

**TEXAS PANHANDLE CENTERS**  
**“PROGRAMMING AND DATABASE SUPPORT FOR**  
**STREAMLINE/SMARTCARE ENVIRONMENT”**

**938110**

**TEXAS PANHANDLE CENTERS**

**REQUEST FOR PROPOSAL**

**BID #02232602**

TEXAS PANHANDLE CENTERS  
“PROGRAMMING AND DATABASE SUPPORT FOR STREAMLINE/SMARTCARE  
ENVIRONMENT”

**DATE ISSUED**

February 8, 2026

**BIDS DUE**

(Bid Opening)  
February 23, 2026  
2:00 P.M.

**TO**

Terry Zimmerman, Support Service Manager  
901 Wallace Blvd.  
Amarillo, Texas 79106  
806-351-3234  
[terry.zimmerman@txpan.org](mailto:terry.zimmerman@txpan.org)

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***Request for Proposal***

BIDDER AGREES TO COMPLY WITH ALL CONDITIONS SPECIFIED IN THIS INVITATION FOR BID.

**RFP Opening: 2:00 p.m. February 23, 2026**

**RFP ID Number: 02232602**

**Purchase Order #:**

**INVOICE ADDRESS:**

**Texas Panhandle Centers  
P O Box 3250  
Amarillo TX 79116-3250**

**VENDOR ADDRESS:**

**IF BIDDING, RETURN SEALED BIDS TO:**

**Texas Panhandle Centers  
Attn: Support Services Director  
901 Wallace Blvd.  
Amarillo TX 79106**

**Federal Tax or Social Security #**

**[REDACTED]**

**Failure TO Sign Will Disqualify Bid:**

**[REDACTED]**

**AUTHORIZED SIGNATURE: DATE**

**Contact Person:**

**Name:** **[REDACTED]**

**Title:** **[REDACTED]**

**Phone:** **[REDACTED] (\_\_\_\_)**

**Fax:** **[REDACTED] (\_\_\_\_)**

**E-mail:** **(Optional) [REDACTED]**

Please complete the following questions: Circle the appropriate selection.

1. Please indicate which group best describes the owner or primary stockholder (51%) of the firm which demonstrates active participation in the control, operation, and management of firm's business affair.

Black American: Male/Female

Hispanic American: Male/Female

Asian Pacific American: Male/Female

Native American: Male/Female

American Woman:

Other:

2. Is Amarillo your primary residence? Yes: \_\_\_\_\_ No: \_\_\_\_\_

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3. Is Texas your primary residence? Yes: \_\_\_\_\_ No: \_\_\_\_\_

4. Is this company a Foreign Owned Corp.? Yes: \_\_\_\_\_ No: \_\_\_\_\_

5. Are you a certified Historically Underutilized Business by any Federal or State Agency, city, county or government entity? Yes: \_\_\_\_\_ No: \_\_\_\_\_

**GENERAL INSTRUCTIONS, TERMS AND CONDITIONS**  
**TEXAS PANHANDLE CENTERS**

**Please read the following information carefully. Any exceptions to these terms and conditions will be cause for a bid to be disqualified. The special instructions in the Request for Proposal (RFP) will take precedence over the General Instructions, Terms and Conditions when they are in conflict.**

NOTE: TPC will be same as Texas Panhandle Mental Health Mental Retardation.

**I. BIDDER GUARANTEE**

- A. Bidder agrees to comply with all terms and conditions in this document and the RFP.
- B. Bidder guarantees product offered will meet or exceed the written specifications identified in the RFP.
- C. Bidder agrees to protect TPC from Claims involving infringement of Patents or Copyrights.

**II. TYPE OF CONTRACT – Available Options:**

- A. **FIRM PRICE:** Prices are firm for the period specified in the RFP and shall include all shipping and handling cost.
- B. **HOURLY RATE:** Prices are based upon an hourly rate along with the total number of available hours.

**III. GENERAL PROVISIONS:**

- A. **Term of Contract and Purchase Order dates:**
  - 1. The contract(s) awarded through this RFP shall state the term of the contract. The contract(s) may be extended at the sole option of TPC.
  - 2. Invoices for services provided during the term of the contract must be honored even if received after the contract expiration date.

**IV. PREPARATION OF BID:**

- A. **Proposal Prices:** Bid prices must be firm for acceptance for 60 days from bid opening date unless otherwise specified in the RFP.
- B. **Alternate Proposals:** Alternate or supplemental proposals shall be submitted as a separate item and be identified by the bidder's name and signature and be cross-referenced to the applicable item in the RFP.
- C. **Signature on Proposal:** Proposal must be manually signed or it will be disqualified. The person signing the bid must have authority to bind the represented company to a contract. An unsigned bid cannot be signed after the bid opening time even though the bidder or a representative is present at the bid opening.
- D. **Attachments and Added Terms:** Any added terms or conditions may result in disqualification of a bid, e.g., bids for prepayment, limitations on remedies, etc.
- E. **Addendums:** Should an addition or correction become necessary after an RFP is issued, an addendum relating the necessary information will be mailed to all bidders

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having received a copy of the initial RFP. Bidders are required to acknowledge the addendum by returning the addendum with the bid or by physically noting the change or addition on the bid.

F. **Bid Preparation Expense:** Any expense related to the submission of a bid is the sole responsibility of the bidder. TPC will not reimburse bidders for any cost related to bid preparation or submission.

**V. SUBMISSION OF PROPOSAL:**

A. **Proposal Package:** Proposals should be submitted on the provided forms. Each proposal must be placed in a separate, sealed envelope and properly identified. Proposals will be date and time stamped at the designated TPC location when delivered.

1. Proposals **will not** be accepted at a P.O. Box via the U.S. Postal Service. Proposals shall be sent by a delivery service to 901 Wallace Blvd., Building 501, Amarillo, Texas. It is the responsibility of the Vendor to submit the BID to the Support Services Office. The proposal is not considered received until it is in possession of the Support Services Office for the official bid opening.
2. The sealed envelope should include the BID Number along with the closing proposal date and time.

B. **FAXED PROPOSALS WILL NOT BE ACCEPTED.**

C. **No Proposals:** If not bidding, do not return bid form. "No Proposals" are considered "non-responsive" and are not considered a proposal for purposes of retention on the bidder's list.

D. **Public Proposal Opening:** Because of the number of items included in most RFP's and the number of bidders, only the names and addresses of bidders will be read at a public bid opening, if requested. Approximately one week after bid opening, a copy of the tabulation is usually available for public review. To obtain a copy of the tabulation, e-mail a request to [terry.zimmerman@txpan.org](mailto:terry.zimmerman@txpan.org).

E. **Late Proposals:** Late proposals will **NOT** be considered under any circumstances.

F. **Amending/Withdrawing Proposal:** A proposal cannot be altered or amended after the proposal opening date and time. Any alterations made before the opening date and time should be initiated by the bidder or the bidder's authorized agent identified in the proposal. No proposal can be withdrawn after the opening date and time without approval of the TPC. All approvals shall be based upon an acceptable written reason for the action.

**VI. PROPOSAL EVALUATION AND AWARD:**

A. **Proposal Evaluation:**

1. **TPC reserves the right to award on the basis of a low line item, low total (group or groups) or in any other combination that will best serve its interests and best value.**
2. TPC reserves the right to award to multiple bidders.
3. TPC reserves the right to accept or reject all or any part of a proposal, waive minor technicalities and make an award in its best interest.
4. A response to an RFP is an offer to contract with TPC based upon the terms, conditions and specifications contained in the RFP.
5. Proposals do not become contracts until a signed Award letter is issued.
6. The contract shall be governed, construed and interpreted under the laws of the state of Texas. Any legal action must be filed in Potter County, Texas.
7. TPC will not be bound by any communication with bidders other than the RFP, these "General Instructions, Terms and Conditions," any written addendum's issued by the TPC and Texas State law.
8. TPC shall be sole judge of "the best interest of TPC"

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- B. **Tie Proposals:** In case of tie proposals, the award(s) will be made by stated preferences or by drawing straws or other acceptable means. Consistent and continued tie bidding could cause rejection of the proposals by the TPC and/or investigation for antitrust violations.
- C. **Notice of Award:** The successful bidder(s) will be notified of the acceptance of their bid by the issuance of a signed letter of authorization on TPC letterhead. The bidder(s) must advise TPC within three (3) days from the date of receipt of the letter of any errors requiring correction.

**IX. PAYMENT:**

- A. Payments for services provided will be paid by TPC within 30 days.
- B. TPC is a local government entity and is Tax Exempt. A Tax Exempt certificate is available upon request.

**X. CANCELLATION:**

- A. **Cancellation of Contract:** Either party may cancel a contract either in whole or part with 30 days advanced written notice without damage of liability.

**XI. OTHER PROVISIONS:**

- A. TPC is committed to promote full and equal business opportunities for all businesses. In order for TPC to promote these opportunities and as part of its good faith effort, it is important to identify Historically Underutilized Businesses. Historically Underutilized Businesses are defined as for-profit corporation, sole proprietorship, partnership, or joint venture in which 51% of all classes of the shares of stock or other equitable securities are owned by one or more persons who have been historically underutilized (socially disadvantaged) because of their identification as members of the following groups: Black American, Hispanic American, Asian American, Pacific American, Native American, and Women. These persons must have a proportionate interest and demonstrate active participation in the control, operation, and management of the business.
- B. **ENTIRE CONTRACT:** This contract constitutes the entire agreement of the parties and supersedes any prior understandings or oral or written agreements between the Vendor and TPC on the matters contained herein.
- C. **ASSIGNMENT:** No right, interest or obligation in or under this contract shall be assigned or transferred by the Vendor without the written consent of TPC. Any attempted assignment or transfer by Vendor without such consent shall be considered failure of contractual obligations and TPC will reserve the right for immediate cancellation.
- D. **ANTI-TRUST:** Vendor hereby assigns to TPC any and all claims for overcharges associated with this contract arising under the anti-trust laws of the United States 15 U.S.C.A. Section 1, et seq. (1973), and the anti-trust laws of the State of Texas, TEX Bus. & Comm. Code Ann. Sec. 15.01, et seq. (1967).
- E. **ADDENDA:** Any addendum or addenda attached to this contract are incorporated into and are a part of this contract.
- F. **ADDENDUM/MODIFICATIONS:** This contract can be modified only in writing and signed by both parties.
- G. **INTERPRETATION:** This writing is intended by the parties as a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of their agreement. No course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any item used in the agreement. Whenever a term defined by the Uniform Commercial Code is used in this agreement, the definition contained in the Code is to control.

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- H. **APPLICABLE LAW, VENUE:** This contract shall be governed, construed and interpreted under the laws of the State of Texas. Venue for any litigation arising under this contract shall lie in Potter County, Texas.
- I. **ADVERTISING:** Vendor shall not advance or publish without TPC's prior written consent the fact that TPC has entered into this contract, except to the extent necessary to comply with proper requests for information from an authorized representative of the state or Federal government.
- J. **DISPUTE RESOLUTION:** The TPC dispute resolution process must be used to attempt to resolve all disputes arising out of this contract.

**XII. PROHIBITED CONDITIONS:**

- A. **PROHIBITION AGAINST PERSONAL INTEREST IN CONTRACTS.**  
Employees and officers of TPC and its contractors and subcontractors must not participate in the selection, award or administration of a contract paid with funds received from or through TPC if a conflict of interest, real or apparent, is involved. A conflict of interest arises any time such an employee or officer has a financial interest or other interest, e.g. dual employment, in the entity selected for an award, and the existence of such conflict of interest will result in a voided contract.  
By signature on this RFP the owner/agent certifies there is no conflict of interest in performing the duties under the agreement and the following assurances.  
(1) The owner/agent is not currently employed by TPC.  
(2) The owner/agent has not offered or provided any gifts or gratuities to any employees in the decision making process of TPC or a Board member of TPC.  
(3) The owner/agent is not related within the second degree of consanguinity or affinity to an employee in the decision making process which is currently employed by TPC or a Board member of TPC.
- B. **HUMAN TRAFFICKING PROHIBITION.**  
TPC may not accept a bid or award a contract that includes proposed financial participation by a person who, during the five-year period preceding the date of the bid or award, has been convicted of any offense related to the direct support or promotion of human trafficking. Under Section 2155.0061, Government Code, the Respondent certifies that the individual or business entity named in this Response or contract is not ineligible to receive the specified contract and acknowledges that this contract may be terminated and payment withheld if this certification is inaccurate.
- C. **GRATUITIES.** TPC may, by written notice to the Vendor, cancel this contract without liability to Vendor if it is determined by TPC that the Vendor or its agent gave, offered to give or intends to give at any time hereafter any economic opportunity, future employment, gift, gratuity, special discount, trip, favor or service to a public servant in connection with the quote, bid or offer.
- D. **COLLUSION.** Vendor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for commission percentage, brokerage, or contingent fee except bona fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business and disclosed to TPC prior to the date of this contract. For breach of this warranty, TPC may, in addition to any other rights it may have, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee, cancel this contract without liability to Seller.

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**XIV.** **ADVERTISEMENT:** Vendors are prohibited from using contract award information, sales values/volumes and/or TPC customers in sales brochures or other promotions, including press releases, unless prior written approval is obtained from the TPC.

**XV.** **INDEMNIFICATION CLAUSE.** The contractor shall defend, indemnify, and hold harmless TPC, all of its officers, agents and employees from and against all claims, actions, suits, demands, proceedings, costs, damages, and liabilities, arising out of, connected with, or resulting from any acts or omissions of contractor or any agent, employee, subcontractor, or supplier of contractor in the execution or performance of this contract.

**XVI.** **VENDOR DELIVERY GUIDELINES TO FOLLOW:**

1. Vendors are requested to follow these guidelines when delivering on the campus of any TPC facility.
2. Observe all posted speed limits. Speed limits are strictly enforced.
3. Observe all Stop signs and other traffic controls.
4. Parking must be in designated areas. Do not park or drive on lawns.
5. Vehicles must be locked and keys removed at all times when unattended.
6. Pedestrians have the right-of-way at all times. Drive with extreme caution, and be prepared to cope with unexpected circumstances.
7. TPC properties are tobacco free. Smoking is forbidden on property.
8. Firearms and alcoholic beverages are forbidden on campus.
9. Tools and equipment must be properly secured at all times.

Contact with consumers is forbidden. Do not offer cigarettes, matches, food or money to consumers.

**XVII.** **FUNDING OUT:** If applicable, the contract resulting from this RFP is made contingent upon the continuation of federally funded programs, or upon the continued availability of state or local funds to cover the full term and cost of this contract. This contract is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated. In this instance, TPC may cancel this agreement, by giving thirty days (30) advanced written notice to the Vendor.

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**SPECIAL INSTRUCTIONS**

These instructions will take precedence over any conflict with the general and special terms and conditions.

TPC reserves the right to make multiple awards from this Request for Proposal. In the event of multiple awards, all parties awarded an agreement through this RFP will work toward the same scope.

All proposals must be submitted to the Support Services Office, 901 Wallace Blvd., Amarillo TX 79106 prior to 2:00 p.m. on February 23, 2026. The bid will not be considered accepted until received in the above office. Acceptance by the Receptionist is not considered as accepted.

Proposals should include the following:

- Documentation showing clear evidence of how you meet the minimum qualifications listed below.

For any questions, contact Roger Speight, Director of Professional Services, at 806-351-3297 or e-mail [roger.speight@txpan.org](mailto:roger.speight@txpan.org).

**MINIMUM QUALIFICATIONS**

Minimum of five years of experience in the following:

- Detailed programming and database experience in the Streamline/SmartCare environment for a BH/IDD Community Center in Texas.
- Managing the configuration of the Streamline/SmartCare Electronic Health Record (EHR).
- Troubleshooting and resolving complex software issues in the Streamline/SmartCare environment.
- Streamline/SmartCare software design and requirements definition.
- Texas BH/IDD Community Center operations.
- Testing Streamline/SmartCare service pack and hotfix releases.

Contractor must have the ability to train programming staff in the Streamline/SmartCare environment.

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**GENERAL SCOPE SPECIFICATIONS**

Texas Panhandle Centers (TPC) is a Texas BH/IDD Community Center and is in the process of implementing the Streamline SmartCare Electronic Health Record (EHR). TPC is seeking assistance with the design, development, and implementation of software customizations to ensure that TPC's internal and external reporting needs are met. These customizations will involve report-writing, screen development, and building interfaces with external systems. The successful bidder(s) will assist with organizational change management as software customizations are designed and implemented. In addition, the successful bidder(s) will help improve TPC's internal staff capabilities for customizing and supporting SmartCare.

**BID SUBMISSION REQUIRED FORMS**

**List of Forms:**

- Sealed proposal with RFP number clearly marked on the front of the envelope
- Request for Proposal Sheet Completed

These required forms shall be submitted in the sealed envelope and marked as required in the submission instructions.