



REQUEST FOR PROPOSALS

for

WEBSITE REDESIGN, BUILD AND DEPLOYMENT

November 26, 2025

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DESCRIPTION OF INTEGRAL CARE

Integral Care provides community-based behavioral health and intellectual/developmental disabilities services in Travis County, Texas. Integral Care began providing services in 1967. Integral Care is a community center under Chapter 534 of the Texas Health and Safety Code, and is classified by the Internal Revenue Service as a 501(c)(3) tax-exempt organization. Integral Care is an agency of the State, a unit of local government and is governed by a ten-member Board of Trustees ("Board"), nine of whom are appointed to two-year staggered terms by the City Council of the City of Austin, the Travis County Commissioners Court, and the Board of Managers of the Travis County Healthcare District dba Central Health. The Travis County Sheriff serves as a statutorily appointed ex-officio member of the Board. Integral Care's Key Persons List is included as **Attachment A**.

Integral Care is the local mental health authority and the local intellectual and developmental disability authority for Travis County, Texas, and currently employs approximately 1,100 full-time, part-time and relief employees, and operates approximately 46 business locations of varying types (e.g., office, clinic, residential) throughout the Austin/Travis County area.

EQUAL OPPORTUNITY

Integral Care's Board and leadership are committed to conducting its activities in accordance with federal, state and local laws and regulations related to:

- Non-discrimination based on race, color, religion, sex, national origin, disability, age, genetic information and veteran status.
- Providing employment and access to its services irrespective of disability.
- Providing equal pay without discrimination with respect to sex.

For more information, please see Integral Care's [Fiscal Year 2024 Annual Report](#), [Fiscal Year 2026-28 Strategic Plan](#), and the United States Department of Health and Human Services [National Culturally and Linguistically Appropriate Services \(CLAS\) Standards](#).

DESCRIPTION OF SERVICES

Integral Care requires a comprehensive review and redesign of its current website (the "Current Website") which highlights Integral Care's mission, services and staff in a clear, concise and inviting way (the redesigned website is referred to in this RFP as the "Website"). The Website should be accessible to Integral Care clients, client family members, healthcare providers and professionals, community partners and the general public (collectively, the "Target Audience"). Requirements of the Website and Services are further detailed in **Attachment B "Website Design and Scope."**

Integral Care is seeking proposals ("Proposals") to redesign, build and deploy the Website to replace the Current Website (collectively, the "Services"). Integral Care's Current Website is located at www.IntegralCare.org

GENERAL INFORMATION

Integral Care anticipates awarding one (1) one (1) -year contract for the Services commencing on approximately February 15, 2026 (each, a "Contract"). Integral Care may award separate Contracts for each component of the Services, or may award a single Contract for the entirety of the Services. Any Contract awarded as a result of this RFP will be prepared by Integral Care, and any Proposer (defined below) selected for a Contract award may be referred to herein as a "Successful Proposer".

<p>Proposals shall be submitted no later than January 5, 2025 at 5:00 PM CST ("Proposal Submission Deadline").</p>

Proposals shall be delivered via electronic mail attachment to:

Integral Care
Attn: Brody Ballard, Coordinator of Legal Services
Brody.ballard@integralcare.org

by any agent or representative designated by the person or entity submitting the Proposal ("Proposer"). Integral Care will determine the official time of receipt of each Proposal using the time/date of receipt of the Proposal shown by Integral Care's email server. Upon request, a receipt shall be sent via electronic mail to the deliverer of the Proposal, which indicates the date and time it was received. Proposals must be provided in a single PDF format file. Proposals sent

via any other method other than electronic mail as described above will not be accepted. Proposals received after the Proposal Submission Deadline will not be considered.

Any questions concerning the specifications for the Services or RFP process shall be directed to Brody Ballard, Coordinator of Legal Services, by electronic mail to brody.ballard@integralcare.org, no later than December 18, 2025 at 5:00 PM CT (“Question Submission Deadline”). All questions with respect to either the specifications for the Services or RFP process that are received by the Question Submission Deadline will be available, along with Integral Care’s responses, on the Texas Electronic State Business Daily website where the RFP is posted and on Integral Care’s website (www.integralcare.org).

CONDITIONS

ACCEPTANCE/REJECTION OF PROPOSALS: Integral Care reserves the right to accept or reject any and/or all Proposals, to waive informalities or defects in Proposals, or to accept such Proposal(s) as it shall deem to be of the best value to Integral Care.

NEGOTIATION: Integral Care further reserves the right to negotiate with Proposers determined to have a reasonable chance of being selected. All such Proposers shall be afforded fair and equal treatment with respect to such negotiations, and no such Proposer shall be given information that would give that Proposer a competitive advantage over any other Proposer.

CANCELLATION: Integral Care may also choose to cancel the RFP without award.

VALIDATION: Integral Care may validate any information in a Proposal by using outside sources or materials. If validation discloses that information provided by a Proposer is deliberately false, the Proposal will be ineligible for consideration.

ADDENDA: Integral Care reserves the right to modify, interpret and correct the RFP, and any modifications, interpretations or corrections to the RFP and specifications shall be made by written addenda. Integral Care’s General

Counsel, through Integral Care's Coordinator of Legal Services, shall have sole authority to authorize issuance of addenda to this RFP. Addenda shall be provided to all who are known to have received a copy of the RFP. All such addenda become, upon issuance, an inseparable part of the specifications that a Proposal must meet to be considered.

ALTERING PROPOSALS: Any corrections, deletions, or additions to Proposals must be made in writing and delivered by email to Integral Care's Coordinator of Legal Services at brody.ballard@integralcare.org prior to the Proposal Submission Deadline. The Proposer shall submit substitute pages with an email documenting the changes and to which is attached the specific pages for substitution. The person who submits the email must have authority at least equal to that of the submitter of the Proposal.

WITHDRAWAL OF PROPOSALS: A Proposal shall not be withdrawn or cancelled by the Proposer unless the Proposer submits an email to that effect prior to the Proposal Submission Deadline. The submitter of the withdrawal email must have authority at least equal in authority to the submitter of the Proposal.

PUBLIC AVAILABILITY: **Integral Care is subject to and complies with the Texas Public Information Act, Chapter 552 of the Texas Government Code. All Proposals shall be open for public inspection after the RFP process is concluded, except for information contained in the Proposal that Proposer contends is covered by an exception to disclosure under the Texas Public Information Act that is in red ink and clearly identified by the Proposer as such.** Such information may still be subject to disclosure under the Public Information Act and other applicable law including, without limitation, opinions from the Texas Attorney General's Office.

SUBMITTED PROPOSALS: Submitted Proposals become the property of Integral Care and will not be returned to the Proposer. Proposer agrees that Integral Care has the right to use, reproduce and distribute copies of and to disclose to Integral Care employees, trustees, agents and contractors and other governmental entities all or part of the Proposal, as Integral Care deems appropriate.

SALES TAX: Integral Care is by statute exempt from payment of taxes applicable to the Services described herein; therefore, Proposals shall not include taxes.

LIMITATION OF LIABILITY: Integral Care will not enter into any Contract that purports to in any way limit the amount of damages it may recover under the Contract, and any such language included in a Contract will be void and of no effect.

SUCCESSFUL PROPOSER(S) MUST COMPLY with all applicable federal, state, county and local rules, codes, regulations, laws and standards. All Services must be in compliance with applicable federal, state, county and local rules, codes, regulations, laws, standards and executive orders as well as with all policies and procedures of Integral Care. A Contract may be subject to Texas Government Code Section 2252.908, which prohibits governmental entities such as Integral Care from entering into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. By submitting a Proposal, Proposer agrees to fully comply with all applicable legal requirements including, without limitation, those of Texas Government Code Section 2252.908, as applicable.

EXCEPTION/SUBSTITUTIONS: All Proposals meeting the intent and requirements of this RFP shall be considered for award. Proposers taking exception to the specifications, terms and conditions or offering substitutions, shall state these exceptions clearly as a separately identifiable part of the Proposal entitled "Proposer's Exceptions". The absence of such a statement shall indicate that the Proposer has not taken exceptions and Integral Care shall hold the resultant Proposer(s), if chosen as a Successful Proposer, responsible to perform in strict accordance with the specifications, terms, and conditions of this RFP and Successful Proposer's Contract. Integral Care reserves the right to accept any and/or none of the exception(s)/substitution(s) as it determines to be in the best interest of Integral Care. Proposer agrees that all exceptions to this RFP as well as terms and conditions advanced by Proposer that differ in any manner from Integral Care's terms and conditions are rejected unless expressly accepted by Integral Care in writing in a fully executed Contract.

SILENCE OF SPECIFICATIONS: The apparent silence of this RFP as to any detail or the apparent omission from it of a detailed description concerning any point shall be regarded as meaning that only best practices of quality services will prevail. All interpretations of this RFP shall be made on the basis of this statement.

LIMITATIONS: Any Proposer currently held in abeyance from or barred from the award of a federal or state contract may not contract with Integral Care.

CONSIDERATION: For a Proposal to be considered, the Proposer must meet Integral Care's requirements, demonstrate the ability to perform successfully and responsibly under the terms of the prospective Contract, and submit the completed Proposal according to the time frames, procedures, and forms stipulated by Integral Care. Additionally, Proposers shall, at a minimum, be currently licensed/certified, where applicable, to provide the Services.

CONFLICT OF INTEREST: No public official shall have an interest in any Contract, in accordance with the Texas Local Government Code Title 5, Subtitle C, Chapters 171 and 176.

ETHICS: Proposer shall not offer to or accept any gifts of value from, or enter into any business arrangement individually with, any employee, official or agent of Integral Care.

INDEMNIFICATION: Any Successful Proposer shall defend, indemnify, and save harmless Integral Care, and all of its trustees, officers, agents, and employees from all suits, actions, or other claims of any character, name and description (including, without limitation, any judgment cost awarded against and reasonable attorney's fees incurred by Integral Care) brought for or on account of any losses, injuries or damages either allegedly or actually received or sustained by any entity, persons, or property as either a direct or indirect result of the actions or omissions of a Successful Proposer and/or its employees, contractors and agents, or of a Successful Proposer's non-compliance with the Contract.

ASSIGNMENT: Successful Proposer shall not subcontract, sell, assign, transfer or convey its rights and/or obligations with respect to any Contract, in whole or in part, without Integral Care's prior written consent.

INSURANCE: Successful Proposer(s) shall maintain, at all times during its performance under the Contract, insurance coverage in not less than the following amounts per policy year:

Professional Liability: One million dollars (\$1,000,000) per claim; and
Three million dollars (\$3,000,000) aggregate of all claims.

General Liability: Two million dollars (\$2,000,000) per claim; and
Three million dollars (\$3,000,000) aggregate of all claims.

General Liability policy shall also include a waiver of subrogation in favor of Integral Care.

Automobile Liability: If a Successful Proposer-owned vehicle is used in the provision of Services, Successful Proposer must maintain automobile liability insurance coverage in the amount of at least one million dollars (\$1,000,000) combined single limit, with hired and non-owned coverage included; and

If a Successful Proposer's employee's personal vehicle is used in the provision of Services, Successful Proposer's employee must maintain State of Texas required basic vehicle insurance coverage at all times.

Worker's Compensation: Must meet statutory limits. Worker's Compensation policies shall also include a waiver of subrogation in favor of Integral Care.

Employer Liability: One million dollars (\$1,000,000) per accident; and
One million dollars (\$1,000,000) per disease per employee;
One million dollars (\$1,000,000) disease policy limit.

Cyber and Errors and Omissions Liability:

Must have a limit of \$5,000,000.00, covering liabilities arising from a) product or service financial injury caused by a product or service defect or performance failure; b) technology-related injury caused by an errors or omissions and all series of continuous, repeated or related acts, errors or omissions; c) breach mitigation and notification expenses related to a privacy breach; d) and defense for liability from copyright infringement. Coverage also includes

reasonable legal litigation expenses, and must list Integral Care as an additional insured. Cyber liability policy must explicitly cover ransomware, data exfiltration, and HIPAA or Texas privacy penalties.

and such other insurance coverage, each to the extent required and in such amounts as may be reasonably required by Integral Care or as may otherwise be required by applicable law.

A Successful Proposer is responsible for obtaining and maintaining any riders or other documents necessary to ensure that the coverage described above includes the Services. A legally qualified insurance company acceptable to Integral Care must underwrite all insurance coverage listed above. Each policy evidencing such coverage shall name Integral Care as an additional insured on that policy (but specifically excluding policies of personal automobile liability), and shall contain a provision (to the extent legally permitted) that the insurance company shall give Integral Care as a certificate holder thirty (30) days written notice in advance of (a) any cancellation or non-renewal of the policy, (b) any reduction in the policy amount, (c) any deletion of additional insureds, or (d) any other material modification of the policy. A Successful Proposer will name Integral Care as additional insured on each policy within 14 days of being awarded a Contract by Integral Care.

CRIMINAL AND BACKGROUND CHECKS: Successful Proposer must ensure that no person will provide Services under a Contract if that person has been convicted of any of the offenses listed in the Texas Health and Safety Code, Section 250.006(a).

ELIGIBILITY TO WORK IN THE UNITED STATES: Successful Proposer shall ensure that each person who provides Services under a Contract is eligible to work in the United States at the time he/she provides Services, and shall document such eligibility using USCIS Form I-9 for all such persons and maintain such documentation for at least six (6) years after the Contract ends, and make such documentation available to Integral Care upon request.

SELECTION OF SUCCESSFUL PROPOSER

- 1) Selection of the Successful Proposer(s), if made, will be based upon demonstrated competence, knowledge, qualifications and reasonableness of the proposed fee, where applicable, for the Services as evidenced by any such Successful Proposer's qualified Proposal.
- 2) Integral Care will make a good faith effort to contract with Historically Underutilized Businesses.
- 3) Issues concerning a specific Proposal(s) may be addressed by Integral Care either in writing or through an individual telephonic, electronic or in-person meeting(s) with each applicable Proposer after an initial review of all Proposals. The meeting(s), if necessary, will be held after the Proposal Submission Date, and no Proposer participating in any such meeting shall be given information that would give that Proposer a competitive advantage over any other Proposer.
- 4) A selection(s), if made, will be based on the Proposal(s) that provides best value to Integral Care.
- 5) Integral Care reserves the right to enter into multiple Contracts with respect to the provision of the Services.
- 6) Proposals will be scored by the point system listed in the table below:

SCORING CRITERIA	Points
1. Signed Attachment C "Assurances Document"	Pass/Fail
2. Responses to Section VI "Security and Privacy" of "Proposal Instructions and Guidelines"	Pass/Fail
3. Responses to Section I "General Information About Proposer" of "Proposal Instructions and Guidelines"	Up to 12 points
4. Responses to Section II "Services" of "Proposal Instructions and Guidelines"	Up to 36 points
5. Responses to Section III "Financial" of "Proposal Instructions and Guidelines"	Up to 16 points
6. Responses to Section IV "Risk Profile" of "Proposal Instructions and Guidelines"	Up to 20 points
7. Responses to Section V "Schedule and Pricing" of "Proposal Instructions and Guidelines"	Up to 49 points

PERFORMANCE STANDARDS AND COMPLIANCE

- 1) A Successful Proposer's Services will be of a standard quality and level of professionalism expected of those businesses engaged in the delivery of similar services. The methods and means employed in the delivery of the Services must be of a standard that will withstand both public and private scrutiny, and be in compliance with all applicable laws, statutes, regulations and ordinances as may be amended from time to time including, but not limited to, the Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act ("ADA").
- 2) A Successful Proposer will ensure that no person, on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or expression, genetic characteristics, age, disability, or veteran status will be excluded from participation in providing, or be denied the benefits of, the Services, or be subject to discrimination under any of the policies of the Texas Health and Human Services Commission or its related agencies (collectively, "HHSC") or of Integral Care.
- 3) Integral Care reserves the right to retain all performance by a Successful Proposer, and to recover all consideration paid to any Successful Proposer pursuant to a Contract thus permitting forfeiture of such Contract, in the event that such Successful Proposer (a) was doing business at the time of submitting the Proposal or had done business during the 365 day period immediately prior to the date on which the Proposal was due with an undisclosed key person, (b) does business with a key person after the date on which the Proposal is due and prior to full performance of the Contract and fails to disclose the name of any such key person in writing to Integral Care prior to commencing business with such key person, or (c) fails to submit a completed Form CIQ (see **Attachment B**) if required to do so by Chapter 176 of the Texas Local Government Code. A Key Persons List is attached to this RFP as **Attachment A**.
- 4) A Successful Proposer shall furnish the Services in a prompt, efficient, and professional manner. If a Successful Proposer does not provide the Services within the Contract requirements, Integral Care reserves the right to solicit

and/or procure any or all such Services outside the Contract and/or terminate the Contract.

- 5) Unless stated otherwise in this RFP, a Successful Proposer will provide at its sole cost all necessary supplies, equipment, software, technology support and other items in order to furnish the Services properly as defined in the Contract.
- 6) Any Contract may be terminated without penalty for any reason or without cause by Integral Care by submission of written notice of at least fifteen (15) days.
- 7) A Successful Proposer must have and maintain at all times during the existence of any Contract any and all required federal, state, and/or local licenses, permits and/or permissions with respect to the Services covered by the Contract.
- 8) A Successful Proposer will comply with Section 2155.4441 of the Texas Government Code, which requires that products and materials used to provide the Services be produced in the State of Texas when available at a price and time comparable to products and materials produced outside of Texas.
- 9) Any Contract may be prepared by Integral Care at its sole election, and may contain provisions that are not described in this RFP.
- 10) Successful Proposer(s) will verify eligibility to work in the United States using USCIS Form I-9 for all employees who will provide Services.
- 11) E-Verify is an Internet-based system that allows businesses to determine the eligibility of individuals to work in the United States. Integral Care requires proof of US citizenship or other authorization required by law to legally work in the United States for all employees who will provide Services. Successful Proposer is required to submit I-9 verification information through the E-Verify system on each new employee who will provide Services under the Contract. For more information or to sign-up with E-Verify go to: www.uscis.gov/e-verify.

PROPOSAL INSTRUCTIONS AND GUIDELINES

To facilitate the evaluation of Proposals, Proposers must prepare their responses to Sections I - VI (below) in the format and sequence specified below. Respond specifically to each question posed. Do not simply make a general reference to any other document included with the Proposal. **Failure to comply with this requirement could result in the Proposal being rejected by Integral Care in its sole discretion.** Proposer may attach additional materials as necessary to provide supporting information and details. Catalogs or brochures about Proposer's products or services may be included as an addendum to the Proposal but not in place of specific responses to each item below. If the question does not apply to either Proposer or the Proposal, clearly mark "n/a".

I. GENERAL INFORMATION ABOUT PROPOSER. (Section B: Up to 2 points each)

A. Each Proposal MUST be accompanied by a signed, original Assurances Document and, if required, a Form CIQ (Attachment C).

B. Each Proposer MUST also respond to each of the following items completely by restating each item/question exactly as written and then providing a response.

- i. Provide the name, legal status (e.g. sole proprietorship, partnership, corporation, etc.), address and contact telephone number of Proposer. Provide the name of all persons owning a 5% or more interest in Proposer's business.
- ii. Attach a copy of Provider's Articles of Incorporation and 501(c) (3) certificate, or other bylaws/governing documents as applicable. *Label as Exhibit 1.B.ii.*
- iii. Provide a brief history and description of Proposer. The description should include the number of employees, any areas of specialization, how many years Proposer has been in business in the State of Texas, and how many years of experience Proposer has providing the Services. Also, identify any experience that makes Proposer uniquely qualified to perform the Services.

- iv. Attach a copy of the organizational chart, including names, titles and vacant positions, clearly indicating who will be the main point of contact with respect to any Contract. *Label as Exhibit 1.B.iv.*
 - v. Provide copies of any and all of Proposer's required federal, state, and/or local licenses and/or certifications required with respect to the Services. *Label as Exhibit 1.B.v.*
 - vi. Provide the names, telephone numbers, addresses and individual contact names of at least three (3) business references for whom Proposer provides or has provided services in Travis County, Texas that are similar to the Services. Include a brief description of Proposer's working relationship with each business reference.
- C. Does Proposer meet the requirements for qualification as a Historically Underutilized Business ("HUB")? Attach a copy of any current HUB certificate to this Proposal, and label as *Exhibit 1.C.* For purposes of this RFP, HUB has the same definition as does a "historically underutilized business" in Section 2161.001(2) of the Texas Government Code. [THIS ITEM IS NOT AWARDED SCORING POINTS].

II. SERVICES (Up to 3 points each).

- A. Provide uniform resource locator ("URL") links to Proposer's portfolio of work.
- B. Please submit any proposed Contract/standard set of terms and conditions language. All such submitted language will be subject to negotiation, and Integral Care may require that its own contract form be used for any Contract.
- C. Describe Proposer's process and timeline for working with Integral Care to determine the design strategy for the Website.
- D. How would Proposer determine Integral Care's needs and preferences with respect to the Website's navigation and pages?

- E. Please include Proposer's recommendation(s) for a Content Management System ("CMS") and rationale to support such recommendation(s).
- F. Please describe Proposer's process for presenting Website design concepts ("Design Concepts") for Integral Care's review, collecting feedback, and refining the Design Concepts. How many Design Concepts does Proposer estimate it will present, if awarded a Contract? How many revision cycles do Proposer's clients typically request before selecting a Design Concept?
- G. How will Proposer ensure that a cohesive Design Concept and brand carries through the Website?
- H. Please outline key elements including but not necessarily limited to wire frames, Design Concepts, and information architecture that Proposer will present to Integral Care for its review at each step in Proposer's provision of the Services.
- I. Please describe the method(s) by which Proposer will communicate with Integral Care including proposed number of face-to-face or Web-conference meetings, conference calls, check-in points, etc.
- J. Please detail Proposer's approach to providing initial and ongoing CMS training to Integral Care's designated staff.
- K. Please describe how multi-language updates will be managed so Integral Care's designated non-technical staff can easily edit, update, and maintain Website content across all languages.

- L. Please provide Proposer's process for addressing any questions or concerns that might arise as Integral Care populates the Website with copy and after the Website is live.

III. FINANCIAL (Up to 4 points each).

- A. Include a copy of Proposer's latest annual report or other comparable document(s) sufficient to show Proposer's current financial status. *Label as Exhibit III.A.*
- B. Attach copies of the Proposer's Federal Income Tax returns for the last three years. *Label as Exhibit III.B.*
- C. If the Proposer is a corporation that is required to report to the Securities and Exchange Commission, it must submit its two most recent SEC Forms 10K, Annual Reports. *Label as Exhibit III.C.* If any change in ownership of Proposer is anticipated during the twelve (12) months following the Proposal Submission Deadline, the Proposer must describe the circumstances of such change and indicate when the change is likely to occur.
- D. Describe prior arrangements or any potential plans to subcontract part or all of the Services. All subcontracts must be approved by Integral Care, at its sole discretion. Name all proposed subcontractors and provide the information on their staff credentials, licenses and certifications as provided for Proposer's staff.

IV. RISK PROFILE (Up to 2 points each).

- A. Attach a copy of Proposer's Risk Assessment and Mitigation Plan and a copy of Proposer's Emergency/Disaster Plan. *Label as Exhibit IV.A.*
- B. Is Proposer currently or has Proposer, within the last five (5) years, been under investigation, or had a license or accreditation revoked by any state/federal/local authority or licensure agency? If yes, describe in detail.
- C. State whether Proposer is currently or has been a defendant or party to a lawsuit within the past ten (10) years. If "yes", provide the cause

number, names of parties, name of the court in which the lawsuit was filed, pertinent dates and a detailed explanation of the nature of the lawsuit and the ultimate disposition of the lawsuit.

- D. Has Proposer had any judgments or settlements entered against it in the last ten (10) years? If yes, describe in detail.
- E. State whether Proposer is currently on or has ever been placed on vendor hold by any agency or business. If "yes", provide pertinent dates and a detailed explanation.
- F. Attach any current Certificate of Account Status from the Texas Secretary of State which shows that Proposer is in good standing or that it is exempt from the state franchise tax. *Label as Exhibit IV.F.*
- G. Is Proposer currently held in abeyance or barred from the award of a federal or state contract? Has this occurred in the last 5 years? If yes, describe in detail.
- H. Has Proposer ever filed bankruptcy? If yes, describe in detail.
- I. Has Proposer or any of its affiliates ever had contracts cancelled by state, federal or local governmental entities? If yes, describe in detail.
- J. Attach Certificate(s) of Insurance showing Proposer's current insurance coverage, with coverage to be at minimum those amounts described in the "Insurance" portion of the "Conditions" section, above. *Label as Exhibit IV.J.*

V. **SCHEDULE AND PRICING (Up to 7 points each).**

- A. Please provide Proposer's pricing for Component 1 (see **Attachment B "Website Design and Scope"**). Provide a detailed description of how Proposer expects to provide the Component 1 Services and what Proposer expects to provide as its final deliverable(s) with regard to Component 1 Services.

- B. Please provide Proposer's pricing for Component 2 (see **Attachment B** "Website Design and Scope"). Provide a detailed description of how Proposer expects to provide the Component 2 Services and what Proposer expects to provide as its final deliverable(s) with regard to Component 2 Services.
- C. Please provide Proposer's pricing for Component 3 (see **Attachment B** "Website Design and Scope"). Provide a detailed description of how Proposer expects to provide the Component 3 Services and what Proposer expects to provide as its final deliverable(s) with regard to Component 3 Services.
- D. Please provide Proposer's pricing for Component 4 (see **Attachment B** "Website Design and Scope"). Provide a detailed description of how Proposer expects to provide the Component 4 Services, including, but not necessarily limited to, Proposer's approach to data handling, security, model transparency, and ensuring that AI features do not collect, store, or process any PHI/PII. Also describe what Proposer expects to provide as its final deliverable(s) with regard to Component 4 Services.
- E. Please provide Proposer's pricing for Component 5 (see **Attachment B** "Website Design and Scope"). Provide a detailed description of how Proposer expects to provide the Component 5 Services and what Proposer expects to provide as its final deliverable(s) with regard to Component 5 Services.
- F. Please include Proposer's projected timeline for completion of the Services, assuming Services commence on or around February 1, 2026. Such projected timeline should clearly identify each Component of the Services. noting how long each Component will take.
- G. Specify Proposer's preferred milestone payment structures for each Component, and contingency plans for possible changes in scope, including provisions for budget adjustments.
- H. Integral Care does require hosting of the Website. If Proposer provides website hosting services, please provide separately

Proposer's fees for hosting the Website upon its completion [THIS QUESTION IS NOT AWARDED SCORING POINTS].

VI. **SECURITY AND PRIVACY (Pass/Fail).**

Proposer's Services MUST meet all requirements stated below.

- A. Proposer must provide its current SOC 2 Type II or ISO 27001 report, plus a summary of its security/privacy controls and risk mitigation plan. *Label as Exhibit VI.A.*
- B. Proposer must designate a security officer who will be responsible for compliance with Integral Care's applicable information security, privacy, and HIPAA policies pursuant to any Contract. Please describe in detail Proposer's ability to meet such requirement.
- C. Proposer must protect Integral Care's confidential data, encrypt PHI/PII, maintain access logs to the Website, and notify Integral Care of any suspected or confirmed breach of the Website within seventy-two (72) hours. Please describe in detail Proposer's ability to meet such requirements.
- D. Proposer must provide data encryption-at-rest/in-transit, user-access management, and backup/recovery strategy for the hosting component of the Services. Please describe in detail Proposer's ability to meet such requirements.
- E. The hosting component of the Services must include annual penetration tests and vulnerability scans. Critical findings must be remediated within 30 days. Successful Proposer must maintain audit trails for system changes and access. Please describe in detail Proposer's ability to meet such requirements.
- F. Website must comply with WCAG 2.2 and ADA Title II 2024 requirements. Please describe in detail Proposer's ability to meet such requirements including, but not necessarily limited to, Proposer's approach to accessibility testing and remediation, including compatibility with screen readers, keyboard-only navigation, alternative text for images, and sufficient color contrast.

- G. The hosting environments of the hosting component of the Services must enforce HTTPS (TLS 1.3), WAF protection, intrusion detection, and quarterly security patching. The hosting component of the Services must successfully complete third-party security testing before Website launch. Please describe in detail Proposer's ability to meet such requirements.

ATTACHMENT A

Key Persons List – November 25, 2025

NAME	TITLE	BUSINESS ADDRESS
Hassan Abdallah	Human Resources Manager	1430 Collier St., Austin, TX 78704
Kim Alderson	Director of MIS	6937 N Interstate Hwy 35, Austin, TX
Rene Alli	Senior Accountant	1430 Collier St., Austin, TX 78704
Aurora Amador	Practice Administrator	6600 E Ben White Blvd., Austin, TX
Tiana Anderson	Licensed Psychologist	5225 N. Lamar Blvd., Austin, TX 78751
Russell Bach, MD	Associate Medical Director	5015 S. IH-35, Austin, TX 78744
Amanda Banks	Chief Public Health Officer	1430 Collier St., Austin, TX 78704
Mesha Barnes	Chief of Staff	1430 Collier St., Austin, TX 78704
Matthew Beasley	Director of Reimbursement	1430 Collier St., Austin, TX 78704
Martin Blumberg	Director of Learning and Development	6937 N Interstate Hwy 35, Austin, TX 78752
Marlene Buchanan	Chief Programs Officer	1430 Collier St., Austin, TX 78704
Barbara Buie	Director of Compensation and Benefits	1430 Collier St., Austin, TX 78704
Lesa Brown-Valades	Director of Network Development	5015 S. IH-35, Austin, TX 78744
Joe Carrington	Director of Budget and Financial Analysis	1430 Collier St., Austin, TX 78704
Kathleen Casey	Chief Strategy and Innovation Officer	1430 Collier St., Austin, TX 78704
LaTanya Cash	Client Rights Protection	1430 Collier St., Austin, TX 78704
Sasha Church	Medical Records Director/ Privacy Officer	5225 N. Lamar Blvd., Austin, TX 78751
Tom Cobb	Financial Analyst	1430 Collier St., Austin, TX 78704
Patricia Corrigan-	Director of Pharmacy	6937 N Interstate Hwy 35, Austin, TX
Jodie Eldridge	Director of Resource Development	1700 S. Lamar Blvd., Ste. 230, Austin, TX 78704
Pam Farrell	Director of Utilization Management	5015 S. IH-35, Austin, TX 78744
Stephanie Flores	Director of OneData	1430 Collier St., Austin, TX 78704
Rodney Guinn	Chief Human Resources	1430 Collier St., Austin, TX 78704
Julie Guirguis	Practice Administrator	5015 S. IH-35, Austin, TX 78744

Brooke Hammond	Director of Operations/ Compliance Officer	1430 Collier St., Austin, TX 78704
Vaughn Hancock	Practice Manager	5015 S. IH-35, Austin, TX 78744
Dawn Handley	Vice President and Chief Operations Officer	1430 Collier St., Austin, TX 78704
Kali Holyfield	Deputy Assistant Director of Practice Management –	3000 Oak Springs Dr., Austin, TX 78702
Andrea Jenssen	Director of Security	6937 N Interstate Hwy 35, Austin, TX
Debra Joiner	Director of Communications and Engagement	1430 Collier St., Austin, TX 78704
Nancy Jones	Credentialing Coordinator	1430 Collier St., Austin, TX 78704
Matthew Kinman	Operations and Maintenance Project	6937 N Interstate Hwy 35, Austin, TX 78752
Kristi Kaiser	Practice Administrator	5015 S. IH-35, Austin, TX 78744
Sarah Kuykendall	IDD Practice Manager	5225 N. Lamar Blvd., Austin, TX 78751
Lisa Ott Laky	General Counsel	1430 Collier St., Austin, TX 78704
Dione Lewis	Office Manager	5225 N. Lamar Blvd., Austin, TX 78751
Christina Lundy	Director of Procurement	1430 Collier St., Austin, TX 78704
Marisa Malik	Director of Practice Management – Crisis and	1430 Collier St., Austin, TX 78704
Ziyad Nuwayhid, MD	Chief Medical Officer	1430 Collier St., Austin, TX 78704
Melody Palmer-Arizola	Practice Administrator	1430 Collier St., Austin, TX 78704
Jaime Parker	Practice Manager	6937 N Interstate Hwy 35, Austin, TX
Kedra Priest	Practice Administrator	1165 Airport Blvd., Austin, TX 78721
Jeff Richardson	Chief Executive Officer	1430 Collier St., Austin, TX 78704
Hans Riedel	Director of Facilities	6937 N Interstate Hwy 35, Austin, TX
Michelle Riffle	Budget Analyst	1430 Collier St., Austin, TX 78704
Scott Ruff	Chief Administrative Officer and Chief Technology	6937 N Interstate Hwy 35, Austin, TX 78752
Rusty Taylor	Chief Financial Officer	1430 Collier St., Austin, TX 78704
Kaci Thomas, MD	Associate Medical Director	1165 Airport Blvd., Austin, TX 78721
Luis Torres	Chief Accounting Officer	1430 Collier St., Austin, TX 78704
Ruth Valencia	RN Supervisor	1631 E. 2 nd St., Bldg. A, Austin, TX
Mark Watson	Director of Accounting Services	1430 Collier St., Austin, TX 78704

Brittany Whittington	Director of Accountable Care Systems	1430 Collier St., Austin, TX 78704
Megan Wilber	Quality Improvement	1430 Collier St., Austin, TX 78704
Teresa Williams	Director of Clinical Services	1430 Collier St., Austin, TX 78704
Lori Wilson	Provider Network and Authority Committee Chair	1430 Collier St., Austin, TX 78704
Ken Winston	Director of Practice Management - IDD	5225 N. Lamar Blvd., Austin, TX 78751
Arnold Zimmerman	Health Informatics Coordinator	1430 Collier St., Austin, TX 78704
Stephanie Bazan	Board Secretary/Treasurer	P.O. Box 3548, Austin, TX 78764-3548
H. Ed Calahan	Board Member	P.O. Box 3548, Austin, TX 78764-3548
Emmitt Hayes	Board Vice Chair	P.O. Box 3548, Austin, TX 78764-3548
Sally Hernandez	Ex-Officio Board Member	P.O. Box 3548, Austin, TX 78764-3548
Hal Katz	Board Member	P.O. Box 3548, Austin, TX 78764-3548
Ann Kitchen	Board Member	P.O. Box 3548, Austin, TX 78764-3548
Lynn Shephard	Board Member	P.O. Box 3548, Austin, TX 78764-3548
Deborah Smith	Board Member	P.O. Box 3548, Austin, TX 78764-3548
Patricia Young Brown	Board Chair	P.O. Box 3548, Austin, TX 78764-3548
Guadalupe Zamora,	Board Member	P.O. Box 3548, Austin, TX 78764-3548

ATTACHMENT B

Website Design and Scope

Integral Care is seeking proposals from qualified web design firms to lead a comprehensive redesign of its Current Website.

The primary goals of the Services are:

- Improve user experience across all audiences
- Deepen engagement with stakeholders
- Ensure HIPAA compliance and data security
- Modernize the Current Website to reflect current best practices in healthcare and nonprofit web design
- Improve accessibility for individuals with disabilities
- Optimize for mobile users and search engines

Integral Care serves a diverse client population including those with mental health conditions, substance use disorders, and intellectual or developmental disabilities. The Website must reflect Integral Care's mission and comply with all applicable requirements including, but not limited to, those found in Texas Health and Safety Code §533.0352, the Texas Cybersecurity Framework and NIST SP 800-171.

Current Website Context

- Current Website: <https://integralcare.org/>
- Current Monthly Traffic: twelve (12) months – 349,000 sessions; 172,000 users/169,000 new users

- 84% of traffic comes from two (2) sources: Fifty-six percent (56%) from Google organic search; twenty-eight percent (28%) direct, suggests returning/bookmarked users or referral materials
- Current Platform: Wordpress
- Number of Current Web Pages: 401

Integral Care Communication Department staff are trained and experienced in the use of WordPress. If the Proposer recommends a CMS other than WordPress, please specify such recommendation(s) and provide Proposer's rationale to support such recommendation(s).

Pain Points with Current Website:

- Difficult for Integral Care staff to make updates
- Needs better visual hierarchy
- Needs Hypertext Preprocessor (PHP) updates
- Web Pages with slow load times
- Web Pages with bad data structure
- Web Pages with duplicate title tags
- Web Pages that can't be crawled

Content copywriting is not required to be included with the Services. The Integral Care Communication staff will prepare required copy once it receives the frame templates for each webpage of the Website. Integral Care desires to collaborate with Successful Proposer to ensure that Integral Care's copy works with the design of the Website and Integral Care is also open to guidance and/or recommendations as it updates the Website.

WEBSITE REDESIGN SERVICE COMPONENTS

Proposer must provide each component of the Services below (each, a "Component", and collectively, "Components"). Integral Care may or may not include any Component in a Contract at its sole discretion.

Component 1: Public Website Redesign

A full redesign of the Current Website to improve public-facing usability, accessibility, and visual appeal.

Component 2: Website Redesign + Employee Portal

Includes the development of an employee portal/intranet to support internal communications and resource sharing.

Component 3: Enhanced Provider Directory

Includes:

- Advanced search filters (e.g., location, population served, specialty, age group, language services, telehealth availability, services offered, etc.)
- “Find a Provider by ZIP” tool
- Service icons or tags
- Printable/exportable directory view
- Provider photos, bios, and “new provider” badges
- Embedded network news feed (see Integral Care’s [current Provider Portal](#))

Component 4: AI-Powered Functionality

Includes:

- Voice-to-text form completion
- Intelligent autofill for client forms
- AI features must not collect, store, or process any protected health information (PHI) or personally identifiable information (PII).

Component 5: Ongoing Maintenance and Updates

Includes:

- **Annual Service Agreement:** A renewable contract outlining the scope of services, response times, and support protocols.
- **Security Maintenance:** Regular updates and patches to maintain Website security and compliance with best practices.
- **Functionality Updates:** Ongoing updates to ensure Website remains fully functional, compatible with evolving technologies, and aligned with user needs.
- **Annual Strategy & Performance Review:** A yearly check-in meeting to assess Website performance, discuss potential improvements, and plan for future enhancements.

CURRENT WEBSITE REDESIGN REQUIREMENTS

The Website must deliver a modern, user-centered experience that reflects Integral Care's Mission and serves the needs of its Target Audience.

Website requirements include:

- Dual User Pathways on Website homepage
Design the homepage to clearly guide users into one of two tailored pathways:
 - Pathway 1: "I Need Help or Services" – for individuals seeking care, support, or resources.
 - Pathway 2: "Explore Our Mission & Work" – for the general public, job seekers, donors, and stakeholders.
 - Each such pathway should feature customized navigation, content, and calls-to-action aligned with the needs of its respective portion of the Target Audience.
- User-Friendly & Accessible Design
 - Ensure intuitive navigation, clear content organization, and compliance with Title II of the ADA and other applicable requirements to support accessibility for all users.
 - Website must comply with WCAG 2.2 and ADA Title II 2024 requirements.
- Mobile Optimization
 - Website must be fully responsive and perform seamlessly across all devices and screen sizes.
- Content Management
 - CMS selection should prioritize usability, security, and scalability to support easy editing and updates by non-technical Integral Care staff.
 - Proposers must provide initial and ongoing training for Integral Care staff on CMS.
- Multilingual Accessibility
 - Key Website web pages must be available in English, Spanish, Vietnamese, Chinese (Simplified), and Arabic.
 - Language must be easily selectable from the Website homepage

- Proposals must describe how language updates will be managed so non-technical staff can easily edit, update, and maintain content across all languages.
- Blog/News & Events Integration
 - Include a dynamic blog or news section and an interactive event calendar to keep Website users informed and engaged.
- Conversational chatbot feature capable of:
 - Answering frequently asked questions
 - Guiding users—especially those seeking services—to appropriate resources or contact points
 - Supporting multilingual interactions (if feasible)

ATTACHMENT C

ASSURANCES DOCUMENT

For purposes of this **Attachment C**, the term “local government officer” with respect to Integral Care means a member of Integral Care’s Board of Trustees (see **Attachment A**), Integral Care’s Chief Executive Officer (see **Attachment A**), and/or an agent of Integral Care who exercises discretion in the planning, recommending, selecting, or contracting of the Contract (see **Attachment A**). The term “local public official” with respect to Integral Care means a member of Integral Care’s Board of Trustees (see **Attachment A**), or another agent of Integral Care who exercises responsibilities beyond those that are advisory in nature (see **Attachment A**).

The term “family member” means a person related to another person within the first degree by consanguinity or affinity, as described by Subchapter B, Chapter 573 of the Texas Government Code. The term “family relationship” means a relationship between a person and another person within the third degree by consanguinity or the second degree by affinity, as those terms are defined by Subchapter B, Chapter 573, Texas Government Code.

Proposer Assures the Following:

1. Proposer has received all addenda and attachments to the RFP as distributed by Integral Care.
2. Proposer will not make any attempt to induce any person or firm to submit or not submit a Proposal.

3. Proposer will ensure that no person on the basis of race, color, national origin, religion, sex, age, sexual orientation, gender identity, genetic characteristics, veteran status, disability or political affiliation, will be excluded from participation in, be denied the benefits of, or be subject to discrimination with respect to any Contract, under any of the policies of HHSC or Integral Care. Proposer does not discriminate in its service or employment practices on the basis of race, color, religion, sex, sexual orientation, genetic characteristics, national origin, disability, veteran status, age or political affiliation.
4. Proposer accepts the terms, conditions, criteria, and requirements set forth in the RFP.
5. Proposer accepts Integral Care's right to alter the timetables for procurement as set forth in the RFP.
6. The Proposal submitted by Proposer has been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition.
7. Unless otherwise required by law, the information in the Proposal submitted by Proposer has not been knowingly disclosed by Proposer to any other Proposer.
8. No claim will be made for payment to cover costs incurred in the preparation or the submission of the Proposal or any other associated costs.
9. The individual signing this Assurances Document is authorized to legally bind Proposer.
10. Proposer agrees to follow all applicable federal, state, county, and local laws, regulations, codes, standards, and all applicable Integral Care policies and procedures if chosen as a Successful Proposer.
11. No employee, local government officer or any family member thereof has directly or indirectly received any gift(s) with an aggregate value of more than \$100 in the 12-month period preceding the date the local government officer becomes aware that Integral Care is considering entering into a Contract with Proposer, but excluding a political contribution defined by

Title 15 of the Texas Election Code, or food accepted as a guest. If Proposer is unable to make this affirmation, then Proposer must disclose any knowledge of such interests by including a completed Form CIQ, a copy of which is attached to this **Attachment C**, with the submitted Proposal. See **Attachment A**.

12. Proposer does not have a family relationship with a local government officer of Integral Care. If such family relationship exists, Proposer must disclose any knowledge of such relationships by including a completed Form CIQ, a copy of which is attached to this Assurances Document with the submitted Proposal. See **Attachment A**.
13. Proposer does not have any employment or business relationship with any corporation or other business entity with respect to which any local public official of Integral Care or any family member thereof serves as an employee, officer or director, or holds an ownership interest and no local public official of Integral Care or family member thereof has an employment or business relationship with Proposer or holds an ownership interest in Proposer. If Proposer is unable to make this affirmation, then Proposer must disclose any knowledge of such relationships in a written statement included with this signed Assurances Document.
14. Proposer shall disclose in a written statement included with this signed Assurances Document whether any of the directors or personnel of Proposer has either been an employee or a trustee of Integral Care within the past two (2) years preceding the date of submission of the Proposal. This requirement applies to all personnel, whether or not identified as a Key Person. If such employment has existed, or any term of office been served, include in the written statement the nature and time of the affiliations as defined.
15. Proposer does not have any employment or business relationship with any corporation or other business entity with respect to which any local government officer of Integral Care either serves as an employee, officer or director, or holds an ownership interest of one percent or more, and no local public official of Integral Care or family member thereof has an employment or business relationship with Proposer, or holds an ownership interest in Proposer. If Proposer is unable to make this affirmation, then Proposer must disclose any knowledge of such relationships by including a

completed form CIQ, a copy of which is attached to this **Attachment C**, with the submitted Proposal. See **Attachment A**.

16. No former employee or officer of HHSC and/or Integral Care directly or indirectly aided or attempted to aid in procurement of Proposer's service.
17. No local government officer or family member thereof is receiving or is likely to receive taxable income, other than investment income, from Proposer. If Proposer is unable to make this affirmation, then Proposer must disclose any knowledge of such relationships by including a completed form CIQ, a copy of which is attached to this **Attachment C**, with the submitted Proposal. See **Attachment A**.
18. Under Section 231.006, Family Code, the vendor or applicant certifies that the individual or business entity named in this contract, bid, or application is not ineligible to receive the specified grant, loan, or payment and acknowledges that this contract may be terminated and payment may be withheld if this certification is inaccurate. For purposes of the foregoing sentence, "vendor or applicant" shall mean Proposer; contract, bid or application shall mean the Proposal; and "this contract" shall mean any Contract awarded to a Successful Proposer pursuant to this RFP.
19. Proposer is not currently held in abeyance or barred from the award of a federal or state contract.
20. Proposer is currently in good standing for payment of all applicable state tax.
21. Proposer is in good standing with all state and federal funding and regulatory agencies; is not currently debarred, suspended, or otherwise excluded from participation in federal, state, county or city contract or grant programs; is not delinquent on any repayment agreements; has not had a required license or certification revoked; has not had a contract terminated by HHSC; and has not voluntarily surrendered an obligation issued by HHSC or any other entity within the past three (3) years.
22. Proposer agrees to provide the Services described in this RFP at the rate(s) of payment described in the Proposal.

23. Proposer is a reputable company regularly engaged in providing products and/or services necessary to meet requirements, specifications, terms and conditions of the RFP.
24. Proposer has the necessary experience, knowledge, abilities, skills, and resources to satisfactorily perform the requirements, specifications, terms and conditions of the RFP.
25. This Proposal shall remain in full force and effect until March 15, 2026 and may be accepted by Integral Care at any time prior to this date.
26. The requirements of Subchapter J, Chapter 552, Government Code, may apply to the Contract and Proposer agrees that the Contract can be terminated if the Proposer knowingly or intentionally fails to comply with a requirement of that Subchapter.

Proposer's Full Legal Name

Signature of Proposer's Authorized Representative

Printed Name and Title of Proposer's Authorized Representative

Date

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

