



GULF COAST CENTER

REQUEST FOR PROPOSALS

for

Credentialing and enrollment Services

THE GULF COAST CENTER

4444 W. Main

League City, TX 77573

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**REQUEST FOR PROPOSALS FOR
Credentialing and Enrollment Services**

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DESCRIPTION OF GULF COAST CENTER

The Gulf Coast Center (GCC) is a Certified Community Behavioral Health Clinic as well as an agency of the State of Texas established to plan, coordinate, develop policy, develop and allocate resources, supervise, and ensure the provision of community based mental health and intellectual and developmental disability services for the residents of Galveston and Brazoria Counties, Texas. The Center 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.

GCC, like other state and local governments, uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements. The Center is a unit of government, under the sponsorship of the Galveston and Brazoria County Commissioners Courts.

Our mission is to provide accessible, efficient and quality services to support the independent and healthy living of those we serve.

DESCRIPTION OF SERVICES

Gulf Coast Center (“GCC”) is seeking proposals from qualified vendors to provide comprehensive Credentialing and Enrollment Services for GCC’s behavioral health and healthcare workforce. The selected contractor shall provide full-service credentialing, payer enrollment, provider data management, regulatory compliance support, reporting, monitoring, implementation services, and ongoing operational support for GCC credentialed providers.

The contractor shall demonstrate substantial expertise in behavioral health credentialing operations, Medicaid and Medicare enrollment, Managed Care Organization (MCO) enrollment, commercial payer credentialing, provider data management, and public behavioral health systems, with particular emphasis on experience serving Texas Local Mental Health Authorities (LMHAs), nonprofit healthcare organizations, and public sector behavioral health entities.

The selected contractor shall provide scalable, technology-enabled credentialing and enrollment management services that support uninterrupted reimbursement, operational efficiency, regulatory compliance, timely provider onboarding, and long-term sustainability.

The contractor shall provide all staffing, systems, technology platforms, reporting tools, project management, implementation support, operational oversight, and customer support necessary to successfully support GCC’s credentialing and enrollment operations.

Scope of Services

The contractor shall provide services including, but not limited to, the following:

1. Credentialing and Enrollment Management Services

The contractor shall manage the full lifecycle of credentialing and payer enrollment activities for GCC providers, including initial enrollments, re-enrollments, revalidations, roster management, and maintenance activities.

Services shall include:

- Initial provider enrollments
- Medicare enrollments and revalidations
- Medicaid enrollments and revalidations
- Managed Care Organization (MCO) enrollments
- Commercial payer enrollments
- CAQH profile setup, attestation, and maintenance
- Provider roster management
- Group and facility enrollments
- State-specific enrollment applications and updates
- Tracking and monitoring of credentialing activities
- Coordination and communication with payer entities
- Management of credentialing-related documentation
- Ongoing provider data maintenance
- Monitoring of provider expirables and renewals
- Credentialing issue escalation and resolution
- Ongoing payer follow-up and status monitoring

The contractor shall ensure all credentialing and enrollment activities are completed accurately, timely, and in accordance with payer requirements and applicable federal and state regulations.

2. Provider Data Management and Technology Requirements

The contractor shall provide a secure, centralized provider data management platform capable of supporting real-time credentialing operations, reporting, and document management.

The proposed platform shall include, at minimum:

- Real-time credentialing dashboards
- Enrollment tracking and status monitoring
- Expiration tracking and automated alerts
- Secure document storage and management
- Reporting and analytics capabilities
- User-level access controls
- Audit trail functionality
- Role-based security access
- Integration capabilities with GCC systems, where applicable
- Secure transmission and storage of protected information
- Real-time operational visibility for GCC leadership and designated staff

The contractor shall maintain processes for:

- Daily or routine data backups
- Disaster recovery and business continuity
- System uptime and availability
- Protection against unauthorized access
- Ongoing system maintenance and updates

Preference may be given to vendors offering proprietary credentialing management technology specifically designed for behavioral health and healthcare organizations.

3. Regulatory Compliance and Quality Assurance

The contractor shall maintain compliance with all applicable federal, state, payer, and regulatory requirements associated with provider credentialing and enrollment.

Services shall include:

- Compliance with HIPAA regulations
- Compliance with CMS enrollment requirements
- Compliance with Medicaid and Medicare standards
- Compliance with payer-specific enrollment requirements
- Internal quality assurance and audit procedures
- Maintenance of documentation and audit trails
- Monitoring of provider licensure and certifications
- Tracking of credentialing deadlines and expirations
- Ongoing payer policy monitoring and updates

The contractor shall demonstrate the ability to remain current with evolving payer requirements, including:

- CMS regulations

- PECOS requirements
- Texas Medicaid requirements
- Managed care payer updates
- CAQH updates
- Commercial payer enrollment standards

The contractor shall maintain structured internal processes for staff training, policy updates, operational compliance management, and quality assurance.

4. Operational Management and Payer Relations

The contractor shall provide dedicated operational support and proactive payer management services to ensure timely application processing and issue resolution.

Services shall include:

- Payer follow-up and escalation management
- Application tracking and monitoring
- Resolution of delayed applications
- Resolution of enrollment denials and discrepancies
- Coordination with GCC leadership and designated staff
- Collaboration with GCC revenue cycle management teams
- Weekly or recurring operational meetings
- Workflow management and operational reporting

The contractor shall maintain proactive communication with payer organizations and demonstrate established payer relationship management practices that support efficient processing and issue resolution.

The contractor shall provide clearly defined escalation procedures for:

- Delayed applications
 - Denials
 - Missing documentation
 - Payer discrepancies
 - Claims-related credentialing issues
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5. Reporting, Analytics, and Performance Monitoring

The contractor shall provide comprehensive reporting and operational analytics related to credentialing and enrollment performance.

Required reporting capabilities shall include, but are not limited to:

- Enrollment application status reports
- Credentialing turnaround time metrics
- First-pass approval rates
- CAQH compliance rates
- Expiration and renewal tracking
- Enrollment aging reports
- Denied claims related to credentialing issues
- Payer response time monitoring
- Provider roster reports
- Operational performance dashboards
- Revenue cycle support metrics, where applicable

The contractor shall provide regular reporting to GCC leadership and designated staff through dashboards, scheduled reporting, and operational review meetings.

Preference may be given to vendors capable of providing real-time reporting access and customized reporting functionality.

6. Staffing and Account Management

The contractor shall provide experienced and qualified personnel to support GCC's credentialing and enrollment operations.

Proposals shall identify:

- Executive leadership oversight
- Operational management staff
- Credentialing specialists assigned to GCC
- Technology and support personnel
- Account management structure
- Escalation contacts
- Staffing ratios and caseload expectations

The contractor shall demonstrate:

- Experience supporting behavioral health organizations
- Experience with Texas Medicaid and LMHA environments
- Knowledge of payer enrollment workflows
- Experience with provider data management systems
- Ability to scale staffing based on GCC operational needs

Preference may be given to proposers utilizing dedicated, on-shore credentialing personnel with demonstrated behavioral health experience.

7. Transition, Onboarding, and Implementation Services

The contractor shall provide onboarding and implementation support necessary to ensure continuity of operations and minimize disruption during transition.

Services shall include:

- Data migration and import support
- Credentialing file review and validation
- Payer roster audits
- Transition planning and implementation meetings
- Coordination with GCC operational teams
- System configuration and user access setup
- Staff orientation and training
- Development of communication and reporting workflows
- Establishment of implementation milestones and deliverables

The contractor shall describe its approach for transitioning organizations from internal credentialing operations or previous vendors while maintaining continuity of claims processing and payer relationships.

Implementation Schedule Requirements

Proposers shall submit a detailed proposed implementation schedule outlining their recommended approach for transitioning, onboarding, operationalizing, and sustaining credentialing and enrollment services for GCC.

The proposed implementation schedule shall clearly identify all major project phases, activities, milestones, deliverables, responsible parties, dependencies, and estimated completion dates.

At minimum, the proposed schedule shall address:

- Project initiation and kickoff activities
- Stakeholder engagement and communication planning
- Data collection and operational assessment activities

- Credentialing file review and payer roster validation
- System configuration and platform setup
- Data migration and validation processes
- User access configuration and testing
- Staff orientation and training activities
- Transition of active credentialing and enrollment operations
- Go-live planning and operational stabilization
- Reporting and dashboard implementation
- Ongoing operational management and support activities
- Quality assurance and compliance monitoring processes
- Escalation management and issue resolution procedures

Proposers shall also include:

- Estimated implementation duration
- Critical milestones and deliverables
- Staffing responsibilities during implementation
- Assumptions and dependencies impacting timelines
- Risk mitigation and contingency planning strategies
- Communication and status reporting approach
- Approach to minimizing operational disruption during transition
- Recommended cadence for operational review meetings

GCC seeks a realistic, efficient, and operationally feasible implementation approach that minimizes disruption to existing credentialing operations, payer relationships, reimbursement processes, and provider onboarding activities.

Preference may be given to proposers demonstrating a structured, well-defined implementation methodology with clear accountability, operational transparency, and measurable implementation milestones.

Cost Proposal Requirements

Proposers shall submit a comprehensive and transparent cost proposal that clearly identifies all anticipated costs associated with implementation and ongoing service delivery.

The cost proposal shall include, at minimum:

Required Cost Breakdown

- One-time implementation costs
- Data migration and onboarding costs

- Credentialing and enrollment service fees
- Technology platform and licensing fees
- Reporting and dashboard access fees
- Training and onboarding costs
- Account management fees
- Ongoing operational support costs
- Optional service costs, if applicable
- Travel or administrative expenses, if applicable

Pricing Structure

Proposers shall clearly identify:

- Fixed fees
- Per-provider pricing, if applicable
- Monthly or annual recurring fees
- Volume-based pricing structures
- Optional pricing tiers
- Additional costs for expanded services

Cost Assumptions

Proposers shall disclose all assumptions used in developing pricing, including:

- Estimated provider volumes
- Expected implementation scope
- Staffing assumptions
- Technology requirements
- Service limitations or exclusions

Preference may be given to vendors providing transparent, scalable, and cost-effective pricing models aligned with GCC operational needs.

Business Continuity and Security Requirements

The contractor shall maintain a documented business continuity and disaster recovery plan to ensure uninterrupted service delivery.

The contractor shall demonstrate:

- Secure cloud infrastructure
- Data backup and recovery processes
- Remote operational capabilities
- Emergency communication protocols
- Cybersecurity safeguards
- Penetration testing or security monitoring practices
- Access control management
- Incident response procedures

The contractor shall maintain appropriate safeguards to protect confidential, protected, and personally identifiable information in accordance with applicable regulations and industry best practices.

Required Deliverables

At minimum, the selected contractor shall provide:

- Comprehensive credentialing and enrollment management services
 - Real-time provider data management access
 - Enrollment and credentialing dashboards
 - Operational and performance reports
 - Compliance monitoring and tracking
 - Expiration and revalidation tracking
 - Weekly operational review meetings
 - Dedicated account management support
 - Escalation management procedures
 - Business continuity and security documentation
 - Ongoing payer communication and issue resolution support
 - Implementation and transition plans
 - KPI and operational performance reporting
-

Expected Outcomes

The selected contractor shall support GCC in achieving the following outcomes:

- Timely and accurate provider enrollments
- Reduced credentialing-related claim denials
- Improved operational efficiency
- Increased visibility into credentialing performance
- Enhanced compliance and audit readiness

- Improved provider onboarding timelines
- Reduced administrative burden on GCC staff
- Strengthened payer relationships
- Sustainable and scalable credentialing operations
- Enhanced revenue cycle support and reimbursement continuity

The selected contractor shall demonstrate the ability to provide high-quality, responsive, technology-enabled credentialing services that align with GCC’s operational needs, compliance requirements, operational workflows, and long-term organizational goals.

GENERAL INFORMATION

Gulf Coast Center anticipates awarding one (1) contract for the Services commencing on approximately July 1, 2026 (the “Contract”). Any Contract awarded as a result of this RFP will be prepared by Gulf Coast Center, and any Proposer (as defined below) selected for a Contract award may be referred to herein as a “Successful Proposer”.

**Proposals shall be submitted no later than
June 24, 2026, at 5:00 PM CST (“Proposal Submission Deadline”).**

Proposals shall be delivered via electronic mail attachment to:

Gulf Coast Center
Dr. Devon Stanley, PMP
bidsubmission@gulfcoastcenter.org

by any agent or representative designated by the person or entity submitting the Proposal (“Proposer”). Gulf Coast Center will determine the official time of receipt of each Proposal using the time/date of receipt of the Proposal shown by Gulf Coast Center’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 RFP specifications or process shall be directed to Dr. Devon Stanley, PMP at bidsubmission@gulfcoastcenter.org, no later than June 18, 2026 at 5:00 PM CST (“Question Submission Deadline”). All questions with respect to either the RFP specifications or process that are received by the Question Submission Deadline will be responded to in writing to all those known to have requested a copy of the RFP.

CONDITIONS

ACCEPTANCE/REJECTION OF PROPOSALS: Gulf Coast Center 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 Gulf Coast Center.

NEGOTIATION: Gulf Coast Center 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: Gulf Coast Center may also choose to cancel the RFP without award.

VALIDATION: Gulf Coast Center 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: Gulf Coast Center 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. Gulf Coast Center's General Counsel shall have sole authority to issue 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, which 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 **Dr. Devon Stanley, PMP** at bidsubmission@gulfcoastcenter.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: **Gulf Coast Center 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 Gulf Coast Center and will not be returned to the Proposer. Proposer agrees that Gulf Coast Center has the right to use, reproduce and distribute copies of and to disclose to Gulf Coast Center employees, agents and contractors and other governmental entities all or part of the Proposal, as Gulf Coast Center deems appropriate to complete the procurement process or comply with state or federal laws and regulations.

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

LIMITATION OF LIABILITY: Gulf Coast Center will not enter into any Contract that purports to in any way limit the amount of damages recoverable under the Contract.

SUCCESSFUL PROPOSER 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 Gulf Coast Center. A Contract may be subject to Texas Government Code Section 2252.908, which prohibits governmental entities such as Gulf Coast Center 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 Gulf Coast Center 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. Gulf Coast Center 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 Gulf Coast Center. Proposer agrees that all exceptions to this RFP as well as terms and conditions advanced by Proposer that differ in any manner from Gulf Coast Center's terms and conditions are rejected unless expressly accepted by Gulf Coast Center 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 can not contract with Gulf Coast Center.

CONSIDERATION: For a Proposal to be considered, the Proposer must meet Gulf Coast Center'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 Gulf Coast Center. Additionally, Proposers shall, at a minimum, be currently licensed/certified in the trade, where applicable, that matches the work being proposed.

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 Gulf Coast Center.

INDEMNIFICATION: Successful Proposer shall defend, indemnify, and save harmless Gulf Coast Center, 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 Gulf Coast Center) 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 the Successful Proposer and/or its employees, contractors and agents, or of 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 Gulf Coast Center's prior written consent.

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

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

General Liability policy shall also include a waiver of subrogation in favor of Gulf Coast Center.

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;

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 Gulf Coast Center;

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

And such other insurance coverage, each to the extent required and in such amounts as may be reasonably required by Gulf Coast Center or as may otherwise be required by applicable law.

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 Gulf Coast Center must underwrite all insurance coverage listed above. Each policy evidencing such coverage shall name Gulf Coast Center 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 Gulf Coast Center 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. Successful Proposer will name Gulf Coast Center as additional insured on each policy within 14 days of being awarded a Contract by Gulf Coast Center.

CRIMINAL AND BACKGROUND CHECKS: Successful Proposer must ensure that no person will provide Services 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: Each Successful Proposer shall ensure that each person who provides Services is eligible to work in the United States at the time he/she provides Services, and Successful Proposer 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 Gulf Coast Center upon request.

SELECTION OF SUCCESSFUL PROPOSER

- 1) Selection of the Successful Proposer, if made, will be based upon demonstrated competence, knowledge, qualifications and reasonableness of the proposed fee,

where applicable, for the Services as evidenced by Successful Proposer’s qualified Proposal.

- 2) Gulf Coast Center will make a good faith effort to contract with Historically Underutilized Businesses.
- 3) Issues concerning a specific Proposal(s) may be addressed by Gulf Coast Center 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 interviews, 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 Gulf Coast Center and the GCC.
- 5) Gulf Coast Center 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. Organizational Experience and Qualifications (Credentialing & Enrollment Services)	up to 20 points
2. Technology Platform, Data Management & Reporting Capabilities	up to 15 points
3. Proposed Process, Methodology, and Implementation Approach	up to 20 points
4. Knowledge of Behavioral Health, Medicaid/Medicare Enrollment, and Texas LMHA Environment	up to 10 points
5. Proposal Completeness and Responsiveness	up to 5 points
6. References and Past Performance	up to 5 points
7. HUB or HUB-Qualified Vendor Status	up to 5 points
8. Cost	up to 20 Points

PERFORMANCE STANDARDS AND COMPLIANCE

- 1) 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) Successful Proposer will ensure that no person, on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, genetic characteristics, age, disability, or political affiliation 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 GCC.
- 3) Gulf Coast Center reserves the right to retain all performance by any 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 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 Gulf Coast Center 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 C**.
- 4) Successful Proposer shall furnish the Services in a prompt, efficient, and professional manner. If Successful Proposer cannot provide the Services within the Contract requirements, Gulf Coast Center 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, 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 Gulf Coast Center by submission of written notice of at least 30 days.
- 7) 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 and permits with respect to the Services covered by the Contract.
- 8) Any Contract will be prepared by Gulf Coast Center and may contain provisions that are not described in this RFP.

PROPOSAL INSTRUCTIONS AND GUIDELINES

To facilitate the evaluation of Proposals, Proposers must prepare their responses to Sections I - IV (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 Gulf Coast Center 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.

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

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. *Label as Exhibit I.B.i.*
- ii. 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 I.B.ii.*
- iii. List all licenses, certifications or professional affiliations for Proposer and all staff identified for this Proposal, include date of original certification/licensure and current certification/licensure expiration date. Identify if Proposer has ever been sanctioned or had any license/certification suspended by the licensing/certifying entity. *Label as Exhibit I.B.iii.*
- iv. Provide the names and experience information of each individual who would be assigned to provide the Services, including account executives. Be sure to identify the individual within Proposer's firm that will have overall responsibility for provision of the Services and the office in which each of Successful Proposer's team members providing the Services is located as well as the physical location of the office which would be designated to serve Gulf Coast Center. *Label as Exhibit I.B.iv.*
- v. 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 I.B.v.*
- vi. Does Proposer meet the requirements for qualification as a Historically Underutilized Business ("HUB")? If so, please describe how Proposer meets those requirements. Attach a copy of any current HUB certificate to this Proposal. 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. *Label as Exhibit I.B.vi.*

- vii. Attach a copy of Proposer’s Articles of Incorporation and 501(c) (3) certificate, or other bylaws/governing documents as applicable. *Label as Exhibit I.B.vii.*
- viii. Describe Proposer’s experience in providing services to individuals from a diversity of cultures, race, ethnicity, and language. *Label as Exhibit I.B.viii.*

II. FINANCIAL.

- A. Attach copies of the Proposer’s audited financial reports for the last three years. *Label as Exhibit II.A.*
- B. Attach copies of the Proposer’s Federal Income Tax returns for the last three years. *Label as Exhibit II.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. 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. *Label as Exhibit II.C.*
- D. Describe prior arrangements or any potential plans to subcontract part or all of these Services. All subcontracts must be approved by Gulf Coast Center, at its sole discretion. Name all proposed subcontractors and provide the information on their staff credentials, licenses and certifications as provide for Proposer’s staff. *Label as Exhibit II.D.*

III. RISK PROFILE.

- A. 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.
- B. State whether Proposer is currently or has ever been a defendant or party to a lawsuit. 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.

- C. Has Proposer had any judgments or settlements entered against it in the last ten (10) years? If yes, describe in detail.
- D. 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.
- E. Attach any current Certificate of Account Status from the Texas Secretary of State which shows that it is in good standing or that it is exempt from the state franchise tax? *Label as Exhibit III.E.*
- F. 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.
- G. Has Proposer ever filed bankruptcy? If yes, describe in detail.
- H. Has Proposer or any of its affiliates ever had contracts cancelled by state, federal or local governmental entities? If yes, describe in detail.
- I. 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 III.I.*

IV. SERVICES AND RATES

- A. Describe Proposer’s plan in detail for providing direct care staffing and activities that meets the requirements described in this RFP and for providing the Services.
- B. Describe any special expertise Proposer has with developing strategic plans/strategic direction for governmental, health information exchange or nonprofit organizations.
- C. Describe each fee or other cost that Gulf Coast Center would be required to pay for the Services under the terms of the Proposal.

ATTACHMENT B

ASSURANCES DOCUMENT

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

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 Gulf Coast Center.
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 Gulf Coast Center. 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 Gulf Coast Center’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 Gulf Coast Center policies and procedures if chosen as the 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 Gulf Coast Center 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 B**, with the submitted Proposal. *See Attachment C.*
12. Proposer does not have a family relationship with a local government officer of Gulf Coast Center. 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 C.*
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 Gulf Coast Center or any family member thereof serves as an employee, officer or director, or holds an ownership interest and no local public official of Gulf Coast Center 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 Gulf Coast Center 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 Gulf Coast Center either serves as an employee, officer or director, or holds an ownership interest of one percent or more, and no local public official of Gulf Coast Center 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 B*, with the submitted Proposal. *See Attachment C.*
16. No former employee or officer of HHSC and/or Gulf Coast Center 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 B*, with the submitted Proposal. *See Attachment C.*
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 1, 2023 and may be accepted by Gulf Coast Center 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

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.
 This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).
 By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.
 A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY
Date Received

1 Name of vendor who has a business relationship with local governmental entity.

2 Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

_____ Date

Signature of vendor doing business with the governmental entity

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.

ATTACHMENT C

Center’s Key Persons List as of June 5, 2024		
Board of Trustee Members	Title	County of Residence
Jamie Travis	Board Chair	Brazoria
Rick Price	Board Vice Chair	Galveston
Sheriff Bo Stallman	Board Secretary	Brazoria
Vivian Renfrow	Board Treasurer	Galveston
Commissioner Stephen Holmes	Board Member	Galveston
Mary Lou Flynn-Dupart	Board Member	Brazoria
Jaime Castro	Board Member	Galveston
Caroline Rickaway	Board Member	Brazoria
Chris Cahill	Board Member	Galveston
Center Executive Leadership Management	Title	County of Residence
Felicia Jeffery, LPC	Chief Executive Officer	Galveston
Dr. Devon Stanley, PMP	Chief Information Officer	Brazoria
Rick Elizondo, CPA	Chief Financial Officer	Galveston
Sarah Holt, BSN, RN	Chief Nursing Officer	Galveston
Linda Bell, JD, BSN, RN	General Counsel	Harris
M. Renee Valdez, MD, PhD, MS HCT	Chief Medical Officer	Galveston
Jerry Freshour, MPA	Director of Crisis and Community Outreach	Galveston
Deanna David	Director of Intellectual and Developmental Disabilities Services	Galveston
Amanda Groller, MS.Ed., LPC	Director of Innovative and Special Projects	Galveston
Sandy Patterson, MA, LPC-S	Director of Behavioral Health Services – Galveston County	Brazoria
Jessica Gentry LPC-S, LMHC-S	Director of Integrated Healthcare	Galveston
Procurement Team	Title	County of Residence
Felicia Jeffery, LPC	Chief Executive Officer	Galveston
Devon Stanley, PMP	Chief Information Officer	Brazoria
Rick Elizondo	Chief Financial Officer	Galveston
M. Renee Valdez, MD, PhD, MS HCT	Chief Medical Officer	Galveston