Request for Proposals

Programming Consultant

July 2025

We imagine a community where all people have hope and the opportunity to achieve their full potential for health and wellbeing.

StarCare Specialty Health System
Request for Proposals – Programming Consultant
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1. Introduction

   Lubbock Regional MHMR Center DBA StarCare Specialty Health System (StarCare) is requesting proposals from qualified vendors to provide programming services tailored to StarCare's operational needs. Qualified vendors will analyze functional requirements, propose infrastructure solutions, and enhance existing software through development, testing, and deployment phases. They will also ensure that systems remain scalable and efficient by optimizing performance, modernizing architecture, and refining technical specifications while addressing potential technical constraints.

2. Company Background

   StarCare Specialty Health System is a community-based nonprofit organization and designated local Mental Health Authority, serving as an agent of the State of Texas. The organization encompasses a 24-hour inpatient hospital, an outpatient clinic, and four additional service lines operating under a single EIN. With a diverse workforce and multiple locations, StarCare is committed to delivering specialized healthcare services that improve health outcomes and community wellbeing. To support these goals, the organization continuously seeks to enhance its technological infrastructure and operational systems.

3. Project Overview

   The selected vendor will support StarCare's programming and development needs by delivering tailored services that align with the organization's operational objectives. This includes the analysis of functional and technical requirements, development and deployment of software enhancements, and recommendations for scalable infrastructure solutions. The vendor will play a key role in optimizing system performance, modernizing architecture, and addressing technical constraints that impact efficiency and functionality.

   Proposals must be limited to five (5) pages exclusive of required attachments, will follow the outline below and provide the following information:

   a. Describe the services vendor will provide to include a specific outline and description of the services proposed to complete the entire project from start to finish.
   b. Provide a brief (but specific) outline of the vendor's previous projects and identify the time frame in which projects were completed.
   c. Provide qualifications of the personnel assigned to work on the project including their area of expertise, specific related project experience and special training.
   d. A list of current and past clients (past 3 years only) along with the names and telephone numbers of contact persons and the dates services were provided; and
   e. A total, all-inclusive maximum price bid. StarCare is not responsible for any expense incurred in preparing and/or submitting the technical proposal or the cost bid. Such costs should not be included in the proposal.

4. Scope of Work

The selected vendor will be responsible for

    a. Delivering customized programming services in support of StarCare's operational and technical requirements.
    b. Analyzing functional requirements and translating them into scalable, high-performing infrastructure and software solutions.
    d. Designing, developing, testing, and deploying enhancements to existing systems while providing clear technical documentation.
    e. Modernizing outdated architecture and optimizing application performance to ensure reliability and long-term maintainability.
    f. Identifying and addressing technical constraints to prevent implementation bottlenecks and support seamless integration.
    g. Collaborating with StarCare staff to align deliverables with organizational priorities and ensure stakeholder satisfaction.
    h. Integrating with existing platforms such as Streamline (Electronic Health Record). Blackbaud (accounting system), UKG (HRIS system), ZAI (budgeting) to ensure seamless functionality across StarCare's technology infrastructure.
        i. Specific skills required include:
            a. Experience with Microsoft IIS (Internet Information Services) configuration and deployment.
            b. Proficiency in C# with ASP.NET (Web Forms and/or MVC).
            c. Solid understanding of JavaScript, DOM manipulation, and asynchronous request handling (AJAX).
            d. Experience integrating with Microsoft SQL Server using T-SQL, stored procedures, and views.
            e. Ability to create, test, and debug SQL queries, optimize performance, and manage schema changes.
            f. Experience with Microsoft Azure, including:
                1. Creating and managing Azure VMs
                2. Deployment via Azure App Services (if applicable)
                3. Azure Resource Management
                4. Experience with Azure Active Directory, Key Vault, or Blob Storage is a plus.
            g. Knowledge of creating and consuming RESTful APIs, including:
                1. Authentication via OAuth2, JWT, or API key mechanisms
                2. Data exchange formats like JSON and XML
                 3. Secure transmission and logging of API interactions
             h. Familiarity with Visual Studio, Git-based source control (e.g., GitHub, Azure DevOps)
            i. Use of DevOps pipelines or build/deployment automation is a plus
            j. Adherence to coding standards, documentation, and secure development practices.

5. Proposal Requirements

Vendors must provide the following information in their proposals.

    a. Company Overview: A concise description of the vendor's experience delivering tailored programming services for operationally complex environments, including relevant project examples and references from similar engagements.

b. Project Methodology: A detailed outline of the vendor's approach to analyzing functional requirements, recommending infrastructure improvements, and executing development through coding, testing, and deployment.
c. Personnel Qualifications: Resumes of key personnel, including role-specific expertise in system design, infrastructure analysis, software modernization, and performance optimization.
d. Relevant Experience: Examples of projects involving modernization of legacy systems, resolution of technical constraints, and development of scalable, efficient software solutions.
e. Project Plan: A proposed work plan, timeline, and resource allocation for completing the identified programming and development projects.
f. Cost Proposal: An all-inclusive maximum price bid, including hourly rates, deliverables-based pricing, or fixed-fee structures as applicable. Priority will be given based on best-value proposed solutions.
g. Value-Add Capabilities: Any additional services, tools, or innovations that would enhance project outcomes or contribute to StarCare's long-term infrastructure goals.
h. Signed attestation regarding conflict of interest

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

a. System functionality and features.
b. Ease of use and user experience.
c. Implementation approach and timeline.
d. Vendor experience and references.
e. Cost-effectiveness.
f. Support and maintenance offerings.
g. Security and compliance measures.

7. Submission Guidelines

StarCare reserves the right to withdraw this RFP at any time, without award. All proposals in response to this request must meet the following conditions in order to be considered:

a. Proposal requirements
   - Proposals must include a cover letter clearly stating the legal name of the vendor and the name, address and telephone number of the vendor's authorized representative.
   - Proposals must include Attachment A: Attestation Regarding Conflict of Interest
   - Proposals must meet all requirements contained in this RFP. Failure to meet any of the requirements could result in a proposal not being considered. StarCare reserves the sole right to determine whether a proposal meets the stated requirements.
b. Due date: Proposals must be received by close of business (COB) on Thursday, July 3, 2025. Late proposals will not be accepted.
c. Delivery: proposals must be emailed to:

   Troy Turnipseed, Director of Contracts and Procurement

Email: contracts@starcarelubbock.org

NO PROPOSALS WILL BE ACCEPTED IN ANY FORMAT OTHER THAN EMAIL

8. Timeline

   a. RFP Posted: June 20, 2025
   b. Proposal Submission Deadline: July 3, 2025 COB
   c. Vender Selection and Notification: July 11, 2025

9. Additional Information

   For any questions or clarifications, please contact:

   Troy Turnipseed, Director of Contracts and Procurement
   contracts@starcarelubbock.org

   Questions will only be received and responded to by email. StarCare Specialty Health System looks forward to receiving your proposal and partnering with a vendor who can deliver robust, efficient programming and development services to support our operational goals.

StarCare Specialty Health System

ATTACHMENT A
Attestation Regarding Conflict of Interest

StarCare Specialty Health System (StarCare) has adopted standards regarding doing business with vendors associated with current or former Board of Trustees members or members of the Executive Committee (current members listed below).

All potential vendors must complete this attestation. The contract, if awarded, may be terminated for cause if:

1. The vendor knowingly provides incorrect information relative to this attestation; or
2. The vendor uses subterfuge, such as a subcontract arrangement, to avoid the application of the above-referenced standards.

By signing below, the potential vendor certifies that it:
1. Does not have as a subcontractor, officer, director, employee, consultant, or owner (in whole or in part) who is:
    o   A current StarCare Board of Trustees member or member of the Executive Committee;
    o   A former StarCare Board of Trustees member or member of the Executive Committee within the preceding 2 years;
    o   A person related by blood or marriage to a current StarCare Board of Trustees member or member of the Executive Committee;
    o   A person related by blood or marriage to a former StarCare Board of Trustees member or member of the Executive Committee.
2. Does not have a fiduciary interest or any business association with the StarCare Board of Trustees or Executive Committee.
3. Understands that an actual or perceived conflict of interest may exist regardless of formal affiliations and certifies that no such conflict exists.
4. Acknowledges that StarCare reserves the right to determine whether any relationship constitutes an actual or perceived conflict of interest and may take corrective action, including termination of a contract, based on that determination.

_____

Name of Potential Vendor

_____

Signature of Authorized Representative   Date

StarCare Executive Committee: Beth Lawson, CEO; Robyn Johnston, Chief of Staff; Marle Antu, Chief of Behavioral Health Operations; Sheryl Baker, Chief of Aging and Disability Operations; and Jennifer Nesbitt, Chief of Human Resources
StarCare Board of Trustees: Carlos Morales, Board Chairperson; Suzanna Cisneros, Board Vice Chairperson; Brian Shannon, Board Secretary; Judge Drue Farmer; Bobby Kazee; Mary Collier, Amanda Tijerina; Patrick Bryan Welch; Chief Ray Mendoza