Nevada Administrative Office of the Courts
Request for Quote
Nevada Accessible Courts Initiative: Unified Courts and Self-Help Website Design and Development

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RFQ No. 27-001

Release Date: 11/03/2026

Deadline for Submission: 11/18/2026 @ 12:00 pm Pacific Time (PT)

Single point of contact for the solicitation:
Tracy Worrell, Contracts and Grants Officer
Email Address: contracts@nvcourts.nv.gov

Background

The Nevada Administrative Office of the Courts (AOC), a division of the Nevada Supreme Court, invites quotes from qualified vendors to design and develop a unified, accessible website that combines the Nevada Judiciary website and the Nevada Self-Help Center website. This procurement supports the Nevada Accessible Courts Initiative, a statewide project to help court users, particularly self-represented litigants, people with disabilities, and rural residents, find court services, understand legal procedures, and access the forms and instructions needed to participate in court proceedings.

The Nevada Judiciary website provides information about Nevada courts, court services, and court operations. The Nevada Self-Help Center provides legal information, approved court forms, and instructions for self-represented litigants. Together, these websites serve hundreds of thousands of users annually. Because the resources are divided between two websites, users must navigate separate structures to connect court information, forms, and filing instructions. User research has identified three recurring difficulties for people representing themselves: locating the appropriate forms, determining where to file, and understanding what happens next.

The AOC seeks a qualified vendor to assess the current websites, plan and design a unified information architecture, develop accessible page templates, support plain-language content and coordinated content migration, and conduct accessibility and usability testing. The selected vendor must also provide knowledge transfer and training so that AOC staff can maintain and update the unified website in-house after the contract ends.

The AOC will lead this project in partnership with the Court Administration Committee of the Judicial Council of the State of Nevada. The selected vendor will participate in planning and review sessions with the Committee, court personnel, self-help professionals, and technology and accessibility specialists. The Supreme Court's Access to Justice Commission, whose membership includes legal aid providers, private attorneys, and the wraparound service community, will receive regular updates on the project's progress.

The unified website will be built on the AOC's [existing content management system/platform – AOC to confirm]. This RFQ does not include website hosting, drafting or legal review of court forms, development of interactive or web-based court forms, electronic filing integration, chatbot development, help desk services, or ongoing platform maintenance after the contract term. Development of accessible web-based court forms is planned for a subsequent phase; this project will establish the foundation for that work.

The AOC intends to award a fixed-term contract to be executed no later than December 31, 2026, with work beginning on or about January 4, 2027. All deliverables must be completed no later than June 30, 2027. Final invoices must be submitted no later than [July 10, 2027].

Authority

This procurement is being conducted pursuant to applicable AOC procurement requirements and available funding. Consistent with those requirements, the AOC is using an expedited Request for Quote process to select a qualified vendor. The contract shall be executed by December 31, 2026, and the project shall commence on or after January 1, 2027. All work shall be completed by June 30, 2027. Final invoices must be submitted by [July 10, 2027].

It is the intention of the AOC to utilize funds awarded through a State Justice Institute (SJI) Technical Assistance grant, together with AOC matching funds, to cover the costs of this initiative. Any award under this RFQ is contingent upon the AOC's receipt of SJI grant funding.

Procurement Timeline

The AOC anticipates the following schedule. All dates are subject to change at the AOC's discretion. Questions regarding this RFQ must be submitted in writing by email to the single point of contact listed on the cover page.

Activity	Date
RFQ released	November 3, 2026
Written questions due	November 9, 2026 @ 12:00 pm PT
Answers to questions sent to all offerors	November 12, 2026
Quotes due	November 18, 2026 @ 12:00 pm PT
Evaluation; interviews or demonstrations, if needed	November 18 – 25, 2026
Notice of intent to award	December 1, 2026
Contract negotiation and execution	December 1 – 18, 2026
Contract fully executed; vendor ready to begin implementation	No later than December 31, 2026
Project kickoff	January 4, 2027
Unified website launched; all deliverables completed and accepted	No later than June 30, 2027

General Requirements

Offerors shall provide a proposal addressing the following deliverables. The AOC anticipates a phased approach encompassing assessment, collaborative planning, design, development, and evaluation. Offerors may propose alternative methods that achieve the same results within the required timeline.

Assessment and Discovery

Review the current Nevada Judiciary and Nevada Self-Help Center websites to establish priorities and baseline measures. Deliverables may include:

- Review of website analytics, search data, and existing user research
- Content inventory of both websites, including pages, documents, forms, and instructions
- Identification of outdated, duplicate, and inaccessible content
- Baseline accessibility review of the current websites
- Baseline measures for evaluating user success
- Assessment report with prioritized recommendations

Collaborative Planning and Information Architecture

Work with the AOC, the Court Administration Committee, court personnel, self-help professionals, and technology and accessibility specialists to define requirements and organize the unified website around users' needs. Deliverables may include:

- Stakeholder planning and requirements sessions
- Unified site map and information architecture
- User pathways for priority tasks, including locating forms, identifying where to file, and understanding next steps
- Navigation, search, and labeling recommendations
- Content migration plan identifying content to keep, revise, combine, or retire

Accessible Design and Templates

Design accessible, responsive page templates for the unified website. Deliverables may include:

- Wireframes and design prototypes for key page types
- Accessible page templates that conform to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA
- Mobile-friendly design for users who access the website by phone
- Design style guide and reusable page components
- Testing of proposed designs with stakeholders and court users before development

Development and Content Migration

Build the unified website and coordinate the migration of content from both existing websites. Deliverables may include:

- Unified navigation and accessible templates configured in the AOC's platform
- Plain-language content standards and writing guide
- Plain-language revision of priority pages, in coordination with AOC staff, who retain responsibility for legal accuracy
- Coordinated content migration from both websites
- Redirects from legacy web addresses to preserve existing links and bookmarks

Accessibility and Usability Testing

Test the unified website for accessibility and usability before launch and prepare the AOC to continue testing after launch. Deliverables may include:

- Automated accessibility scans
- Manual accessibility review, including keyboard-only and screen reader testing
- Task-based usability testing with court users, including self-represented litigants, people with disabilities, and rural residents
- Remediation of identified issues before launch
- Launch readiness checklist and launch support
- Testing protocols and tools for AOC staff to conduct post-launch reviews

Knowledge Transfer and Training

Provide knowledge transfer so that AOC staff can conduct future website updates in-house without continued reliance on the vendor. Knowledge transfer shall occur throughout the project, not only at its conclusion. Deliverables may include:

- Hands-on training for AOC web, self-help, and information technology staff
- Training on creating and updating pages using the accessible templates
- Training on conducting accessibility reviews and task-based usability testing
- Opportunities for AOC staff to participate directly in design, development, and testing work
- Recorded training sessions and written reference guides
- A supported transition period during which AOC staff perform updates with vendor guidance

Documentation and Sustainability

Document the standards and procedures needed to sustain the unified website beyond the contract term and to support replication by other courts. Deliverables may include:

- Content standards and a governance model with designated content ownership
- Template library documentation
- Publishing, review, and approval workflows
- Website maintenance procedures and a recurring accessibility review schedule
- Documentation suitable for sharing with other state courts
- Recommendations for a subsequent phase introducing accessible web-based court forms

Evaluation

Measure whether the unified website improves users' ability to locate appropriate resources, identify where to file, and understand next steps. Deliverables may include an evaluation plan, comparison of results against baseline measures, and a final project report.

Project Management

Coordinate with AOC staff throughout the project, participate in project meetings, provide progress updates regarding deliverables and completion status, identify risks and dependencies, and support review and approval cycles. The vendor shall also prepare

brief progress summaries for the AOC's use in updates to the Court Administration Committee, the Access to Justice Commission, and SJI.

Optional Services

Identify any additional services that may improve accessibility, user navigation, or the AOC's capacity to maintain the unified website, including services that would support the subsequent phase of accessible web-based court forms.

All deliverables must be completed and accepted by the AOC no later than June 30, 2027.

Current Websites

Offerors are encouraged to review the existing websites before submitting a quote:

- Nevada Judiciary: https://nvcourts.gov
- Nevada Self-Help Center: https:selfhelp.nvcourts.nv.gov

Priority User Tasks

The unified website must make the following tasks easier for court users to complete. Offerors should describe how their proposed approach will support each task:

1. Find the correct form for a legal issue
2. Determine which court to file in and how to file
3. Understand what happens after filing and what to do next
4. Find instructions for completing, filing, and serving court documents
5. Find court locations, hours, and contact information
6. Request accommodations, interpreter services, or fee waivers
7. Locate self-help centers, legal aid, and other assistance

Evaluation Factors

Responses may be evaluated using the following criteria:

- Demonstrated experience designing and developing accessible government or court websites
- Experience with website consolidation, information architecture, and content migration
- Expertise in WCAG 2.1 Level AA conformance, accessibility testing, and plain language
- Experience conducting task-based usability testing, including with people with disabilities
- Quality and completeness of the proposed knowledge transfer and training plan
- Ability to meet the required timeline
- Cost effectiveness
- Quality of prior work samples
- References and demonstrated project success

Pricing and Deliverable Schedule

Offerors shall propose a fixed price for each of the following milestones. The AOC intends to compensate the selected vendor upon completion and acceptance of each

milestone. Target dates are provided for planning purposes; offerors may propose an alternative schedule that meets the June 30, 2027 completion date.

Milestone	Key Deliverables	Target Completion
1. Assessment	Analytics review, content inventory, baseline accessibility review, baseline measures, assessment report	February 12, 2027
2. Planning and Architecture	Site map, user pathways, navigation recommendations, content migration plan	March 12, 2027
3. Design	Wireframes, prototypes, accessible templates, style guide, design testing	April 9, 2027
4. Development and Migration	Configured templates and navigation, content standards, migrated content, redirects	May 14, 2027
5. Testing and Launch	Accessibility and usability testing, remediation, launch	June 11, 2027
6. Knowledge Transfer and Close-Out	Training, documentation, supported transition period, evaluation and final report	June 30, 2027

Offerors shall also provide hourly rates for any optional services proposed.

The AOC reserves the right to prioritize, defer, add, or remove deliverables based on available funding, project priorities, and operational needs while remaining within the maximum contract value.

Response Format

1. Cover Sheet
2. Company description and qualifications (please limit response to three pages. Any content beyond the third page will not be considered)
3. Proposed approach and work plan
4. Knowledge transfer and training plan
5. Pricing proposal, by milestone
6. Timeline for deliverables
7. Examples of similar work, including links to accessible websites (please limit to no more than 5 examples)
8. Up to three references (include valid email address and phone number)

Review Process

The AOC may conduct interviews, demonstrations, or clarification discussions with responding offerors to better understand proposed approaches and qualifications.

Disclaimer

Responses will not be returned. Vendors are responsible for all costs associated with preparing and submitting a response. The AOC reserves the right to reject any or all responses and to negotiate the final scope of work within available funding. Any award is contingent upon the AOC's receipt of SJI grant funding.