help) fully functioning and which incorporates all new graphic design elements;
- Work with a graphic designer to integrate new design elements into the final site;
- Assist with building a translation module into the Guide to Legal Help and migrating all relevant Spanish language content into the Guide;
- Integration of a natural language processor such as SpotAI or other similar product into the Guide to Legal Help as option in addition to logic trees;
- Assist with integration of MLH's online intake system with a Salesforce-based case management system (JusticeServer);
- Redesign/rebuild MLH quality assurance system, consisting of automated ticklers for revisions, revision tracking, and a place to record references;
- Work with the MLH team to facilitate usability testing as beta versions of modules are built and ux design changes are made; and
- Ensure MLH staff has the knowledge and documentation necessary to maintain the website in perpetuity, including collaboration with MLH's web developer through the process and providing documentation of site architecture sufficient to support in-house maintenance.

The spirit of all TIG funded projects is to build capacity within the legal services

technology community by enhancing the tools and systems created in past TIG projects while developing tools that can be replicated by others in the future. We hope to carry out this project in the same spirit. There are numerous other Drupal-based websites with similar triage systems in the legal services community, including <https://www.lawhelpmn.org/>, <https://www.ptla.org/>, and <https://www.ohiolegalhelp.org/>.

4. BUDGET AND TIMELINE

Proposals are due by 5pm (EDT) on 12/13/2021 and a vendor will be selected by 12/20/2021. Work on this project is scheduled to begin shortly thereafter, in December 2021 or early January 2022. Milestones of completion should be met as described in Exhibit A. The final Drupal 9 website must be ready to launch by 8/17/22.

Our maximum budget for this contractor is \$50,000. Payment will be made in three installments as agreed upon milestones are met. Proposals should be “total cost” bids covering all specifications outlined below in Exhibit A.

5. TERMS AND CONDITIONS

All work done on this project is “work for hire” and all intellectual property rights shall be owned by MAP, its successors and assigns.

DEADLINE: Proposals must be delivered to Angela Tripp by email at trippa@mplp.org no later than 5 p.m. (EDT) on 12/13/2021. All proposals must include a statement of authorization to bid signed by a principal of the bidding company. All proposals must use the proposal format outlined in this RFP. Bidders must disclose any relevant conflicts of interest and/or pending lawsuits.

6. FORMAT FOR PROPOSALS

1. Introduction/executive summary, including project understanding, recommendations & objectives.
2. Detailed timeline to create the tool as specified in Exhibit A and meeting milestones specified in Exhibit B.
3. Project Budget Estimates and Cost Projections, including:
 - Provide a breakdown of all costs associated with the tool as specified in Exhibit A.
 - Identify any additional expenses, fees, etc. that you will require to complete the project
4. Company or Agency Profile, including:

- background, capabilities, experience with Drupal web design and other relevant experience/skills
 - customer communication and evaluation procedures
5. Provide responses to the queries contained in Exhibit A, Specifications.
 6. Provide two (2) references (with phone and email contact) for other Drupal web design projects you have completed or participated in. If you have not completed or participated in any Drupal web design projects, please indicate this and provide two (2) references for other related projects you have completed.
 7. The selected vendor must be willing to provide the tool as a “work for hire” and to assign all right, title, and interest in and to the tool to MAP. If vendor has employees or proposes to use subcontractors for this project, vendor must affirm that all employees and subcontractors will be bound by this agreement. Proposals should indicate the company or entity’s understanding that this contract is for a “work for hire” and its agreement that vendor’s work product produced in its services and the creation of the tool shall be and at all times remain the exclusive property of MAP; that vendor will not sell, transfer, publish, disclose, or otherwise make the work product available to third parties without MAP’s prior written consent; and that with regard to any works that vendor acquires ownership of from third parties, vendor hereby irrevocably assigns to MAP all right, title, and interest (including any copyright) in such works in perpetuity.
 8. Attachments:
 - Resumes/CVs for all who will work on the project
 - Professional references.

7. EVALUATION PROCESS

This RFP will be released on November 22, 2021. Proposals are due by 5:00 pm EST on December 13, 2021. Between now and then, we will respond to any questions you may have; please email inquiries to **both** Wilson Suprpto (wsuprpto@mplp.org) and Angela Tripp at trippa@mplp.org. Our staff will review proposals, conduct interviews, and select a final vendor by December 20, 2021, with work to begin shortly thereafter. The selected vendor will be expected to enter into a contract with MAP. Vendors whose responses have not been selected for further negotiations or award will be notified via email.

8. THE SMALL PRINT – MISCELLANEOUS OTHER TERMS

1. **Costs of Preparing Responses:** MAP will not pay any vendor costs associated with preparing responses submitted in response to this RFP.
2. **Responses Property of MAP:** All responses, accompanying documentation and other materials submitted in response to this RFP shall become the property of MAP and will not be returned.
3. **Proprietary Information/Public Disclosure:** To the fullest extent possible, all responses received shall remain confidential.
4. **RFP Amendments/Cancellation/Reissue/Reopen:** MAP reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. MAP also reserves the right to cancel or reissue the RFP. All such actions will be posted on <http://www.mplp.org/Jobs>.
5. **Minor Administrative Irregularities:** MAP reserves the right to waive minor administrative irregularities contained in any response.
6. **Inability to Enter Contract:** MAP reserves the right to eliminate from further consideration any vendor that MAP is unable to contract with at the time responses are due in accordance with the project timeline outlined above.
7. **No Obligation to Enter a Contract:** The release of this RFP does not compel MAP to enter any contract. MAP reserves the right to refrain from contracting with any vendor that has responded to this RFP whether or not the vendor's response has been evaluated and whether or not the vendor has been determined to be qualified. Exercise of this reserved right does not affect MAP's right to contract with any other vendor. MAP reserves the right to request an interview with any vendor and/or a demonstration from any vendor prior to entering a contract.
8. **Multiple Contracts:** MAP reserves the right to enter contracts with more than one vendor as a result of this RFP.
9. **NonEndorsement:** The selection of a vendor pursuant to this RFP does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to MAP in any literature, promotional material, brochures, sales presentations, or the like without MAP's express written consent.
10. **Contract Payment Limitations:** The contract may provide for periodic payments based on completion of agreed upon milestones. Vendors should anticipate payment at the end of the invoice period in which they provide services or after they submit any deliverable for which a payment is due.

EXHIBIT A: Specifications

The MLH website currently contains the following sections and functionality that we would like to maintain. Specific desired enhancements that we would like to accomplish as part of this upgrade are also noted. This list is not exhaustive, and there may be other features that are part of the current site that we would like to preserve.

As a baseline, the site must be responsive for all devices and for the most recent versions of commonly used browsers (including Chrome, Safari, IE, Firefox, Edge) and implement UI/UX best practices including but not limited to use of WCAG 2.1 guidelines and is 508 compliant.

The website must also be in significant compliance with the three Core Web Vitals metrics – Largest Contentful Paint (LCP), First Input Delay (FID), and Cumulative Layout Shift (CLS), and optimized for SEO. It should meet or exceed industry standards for security. The consultant will also be required to design and implement a content migration strategy, and to provide technical documentation.

GENERAL DESIGN STANDARDS AND SPECIFICATIONS

We would like the development to follow these guiding principles whenever possible. However, we are flexible and will defer to the selected developer if a sound argument is given for deviation from these general standards and specifications.

1. Build system using Drupal 9 fully updated and patched upon delivery. If desired, please contact Wilson Suprpto at wsuprpto@mplp.org to schedule a time to see and learn more about the structure of the MLH site.
2. Use Drupal Core functionality, known legal services triage modules, and stable contributed modules as much as possible.
3. Develop the system using free, open source software that avoids proprietary licensing and undesirable licensing restrictions.
4. Use the simplest and most straightforward path to achieve the desired results, even if that necessitates making changes to the following specifications. However, if the selected developer believes a deviation from the specifications will be necessary we expect the developer to inform us as soon as possible following discovery of this necessity.
5. Build the system so as to ease the learning curve for nontechnical content management staff. As much as possible, it is desirable for content management staff to have limited access to all but a few administrative screens. However, we do not want to minimize the site's features just to make things easy for content managers.
6. The system should function properly and appear in an attractive way in all

major browsers.

7. Developer should engage in mobilefirst design.
8. The system should be built in such a way that existing MLHP staff are able to maintain, upgrade and expand the functionality of the system in the future. All future maintenance will occur inhouse. Our web development staff need to be consulted on a regular basis throughout development so they have a full working understanding of all components of the system upon completion of the work.
9. MLHP will engage in user testing of the system after the beta version is released and expects developer to make modifications to the system based on feedback and user testing results.
10. Prior to final release, Developer will assist MLHP/MAP with documenting a description of the technical components and functionalities/capacities of the triage system built for this project.

CURRENT MODULES IN USE AND PROPOSED ENHANCEMENTS

List of modules is available in Attachment A1.

Exhibit A-1

No	MLH Drupal 7	Module type	Note
1	Absolute Messages 7.x-1.3+13-dev (2013-Sep-30)	contrib	Not available on D9, replace with bootstrap
2	Address Field 7.x-1.3	contrib	
3	Addressfield Tokens 7.x-1.14	contrib	1 file changed, 1 file deleted (Not available for D9)
4	Administration menu 7.x-3.0-rc6	contrib	replace with Admin Toolbar for D9
5	Administration theme 7.x-1.1	contrib	D9 Core
6	Antibot 7.x-1.2	contrib	
7	Automatic Nodetitles 7.x-1.0	contrib	
8	Backup and Migrate 7.x-3.9	contrib	add s3-php5-curl (for Amazon S3 offsite backup)
9	Block Class 7.x-2.4	contrib	
10	Blockify 7.x-1.2+4-dev (2014-Aug-31)	contrib	
11	Book Delete 7.x-1.0	contrib	no longer needed for D9
12	Calendar 7.x-3.6	contrib	
13	CAPTCHA 7.x-1.7	contrib	
14	Chaos Tool Suite (ctools) 7.x-1.17	contrib	triage module dependency
15	Checklist API 7.x-1.2	contrib	
16	CKEditor Link 7.x-2.4	contrib	
17	Colorbox 7.x-2.15	contrib	replace with bootstrap on D9
18	Colorbox Node 7.x-3.5+15-dev (2016-Jul-08)	contrib	replace with bootstrap on D9
19	Context 7.x-3.10	contrib	
20	Context HTTP Headers 7.x-1.0	contrib	1 file changed, 0 files deleted
21	Custom Formatters 7.x-2.4	contrib	
22	Custom Search 7.x-1.20	contrib	
23	Date 7.x-2.10	contrib	triage module dependency
24	Devel 7.x-1.7	contrib	mi_intake module dependency
25	Diff 7.x-3.4	contrib	
26	Display Suite 7.x-2.16	contrib	
27	Email Field 7.x-1.3	contrib	
28	Encrypt 7.x-2.3	contrib	
29	Entity API 7.x-1.9	contrib	2 files changed, 0 files deleted
30	Entity cache 7.x-1.5	contrib	

No	MLH Drupal 7	Module type	Note
31	EVA: Entity Views Attachment 7.x-1.4	contrib	
32	Facet API 7.x-1.6	contrib	1 file changed, 0 files deleted
33	Fast 404 7.x-1.5	contrib	
34	Fast Permissions Administration 7.x-2.6	contrib	
35	Features 7.x-2.13	contrib	triage module dependency
36	Field Group 7.x-1.6	contrib	
37	Field Permissions 7.x-1.1	contrib	
38	Field tools 7.x-1.0-alpha10	contrib	
39	File Entity (fieldable files) 7.x-2.30	contrib	
40	Flag 7.x-3.9	contrib	Avoid using Flag module on D9, because it slows down the page load time for almost twice
41	Global Redirect 7.x-1.6	contrib	
42	GoogleTagManager 7.x-1.4	contrib	
43	Hacked! 7.x-2.0-beta6	contrib	
44	htmlawed 7.x-3.8	contrib	triage module dependency
45	Image Resize Filter 7.x-1.16	contrib	may be deleted on D9
46	IMCE 7.x-1.10	contrib	
47	IMCE Mkdir 7.x-1.0	contrib	
48	IMCE Wysiwyg bridge 7.x-1.0	contrib	
49	Insert 7.x-1.4	contrib	
50	Internal Nodes 7.x-1.2	contrib	
51	Internationalization 7.x-1.127	contrib	triage module dependency
52	Internationalization Views 7.x-3.0-alpha1	contrib	
53	Lexicon 7.x-1.10	contrib	1 file changed, 0 files deleted
54	Libraries API 7.x-2.5	contrib	
55	Link 7.x-1.7	contrib	
56	Link checker 7.x-1.3	contrib	
57	Media 7.x-2.19	contrib	
58	Media: YouTube 7.x-3.9	contrib	
59	Memcache API and Integration 7.x-1.5	contrib	1 file changed, 0 files deleted
60	Menu Attributes 7.x-1.1	contrib	

No	MLH Drupal 7	Module type	Note
61	Menu Node API 7.x-1.2	contrib	
62	Menu Node Views 7.x-1.0-beta1	contrib	
63	Metatag 7.x-1.21	contrib	
64	Module Filter 7.x-2.2	contrib	
65	Multiselect 7.x-1.13	contrib	
66	Nice Menus 7.x-2.5	contrib	replace with bootstrap on D9
67	Node Connect 7.x-1.0-alpha3	contrib	
68	Node export 7.x-3.1	contrib	
69	Node Reference URL Widget 7.x-1.12	contrib	
70	Office Hours 7.x-1.9	contrib	
71	Omega 7.x-3.1	contrib	replace with barrio theme on D9
72	Options Element 7.x-1.12	contrib	
73	Paragraphs 7.x-1.0-rc5	contrib	
74	Password Policy 7.x-1.16	contrib	
75	Path Breadcrumbs 7.x-3.4	contrib	
76	Path Rules 7.x-1.0	contrib	
77	Pathauto 7.x-1.3	contrib	
78	Pathologic 7.x-3.1	contrib	
79	Phone 7.x-1.0-beta1	contrib	
80	Protected Pages 7.x-2.4	contrib	
81	reCAPTCHA 7.x-2.2	contrib	
82	Redirect 403 to User Login 7.x-1.8	contrib	
83	Redirect 7.x-1.0-rc3	contrib	
84	References 7.x-2.2	contrib	
85	Replicate 7.x-1.2	contrib	
86	Replicate paragraphs 7.x-1.3	contrib	
87	Responsive Menus 7.x-1.7	contrib	
88	Revisioning 7.x-1.9	contrib	
89	Rules 7.x-2.12	contrib	
90	Rules Forms Support 7.x-1.4	contrib	

No	MLH Drupal 7	Module type	Note
91	Schema.org 7.x-1.0-rc1	contrib	
92	Search 404 7.x-1.6	contrib	
93	Search and Replace Scanner 7.x-1.1	contrib	
94	Search API 7.x-1.26	contrib	
95	Search API attachments 7.x-1.18	contrib	
96	Search API Autocomplete 7.x-1.6	contrib	
97	Search API Solr 7.x-1.15	contrib	
98	Search API Spellcheck 7.x-1.0	contrib	1 file changed, 0 files deleted
99	Search Views Empty Query 7.x-1.2	contrib	
100	Session API 7.x-1.0-rc1	contrib	1 file changed, 0 files deleted
101	Simple Google Maps 7.x-1.3	contrib	
102	Site map 7.x-1.3	contrib	
103	Site verification 7.x-1.2	contrib	
104	Sticky Navigation 7.x-1.0+2-dev (2015-Mar-07)	contrib	replace with bootstrap on D9
105	Sub-pathauto (Sub-path URL Aliases) 7.x-1.3	contrib	
106	Tab Tamer 7.x-1.1	contrib	
107	Taxonomy Manager 7.x-1.1	contrib	custom code to display zeekbeek code; triage module dependency
108	Taxonomy Term Reference Tree Widget 7.x-1.11	contrib	2 files changed, 0 files deleted, triage module dependency
109	Token 7.x-1.7	contrib	
110	Token tweaks 7.x-1.x-dev (2014-Jan-27)	contrib	
111	Translation helpers 7.x-1.0	contrib	
112	Transliteration 7.x-3.2	contrib	
113	Twilio 7.x-1.11	contrib	triage submodule dependency??
114	Unique field 7.x-1.0-rc1	contrib	
115	Universally Unique Identifier 7.x-1.3	contrib	triage module dependency
116	UUID Features Integration 7.x-1.0-rc2	contrib	triage module dependency
117	Variable 7.x-2.5	contrib	triage module dependency
118	Views (for Drupal 7) 7.x-3.24	contrib	
119	Views Accordion 7.x-1.6	contrib	

No	MLH Drupal 7	Module type	Note
120	Views block area 7.x-1.2	contrib	
121	Views Bulk Operations (VBO) 7.x-3.6	contrib	
122	Views Bulk Operations Search & Replace 7.x-1.1	contrib	
123	Views Delimited List 7.x-1.x-dev (2013-Oct-19)	contrib	
124	Views Excel Export 7.x-1.0	contrib	
125	Views Field View 7.x-1.2	contrib	
126	Views Flag Refresh 7.x-1.3	contrib	1 file changed, 0 files deleted
127	Views Infinite Scroll 7.x-2.1	contrib	
128	Views PHP 7.x-1.0-alpha3	contrib	fix deprecated create_function() 6 files changed, 0 files deleted; replace with twig on D9
129	Webform 7.x-4.23	contrib	2 files changed, 0 files deleted
130	Webform Ajax 7.x-2.0	contrib	
131	Webform blocks 7.x-1.2	contrib	
132	Webform Boolean 7.x-1.x-dev (2015-Dec-22)	contrib	
133	Webform Features 7.x-3.0-beta3	contrib	
134	Webform Layout 7.x-2.3	contrib	
135	Webform Remote Post 7.x-1.23	contrib	
136	Webform Reply To 7.x-1.0	contrib	
137	Webform Rules 7.x-1.6	contrib	
138	Webform Validation 7.x-1.18	contrib	
139	Wysiwyg 7.x-2.6	contrib	
140	XML sitemap 7.x-2.6+2-dev (2018-Oct-29)	contrib	
141	Node clone 7.x-1.0	contrib	
142	custom_access	custom	no longer need it for D9
143	custom_county_jump_menu	custom	Sets default value of County Jump Menu to the user's selected county
144	custom_county_select	custom	
145	custom_footer_banner	custom	
146	custom_live_person	custom	for integration with LiveHelp
147	custom_search_button	custom	for mobile device

No	MLH Drupal 7	Module type	Note
148	custom_subdomain	custom	Serves up Organization & Court portal pages when accessing their subdomains, and exposes a Context condition
149	custom_triage_tree	custom	part of triage
150	custom_google_search	custom	
151	houston_ai	custom	part of triage - disabled
152	mi_intake	custom	work with webform and webform remote post (Custom form and validation functions for online intake)
153	miextras	custom	Custom primary, toolkit, and side blocks; custom orgs, community services, self-help centers, court & agencies blocks for sidebar, select county jump menu - it works with Flag module, but it slows down the page load. May need to re-write the code entirely.
154	search_api_extend	custom	for promoted search
155	slideblocks	custom	triage menu
156	triage	custom	submodules: triage_actions, triage_ai, triage_example, triage_sms_webform
157	webform_bdscomplete	custom	part of triage
158	webform_custom_lists	custom	(list of preselect counties

Exhibit B: Milestones and Timeline

1. 3/30/22:
 - Deliver alpha version of each content type (article, toolkit, etc.) and the Guide to Legal Help in Drupal 9.
 - Refinements to content types after usability testing.

2. 6/30/22
 - Deliver beta version of each content type (article, toolkit, etc.) and the Guide to Legal Help in Drupal 9.
 - Implement design, UX changes, and Guide translation module in the final Drupal 9 version of MLH in the development environment.
 - Test integration of Spot AI (or other similar tool) into the Guide to Legal Help.
 - Refinements to content types after usability testing.
 - Online intake module integration with JusticeServer complete.
 - Test content migration

3. 9/30/22
 - Integrate translations into Guide in Drupal 9 development environment.
 - Migrate all content to Drupal 9 site.
 - Refinements to site and final debugging after usability testing.
 - Prepare for smooth transition of site with regard to SEO
 - Launch Drupal 9 site with all public-facing elements (including Spanish Guide) finished
 - Deliver beta version of revised Quality Assurance system

4. 12/31/22
 - Launch revised Quality Assurance system
 - Complete any necessary debugging of issues arising after launch
 - Deliver final site architecture and other documentation necessary for maintenance