

Request for Proposals

Thurston County Superior Court Website Design and Implementation Project

1. Background

Thurston County Superior Court is a state trial court of general jurisdiction situated in Thurston County, Washington. This court has state-wide jurisdiction and hears major criminal matters (felonies), civil cases including cases involving real property, domestic relations matters, appeals from lower courts (Thurston County District and Municipal Courts), and appeals from state administrative agencies. Family & Juvenile Court is a department of Superior Court and hears juvenile offender matters as well as child dependency cases. Family & Juvenile Court also operates a juvenile detention facility. Thurston County's Superior Court has eight full-time elected judges who sit on all matters and three Superior Court Commissioners who sit primarily in Family & Juvenile Court and on domestic relations and domestic violence cases.

The Thurston County Clerk is an elected official provided by the Washington State Constitution with specific and special duties assigned by statute and court rules. These duties are administrative in nature and in some instances, quasi-judicial. The Clerk is best characterized as the administrative and financial officer of the superior court in the county. Because of its close relationship to the superior courts, the Clerk's Office is a highly technical office.

Thurston County Superior Court and the Thurston County Clerk's Office are soliciting competitive, fixed price proposals for a website redesign and implementation project. Both websites have had little done to maintain each site or its infrastructure other than content updates. A number of different user populations visit the websites of Thurston County Superior Court and Thurston County Clerk, including the general public and parties, as well as lawyers, researchers, students and journalists.

2. Project Goal

Superior Court and the Clerk's Office desire websites that provide simplicity and accessibility in the design. The goal of this project is to establish sites which provide features and content for all of the Court users, while keeping the site uncomplicated, easy to navigate and easy to update.

3. Project Approach

The successful proposer will work with designated representatives of the Departments and Agencies affected by the Project as well as other stakeholders, and Central Services staff in the development and implementation of the Scope of Services noted below. The final product will be accomplished with the strong engagement of the above-noted County team participants.

4. Scope of Work

The scope of this project is to redesign the structure and content of both websites, provision of a robust search function to provide direct access to content, functions and forms, and implementation of a content management system that will enable the Court to continue to adapt and change the website to meet future needs.

Both websites are used by a diverse set of users, including the general public, jurors, individuals representing themselves in court during litigation proceedings, attorneys, media, teachers, librarians and other individuals providing assistance to self-represented litigants, and other agencies involved in the legal system. The sites do not currently satisfy the needs of its stakeholders and audience. The structure of the information is difficult to navigate and is counterintuitive. Users find it difficult to find the information to answer their questions. When the user navigated to the correct page, they are faced with verbose content that is often outdated or inaccurate, and not easily comprehensible.

The new websites for both the Thurston County Superior Court and Thurston County Clerk's Office will present information clearly and intuitively, in a mobile-ready design, with simple navigation, and a robust search function where users can find the information and functions they need with a minimum number of clicks. The new content management system will enable Court staff to keep information current, and improve content based on continuous end-user feedback. The redesigned websites will befit its description as "the door to the courthouse".

Within the last year the court implemented a new case management system, Odyssey. The new case management system has required considerable transformation of business processes in place today. In addition to the items above, it is expected that current court forms will be incorporated into this system, providing functionality for users to complete forms online and submit electronically, as well as provide access to other Court systems including the e-Filing and JuryPlus, the Jury Management System.

Project Objectives:

The primary objectives of this project are to update the design of the website such that it provides:

1. Easy, intuitive access to information and functions for all categories of users.
2. Content that is accurate, up to date, and comprehensible for all users.
3. Full access to information and functions on mobile devices.
4. A fully functional content management system (CMS) that will enable the court staff to manage content efficiently and effectively to ensure that content is maintained, accurate and up-to-date.
5. Provide access to other Court systems including the Case Management System, e-Filing, and JuryPlus, the Jury Management System.
6. Provide access to justice and serve the needs of the public through the website.

SharePoint Environment (for Vendor Development, as of October 2016)

Thurston County is currently in the process of building an outward facing, Internet SharePoint 2013 farm to replace the current, traditional Web site presence. The farm is hosted on premise.

It is expected that this SharePoint farm will be ready December 2016 to host County Internet Web content.

The farm consists of Authoring sites and Production sites. Content will be updated on the Authoring sites by County staff. At periodic intervals the Authoring sites' content will be replicated to the corresponding Production sites.

A master page and page layouts have been developed using CSS for a branded look replicating the current County Web theme. This design includes responsive, mobile-ready technology developed using Bootstrap 3.

The development environment is only available from within the County's network. VPN access can be provided as needed for Vendor access to a specific SharePoint site.

Additionally attached as Appendix 1 is information regarding Thurston County's technical environment.

5. Selection Process

Proposals will be reviewed by a team of County staff based on the criteria detailed in Section 6 of this Request for Proposal. Finalists may be selected for interview as a part of the selection process.

6. Evaluation Criteria

In determining the most responsive proposal, the following elements will be given consideration:

- Qualifications and experience by any team members that will be assigned to this project. (30%)
- Experience providing SharePoint Website services specifically for courts or local governments. An understanding of the distinct needs of the courts when it comes to accessibility. (30%)
- Cost of the proposed work. (30%)
- Quality and completeness of the proposal content. (10%)

7. Information Requested

Please include the following information in your response:

- A. A description of the firm's background and qualifications to include a brief statement of interest, stating why your firm should be considered for this project. This section should be no longer than four pages.
- B. Name and qualifications of the project manager and all other personnel who would work directly on the project. Include descriptions of previous projects for

which those personnel were responsible and indicate what their roles would be and approximate percentage of time each would be involved in this project.

- C. Proposed project time line.
- D. A complete cost estimate for the proposed work to include any travel, per diem, and applicable local taxes.
- E. Three references for past projects worked on by your firm, please list:
 - Organization Name
 - Reference name and telephone number
 - Brief description of project, final product and cost of project

8. Submission of Qualifications

- A. By no later than 4:00 p.m. PDT on February 28, 2017, submit five (5) copies of requested information to:

Pamela Hartman Beyer, Court Administrator
Thurston County Superior Court
2000 Lakeridge Drive SW, Bldg 2
Olympia, WA 98502-6045

- B. No information other than that set forth in this document and its attachments will be available prior to submitting responses.

- C. Responses received after the deadline will be returned to sender, unopened. Oral, faxed or e-mailed responses will not be accepted.

9. Approximate Schedule and Process

	Target Date(s)
Advertisement of RFP	February 2, 2017
Proposals received no later than 4:00 p.m. PDT	February 28, 2017
Team Review of All Proposals	March 8, 2017
Selection of Finalist	March 17, 2017
Negotiate Contract	March 24, 2017
Execute Contract	March 31, 2017
Kick-Off Meeting	Week of April 10, 2017
Final Contract Completion/Close-out	October 13, 2017

Thurston County Superior Court reserves the right to change this schedule.

10. Costs of Qualifications Presentation

Cost incurred in preparing and presenting the qualifications or included in any other manner by the proposer in responding to this RFP may not be charged to Thurston County.

11. Fee, Contract and Negotiation

Thurston County intends to negotiate a fee for the provision of consulting services with the firm selected, pursuant to RCW 39.80. It is Thurston County's intent to establish a fixed limit for the cost of services on this project.

Thurston County will require the selected proposer to sign a Professional Services Contract for services rendered under this project. Incorporated by reference into the contract will be; (a) all of the information presented in or with the RFP, and the proposer's response, and; (b) all written communication between the County and the selected proposer .

Negotiation will begin with the proposer scoring the highest combination total based on the criteria detailed in Section 6 of the RFP. If a contract is not successfully negotiated within ten (10) days following notification, the County shall proceed to negotiate with the proposer scoring the second highest combined total.

12. Nondiscrimination

Thurston County hereby notifies all proposers that it will affirmatively ensure that all will be afforded full opportunity to submit qualification proposals in response to this Request for Proposal and will not be discriminated against because of race, color, creed, ethnicity, religion, national origin, age, sex, marital status, veteran or military status, sexual orientation or the presence of any disability. Implementation of this policy shall be consistent with RCW 49.60.400.

13. Release Authorization for Reference Check

Submit the "Release Authorization for Reference Check" with your Proposal. The statement must be signed by an authorized representative of the proposer.

14. Procedures When Only One Proposal Is Received

In the event only a single responsive proposal is received, the County reserves the right to conduct an analysis of all evaluation criteria submitted in such proposal. The sole Proposer shall provide such information, data and other documentation as deemed necessary for such analysis. The County reserves the right to reject such proposal.

15. Cancellation or Rejection of Proposals

The Board of County Commissioners retains the right to reject any or all proposals for good cause and in particular to reject a proposal not accompanied by any data required by this Request for Proposal or a proposal in any way materially incomplete or irregular. In the event of a cancellation of a competitive solicitation or if all proposals are rejected, all Consultants will be notified by the County via mail, facsimile or electronic means.

16. Withdrawal or Modification

The Consultant has no right to withdraw or modify the proposal for any reason whatsoever after the time set for the opening thereof, unless the award of the Contract is delayed for a period exceeding forty-five (45) calendar days from the time set for opening of the proposals.

17. Award

A contract will be awarded to the responsive and responsible proposer whose proposal is the most advantageous to the County, taking into consideration the listed criteria. It is the sole responsibility of the County to award or not to award a contract.

Thurston County Information Technology Environment and Requirements

- **Employee Workstations**

The standard employee workstation is a PC configured with Windows 7 Pro or Enterprise 64-bit or Windows 10 Pro or Enterprise 64-bit. PC configurations include a minimum of Intel Core i5 3.5 GHz, and at least 8 GB of RAM. All new PCs are being delivered in the county's active directory. The standard office automation software suite is Microsoft Office 2013 or higher. *Note: All applications must work correctly under standard user permissions on the desktop operating system. Otherwise, it is up to the vendor to provide detailed information on what folders and/or files require elevated permissions.*

- **Internet Browser**

Internet Explorer version 11 or higher is the standard browser used on employee workstations. Google Chrome and/or Mozilla Firefox are also available as an alternative browser.

- **Application/Database Servers**

Except for legacy systems, Thurston County is a Windows based server environment, utilizing a VMWare virtual environment except for those situations requiring a hardware server. Windows Server 2012 R2 is the standard OS for new installations.

- **Database Management Systems**

Except for legacy systems, Thurston County is a Windows SQL Server database environment. SQL Server 2012 or 2014 is the preference for new installations.

- **Network Configuration**

The county's Local Area Network (LAN) is built on Ethernet standards with segments of 100 megabit per second and some segments at 1 Gigabit per second (Gbps). All network devices are set up with TCP/IP protocol. Internet access is available for all PC's. Mobile and remote access to applications is available through Citrix web interface.

The county has all remote offices connected via a Wide Area Network (WAN). Network connectivity to the various sites varies from standard T-1 (1.54mbps), high-speed broadband, to fiber connections (1 Gbps).

Thurston County's standard operating system for file, database, and web servers is Windows Server 2012 R2.

- **Sharepoint Environment** (for Vendor Development, as of October 2016)

APPENDIX 1 CSITF-016 IT Content for Technology RFPs

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- **E-mail**

The standard for enterprise e-mail is Microsoft Exchange and Outlook.

- **Backup and Disaster Recovery**

Thurston County uses a disk-based system (UniTrends) to backup networked servers nightly. All Thurston County servers must be able to support this process.

- **Remote Access**

Remote access for vendors can be provided via Virtual Private Network (VPN), as needed for initial system implementation and on-going maintenance support. We also allow vendor access using WebEx connection.

- **Mobile Platform**

Users have the option of using personal or county supplied mobile devices. Current supported platforms include iOS, Android, and Windows devices via ActiveSync for email access.

- **Application Security for Web Enabled Components**

If the application uses external (outside the county's network), web enabled access to internal (Inside the county's network) servers (databases, applications, etc.), then the RFP response must include a detailed explanation on how security is addressed by the application.

APPENDIX 1
CSITF-016 IT Content for Technology RFPs

- **Cloud Based Systems**

Cloud based systems must store all county data in domestic data centers (U.S.). For systems that handle criminal justice data, cloud services must be CJIS certified.

- **Geographic Information Systems (GIS)**

Thurston Geodata Center and Thurston County GIS users use ESRI products for GIS production tasks, specifically ArcGIS, Arc/INFO product v 10.3.1. We also use ArcGIS Server and ArcGIS Online for GIS based applications. All GIS applications and processes must work in this environment.

All Geospatial data products must meet the following technical requirements in order to assure compatibility with the County's GIS:

- Horizontal coordinate requirements:

- Datum – North American Datum of 1983 (NAD 83)
- Units – Survey Feet
- Spheroid - Geodetic Reference System 80
- Projection – State Plane, Washington South Zone
- FIPS Zone – 4602

- Vertical coordinate requirements:

- Datum – North American Vertical Datum of 1988 (NAVD 88)
- Units – Survey Feet

- FGDC compliant metadata is required for all data collected, developed or modified.

- **Information Technology Specifications for RFP Response**

The RFP response must contain a dedicated section detailing any and all Information Technology requirements needed for this application: hardware, software, licenses, network, security, vendor remote access needed, vendor on-site access needed, application, GIS, client, and database update process, etc.