Request for Proposal

Internal Communications & Employee Engagement Platform

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Request for Proposal # 09192025_Internal Communication & Employee Engagement Platform_UCDH

Date Issued: 09/19/2025

Due Date: Friday, 10/24/2025

Submitted by the
University of California Davis Health

This RFP is also available at: https://health.ucdavis.edu/supplychain/

All questions regarding this RFP should be directed to:

Benjamin Joseph
UCDH Procurement and Strategic Sourcing Department
Email: bmjoseph@health.ucdavis.edu
Phone: (916) 734-4364

Questions should not be directed to any other University departments or staff. Material or substantive information provided to any bidder, as a result of questions received, will be provided to all bidders via an addendum to this RFP.

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DISCLOSURES

Deviations from specifications: Any deviation from the specifications shall be identified and fully described. The right is reserved to accept or reject quotations on each item separately, or, and to waive any irregularities in the quotation; irregularities may, however, render the quotation non-responsive.

Public disclosure: Responses to Become Public Records:
All materials submitted in response to this solicitation become a matter of public record and shall be regarded as public record.

Designation of Confidential Information:
The Regents will recognize as confidential only those elements in each response, which are trade secrets as that term is defined in the law of California and which are clearly marked as 'TRADE SECRET,' 'CONFIDENTIAL,' or 'PROPRIETARY.' Vague designations and blanket statements regarding entire pages or documents are insufficient and shall not bind The Regents to protect the designated matter from disclosure.

The California Public Records Act limits The Regents' ability to withhold prequalification and bid data to trade secrets or records, the disclosure of which is exempt or prohibited pursuant to federal or state law. If a submittal contains any trade secrets that a Bidder does not want disclosed to the public or used by The Regents for any purpose other than evaluation of the Bidder's eligibility, each sheet of such information must be marked with the designation "Confidential." The Regents will notify the submitter of data so classified of any request to inspect such data so that the submitter will have an opportunity to establish that such information is exempt from inspection in any proceeding to compel inspection.

The Regents Not Liable for Required Disclosure:
The Regents shall not in any way be liable or responsible for the disclosure of any records if they are not plainly marked 'TRADE SECRET,' 'CONFIDENTIAL,' or 'PROPRIETARY,' or if disclosure is required by law or by an order of the court.

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SECTION I – RFP INSTRUCTIONS AND TIMELINE

Submission of Written Questions or Request for Clarification

Inquiries regarding this RFP must be received by **3:00 PM PDT as per the Event date**. The UCDH contact person is listed below. Questions may only be sent via email.

> Benjamin Joseph
> UCDH Procurement and Strategic Sourcing
> Email: bmjoseph@health.ucdavis.edu

Responses to Written Questions

Responses to inquiries will be posted as an addendum. The addendum will contain all questions received, responses to all questions and any changes. Questions will not be identified by Bidder so please do not include any Supplier-specific inquiries. Individual questions will not necessarily be answered directly to submitter.

The addendum with responses to written questions and inquiries received on this RFP will be posted no later than **as noted in schedule of events or addendums**. All questions submitted shall be responded to as an addendum to the **RFP** and will be posted on the procurement website at: **https://health.ucdavis.edu/supplychain/.** The identity of the submitter of any particular question will not be disclosed. Inquiries and questions regarding this **RFP** will not be entertained after the **due** date.

Proposal Submittal Instructions

Each Bidder is required to submit RFP by email to Benjamin Joseph at **bmjoseph@health.ucdavis.edu.** Please include **"RFP 09192025_Internal Communication"** in the subject line.

All proposals submitted **must be received in the UCDH email inbox of bmjoseph@health.ucdavis.edu** no later than **3:00 PM PDT on as per the Event date.** UCDH Purchasing Department will not accept proposals received after the due date and time.

RFP Schedule of Events

Event	Date
Release of Request for Proposals	**09/19/2025**
Deadline for Submission of Written Questions or Request for Clarification	**10/03/2025**
Responses to Written Questions	**10/10/2025**
Deadline for Submissions of Proposals	**10/24/2025**
Presentation	**TBD**
Completion of Proposal Evaluation*	**TBD**
IT Evaluations start*	**TBD**

*These are approximate dates and subject to change.

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Addendum or Supplement to Request for Proposal

UCDH may modify the RFP prior to the RFP due date, by issuance of addendums posted on the procurement website. Addendums will be clearly marked as such. Each addendum will be numbered consecutively and will become part of this RFP. Any Bidder who fails to receive such addendums shall not be relieved of any obligation under this quotation as submitted.

SPECIFICATIONS OR RFP REQUIREMENTS MAY BE REVISED ONLY THROUGH WRITTEN NOTICE OF ADDENDUM ISSUED BY BENJAMIN JOSEPH, UNIVERSITY OF CALIFORNIA, DAVIS, HEALTH, PURCHASING DEPARTMENT. CHANGES BY ANY OTHER INDIVIDUAL ARE NOT AUTHORIZED.

Basis of Award

An evaluation committee consisting of representatives from UCDH will evaluate the responses. Responses that do not meet the qualification criteria and scope of services will not be considered for selection.

California Public Contract Code Section 10507 et seq. require that all purchase contracts and/or agreements involving an expenditure of more than $100,000 annually be awarded to the lowest responsible bidder meeting specifications, or else all bids be rejected. The lowest responsible bidder shall be determined based on one of two bid evaluation methodologies: (1) Cost alone, or (2) Best Value.

This bid shall be evaluated based on the Best Value method. In the Best Value method, proposals are scored based on weighted evaluation criteria of price, quality, service, performance, and other elements as defined by the University, achieved through methods in accordance with Public Contract Code Section 10507.8 and determined by objective performance criteria that may include price, features, long-term functionality, life-cycle costs, overall sustainability, required services, and the reduction of overall operating costs included in the proposal

Award(s) will be made to the overall best responsive, responsible Bidder(s) whose proposal, in the sole opinion of UCDH is deemed best able to serve the needs of UCDH contained in this RFP and who have demonstrated the ability to perform the required service in an acceptable manner. Notwithstanding any other provision of this RFP, UCDH reserves the right to: (1) waive any immaterial defect or informality; or (2) reject any or all submissions or portions thereof; or (3) reissue a RFP when UCDH determines that it is in the its best interest to do so (4) make an award to more than one vendor if in the best interest of UCDH to do so.

The evaluation committee reserves the right to contact, interview, and evaluate the respondent's references, contact and interview current clients, solicit information from any available source concerning any aspect of this proposal or response, and seek and review any other information deemed pertinent to the evaluation process.

UCDH reserves the right to reject or accept any or all proposals, to make more than one selection, or not select. Any resulting agreement will incorporate the terms, conditions, and requirements set forth in this RFP.

SECTION II – GENERAL INFORMATION

University of California at Davis Health Profile

UC Davis Health (UCDH) is comprised of several large entities including a large tertiary delivery system and nationally ranked Schools of Medicine and Nursing. Through leveraging these strengths, UCDH is improving lives and transforming health care by providing outstanding patient care, conducting ground-breaking research, fostering innovative interprofessional education, and creating dynamic, productive partnerships with regional healthcare providers and the community. We are a major driver of economic prosperity in the Sacramento region and Northern California. According to a recent study, UCDH generates more than $3.4 billion in annual economic output and more than 20,000 jobs. For every employee or dollar of output directly supported by UCDH's operations, the Northern California economy gains an additional 1.1 jobs or $1.10 of output, respectively.

UC Davis Health harnesses the power of an entire university's nationally ranked resources and research to tackle the most pressing health care issues facing the world today. The School of Medicine is ranked #8 in primary care and #51 in research by US News & World Report. Since opening in 2010, the School of Nursing has consistently ranked in the top 50. Much of the power of UCDH comes from our clinicians and researchers, including partners working on campus and in other UC Davis schools such as the #1 ranked School of Veterinary Medicine, the nation's #3 School of Agriculture and Environmental Sciences, one of the nation's top Colleges of Biological Sciences, and an outstanding College of Engineering – all from one of the top ten 'Best Public Universities' in the entire United States.

As the region's only academic health center, UCDH is focused on providing the highest quality of care, discovering, and sharing knowledge and educating and training a diverse workforce that is responsive to population health care needs. UC Davis Health is a hub of innovation that encompasses UC Davis Medical Center, UC Davis School of Medicine, The Betty Irene Moore School of Nursing at UC Davis, and UC Davis Medical Group.

UC Davis Medical Center
Based in Sacramento, California, the UC Davis Medical Center is a nationally recognized academic medical center where clinical practice, teaching, and research converge to advance human health. A few highlights about the medical center:
- A 646-bed multispecialty academic medical center.
- Serves 33 counties covering a 65,000-square-mile area north to the Oregon border and east to Nevada.
- Recognized as one of the "Most Wired" hospitals in the U.S.
- Ranked Sacramento's top hospital by U.S. News & World Report, #6 in California, and among nation's best in 9 adult medical specialties.

Centers of Excellence include:
- UC Davis Comprehensive Cancer Center, one of only 52 National Cancer Institute-designated comprehensive centers nationwide.
- State-of-the-art emergency department that includes the region's only Level I adult and pediatric trauma centers and a leading research center.
- Burn Center (only one in Northern California).
- The internationally recognized UC Davis MIND Institute, devoted to finding treatments and cures for neurodevelopmental disorders.

- UC Davis Children's Hospital, a nationally ranked pediatric hospital with more than 120 physicians in 33 pediatric subspecialties, first West Coast Level 1 Children's Surgical Center, in partnership with Shriners Hospital-Northern California.
- A pioneering telehealth program, which provides remote underserved communities access to academic specialty and subspecialty care.
- The UCD Alzheimer's Disease Center is one of 33 funded NIH Research Center and has been continuously funded for 29 years, supporting over $80 million dollars in clinical and basic science research.

UC Davis Ambulatory Services

Ambulatory Services is expected to be a key driver for growth and further evolution for UCDH. Today, the ambulatory footprint extends to 23 sites and over 40 clinical practices in the greater Sacramento area, with over 900,000 visits annually, offering top caliber primary and specialty care. In addition to growth through additional sites, significant expansion and enhancement is planned over the next 18 months for several existing locations, which will bring additional UCDH services and clinicians to the communities it serves. The UCDH Patient Contact Center (PCC) opened in 2020 further enhancing the experience for patients, physicians, and staff, and will optimize our efforts around access excellence. PCC team members provide support to UCDH physician practices for appointment scheduling, referral processing, and scheduling template management among other essential support services.

UC Davis Health was recently ranked in the top 10 nationally by Vizient for the outstanding quality of its ambulatory care in outpatient clinics and emergency services. The Vizient Ambulatory Care Quality and Accountability Awards measure the quality of outpatient care in five areas: access to care, capacity and throughput, quality and efficiency, continuum of care, and equity.

UC Davis Medical Group

UC Davis Medical Group is a 1,300-member physician group offering nationally recognized primary care and specialty expertise in more than 150 areas of academic medicine throughout the greater Sacramento area and surrounding communities. The Ambulatory division continues to innovate patient care by leveraging technology to provide services in a manner that best suits the individual patient and their loved ones, whether that is in person, through video visits, or e-communication through the Epic MyChart patient communication portal.

SECTION III – PROJECT BACKGROUND AND OBJECTIVES

Background

The University of California, Davis Health (UCDH) is pleased to invite your organization to submit a proposal in response to our Request for Proposal (RFP) for an Internal Communications and Employee Engagement Platform. This initiative is a strategic priority for our institution as we seek to modernize and unify how we communicate with our diverse workforce of over 20,000 employees and nearly 1,000 students and learners.

We are seeking a robust, cloud platform that can serve as a central hub for internal communications—replacing our current intranet—and support personalized, secure, and accessible content delivery across multiple user profiles, including physicians, nurses, residents, students, care team members, and administrative staff. The ideal solution will be scalable, healthcare-ready, and capable of integrating with our existing systems and workflows.

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Objectives

UCDH to use system on various types of devices for but not limited to general communication with employees, targeted communication for emergencies, alerts, sensitive notifications and employee engagement platform

SECTION IV – SCOPE OF WORK

Scope of Work may include multiple phases but not limited to purchase of product or solutions, testing, implementation and training provided by the selected bidders.

The scope of work will include:

Vendor to provide:
- Communication Solutions
- iOS & Android mobile communication apps
- Web platform for desktop employees
- Content publisher that allows admins to create content for mobile, web, email, and other platforms (via integration – example: SharePoint, etc.)
- Content calendar to plan & manage company communications built into publisher
- Supports widgets/APIs that can be integrated into other company enterprise systems and vice versa.

Mobile & Web End-User Experience
- Intuitive user interface
- Mobile apps are easily accessible in app stores for download to team members' phones
- The content feed is personalized based on a user's interests and channel followers, and content is targeted to employees based on their role/location/team/etc.
- Ability to highlight top content that employees need to see
- Ability for users to easily navigate through their feeds and notifications. Alerting them to specific action items, critical company news, and to-dos for that day.
- Ability for users to filter content based on their individual preferences
- Ability for users to see trending content
- Ability for users to like content
- Ability for users to comment on content
- Ability for users to tag others in comments
- Ability for users to respond to other comments
- Ability for users to bookmark content for later
- Ability for users to share content externally to their social networks if published as shareable
- Ability for users to receive push notifications on their phones
- Ability for geotargeting push notifications

- Ability for users to seamlessly draft and submit content via the mobile app
  - Submit multiple images
  - Submit videos
  - Submit links
  - Submit notes
  - Submit internal updates
- Ability for users to submit the same types of content on the web
- Ability for users to search content
  - Please describe your search capabilities
  - Does your search require tagging?
- Ability for users to search for resources
- Ability for users to quickly find targeted company resources that we define
- Ability for users to navigate to a targeted set of links to essential company systems or websites
- Ability for users to view recent push notifications they might have missed
- Ability for users to be reminded of recently featured content they haven't seen yet
- Ability for users to see when they are tagged in comments
- Ability for users to update their profiles

User Access & Permissions

- SSO authentication with Active Directory
- Ability to pull group attribute data from one or multiple systems for targeting purposes
- Are the user groups you create dynamic? For instance, if an employee is promoted to manager, will their user access be updated on your platform as soon as it is updated on ours?
- How many attributes can we segment on? Are there set attributes?
- Ability to pull user data from multiple sources (AD, file upload, HRIS, etc.)
- Group-builder to leverage multiple attributes using IF / AND / OR logic
- Ability to build groups manually if user attribute data does not exist
- Ability to upload lists of users if the HR system connection is unavailable
- Distribution groups by behavior with the platform (newly registered user, last active >30 days, etc.)
- Ability to mix team member data with behavioral data to create dynamic updating groups (HQ AND Function AND Haven't logged in for 30 days)
- Ability to create distribution lists based on admin-selected users
- Ability to target content, email, push notifications, etc., to specific groups of users
- Ability to set workflow permissions for content publishers
  - Ability to publish to specific channels of content/audiences but not others
  - Ability to publish content but not send push notifications or emails
  - Ability for managers/locations to send communications just to their team

- Ability for admins to review content submitted by employees without publishing capabilities before pushing it live
- Mobile publishing is available for employees with publishing access to one or multiple channels
  - Ability to publish links
  - Ability to publish photos
  - Ability to publish videos
  - Ability to publish internal updates
  - Ability to publish team updates
- Ability to create governance rules for employee-submitted content
  - Certain content is automatically published
  - Certain content goes in a review queue before publishing
- Ability to opt certain groups of employees or all employees into receiving content, whether they "opt into it" or not, or the ability to override "opt-out."
- Is there a limit to the number of administrators or administrative roles?
- Users can subscribe to specific feeds based on their interests.

Publishing Capabilities
- Communications content calendar
  - Ability to see a comprehensive view of all communications going out in a given day/month/ week
  - Ability to drill down in calendar view to see content distributed to specific groups, by certain publishers, certain types of content, content status, tagged by a company initiative, etc.
  - Ability to assign content drafts to other publishers via a workflow
- Describe the steps for publishing a piece of content (if this varies by content type, please provide detailed information)
- Ability to create and publish multiple kinds of content
  - Rich text content (HTML not necessary), including text formatting options, links, images & embed codes.
  - Ability to attach calendar, Word, PPT, and Excel files
  - Links
  - Videos
  - Photos
  - Quick Updates
  - Survey/Q&A/Poll publishing capabilities
- Ability to create and remove resource links quickly
- Ability to add a button to a post that the user must click to acknowledge receipt of the information
- Ability to customize text on an in-content button
- Ability for admins to search for live, draft, scheduled, and archived content
- Ability to restrict admin view to only content in channels assigned to them
- Ability to target channels to specific groups of users

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- o Describe targeting capabilities. Do we have the ability to target specific groups, and how?
- o What types of content can be targeted?
- o How will users experience these targeted communications?
- o How are these notifications, available resources/links/systems organized?
- Ability to schedule posts
- Ability to set a future expiration date and time for posts.
- Ability to archive posts immediately to remove content from user feeds
- Ability to override user selections to force content into their feed
- Content template options to standardize the look and feel of content
- Custom content templates with branded banners, footers, fonts, etc.
- Ability to send site-specific and global communications
- Ability to turn translations on for specific content, so users whose device is set to another language have the option to machine translate content
- Describe deeper translation capabilities. How do translations function across the user's feeds, within connected links and systems, notifications, etc.?
- Simultaneous publishing across channels (mobile, web, email)
- Ability to simultaneously deliver tens of thousands of emails per minute across large organizations
- Ability to push content from the platform to Intranet (SharePoint, etc.)
- o Please describe integration, time to set up, and IT involvement
- Ability to push content from platform to collaboration (Teams / Yammer / Slack, etc.)
- o Please describe integration, time to set up, and IT involvement
- Ability to push content from the platform to Digital Signage
- o Please describe integration, time to set up, and IT involvement
- Does the platform include mechanisms/intelligence to reach employees where they are best known to be reached?
- Describe your customization capabilities for content. What options do admins have to create stylized and specific looks with content?
- Ability to customize size, color, and fonts for each of the different elements in a piece of content
- Ability to apply size, color, and font decisions to an entire piece of content or different choices to each content block
- Ability to easily create content with a drag-and-drop editor interface
- The tool includes an image library that provides royalty-free images to be used in communications
- Image library is searchable by terms and themes
- Ability to receive feedback from the platform about the resonance and noise that a post will create, so that you can adjust parameters (such as time of day to send)
- Ability to review all critical elements of your post before publishing in a single rolled-up view (akin to reviewing your online shopping cart before purchase)

- Ability to build your audience in the same workflow as where you create the content, in the case that your audience group does not yet exist in the system
- Support for Crisis/Emergency notifications/alerts
- Employee feedback
- Features that create a positive organizational culture, such as trust, productivity, etc.
- Support for Generative Artificial Intelligence/Artificial Intelligence to be leveraged with relevant controls for admins
- Support for communications/messaging between departments (e.g., IT systems update calendar visible to relevant departments, finance department updates relevant to other departments, etc.)
- Executive top-down communication for executive leadership to send messages to all/relevant departments
- Campaign management

Email & Push Notifications
- Ability to customize sender and return-to address for emails
- Email newsletter templates
  - Ability to customize content pulled into newsletters
  - Ability to automate newsletters to send to specific groups of users
  - Ability to set specific days and times for newsletters to go out each week
  - Ability to customize banner images, fonts, and layout of the newsletter
  - Ability to save template emails with branding, layout, and audience for repeated use
- Regular emails
  - Ability to send customizable emails to some or all employees
  - Describe customization options
  - Ability to customize banner images, fonts, and layout of emails
  - Ability to create custom templates
  - Ability to assign custom templates to specific publishers or groups of employees for use
  - Ability to set global templates for use
- Ability to send push notifications
  - One-off push notifications to all or a subset of users
  - Ability to schedule push notifications
  - Ability to set recurring push notifications
  - Ability to deep-link push notifications to drive users to a specific piece of content or update
- Ability to set multi-step or "drip" communication campaigns
  - Ability to set multiple emails and push notifications in advance, targeting only users who have not yet completed a specific action (Watch this video, Confirm read receipt of the new training, Read an update from the CEO)
  - Ability to ensure that only users who have not yet completed the specific action see subsequent reminders & those who have been removed from the list (automatically)

- Ability to deliver automated messages to individual users, e.g., 3rd day of employment, an I-9 message, a birthday greeting, a reminder on the 30th day of employment about e-learning, etc.

Data & Analytics
- Is there a single dashboard that shows unified analytics from content published to email, mobile, web, SharePoint, etc., available in one centralized dashboard
- The ability to customize the analytics dashboard homepage for each admin, with the option to bookmark and favorite reports. Quick access to the dashboards you need most.
- Defined metrics about where users engaged with specific content (across which channels specifically)
- Audience heat map to understand where specific messages were received vs. not received globally
- Ability to attribute/tag communications and entire campaigns to company initiatives, allowing you to gather cohesive analytics to see how these initiatives resonate across team members and groups.
- Ability to pull a list of exactly which users saw a specific piece of content
- Ability to segment reports by one or multiple group attributes
- Ability to track usage, including views of pages, categories, users & shares
- Ability to track when users have not seen a piece of content and deliver automated follow-up to ensure they do
- Ability to track multi-step campaigns to see when users engaged with a specific update
- Can reports be automated?
- Can admins export reports?
  - Can exported reports be segmented by user group?
  - Can exported reports be segmented by timeframe?
- How are compliance campaigns tracked? Can you track when employees took specific actions within the platform? How granular is your reporting on compliance campaigns?
- Please describe additional reporting capabilities

Utility
- Ability to connect and display utility data to employees from existing corporate systems (i.e., HRIS, Helpdesk, Paystubs, Expense Reports, etc.)
- Please explain how your platform can support specific team member use cases, such as:
  - Onboarding
  - To-Dos and task management
- Employees can easily access essential company resources in a single interface.
  - Can these resources be targeted and personalized?
- Please explain how a user would be able to use your platform to view & take action on critical calls to action in a short amount of time (less than 5 minutes/day)
- Integration with systems like MS Teams, MS Outlook, Slack, etc., so users can communicate, schedule meetings, etc., through the internal communications app
- Customizations/extensions development support

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Team & Experience

- Describe the team that will be supporting our account
  - Is this team dedicated?
  - How many other clients does each of these individuals support?
  - Please provide LinkedIn profiles
- Has anyone on your team worked in communications for large enterprise organizations?
  - What is their role?
  - Please provide LinkedIn profiles
- Describe the platform onboarding support provided
- Please describe training services for program admins and Registered users
- How does your team ensure our success with your technology?
- Please describe how your team and technology help us scale
- What are your hours of operation?
- Does your platform provide end-user support?
- Do you provide a project manager for the implementation?
- Do you provide a knowledge base and help center services?
- Do you provide self-paced courses?
- Do you provide live training?
- What is your guaranteed response time for support issues?
- Where is the support team located?

This RFP does not guarantee UCDH will pursue additional phases and an expansion of scope. UC Davis Health may at its own discretion expand upon the work product being completed to include additional phases that are found during the initial phase.

SECTION V – REQUEST FOR PROPOSAL FORMAT

Introduction

Each Bidder's response must contain Qualification Statement, Technical Proposal, References, Cost Proposal and as described below. The awarded bidder will be required to execute the UC Davis Health documentation that will govern the award. Please provide all requested information in a brief but complete response, responding in order and identifying each response by the corresponding question number. Editable Word document is preferred, and PDFs and/or PowerPoint presentations should only be provided to enhance responses. Failure to prepare proposals in the following required format may result in elimination from the evaluation process.

Each bidder is required to agree to the documentation format and terms in Exhibit A as listed below. Exhibit B and Exhibit C shall contain the responses to the bid as dictated in the Excel Spreadsheets.

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Exhibit A – Master Purchase Agreement
        a. Appendix A – UC Terms and Conditions
        b. Appendix C – Data Security
        c. Appendix D – Template Statement of Work (SOW)

Exhibit B – Bidder Response (Excel)

Exhibit C – Cost Proposal (Excel)

Attachment 1. IT Evaluation Checklist v2.0 (pdf)
Attachment 2. IT Evaluation Technology Questionnaire v3.1 (docx)
Attachment 3. IT Evaluation Security Questionnaire v2.7(xlsx)

SECTION VI – TERMS AND CONDITIONS

Proposal Conditions

Notwithstanding any other provision of the RFP, bidders are hereby advised that this RFP is solicitation of proposals only and is not to be construed as an offer to enter into any contract or agreement. Thus, UCDH reserves the right to reject any or all proposals for any reason including the following.

Incomplete or non-responsive
Generally unprofessional
Late (late bids are immediately rejected)
Exceptions to terms and conditions may be grounds for elimination from consideration.

UCDH shall have the unconditional and unqualified right to withdraw, cancel, or amend this RFP at any time. Bidders shall bear all costs associated with the preparation and furnishing of responses to this RFP. UCDH, in its sole discretion, reserves the right to determine whether any bidder meets the minimum qualification standards, to determine whether a proposal is responsive, and to select a proposal which best serves its programmatic objectives. UCDH reserves the right to negotiate a binding contract with the selected bidder. UCDH Reserves the right to terminate the engagement with the successful bidder during or at the completion of deliverables. Deliverables must be completed to the level UCDH expects. In the event the engagement is terminated, the opportunity will be offered to another qualified bidder, based on the rankings as outlined in the Basis of Award.

All proposals shall be valid for a period of 180 days following the proposal submission due date.

The UCDH grants other University of California (UC) entities the right to acquire the properties and/or services from a resulting contract based on this competitively bid Request for Proposal (RFP). By submitting an RFP that results in a contract, the awarded bidder agrees to make the same bid terms and price, exclusive of freight and transportation fees, available to other University of California entities. UCDH will not be responsible for any problems or issues, which may arise between other UC entities and the awarded bidder as a result of any sales and/or purchases made.

Responses to this RFP should be made according to the instructions contained herein. Failure to adhere to RFP instructions may be cause for rejection of the proposal. A proposal which contains conditions or limitations set up by the bidder may be deemed irregular and subsequently rejected by UCDH.

False, incomplete, or unresponsive statements in the proposal response may be cause for its rejection. The evaluation and determination of the fulfillment of the RFP requirements will be UCDH's responsibility and its judgment shall be final.

UCDH reserves the right to interpret or change any provision of this RFP at any time prior to the proposal submission date. Such interpretation or change shall be in the form of a written addendum to this RFP. Such addendum will become part of this RFP and any resultant contract. Such addendum shall be made available to each agency that has received an RFP. Should such addendum require additional information not previously requested, a bidder's failure to address the requirements of such addendum in the proposal response may result in the proposal not being considered.

UCDH has at its sole discretion, the unconditional and unqualified right to determine that a time extension is required for submission of proposals, in which case, a written RFP addendum issued by UCDH shall indicate the new submission date for proposals.

Prior to the final submission date, any bidder may retrieve its proposal to make additions or alterations. Such retrieval, however, shall not extend the final submission date.

Bidders wishing to submit proposals in response to this request do so entirely at their own expense, and submission of a proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise.

It is understood and agreed by UCDH and vendor that in the performance of this agreement, vendor shall be, and act as an independent contractor and not as an agent or employee of UCDH. It is expressly understood and agreed that this agreement is not intended and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture, or association between UCDH and vendor. Vendor is not an employee of UCDH and is not entitled to the benefits provided by UCDH to its employees, including but not limited to, group insurance, pension plans, worker's compensation, or unemployment insurance.

Bidders may not distribute any announcement or news release regarding this project without written approval by the University of California, Davis Health. Any materials to be provided to regulatory agencies, other entities, or to the public shall be submitted to the UCDH for review and distribution unless otherwise directed by a UCDH representative.

PUBLIC INFORMATION AND TRADE SECRETS - The California Public Records Act limits the ability of UCDH to withhold pre-qualification and bid data to trade secrets or records, the disclosure of which is exempt or prohibited pursuant to federal or state law. If a submittal contains any trade secrets that bidder does not want disclosed to the public or used by UCDH for any purpose other than evaluation of the bidder's eligibility, each sheet of such information must be marked with the designation "Confidential." UCDH will notify the bidder of data so classified upon receipt of any request to inspect such data so that the bidder will have an opportunity to establish that such information is exempt from inspection in any proceeding to compel inspection.

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All materials submitted in response to the RFP will become the property of UCDH. All samples of work submitted as a part of this proposal will be returned at the request of the bidder. Materials may be returned, with the exception noted above for sample material, only at the UCDH's option and at the bidder's expense.

Successful awardee will be required to extend terms of the agreement to all UC locations.

All pricing proposed in the bidder submission shall be firm for the term of the Agreement.

Bidder Commitment to Sustainability: UC is committed to responsible stewardship of resources and to demonstrating leadership in sustainable business practices and thus will require Bidders to present their commitment to sustainable practices as it applies to its goods and services.

The Bidder with the best value and IT Evaluation approval shall be given the opportunity to enter contractual negotiations with UCDH if the cost is within the project funding allotment and Bidder's proposal is in compliance with all terms and conditions expressed within this RFP document. If UCDH and Bidder are unable to come to satisfactory terms, UCDH reserves its right to pursue other alternatives, including, but not limited to, awarding the opportunity to negotiate with the next lowest cost per quality point Bidder.

Several factors will influence UCDH's decision in selecting the vendor. The University may take into consideration any of the following best value criteria when awarding a best value agreement for goods, materials, and services:

1. The total cost to the university of its use or consumption of goods, materials, and services.
2. The operational cost or benefit incurred by the university as a result of a contract award.
3. The added value to the university, as defined in the request for proposal, of vendor-added services.
4. The quality and effectiveness of goods, materials, and services.
5. The use of more sustainable goods and materials in the manufacturing of the goods and materials and the packaging of these products.
6. The reliability and timeliness of delivery and installation.
7. The terms and conditions of product warranties, maintenance, and vendor guarantees.
8. The vendor's quality assurance, continuous improvement, and business resumption programs and their benefit to the university.
9. The vendor's experience with the timely provision of goods, materials, and services.
10. The consistency of quality and availability of the vendor's proposed supplies, materials, and services with the university's overall procurement program.
11. The economic benefits to the local community, including, but not limited to, job creation or retention and the support of small and local businesses.

The bid submission must be complete, submitted on the forms provided or in the format indicated, and comply with all specifications and legal requirements set in this Request for Proposal.

YOUR PROPOSAL MUST INCLUDE A RESPONSE TO EVERY QUESTION AND SECTION THAT REQUESTS INFORMATION - REFER TO THE SECTION AND CORRESPONDING ITEM NUMBER.

Failure to provide the information necessary to fully evaluate the bid response may result in disqualification of the bid.

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UCDH reserves the right to accept, reject or waive any irregularities in any proposal and the right to reject all responses received in response to this request.

Contract Terms and Conditions

All terms and conditions of University of California Health Terms and Conditions of Purchase, (Appendix A) shall apply to any contract awarded from this solicitation for proposals. The selected bidder will be required to comply with all the terms and conditions as specified therein. A bidder's inability to comply with, or exceptions and modifications to, the terms and conditions incorporated in the said terms and conditions must be stated in its proposal and may disqualify the bidder from further consideration.

To facilitate timely award of this contract, each bidder must certify its ability to comply with the insurance requirements as outlined in Appendix A. The University will require the selected bidder to furnish a certificate of insurance, naming The Regents of the University of California as an additional insured. Such certificate of insurance shall be in a form as issued by an insurer approved by the University and shall contain an endorsement requiring not less than thirty (30) days' written notice to the University prior to any cancellation or modification thereof. Thereafter, a certificate evidencing the renewal of each such policy shall be furnished to the University at least ten (10) days prior to the expiration of the term of said policy. Failure to comply with this requirement may result in cancellation of any contract resulting from this request for proposal.

The University reserves the right to adjust the minimum insurance limits specified in Appendix A, based on the overall risk assessment of the project. Each bidder must provide evidence of its current coverage with its proposal.

The final contract with the selected bidder will be prepared by the University of California, Davis, Health System's Business Contracts and will incorporate this Request for Proposal, the submitted proposal, and Exhibit A documentation.

Bidder shall be solely responsible for the conduct and control of the work to be performed by Bidder under this agreement. Bidder's services for UCDH shall be performed in accordance with currently approved methods and ethical standards applicable to vendor's professional capacity.

Any order resulting from this Request for Proposal shall be subject to the examination and audit by the California State Auditor for a period of three years after final payment under this order. The examination and audit shall be confined to those matters connected with the performance of the contract, including, but not limited to, the cost of administering the contract.

All agreements resulting from this RFP shall be construed and enforced in accordance with the laws of the State of California.

The Bidder shall not maintain or provide segregated facilities prohibited by federal law for employees at any establishment under the Bidder's control. The Bidder agrees to adhere to the requirements with respect to activities occurring in the State of California, to the California Fair employment and Housing Act Government Code section 2900 et seq.). Expressly, the Bidder shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, ancestry, medical condition, marital status, age, physical and mental handicap regarding any position for which the employee or applicant for employment is qualified, or because he or she is a disabled veteran or veteran of the Vietnam era. The Bidder shall further specifically undertake an outreach effort in regards with the hiring, promotion and treatment of minority group persons, women, the handicapped, and disabled

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veterans and veterans of the Vietnam era. The Bidder shall communicate this policy in both English and Spanish to all people as concerned within its company, with outside recruiting services and the minority community at large. The Bidder shall provide the University on request a breakdown of it labor force by groups, specifying the above characteristics within job categories, and shall discuss with the University its policies and practices relating to its programs.

Authorized Signature

Please complete the vendor contact information requested below:

Company Name:	Contact Person/Title:
Federal Employer Identification #:	Contact Email Address:
Main Phone Number:	Contact Phone Number:

I certify that I am authorized to sign on behalf of the organization I represent for this offer and agree to all terms and conditions described herein.

_____ Authorized signature   _____Date