



Purchasing

## Invitation for Bid (IFB) Request for Quote

### Accepting Bids For

Hill Country Community MHMR Center (HCCMHMRC), a Unit of Local Government under Texas Health and Safety Code Chapter 534, is soliciting bids from qualified vendors to provide **Website Redesign and Development** as described in this Invitation for Bid (IFB).

All procurement shall be conducted in accordance with applicable federal, state, and local procurement laws, including but not limited to the Texas Health and Safety Code, Texas Administrative Code, and Texas Grant Management Standards.

### Scope of Work

Please see attached Scope of Work (Exhibit A) specific to this IFB. All work must comply with applicable standards and specifications outlined in this solicitation.

Review webpage [hillcountry.org](http://hillcountry.org) (for reference only).

Indicate if you have a Cooperative Agreement with DIR, TXSmartBuy, BuyBoard, TIPS, or PACE (preferred).

### 3. IFB Schedule

Bid Due Date and Time: May 26, 2025 by 5:00pm

### Submission Instructions

All responses shall include a fully completed:

- Vendor Questionnaire (Attachment A) and
- Detailed itemized quote outlining all proposed costs, quantities, and specifications necessary.

Bidders are requested to provide a blank copy of their standard contract or service agreement for review. HCCMHMRC reserves the right to negotiate terms or require use of its own contract template.

All bids must be submitted electronically and sent to [wendi8861@hillcountry.org](mailto:wendi8861@hillcountry.org)

Bid submissions must not exceed 20 MB in total size, including all attachments. Files should be in PDF format where possible. Multiple documents should be submitted as a single compressed (zip) folder. If your bid exceeds the email size limit, contact Procurement before the deadline to arrange an alternative method of submission.



## Evaluation and Award

Quotes will be reviewed for reasonableness, completeness, compliance with the specifications, and price. Suppliers with a Cooperative Agreement are preferred. The award will be made to the vendor offering the best value to HCCMHMRC. We reserve the right to accept or reject any quote in the best interest of the Center.

## 6. Contact Information

For questions or clarifications, please contact:

Wendi Finkbeiner, CTCM  
Procurement Department  
Hill Country Community MHDD Centers  
wendi8861@hillcountry.org  
(830) 792-3300 x2023

## 7. General Conditions

**Delivery Timeline** - Vendors must specify the estimated delivery time upon receiving an order.

**Transportation (Vehicles)** – The vendor is responsible for transporting vehicles from the dealership to the designated facility.

**Transportation costs must be included in the unit price** and should reflect a fully insured delivery. However, HCCMHMRC may contract transportation separately if deemed excessive. Vehicles must be delivered operational and ready for use upon arrival. The vendor must coordinate the exact delivery details with the Fleet Department contact and provide at least 24-hour notice before delivery.

**Vehicle Inspection Upon Arrival** – Upon delivery, each will be inspected for damage, functionality, and compliance with specifications. Any damages or discrepancies

must be documented and resolved by the vendor before acceptance.

**Shipping Insurance Requirement** - The cost of shipping must be included in the unit price.

**Shipping (for standard equipment or parts)**  
– All equipment must be shipped F.O.B. Destination, freight prepaid and included in the cost. The quote price must cover all shipping costs and include full insurance against loss or damage during transit.

**Additional Charges** - All potential charges must be clearly outlined in the bid response. Any charges not explicitly listed in this Invitation for Bid (IFB) will be the vendors responsibility.

**Alternate Product Submissions** - Hill Country Community MHMR Center will consider alternate products, provided they meet or exceed the required specifications.



Alternate submissions must include manufacturer name, model number, product literature, and specification sheets. Hill Country Community MHMR Center reserves the right to determine equivalency, and all decisions will be final.

**Vendor Contact Information** - Vendors must provide the name, phone number, and email of the individual responsible for managing Hill Country Community MHMR Center's account.

**Contract Terms & Texas Law Compliance** - If vendor terms conflict with those of Hill Country Community MHMR Center, only the terms allowed under Texas law will be enforceable.

**Right to Cancel** - Hill Country Community MHMR Center reserves the right to cancel the contract immediately if the vendor fails to perform as required.

**Funding Contingency** - If funding is not appropriated by the Texas Legislature or

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otherwise made unavailable, this contract may be canceled in whole or in part without penalty.

**Performance Acceptance Criteria** - The equipment must meet all specified performance criteria for final acceptance.

**Warranty Requirement** - The vendor must provide a copy of the manufacturer's warranty with the equipment. The warranty period begins upon acceptance of the equipment by Hill Country Community MHMR Center.

**Payment Terms** - Payment will be made Net 30 days after receiving the invoice, product delivery, and final acceptance as operational, based on the performance criteria outlined in the bid. Final acceptance must be approved by the designated department contact.

**Governing Law** - This purchase is governed by the laws of the State of Texas. Any disputes must be handled in a Texas court in Kerr County.



## Exhibit A Scope of Work and Specifications

### Website Development and Redesign.

The selected firm shall deliver the following comprehensive services to support the website development, redesign, and deployment for Hill Country Community MHMR Center:

#### 1. Website Development and Redesign

- Conduct a thorough needs assessment in collaboration with internal and external stakeholders.
- Design a modern, responsive, and visually appealing website aligned with HCCMHMRCS branding and strategic goals (see Exhibit B Website Vision and Exhibit C Strategic Plan 2025-2030).
- Ensure compliance with Section 508 and WCAG2.1 accessibility standards.

#### 2. Web Content Management System (WCMS)

- Develop a secure, user-friendly WCMS that enables HCCMHMRCS staff to independently manage both public-facing content and internal functionalities.
- Implement role-based access controls for efficient and secure content administration.

#### 3. Features for External Users

- Build intuitive service directories with robust search functionality and navigation tailored to diverse audiences.
- Provide accessible and well-organized information on programs, events, and resources.
- Integration online tools such as contact forms, appointment scheduling, and feedback systems.
- Ensure mobile optimization, search engine optimization (SEO), and a secure donation portal.

#### 4. Features for Internal Users

- Enable secure staff access via Active Directory, Duo, or Office 365 integration.
- Integrate with internal systems (e.g. HR Portals, Financial, or document management platforms)
- Support uploading, managing, and sharing of internal documents and reports.
- Ensure compatibility with internal hosting via IIS.

#### 5. Content Strategy

- Collaborate with HCCMHMRCS to audit and refine current content for both public and internal audiences.
- Provide recommendations for improved navigation and content organization.
- Design should consistently reflect the Center's mission, vision, and values (see Exhibit C Strategic Plan 2025-2030).



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- Apply consistent branding across all content elements, with guidance led by the Director of Community Relations.

## 6. Training and Handover

Capability to provide training and documentation to ensure HCCMHMRC staff can independently manage and update the website post-launch.

- Provide training sessions for staff on WCMS operation and content management.
- Deliver comprehensive documentation covering website operation, troubleshooting, and best practices to ensure long-term sustainability.

## 7. Deliverables

- A fully functional, externally hosted public website and an internally hosted site for staff use.
- A robust, secure WCMS with intuitive user functionality.
- Finalized training sessions and materials to support staff self-sufficiency.
- Completion of full system testing and quality assurance to ensure seamless functionality.
- Comprehensive documentation for ongoing maintenance and content management.

## 8. KPIs

- Demonstrate compliance with accessibility standards (e.g., WCAG 2.1 Level AA certification).
- Successful transition to independent website management by internal staff.
- Positive user experience and engagement metrics post-launch.

## 9. Certification, Compliance, and Minimum Qualifications

State and Federal Standards:

- Texas Administrative Code (TAC), Chapter 206: Adherence to web accessibility standards, including WCAG 2.1 Level AA and Section 508 of the Rehabilitation Act.
- Texas Government Code, Chapter 2054: Compliance with rules for technology projects, security, and accessibility.
- DIR-issued guidance for state agency website design and development.

Required Certification (held by the Firm or Key Personnel):

- IAAP certification: Certified Professional in Accessibility Core Competencies or Web Accessibility Specialist.
- Platform-specific CMS certifications (e.g., WordPress, Drupal, or other)
- Adobe Certified Professional (or equivalent) in web design tools.
- For security-related components: CISSP or Certified Ethical Hacker (CEH)

Technical Proficiency:

- CMS platforms (e.g., WordPress, Drupal, or other)
- Front-end languages: HTML5, CSS3, JavaScript



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- SEO and web analytics tools.

### **Optional and Alternate Proposals**

This SOW outlines minimum expectations: however, respondents are encouraged to propose enhancements that add value to HCCMHMRC's website objectives. Examples include:

- Design mockup or wireframes
- Chatbots for client inquiries
- AI-based content personalization
- Advanced analytics dashboards
- social media integrations
- Dynamic event calendars
- Success story blogs or community features

All deviation or alternate approaches must be clearly stated and justified in the bid.



## Exhibit B Hill Country Community MHMR Center Website Vision

Our vision for our website is to create a dynamic, user-friendly, and accessible digital platform that embodies the heart of our organization: empowering people, fostering hope, and supporting choice. Our website should be a reflection of the compassionate, client-centered care we provide serving as both a resource hub for external users and a functional tool for our internal staff.

### Core Goals of the Website

1. Empowering Our Community: The website will serve as a beacon of information and support for individuals, families, and stakeholders across our 19-county service area. It will offer clear pathways to access our mental health and developmental disability services, connecting people to the resources they need when they need them most.
2. Engaging and Informative: Designed with an inviting and professional aesthetic, the website will highlight success stories, community events, and new initiatives. Interactive features – such as an easy to navigate service directory, FAQs, and contact forms – will ensure that users can quickly find relevant information and engage with us effortlessly.
3. Accessibility for All: Our commitment to inclusivity will shine through with a website that meets WCAG 2.1 AA accessibility standards. Every individual regardless of ability, will be able to engage with our content seamlessly, including those who rely on screen readers, alternative text, and intuitive design.
4. Streamlined Internal Communication: For our dedicated staff, the website will provide a secure portal for accessing internal resources, policies, and updates. This feature will foster a culture of transparency and efficiency, enabling our team to focus on what matters most – caring for the people we serve.
5. Celebrating Our Mission: The website will not only promote our services but also reinforce our core values:
  - Respect for all people.
  - Openness to ideas and change.
  - Integrity and commitment to quality.

Every page will reflect the trust and dedication we bring to our work and inspire confidence in those seeking our services.

A Platform for Growth - This website will be a foundation for future innovations, designed to adapt and scale as technology evolves. Features like multilingual support, analytics for understanding user engagement, and opportunities for integration with emerging technologies (such as virtual mental health support tools) will ensure our digital presence remains relevant and impactful.

The Experience We Envision - Imagine a client visiting our site:



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- They immediately see welcoming visuals and an intuitive menu guiding them to the services they need.
- With just a few clicks, they locate the nearest clinic, learn about available programs, and schedule an appointment-all on their mobile device.

Now imagine an employee accessing the secure portal:

- They quickly retrieve updated policies, access training materials, and communicate with colleagues, all through a streamlined, responsive interface.

This is the website we envision: a living, breathing extension of HCCMHMRC that supports and uplifts our community at every level. Let's build a platform that not only meets the needs of today but paves the way for a brighter, more connected tomorrow.



## Exhibit C Strategic Plan 2025-2030

The Hill Country Mental Health and Developmental Disabilities (HCMHDD) Strategic Plan is built in the framework of a person-centered/trauma informed recovery plan designed to guide the organization in addressing community needs as identified in the HCMHDD Needs Assessment. This plan focuses on empowering individuals and communities by providing reliable services that align with regional and state goals. The recovery process is rooted in compassion, collaboration, and continuous improvement to ensure meaningful change.

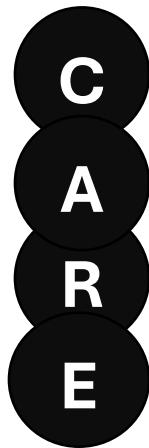
### VISION

*“To Empower People – Foster Hope – Support Choice – Celebrate Success.”*

### MISSION

*“Caring People Dedicated to Quality Service.”*

We will accomplish this mission by achieving our Person-Centered C.A.R.E. goals.



onnecting to People

dministrative and Financial Initiatives

eliable Person-Centered Services and Supports

nhancing the Quality of Operations



## Goal 1: Connecting to People:

Hill Country MHDD will strengthen community engagement, increase stakeholder involvement, and improve overall satisfaction among the people we serve, staff, and other constituents. This will be achieved by fostering meaningful partnerships, enhancing communication and outreach efforts, and implementing feedback-driven improvements to service delivery. Success will be measured by increased participation in engagement initiatives, improved satisfaction survey results, and strengthened collaboration with community partners and stakeholders.

| <b>Objectives, Strategies, and Measures</b> |  |
|---|--|
| <b>Connecting to People</b>                 | <b>Community Collaboration and Partnerships</b> <ul style="list-style-type: none"><li>• Strengthening partnerships with schools, employers, law enforcement, and other community organizations.</li><li>• Engage stakeholders in the planning and delivery of services.</li><li>• Enhance community advisory council with representation from diverse groups, including underserved communities.</li></ul> <b>Focus on Workforce Development</b> <ul style="list-style-type: none"><li>• Increase recruitment and retention of qualified mental health, qualified intellectual and developmental disabilities, and substance use professionals.</li><li>• Offer scholarships, internships, and incentives to attract talent to underserved areas.</li><li>• Provide ongoing professional development and certifications for staff.</li></ul> <b>Public Awareness and Education</b> <ul style="list-style-type: none"><li>• Launch awareness campaigns to reduce stigma around mental health, substance use, and developmental disabilities.</li><li>• Educate the public on available services and how to access them.</li><li>• Partner with media outlets to amplify messaging tailored to local communities</li></ul> |
|   |  |
|   |  |
|   |  |

**Specific:** Hill Country MHDD will enhance community engagement, stakeholder involvement, and overall satisfaction by increasing outreach efforts, strengthening partnerships, and incorporating feedback from service recipients, staff, and other constituents.

**Measurable:** Conduct at least four stakeholder engagement meetings annually, increase participation in satisfaction surveys by 25%, and implement three key improvements based on stakeholder and community feedback within the next 12 months.



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**Achievable:** This will be accomplished through targeted outreach strategies, improved communication channels, and the integration of feedback mechanisms to drive meaningful improvements.

**Relevant:** Strengthening engagement and satisfaction ensures that Hill Country MHDD remains responsive to community needs, fosters trust with stakeholders, and enhances the overall quality of services.

**Time-Bound:** Progress will be reviewed quarterly, with a comprehensive evaluation of engagement efforts, stakeholder feedback, and satisfaction improvements completed by the end of the fiscal year.

| #  | Operating Plan   |                          |                          |                          |                          |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1  | Conduct at least four stakeholder engagement meetings annually, increase participation in satisfaction surveys by 25%, and implement three key improvements based on stakeholder and community feedback within the next 12 months. |                          |                          |                          |                          |
|  | Status   | Completed                | In-progress              | On-hold                  | Discontinued             |
| (Check box)  | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Notes<br>(Include<br>dates,<br>reasons,<br>and/or<br>justifications) | <ul style="list-style-type: none"><li>• NO REPORT</li></ul>  |                          |                          |                          |                          |



## Goal 2: Administrative and Financial Initiatives:

Hill Country MHDD will enhance its administrative and financial strategies to ensure sustainable, efficient, and responsive service delivery that aligns with the evolving needs of the community. This will be achieved by optimizing financial management, streamlining administrative processes, and utilizing data-driven decision-making to improve resource allocation. Key indicators of success will include financial stability, operational efficiency, and the ability to adapt services to meet community needs effectively.

| Strategies and Measures                         |  |
|---|--|
| <b>Administrative and Financial Initiatives</b> | <b>Key Financial Strategies</b> <ul style="list-style-type: none"><li>• Maintain a balanced budget.</li><li>• Increase funding diversity to reduce reliance on single sources.</li><li>• Improve cost efficiency without compromising service quality.</li><li>• Strengthen financial reserves for emergencies.</li><li>• Regularly review and update financial policies.</li></ul>  |
|   | <b>Business Operations Plans</b> <ul style="list-style-type: none"><li>• Administration and Accounting</li><li>• Mental Health and Substance Use Plan</li><li>• Intellectual and Developmental Disabilities Plan</li><li>• Human Resources Plan</li><li>• Business Practices Plan</li><li>• IT Infrastructure Plan</li><li>• Quality Management Plan</li><li>• Disaster Response Plan and Business Continuity Plan</li></ul> |
|   | <b>Performance Metrics</b> <ul style="list-style-type: none"><li>• Budget utilization rate.</li><li>• Cost per service delivered.</li><li>• Revenue growth year-over-year.</li><li>• Grant compliance and reporting accuracy.</li><li>• Efficiency ratio (administrative costs vs. program expenses).</li></ul>  |
|   | <b>Financial Health Indicators</b> <ul style="list-style-type: none"><li>• Operating surplus or deficit.</li><li>• Liquidity ratio (current assets vs. current liabilities).</li><li>• Debt-to-equity ratio.</li><li>• Days cash on hand.</li><li>• Sustainability of funding sources.</li></ul>   |



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**Specific:** Hill Country MHDD will enhance financial and administrative processes to ensure sustainable service delivery that aligns with community needs by improving financial oversight, streamlining operations, and implementing data-driven decision-making.

**Measurable:** Conduct quarterly financial performance reviews, reduce administrative inefficiencies by 15% through process improvements, and implement at least two new financial or operational strategies to optimize resource allocation within the next 12 months.

**Achievable:** These improvements will be achieved through enhanced financial reporting, staff training, and technology upgrades to improve administrative efficiency and budgetary oversight.

**Relevant:** Strengthening financial and administrative initiatives will ensure that Hill Country MHDD can continue to provide high-quality, accessible services while maintaining fiscal responsibility.

**Time-Bound:** Progress will be monitored quarterly, with a comprehensive evaluation of financial stability, administrative improvements, and service alignment completed by the end of the fiscal year.

| #  | Operating Plan   |                          |                          |                          |                          |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 2  | Conduct quarterly financial performance reviews, reduce administrative inefficiencies by 15% through process improvements, and implement at least two new financial or operational strategies to optimize resource allocation within the next 12 months. |                          |                          |                          |                          |
|  | Status   | Completed                | In-progress              | On-hold                  | Discontinued             |
| (Check box)  | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Notes<br>(Include<br>dates,<br>reasons,<br>and/or<br>justifications) | <ul style="list-style-type: none"><li>• NO REPORT</li></ul>  |                          |                          |                          |                          |



## Goal 3: Reliable Person-Centered Services and Support:

Hill Country MHDD will provide reliable, person-centered services and support that ensure consistent, individualized care, emphasizing accessibility, choice, and holistic approaches to well-being. This will be achieved by enhancing care planning processes, expanding service accessibility, and integrating whole-person care strategies that address physical, emotional, and social needs. Success will be measured by improvements in service consistency, increased client satisfaction, and enhanced access to individualized support.

| <b>Strategies and Measures</b>                |   |
|---|---|
| <b>R</b> eliable Person-Centered Services and | <b>Enhance Access to Services</b> <ul style="list-style-type: none"><li>• Expand outreach efforts to rural and underserved areas.</li><li>• Review telehealth solutions to increase accessibility across all counties.</li><li>• Expand mobile crisis response teams for on-site interventions.</li></ul>                                     |
|   | <b>Cultural Competency and Inclusion</b> <ul style="list-style-type: none"><li>• Develop culturally tailored programs to address the unique needs of diverse populations.</li><li>• Provide staff training on cultural competence and implicit bias.</li><li>• Increase representation of diverse populations within staff.</li></ul>         |
|   | <b>Focus on Crisis Services Expansion</b> <ul style="list-style-type: none"><li>• Uvalde Regional Facility and Integrated Outpatient Clinic</li><li>• Comal County Crisis Facility</li></ul>  |
|   | <b>Integration of MH, IDD, and SUD Services and Supports</b> <ul style="list-style-type: none"><li>• Create partnerships with local healthcare providers for integrated care.</li><li>• Develop screening programs for co-occurring IDD, MH, and SUD conditions.</li><li>• Establish referral systems for holistic treatment plans.</li></ul> |
|   | <b>Data-Driven Decision-Making</b> <ul style="list-style-type: none"><li>• Conduct regular needs assessments to identify service gaps.</li><li>• Use data to prioritize services for underrepresented populations.</li><li>• Monitor outcomes to ensure program effectiveness and equity.</li></ul>   |
|   | <b>Targeted Programs for Specific Needs</b>   |
|   |   |



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- Develop services for youth and adolescents, including early intervention programs.
- Create specialized programs for veterans, elderly populations, and individuals with disabilities.
- Address housing and employment barriers for individuals with mental health challenges.

#### Sustainability and Resource Optimization

- Pursue diverse funding streams, including grants and public-private partnerships.
- Optimize resource allocation to ensure cost-effective service delivery.

**Specific:** Hill Country MHDD will enhance the consistency and accessibility of person-centered services and support by improving individualized care planning, expanding service options, and integrating holistic approaches to well-being.

**Measurable:** Increase individualized service plan reviews by 25%, improve accessibility by reducing waiting times for key services by 15%, and implement at least three new holistic care initiatives within the next 12 months.

**Achievable:** These improvements will be accomplished through staff training, enhanced care coordination, and the adoption of technology and best practices that promote individualized and holistic care.

**Relevant:** Strengthening person-centered services ensures that individuals receive high-quality, consistent, and accessible care that aligns with their unique needs and preferences.

**Time-Bound:** Progress will be reviewed quarterly, with a full evaluation of service consistency, accessibility improvements, and holistic care initiatives completed by the end of the fiscal year.

| #      | Operating Plan  |             |         |              |  |
|--------|---|-------------|---------|--------------|--|
| 3      | Increase individualized service plan reviews by 25%, improve accessibility by reducing waiting times for key services by 15%, and implement at least three new holistic care initiatives within the next 12 months. |             |         |              |  |
| Status | Completed   | In-progress | On-hold | Discontinued |  |
|        |   |             |         |              |  |



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| (Check box)  | <input type="checkbox"/>                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--|---|--------------------------|--------------------------|--------------------------|
| Notes<br>(Include<br>dates,<br>reasons,<br>and/or<br>justifications) | <ul style="list-style-type: none"><li>• NO REPORT</li></ul> |                          |                          |                          |

## Goal 4: Enhancing the Quality of Operations:

Hill Country MHDD will optimize organizational infrastructure, upgrade technology, and improve resource allocation to enhance efficiency, effectiveness, and quality across all operations. This will be achieved through process improvements, strategic investments in technology, and data-driven decision-making that support continuous quality improvement. Success will be measured by increased operational efficiency, improved service accessibility, enhanced quality outcomes, and higher satisfaction among staff and stakeholders.

| Strategies and Measures         |   |
|---------------------------------|---|
| <b>Enhancing the Quality of</b> | <b>Quality Assurance Processes</b> <ul style="list-style-type: none"><li>• Implement regular evaluations of service delivery.</li><li>• Develop and maintain compliance with state and federal regulations.</li><li>• Establish standardized procedures for reporting and addressing quality concerns.</li><li>• Utilize people receiving services feedback to guide service improvements.</li><li>• Maintain CCBHC Certification</li></ul> |
|                                 | <b>Data-Driven Quality Improvement</b> <ul style="list-style-type: none"><li>• Develop and track key performance indicators (KPIs).</li><li>• Conduct regular data analysis to identify trends and areas for improvement.</li><li>• Implement data collection tools for real-time service monitoring.</li></ul>   |



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- Ensure transparency by sharing performance metrics with stakeholders.

### Staff Training and Development

- Provide ongoing training on quality management standards and best practices.
- Conduct regular staff performance evaluations.
- Foster a culture of continuous learning and professional development.
- Encourage staff participation in quality improvement initiatives.

### Person-Centered Initiatives

- Develop personalized care plans based on individual needs.
- Increase people receiving services involvement in treatment planning and decision-making.
- Implement mechanisms for collecting and acting on satisfaction data.

### Risk Management and Safety

- Conduct risk assessments to identify potential hazards.
- Implement incident reporting systems and review protocols.
- Ensure facilities meet safety and accessibility standards.
- Provide regular training on risk management for staff.
- Develop contingency plans for emergencies and crises.

### Continuous Quality Improvement (CQI) Initiatives

- Establish quality improvement committees to oversee progress.
- Regularly review and update policies and procedures.
- Engage stakeholders in collaborative problem-solving.
- Document and share lessons learned from quality initiatives.

**Specific:** Hill Country MHDD will optimize infrastructure, upgrade technology, improve resource allocation, and implement quality improvement strategies to enhance operational efficiency and service effectiveness.

**Measurable:** Conduct a comprehensive infrastructure and technology assessment within six months, implement at least three new technology or process improvements, and reduce operational inefficiencies by 20% within the next 12 months.

**Achievable:** These improvements will be accomplished through strategic investments in technology, process optimization, staff training, and data-driven quality improvement initiatives.



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**Relevant:** Strengthening infrastructure, technology, and resource allocation will enhance service delivery, improve operational sustainability, and support continuous quality improvement across all Hill Country MHDD operations.

**Time-Bound:** Progress will be monitored quarterly, with a full evaluation of infrastructure enhancements, technology upgrades, and quality improvement initiatives completed by the end of the fiscal year.

| #  | Operating Plan   |                          |                          |                          |                          |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 4  | Conduct a comprehensive infrastructure and technology assessment within six months, implement at least three new technology or process improvements, and reduce operational inefficiencies by 20% within the next 12 months. |                          |                          |                          |                          |
|  | Status   | Completed                | In-progress              | On-hold                  | Discontinued             |
| (Check box)  | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Notes<br>(Include<br>dates,<br>reasons,<br>and/or<br>justifications) | <ul style="list-style-type: none"><li>• NO REPORT</li></ul>  |                          |                          |                          |                          |



## Attachment A - Vendor Questionnaire

All respondents must complete the following questionnaire in full. Responses will assist in evaluating technical capability, proposed approach, and overall value.

### A. Organizational Capability & Experience

1. Describe your firm's experience designing and launching websites for public entities, healthcare organizations, or nonprofits.
2. State if you hold a TX-RAMP Certification or have a Cooperative agreement with DIR, TxSmartBuy, BuyBoard, TIPS, or PACE. Provide the contract number utilized for pricing onto the quote attached.
3. Provide links to three recently completed websites relevant to this project. Include a brief summary of the scope, timeline, and outcomes.
4. List any certifications your team holds related to accessibility, CMS development, cybersecurity, and UI/UX design (see SOW 9. Certification, Compliance, and Minimum Qualifications).
5. What project management methodology and how do you ensure deadlines are met?
6. Describe your team structure and roles. Who will be assigned to this project?

### B. Understanding of Project Needs

1. What is your understanding of HCCMHMRC's mission and the website's role in serving our diverse stakeholders?
2. What steps will you take to assess and incorporate stakeholder feedback in the development process?
3. How will you ensure alignment between the public site and internal user site in terms of branding and functionality?

### C. Website Design and Development

1. How will your design enhance accessibility and meet WCAG 2.1 Level AA and Section 508 requirements?
2. Describe your approach to designing a mobile-responsive and SEO-optimized site.
3. How will you balance aesthetics with functional design to serve a broad user base?
4. What methods will you use to ensure the website loads quickly and functions well on various devices and browsers?

### D. Content Management System (CMS)

1. What CMS platform do you recommend and why?
2. How will your CMS solution allow non-technical staff to update public and internal content?
3. Describe how you will configure role-based access control within the CMS.
4. Will the CMS support future scalability or feature expansion? If yes, explain how.
5. List any third-party tools or licenses.

### E. Security & Integration



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1. How will you secure both the public-facing and internal portions of the website?
2. How do you propose integrating Active Directory, Duo, or Office 365 for secure staff access?
3. What experience do you have with integrating websites into document management systems, HR portals, or intranet resources?
4. How will your solution ensure compatibility with internal hosting environments (e.g., IIS)?

**F. Internal Staff Features**

1. How will internal users upload, manage, and distribute documents within the portal?
2. How will internal notifications and announcements be handled securely?
3. What measures will you put in place to restrict internal access based on user roles?

**G. Training, Documentation & Handover**

1. What training will you provide to ensure staff can independently manage and maintain the site?
2. What documentation will be delivered to support operations, updates, and troubleshooting?
3. How will post-launch support be handled, and what is your response time for issues?

**H. Innovation & Value-Added Features**

1. What optional or value-added features do you recommend for this project?
2. How will you incorporate tools like chatbots, event calendars, social media integrations, or blog modules?
3. Are there AI-driven or data visualization features you suggest for enhancing engagement or insights?
4. Can you provide a demo or mockup concept as part of your proposal?

**I. Compliance & Quality Assurance**

1. How will you ensure compliance with Texas Government Code Chapter 2054 and TAC Chapter 206?
2. What quality assurance and user testing practices do you follow before launching a website?
3. Will you assist with obtaining formal accessibility certification or perform third-party audits?

**J. Pricing and Timeline**

1. Provide a detailed timeline for project phases, including stakeholder engagement, design, testing, and launch.
2. Provide a detailed cost breakdown, including optional features and licensing fees (if any).
3. How do you propose billing (fixed fee, milestone payments, hourly, etc.)?