



Request for Proposal (RFP): Website Development and Service Provider for Health Services of North Texas, (HSNT)

Issued by:

Health Services of North Texas (HSNT)

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Overview

HSNT is seeking proposals from qualified vendors to design, develop, and support a new organizational website. The selected vendor will deliver a secure, high-performing, and reliable website solution that meets HSNT's operational and compliance needs.

We invite proposals from service providers who demonstrate not only the necessary qualifications and experience, but also a deep commitment to community engagement, a passion for service, and a collaborative spirit. Ideal candidates will show a genuine investment in the communities they serve and a proactive approach to building meaningful, lasting impact.

Priority will be given to service providers in the local DFW Metroplex Area.

All individuals working on or accessing the HSNT website must do so from within the United States of America. Additionally, all servers, backup redundancies, and website access operations must be hosted and conducted entirely within the United States.

Scope of Work

The vendor will be responsible for:

- Designing and developing a modern, user-friendly website.

- Implementing robust security protocols.
 - Ensuring high performance and uptime.
 - Providing ongoing support and maintenance.
 - Collaborating with HSNT to ensure domain and DNS ownership remains with HSNT.
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Technical Requirements

1. Security

- Secure login system for administrators with multi-factor authentication.
- Regular updates and patching of CMS, plugins, and server components.
- Protection against common vulnerabilities (e.g., SQL injection, XSS, CSRF).
- Documentation of compliance with applicable frameworks is required (e.g., SOC 2, HIPAA).

2. Performance & Reliability

- Scalable infrastructure to handle traffic spikes.
- Guaranteed uptime of 99.99% or higher.
- Fast page load times and responsive design across devices.

3. Support & Maintenance

- Clear service level agreements (SLAs) for ongoing support.
- Defined schedule and process for upgrades and patches.
- Dedicated point of contact for technical issues

4. Domain and DNS Ownership

- HSNT will retain full ownership and administrative control of all domains and DNS records.
 - Vendor must coordinate with HSNT's IT team to ensure proper configuration without transferring ownership.
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Project Timeline & Milestones

- **RFP Release Date:** October 10, 2025
- **Deadline for Vendor Questions:** October 21, 2025
- **Responses to Vendor Questions Answered:** October 24, 2025
- **Proposal Submission Deadline:** November 4, 2025 by 5:00 PM CST

- **Vendor Selection Notification:** November 10, 2025
 - **Project Kickoff:** November 17, 2025
 - **Website Launch Deadline:** January 16, 2026
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Payment Terms

To support budget planning, HSNT requires that the **majority of the website buildout cost be distributed evenly across the first 12 months** of the agreement. Vendors should outline a payment schedule that reflects this requirement, including:

- Initial deposit (if applicable)
 - Monthly installments covering design, development, and support
 - Clear breakdown of any recurring costs (e.g., hosting, maintenance)
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Proposal Submission Requirements

Proposals must include:

- Company background and relevant experience.
 - Detailed project plan and timeline.
 - Itemized cost estimate.
 - Description of hosting environment.
 - Security and compliance documentation.
 - Support and maintenance plan.
 - Three references from similar projects.
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Evaluation Criteria

Proposals will be evaluated based on:

- Technical capabilities and compliance.
- Experience and past performance.
- Cost-effectiveness.
- Quality of support and maintenance offerings.
- Alignment with HSNT's mission and values.