

SPECIFICATIONS

Fire Inspection Management Software for Harris County Fire Marshal's Office

SCOPE

Harris County is seeking a vendor to provide a fully supported fire inspection management system for the Harris County Fire Marshal's Office (HCFMO). The term shall begin on or about December 1, 2026, and end twenty-four (24) 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.

Respondent understands if funds are not appropriated or otherwise become unavailable, the County may terminate the Contract and/or option, in whole or in part, without penalty or further obligation to the Proposer, except for amounts lawfully owed for goods or services properly provided before the effective date of termination. Any contract resulting from this solicitation will be subject to the availability of funds and shall not be construed as creating a debt on behalf of Harris County in violation of Article III, Section 49a of the Texas Constitution.

It is the responsibility of each vendor to examine the entire 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.

PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held October 7, 2026 at 10:00am local time, Houston, TX via Microsoft Teams. **Attendance is not mandatory; however, all vendors(s) are encouraged to attend in order to have a better understanding of the requirements of this Request for Proposal (RFP).** Persons with disabilities requiring special accommodations should contact Office of the Purchasing Agent at 713-274-4400 at least two (2) days prior to the conference.

Join the meeting now

Meeting ID: 287 728 910 915 352

Passcode: bU2Jh9hm

Dial in by phone [+1 281-985-1862,,683012836#](tel:+12819851862683012836)

Phone conference ID: 683 012 836#

RENEWAL OPTIONS

Harris County may consider one-year maintenance renewals, exercised annually, for a total potential maintenance period of up to four (4) years. Renewal is subject to approval by the 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.

M/WBEs

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 contract associated with a project the County procures, operates, maintains, or constructs to M/WBEs.

BACKGROUND

Harris County, Texas is the 3rd most populous county in the nation, ranking behind Los Angeles County, California and Cook County, Illinois. The County seat is Houston, Texas, the 4th largest city in nation. There are thirty-eight (38) municipalities located within the 1,788 square mile geographical boundary of Harris County. Harris County has a culturally diverse community with a population near 5 million according to the 2020 U.S. Census estimate. The County is governed by a five (5) member Commissioners Court, which is comprised of four County Commissioners (Commissioner Precincts 1 - 4) and the County Judge.

The HCFMO safeguards lives and property across Harris County through fire prevention, fire investigation, public education, emergency response, and emergency management. The department is a stand-alone public safety/law-enforcement agency operating under Texas Local Government Code § 352.011 and is primarily responsible for the unincorporated areas of Harris County, providing assistance to municipalities upon request.

As part of its ongoing commitment to public safety, the County is prioritizing the modernization of HCFMO's Operational Permit Program. In addition to traditional fire prevention inspections, HCFMO administers and manages the complete lifecycle of operational permits, including Special Events, Business Operational Permits, Pyrotechnics and Flame Effects, Mobile Food Units, and other permit types authorized under the adopted fire code. Together, these efforts reflect a commitment to strengthening fire-life safety operations and ensuring that HCFMO's permitting processes are equipped to meet the needs of the County.

The proposed FMMS shall provide a fully integrated Operational Permit Management Solution (OPS) that unifies permit applications, plan submissions, fee management, workflow automation, inspections, approvals, renewals, enforcement actions, public communications, and reporting within the same enterprise platform used for all other Fire Marshal operations. The permit management functionality shall be built upon the same Master Property Record (MPR) as inspections and enforcement activities, ensuring that all property history, permits, inspections, violations, and compliance activities are maintained within a single authoritative record. This integrated approach will improve customer service, increase operational transparency, strengthen regulatory compliance, reduce administrative workload, and provide HCFMO with a comprehensive enterprise solution capable of supporting current operations and future program expansion.

EXISTING ENVIRONMENT

The existing platform manages inspections, violations, enforcement actions, permits, occupancy data, and property histories, all of which must be fully migrated and preserved for operational continuity. The new system must integrate with key county tools and workflows, including e-Permits, Microsoft Outlook, Power BI, and inbound/outbound APIs, while supporting established inspection, reporting, and compliance processes across multiple operating systems.

SCOPE OF SERVICES

The Harris County Fire Marshal's Office (HCFMO) seeks to procure and implement a modern, secure, scalable, and fully supported Enterprise Fire Marshal Management System (FMMS) that serves as the authoritative platform for all Fire Marshal business functions. The system shall integrate inspections, operational permitting, plan review coordination, enforcement, property management, reporting, analytics, and related workflows into a single enterprise solution centered on a master property record. By consolidating these functions into one (1) unified platform, HCFMO will improve operational efficiency, data integrity, interdepartmental coordination, and service delivery while establishing a scalable foundation for future growth.

The system shall preserve all historical inspection records, enforcement documentation, permits, occupancy information, property compliance history, and other mission-critical data while providing configurable workflows, robust reporting, mobile capabilities, and seamless integration with Harris County enterprise systems. The solution shall enable HCFMO to effectively administer and enforce the International Fire Code

(IFC), International Building Code (IBC), applicable National Fire Protection Association (NFPA) standards referenced therein, the Harris County Fire Code and local amendments, and all other applicable federal, state, and local regulatory requirements. The System shall also provide the flexibility, scalability, and configurability necessary to accommodate evolving operational needs, regulatory changes, organizational growth, and emerging technologies without requiring replacement of the core platform.

The proposed solution must, at a minimum, provide and support the following requirements to ensure a comprehensive, FMMS solution:

1. Data Migration

The vendor shall migrate all historical and active Emergency Reporting (ER) data if possible, including inspections, violations, permits, and occupancy records as well as data from Operational Permits QuickBase solution. Tasks include data extraction, normalization, validation, and documentation of transferable and non-transferable fields. A data Migration assessment report is required. Migration shall occur in at least two (2) phases: legacy data before go-live and active data within two (2) weeks of go-live.

2. Software Configuration and Customization

- a. The vendor shall: configure workflows, roles, occupancy types, enforcement tracking, reporting tools, and property history features.
- b. The system/platform shall:
 - i. Support searchable fields, customizable forms, data export, and flexible future changes. Integration with Outlook, Power Business Intelligence (Power BI), and Application Programming Interface (APIs) is required.
 - ii. Operate on Windows, MacOS, iOS, and Android.
 - iii. Generate and link enforcement documents such as Certificates of Inspection, Violation Notices, Stop Work Orders, Fire Watches, and Fire Marshal Orders.

3. System Integration and Testing

The system shall integrate with e-Permits, Power BI, Outlook, Geographic Information System (GIS) mapping enablement, the Compliance Engine, and API-based tools. Testing shall cover functionality, data accuracy, workflows, and reporting. User Acceptance Testing (UAT) shall be completed with HCFMO prior to final deployment.

4. Operational Permit Management Solution (OPS)

The proposed solution shall provide the following functional requirements:

- a. **Front-End (Public Portal):**
Provide dynamic workflows for special events, business operational permits, pyrotechnics/flame effects, and mobile food units. Capture key applicants, location, and operational details with conditional hazard-specific fields. Support uploads for required plans, certifications, technical documents, insurance, and other compliance materials.
- b. **Back-End (Administrative System):**
Provide role-based access, permit dashboards, correction workflows, automated notifications, renewal reminders (90/60/30 days), auto-populated renewals, end-to-end status tracking, and payment-receipt alerts.
- c. **Legacy Permit Data Integration:**
Import three (3) years of historical permit data from QuickBase, including core application, business, agency, approval, and payment information.
- d. **GIS Mapping:**
Provide interactive permit maps with clickable markers showing full permit details.
- e. **Payment Processing:**
Integrate with Authorize.net for invoicing, secure payment, automated permit issuance, and payment tracking.

f. **Technical Requirements:**

Provide secure web-based architecture, encryption, audit trails, reporting/export tools, scalability for new permit types, and compliance with IFC, NFPA, Harris County codes, and state requirements.

5. **Compliance and Security**

All work shall meet applicable security and data protection requirements, including secure transfer protocols, confidentiality safeguards, role-based access, and data backup/recovery. All data is the property of Harris County and must be exportable at any time.

6. **Project Initiation and Closeout**

The vendor shall conduct a kickoff meeting, document requirements, and produce a detailed project schedule. Final deliverables include configuration documentation, migration methodology, customization details, and administrative procedures. A closeout meeting will confirm completion before transition to full operational use.

7. **OPS Deliverables**

Deliver the public portal (four (4) permit categories), administrative dashboards, integrated Authorize.net payment workflow, three-year legacy permit data import with validation logs, GIS mapping module, document-management features, automated corrections and renewal notices, training materials, configuration documentation, and OPS maintenance/support plan.

PROJECT MANAGEMENT PLAN

Vendor shall provide a comprehensive Project Management Plan (PMP) outlining the methodology, staffing, timeline, and communication approach for implementing the fire inspection management system. The plan shall be included in the vendor's response and shall support the Deliverables and Project Timeline defined in this document.

The PMP shall include, but not limited, to the following:

1. **Project Staffing** – An organizational chart identifying project personnel, roles, and responsibilities.
2. **Project Schedule** – A milestone-based schedule consistent with the County's anticipated three – four (3–4) month timeline, including kickoff, data migration, configuration, training, testing, and closeout phases. The schedule shall be updated regularly and reflect all key tasks beginning with Notice to Proceed (NTP).
3. **Change Management** – A process for submitting and reviewing non-monetary or schedule-related change requests.
4. **OPS Workstream Milestones** – Include milestones for legacy permit data import, portal workflow configuration, payment integration, GIS enablement, OPS UAT, and staff training
5. **OPS UAT & Go-Live Readiness** – Provide test scripts for submissions, corrections, renewals, payment-to-issuance workflows, and map rendering. Include defect tracking and sign-off.
6. **Communications Plan** – Procedures for managing correspondence, documentation, and coordination between the Contractor and Harris County.
7. **Issue Resolution** – A defined methodology for identifying project issues and implementing corrective actions.

8. **Meetings and Reporting** – A schedule of required project meetings and status reports. Regular progress meetings shall include an agenda and written progress update from the Vendor.
9. **Data Ownership, Accessibility and Portability** – An outline of how the system will maintain County data ownership, ensure unrestricted data access and export, support full data portability, and provide transition assistance if required.
10. **Regulatory and Code Continuity**- A description of how the system will maintain legally defensible inspection and enforcement records and support all applicable fire and building code requirements.

QUALIFICATIONS AND EXPERIENCE

Vendor shall demonstrate the experience, technical capability, and organizational stability necessary to implement a fire inspection management system for a governmental authority.

1. **Government Implementation Experience**

Vendor shall provide experience of successful implementation of inspection or regulatory software for local government agencies of similar size, including fire prevention, building inspections, or code enforcement.

2. **Fire and Regulatory Experience**

Vendor shall provide experience supporting agencies that enforce the IFC, IBC, NFPA standards, and local fire code amendments.

3. **References**

Vendor shall provide at least three (3) references from government agencies of comparable size that currently use the proposed system. Each reference shall include agency name, contact person, contact information, and a description of services provided.

4. **Technical Capability**

Vendor shall demonstrate capability in large-scale data migration, secure cloud or hosted architectures, API integrations, and support for inspection or regulatory workflows.

5. **Financial Stability**

Vendor shall provide evidence of financial stability and the ability to support the platform for the full contract term.

CAPACITY AND RESOURCES

Vendor shall assign a sufficient number of qualified and experienced professionals to successfully implement and support the fire inspection management system. Vendor shall provide Harris County with a staffing plan identifying staffing levels, roles, required skill sets, and any relevant certifications. Vendor shall also disclose any workspace, technology, or telecommunications needs to support on-site project activities. Information regarding vendor's capacity and resources shall be included in the vendor's response.

1. **Project Manager (PM)**

Vendor shall assign a dedicated Project Manager for the duration of the project to serve as the primary point of contact for all project-related communication and coordination with Harris County. The PM shall oversee daily project operations and maintain the Project Management Plan and project schedule.

Vendor shall identify the percentage of the PM's time dedicated to the project and provide a resume for Harris County review and approval. At a minimum, the PM shall possess:

- At least five (5) years of project management experience in software implementation
- Demonstrated experience developing and maintaining detailed project schedules

- Experience coordinating review sessions and status updates with agency leadership

2. Key Staff

Vendor shall provide resumes for all proposed key staff and Subject Matter Experts (SMEs). Resumes shall outline experience with inspection, regulatory, or permitting system implementations, relevant technical expertise, and years of experience. Any changes to key staff, planned or unplanned, shall be immediately communicated to Harris County.

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 maintenance/support/warranty for the life of the contract and any extensions, including 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. Information regarding proposed maintenance/support/warranty, shall be included in Section II of vendor's response.

The vendor shall describe each Service Level Agreement (SLA) associated with each applicable service offering. Vendor shall comply with all defined Service Level Agreements (SLAs), including system availability, technical support response times, data backup and recovery, and software update requirements. The vendor shall document its methodology for measuring SLA performance, including formulas, tracking methods, and reporting procedures. The vendor shall outline how SLA failures will be addressed, including any service credits, billing adjustments, or corrective actions. SLA performance standards shall be no less than what is commercially available within the industry.

TRAINING AND SUPPORT

The vendor shall provide comprehensive training for system administrators and field personnel through instructor-led sessions, recorded learning modules, and hands-on demonstrations. All training shall be supported by thorough documentation, user guides, and access to a knowledge base. Post-implementation support shall include troubleshooting assistance, technical support, and the coordination of major system updates.

The vendor shall also clearly outline the training options available for system administrators, including delivery methods (e.g., on-site sessions, vendor facilities, web-based training), capacity limits for training groups, recommended time allocations, and any other relevant details. Training must include end-user modules for the Operational Permit Management System (OPS), covering applicant portal workflows, administrative review and approval processes, renewal automation, payment workflows (Authorize.net), GIS mapping capabilities, and reporting/export features. Recorded modules and quick-reference guides shall be provided for OPS administrators and permit technicians.

OPTIONAL/VALUE-ADDED SERVICES

Vendor may propose optional or value-added products and/or services related to the scope of goods and/or services described in the specifications and/or listed on the Pricing/Delivery Information sheet(s) of this RFP by identifying other items and/or brands not identified by Harris County in this RFP. At a minimum, discuss product/service capabilities and reasons why it would be valuable for this project. Vendor may propose OPS enhancements such as Short Message Service (SMS) notifications, additional permit categories, advanced analytics, or integrations with County ePermits for unified workflows.

No additional requests for value-added features or optional modules; however, all optional value-added solutions will be considered.