

SPECIFICATIONS

Modernization of Public-Facing Websites for the Harris County Office of Court Management

SCOPE

Harris County is seeking proposals from qualified vendor(s) to provide assistance with modernization of existing public facing websites for the Harris County Office of Court Management, as described herein. The term shall begin on or about September 1, 2025, and ending twelve (12) months thereafter or until all services ordered prior to the expiration date have been satisfactorily delivered and accepted or performed satisfactorily for the using department.

PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held **Monday, August 4, 2025, at 1:00 p.m. CST** via Microsoft Teams Conference ID: 224 727 351 958 1, password Ho7rR7ow , or call in (audio only) +1 281-985-1862,5345118#. Attendance is not mandatory; however, all vendor(s) are encouraged to attend in order to have a better understanding of the requirements of this RFP.

Join the meeting now

Meeting ID: 224 727 351 958 1

Passcode: Ho7rR7ow

Or call in (audio only)

+1 281-985-1862,5345118# United States, Aldine

Phone conference ID: 534 511 8 #

It is the responsibility of each vendor to examine the entire Request for Proposal (RFP) package, seek clarification in writing, and review their offer for accuracy before submitting. Questions relating to this RFP must be submitted in writing through Bonfire. The deadline for submission of questions relating to this RFP is listed on the Event schedule within Bonfire of this project. All questions submitted in writing prior to the deadline will be compiled and answered in writing. A copy of all questions and answers will be released as a Public Notice within Bonfire to all firms. The County will not be bound by any information conveyed verbally.

M/WBE's

Harris County strives to engage with prime contractors and subcontractors that represent the diverse businesses of the County. We will ensure that historically underutilized minority- and woman-owned businesses (M/WBEs) receive a fair and equal opportunity to participate in the County's procurement process. The County expects Vendors to make a good faith effort and the Vendor agrees to reasonably assist the County to meet or exceed goals for awarding contracts associated with a project the County procures, operates, maintains, or constructs to M/WBEs.

RENEWAL OPTIONS

Harris County may consider four (4) one-year renewal options, renewable one (1) year at a time, based upon the same terms, conditions and pricing as the original year. Renewal is subject to approval by Harris County Commissioners Court. Once renewal options are exhausted, the contract must be rebid. Harris County reserves the right to rebid at any time as is in its best interest and is not automatically bound to renew.

BACKGROUND

The Harris County Office of Court Management is the administrative office serving the sixteen (16) Harris County Criminal Courts at Law, four (4) Harris County Civil Courts at Law, sixteen (16) Harris County Justice Courts, one (1) twenty-four (24) hour Probable Cause Hearing Court, including all elected officials within each, and appointed officials presiding over specialty dockets aimed at backlog reduction efforts, domestic violence caseload, civil eviction hearings, and others.

Broadly, the scope of support provided by the Office of Court Management includes:

- Administrative support
- Staff Attorney / legal support
- Information technology / infrastructure and help desk support
- Information technology / reporting, business intelligence, research, and application development, and web development/hosting
- Infrastructure services support
- Human resources and payroll coordination
- Training support for effective court/case management

In addition to existing development staff, the Office of Court Management has a full-time Communications Director responsible for many elements of public-facing content related, but not limited to social media, style guidance, news publications, email communication distribution, and assistance with site content. The selected vendor for this solicitation shall work closely with both the Communication Director and development staff to plan and execute a project to modernize the public facing websites supported by the Office of Court Management.

SPECIFICATION

The selected vendor shall work closely with the Harris County's Office of Court Management to modernize two (2) public-facing websites, aiming to enhance the user experience, design aesthetics, and technological infrastructure. The modernization project shall deliver a responsive, accessible, and easy-to-maintain website that aligns with modern web standards and government best practices.

The vendor shall assess the existing sites, which were originally built using a mix of Hypertext Markup Language (HTML) 5/ Cascading Style Sheets 3 (CSS3), Bootstrap, and ASP.NET on an IIS platform, to propose a strategy that either updates or replaces this structure. This shall include a detailed analysis of the current architecture, design recommendations for a more intuitive user interface, and suggestions for enhancing back-end functionality for easier content management.

The vendor shall conduct stakeholder consultations to gather input from key decision-makers, including senior staff and internal developers, ensuring that the proposed changes meet the functional and aesthetic needs of the Office of Court Management and the public alike. Integrations with tools such as database back-end, analytics systems, artificial intelligence usage, content delivery systems, and other items identified in this specifications document must be carefully considered.

Additionally, the new design must ensure compliance with accessibility standards, ensuring the site is navigable and usable for all users, including those with limited English language proficiency and persons with disabilities. It is the intent to build this project in a manner that allows a future handoff to the Office of Court Management, however the proposal must include limited post-implementation support, user training (aimed at developers and communications professionals), and offers for ongoing maintenance shall also be critical deliverables to ensure sustainability of the updated websites.

Current State

The existing sites were initially designed in 2006, using page structure as it predates the advancements of CSS3's Flexbox and Grid. Since then, the current development staff have undertaken the task of updating the sites' foundational technologies to HTML5/CSS3, leveraging Bootstrap for design and incorporating a database backend to manage frequently changing information. This setup allows updates to be distributed across multiple pages by modifying content in designated locations within the database backend, using a blend of ASP.NET and JavaScript to push changes to the appropriate site locations. While this modernization effort has brought the sites closer to contemporary website standards, the Office of Court Management seeks assistance reimagining with a modern aesthetic and a thoughtfully architected, supportable, and publicly accessible website maintainable by a small, effective software development and communications team. The current technology stack is as follows:

- Sites: <https://jp.hctx.net> and <http://ccl.hctx.net>
- Internal webserver: Running on a Microsoft technology stack
- Traffic: Approximately 30k sessions per month on one (1) site, and approximately 50k sessions on the other
- Monetization: These sites are not monetized in any way, nor do they include any commercial advertisements or other commercial elements. They are strictly government-managed information sources.
- Technology stack: The sites are primarily static, though not exclusively, and use the following technologies:
 - Microsoft IIS
 - HTML5/CSS3
 - Bootstrap (local) & Font Awesome Content Delivery Network (CDN)
 - jQuery/JavaScript
 - ASP.NET for pushing public notices and contact/location information, with content managed via a Microsoft SQL database backend
 - Google Analytics
 - Granicus GovDelivery email sign-up form served by JavaScript, with the back end hosted externally

General Requirements

Harris County anticipates that the expertise of a contract developer will be instrumental in helping identify and implement these features and designs throughout the project. The selected vendor shall be required to:

- Conduct a strategic planning and needs assessment session with senior staff to review site architecture, navigation, content, project scope, and timeline. This session shall include a thorough discussion of the existing site architecture, current redevelopment project status, and underlying technologies.
- Present design options, templates, and example sites to project stakeholders, providing an option for a clear vision for the new website's design, framework, and functionality.
- Make recommendations on best practices for integration, ensuring all new and modified pages meet accessibility standards, are responsive, and incorporate modern web technologies. The vendor must ensure compliance with accessibility laws such as the Americans with Disabilities (ADA), Section 508, and the 21st Century Communications and Video Accessibility Act.
- Collaborate with executive staff and elected leadership during initial and later project phases. The vendor shall be responsible for gathering critical feedback, helping to ensure stakeholder buy-in, and aligning the project direction with the strategic goals of the Harris County Courts.

- Upon approval of the design by Harris County stakeholders, the vendor shall assist the Harris County Courts build an innovative, easy-to-use, dynamic, and mobile-ready website that meets the informational needs of the Harris County Courts. The design shall be user-friendly, intuitive, and adhere to modern User Experience (UX) principles. The vendor shall work closely with the Office of Court Management development staff and other stakeholders during creation and deployment.
- Implement multi-user access with varying levels of security, based on Microsoft Active Directory authentication. The system shall allow for secure content modification by multiple users.
- The site shall include an option to create an Artificial Intelligence (AI) powered chatbot to assist users in navigating the website, answering frequently asked questions, and directing users to relevant court locations, services, and resources. The proposed technology stack for the chatbot option must be explicitly trained on website content and related public information, ensuring responses remain within the scope of official court-provided data. It must be designed to deny or redirect requests for information beyond its training scope, maintaining accuracy, security, and compliance with legal and accessibility requirements.
- Include functionality for newsletters, alerts, and notifications, such as court closures due to weather events or County holidays. Additional functionality shall be identified and refined during consultation with the County staff.
- Assistance with migration of existing website content to the new platform, ensuring a smooth transition and working closely with the Office of Court Management staff to organize and optimize content and structure for the proposed solution.
- Provide proposals for both options: a single consolidated website and separate redesigned sites, to help the Office of Court Management staff evaluate which approach is most suitable for the project.
- Deliver a final project report, including a detailed site map, post-implementation plan including existing support and support extension options, and documentation on the site's structure and functionality.
- Conduct administrator and user training for three (3) to five (5) staff members, providing a user guide or resources for ongoing training needs. This is a "train the trainer" sort of situation, and training shall ensure key personnel can manage and update the website effectively after deployment.
- Provide post-implementation support for six (6) months, addressing any issues that arise after the site goes live and ensuring a smooth transition to long-term support.
- Make recommendations on the integration of analytics tools (e.g., Google Analytics) to track site traffic, usage, and user engagement, ensuring the site meets ongoing performance, accessibility, and engagement goals.
- Ensure the site is compliant with accessibility standards such as the Americans with Disabilities Act, Section 508, and other applicable laws. The site shall be designed to be fully accessible to users with disabilities, with clear documentation and resources supporting these requirements.
- Browser Compatibility Testing: Ensure the site is compatible with all major browsers (Chrome, Edge, Firefox, Safari), including a limited number of older versions that may still be in use by some court users or the public.

- **Mobile Optimization Testing:** The vendor shall conduct comprehensive mobile optimization testing to ensure the site performs well across a variety of devices (e.g., makes and models of smartphones, tablets) and screen sizes.
- **Asset and Code Handover:** Ensure that all assets, source code, documentation, and any other necessary files are fully provided to the Office of Court Management staff upon project completion. The vendor shall work with Office of Court Management staff to deploy the final version of the website on the County's existing internal hardware and infrastructure, ensuring that the site is fully operational and accessible. All code shall be well-documented and organized to facilitate future updates and maintenance by the Office of Court Management's internal staff.

Functional Requirements

The proposed site shall not be limited to the functional requirements listed below and each vendor is encouraged to respond with their ability to perform or expand on each activity/deliverable as well as provide additional capabilities not listed. The vendor shall provide:

- Both on-premises and cloud-based output.
- Support data migration related to the website.
- Include reporting and analytic capabilities.
- Support/assistance via phone, web and email.
- Knowledge transfer and training during the implementation/go-live phase.
- Supports simultaneous multi-user access with role-based security.
- Offers mobile access with capabilities similar to the desktop version.
- Provide an audit trail of record changes that includes the user, date, and time.
- Ability to attach unlimited documents, photos, or videos to work orders, asset files and inventory item files.
- Ability to include notes in work orders or asset records with unlimited text fields and edit/spell check tools.
- Accessible through a variety of web browsers such as Chrome, Safari, Internet Explorer, and Firefox, as well as Android and iOS-mobile devices.
- Allows for multiple labor rate assignments.
- Ability to mass update fields across like records.
- At a minimum, the vendor's proposal shall include twelve (12) months of maintenance/support/warranty to include upgrades, patches, fixes. Include information on these items in your response and include pricing for the annual renewal, maintenance or license fees for subsequent and continued use of the system in the pricing section.
- A secure platform in line with up-to-date cybersecurity standards and regulations including secure encryption technology. Please refer to the Harris County Universal Services Reference Architecture (USRA) Checklist Questionnaire for additional information.
- The future site shall be easily supportable and updatable, allowing internal developers or non-technical stakeholders to make updates with minimal effort. This shall include a content management process or system, or other tools or processes to simplify routine updates.
- The site shall incorporate essential elements from the existing sites and their pages, including court locations, public notices, social media integration, court and docket times, news items, and reporting capabilities (e.g., SQL Server Reporting Services (SSRS), Tableau or PowerBI). It must also support document hosting in formats such as PDF and Microsoft Word.

AI Tool Usage Disclosure

The vendor must disclose any use of AI tools or automation in the design, development, deployment, testing, or maintenance of the proposed solution. The disclosure must include:

- The specific AI tools or models used (e.g., generative AI, code-assisting tools like GitHub Copilot, AI-driven testing frameworks, AI-enhanced accessibility compliance checks, AI-based Software as a Service (SaaS) platforms, etc.).
- The scope of AI involvement, such as automated code generation, User Interface (UI) / UX optimization, content generation, or data analysis.
- Any AI-based decision-making processes embedded in the final product.
- Measures in place to ensure AI-assisted outputs meet industry best practices, legal compliance, and security requirements.
- Harris County reserves the right to review and approve AI-assisted elements to ensure alignment with project goals and legal/regulatory compliance.

1. **Technical Requirements**

The technical requirements are constructed to correlate to the Harris County Universal Services Reference Architecture (USRA) and to determine a vendor's ability to provide technical capabilities.

1.1. **HCUS Reference Architecture (USRA)**

The USRA is a compact, comprehensive, abstract illustration of the technology components and business processes supporting County operations, see the attachment titled Harris County Universal Services Reference Architecture (USRA). The USRA has been developed to provide guidance on how solutions shall deploy and operate within the IT environment. The USRA serves as a reference for the specific architectures that vendors may implement to solve County business objectives.

1.2. **The USRA is composed of Six (6) Interrelated Domains:**

- 1.2.1. Data Services
- 1.2.2. Digital Services
- 1.2.3. Enterprise Technology Infrastructure Services
- 1.2.4. Information Security Services
- 1.2.5. IT Service Management
- 1.2.6. Technology Optimization

1.3. **USRA Requirements Checklist Questionnaire Q-34KT:**

Vendors shall complete the questionnaire as part of vendor's response. "Complete" is defined as responding to all questions. A response is still required for non-applicable questions. The questionnaire will assist the County in understanding the scope, capabilities, technical implementation, and deployment features of the proposed solution.

2. **Training**

The vendor shall define in detail, the training methodology to be utilized to provide training and knowledge transfer to ensure proper use of solution during the implementation/go-live phase as well as provide access to training materials thereafter. At a minimum, vendor shall provide complete training for up to fifty (50) users so that all basic, intermediate and advanced topics are covered in detail.

2.1. Training Requirements including, but not limited to, the following:

- 2.1.1. Initial on-site training for all users (minimum sixteen (16) hours)).
- 2.1.2. Monthly online training sessions.
- 2.1.3. Video tutorial library.
- 2.1.4. Written documentation.
- 2.1.5. Train-the-trainer program.

3. **Final Acceptance**

The evaluation committee may require completion of an acceptance test after the installation of the proposed software/hardware. The acceptance test will involve the achievement of Harris County's standard availability and performance goals during a period of thirty (30) consecutive calendar days.

The acceptance test will start on the date that Harris County receives a written notice from the vendor that the software/hardware is installed and ready for production usage. If the software does not achieve availability during the first thirty (30) days following the installation date, the acceptance test will continue on a day-to-day basis until availability is achieved for thirty (30) consecutive calendar days.

4. **Maintenance/Support/Warranty**

Upon Final System Acceptance (FSA) and training, the maintenance/support/warranty of the system shall commence on the first day of the official operation of the system as designated by Harris County. At a minimum, the system shall include annual maintenance/support/warranty to include upgrades, patches, fixes and support via phone, web, and email. Pricing shall also reflect annual renewal, and maintenance or license fees for subsequent and continued use of the system.

5. **Service Level Agreement (SLA)**

Vendor shall describe each SLA associated for the applicable service offering. Vendor shall meet all SLA requirements to include but not be limited to the delivery of service offerings, maintaining service offerings, measuring key performance indicators (KPIs), reporting compliance and issuance of credits when performance fails to meet performance objectives. Vendor shall disclose its methodology for measuring each of its SLAs, including but not limited to the formulas for calculating those measurements. Vendor shall disclose how vendor shall address failures to perform to SLA levels and any billing adjustments, credits or other compensation offered. SLA provided shall not be less than what is commercially available. At a minimum SLAs shall include:

5.1. Twenty-four/seven (24/7) technical support.

5.2. Maximum one (1) hour response time for critical issues including, but not limited to, the following:

5.2.1. Hardware failures.

5.2.2. Connectivity issues.

5.2.3. Software glitches.

5.2.4. Data overload.

5.2.5. Security and privacy concerns.

5.3. Maximum four (4) hour response time for non-critical issues including, but not limited to, the following:

5.3.1. Minor data inconsistencies.

5.3.2. User interface challenges.

5.3.3. Delayed data transmission.

5.3.4. Software updates and compatibility.

5.3.5. Battery drain on devices.

5.3.6. Non-Critical Diagnostic Trouble Codes (DTCs)

5.4. Dedicated account manager.

5.5. Monthly system performance reviews.

6. **Project Management Plan**

Vendor shall include a comprehensive and detailed project management plan as part of the response. The plan shall outline the methodology and strategies to implement and rollout the telematics solution including, but not limited to, the following:

6.1.1. Assignment of a dedicated project manager to oversee execution.

6.1.2. Submission of a detailed implementation plan within ten (10) days of contract award.

6.1.3. Development and maintenance of a milestone schedule as part of the project management plan, detailing all tasks and key events.

6.1.3.1. Installation completion within eight to ten (8-10) business days of equipment delivery.

6.1.3.2. System configuration within five (5) business days of equipment installation.

- 6.1.3.3. User training within fifteen (15) business days of equipment installation.
- 6.1.3.4. Full system deployment within thirty (30) calendar days of equipment installation.
- 6.1.3.5. Implementation of a thirty (30) day stabilization period post-launch to monitor performance and address any operational concerns.
- 6.1.4. Submission of weekly progress reports to ensure transparency and accountability.
- 6.1.5. Development of a testing plan with clearly defined acceptance criteria to validate system functionality.
- 6.1.6. Completion of a go-live checklist to confirm readiness for deployment.

7. **Vendor Resources**

Vendor shall maintain and assign a sufficient number of competent and qualified professionals to meet Harris County requirements. Vendor shall provide Harris County with a staffing plan that identifies the staffing levels, types, and any applicable certifications necessary to meet the requirements of this RFP. Vendor shall also indicate space, technology and telecommunications infrastructure requirements so that Harris County can allocate workspace for the project team to use during the implementation.

7.1. Project Manager (PM)

Vendor shall dedicate a PM for the length of the project to act as the vendor's representative for all communication and activities with Harris County. The PM shall be the prime point of contact for Harris County for project matters. The PM shall develop a Project Management Plan that provides guidance and direction for the project development and shall maintain a detailed and accurate project schedule at all times.

The percentage of the PM's time dedicated to this project shall be defined. The PM shall have overall responsibility for day-to-day project management. Vendor shall submit a resume for the PM candidate for Harris County to review and approve. At a minimum, the PM candidate shall possess the following qualifications:

- 7.1.1. PM with five (5) years of project management experience with specific experience related to telematics implementations.
- 7.1.2. Demonstrated experience creating detailed dependency-driven schedules tasks required to implement recommended changes.
- 7.1.3. Demonstrated experience facilitating and supporting formal review sessions with executive stakeholders.

7.2. Key Staff

Vendor shall provide resumes for all key staff for Harris County to review and approve. Key staff is defined as all Subject Matter Experts (SMEs) to be utilized during the project. The resumes shall indicate the key staff knowledge and experience specific to telematics solution, background, years of experience and skill sets to ensure project success. Changes to the key staff, anticipated or unforeseen, shall be immediately relayed to Harris County.

8. **Optional/Value-Added**

Vendor may provide information for other equipment, hardware and/or software available within the manufacturer's catalog as an optional/value-added item.

PRICING

Due to the complexity of this project Harris County understands that vendors must have the flexibility to customize pricing. Harris County anticipates Time and Materials (T&M) for some services while fixed price for others. The vendor shall define and provide a T&M Fee Schedule for services and fixed price where applicable with a total "not-to-exceed" project price within the pricing section of all SOWs. Total not-to-exceed Service Order fees shall be all-inclusive, no additional fees including but not limited to travel, per diem and or transportation shall be billed separately. Note* Proposed travel costs are subject to the Harris County Travel Policy found under Public Files.

The vendors are encouraged to submit an itemized Fee Schedule for all Offering(s) vendor possesses the capabilities to perform and available resource. Pricing must be all inclusive. At a minimum, the vendor's Fee Schedule shall clearly identify the following:

- a. All available Licensing Model Offering(s)
- b. Defined phase or activity with target date(s),
- c. Resource classifications i.e., Principal Consultant/ Partner/Practice Manager, Sr. Manager, manager, etc.
- d. All costs, fees, commissions, hourly charges, travel costs with identified expenses if applicable and/or fixed rates for Offerings, and
- e. Payment schedule.

The Fee Schedule shall be uploaded to Bonfire in an Excel format under the Requested Information section of this solicitation.