
Request for Proposal

Kitchen Refrigeration Maintenance & Repair Services



Request for Proposal # 10-14-25-DJ

Date Issued: 10/14/25

Due Date: 10/31/25

**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:

Dave Johnson
UCDH Procurement & Strategic Sourcing Department
Email: ucdjohnson@health.ucdavis.edu
Phone: (916) 734-2352

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 as a whole, 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.

SECTION I – RFP INSTRUCTIONS AND TIMELINE

Submission of Written Questions or Request for Clarification

Inquiries regarding this RFP must be received by **10/20/25 3:00 PM PDT** as per the Event date. The UCDH contact person is listed below. Questions may only be sent via email.

Dave Johnson
UCDH Procurement and Strategic Sourcing
Email: ucdjohnson@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 **RFQ** 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 **RFQ** will not be entertained after the **due** date..

Proposal Submittal Instructions

Each Bidder is required to submit RFP by email to Dave Johnson at ucdjohnson@health.ucdavis.edu. Please include “**RFP Kitchen Refrigeration Maintenance and Repair_10-14-25-DJ**” in the subject line.

All proposals submitted **must be received in the UCDH email inbox of 10/31/25** 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	10/14/25
Deadline for Submission of Written Questions or Request for Clarification	10/20/25
Responses to Written Questions	10/24/25
Deadline for Submissions of Proposals	10/31/25
Completion of Proposal Evaluation*	11/07/25

*These are approximate dates and subject to change.

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 DAVE JOHNSON, 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 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 composed of several major entities, including a large tertiary care delivery system and nationally ranked Schools of Medicine and Nursing. By leveraging these strengths, UCDH is improving lives and transforming health care through exceptional patient care, groundbreaking research, innovative interprofessional

education, and strong partnerships with regional health care providers and the community. UCDH is also a major driver of economic growth in the Sacramento region and Northern California. According to a recent study, UCDH generates more than \$3.4 billion in annual economic output and supports over 20,000 jobs. For every employee or dollar of output directly tied to UCDH operations, the Northern California economy gains an additional 1.1 jobs or \$1.10 in output.

UCDH harnesses the full power of the entire university's nationally ranked programs and research to address today's most pressing health care challenges. The School of Medicine is ranked #8 in primary care and #51 in research by *U.S. News & World Report*. Since its founding in 2010, the School of Nursing has consistently ranked among the top 50 in the nation. UCDH benefits from collaboration across UC Davis, including with the #1-ranked School of Veterinary Medicine, the nation's #3-ranked School of Agriculture and Environmental Sciences, a top-tier College of Biological Sciences, and a highly regarded College of Engineering - all part of one of the top ten public universities in the country.

As the region's only academic health center, UCDH is committed to delivering the highest quality care, advancing medical knowledge, and training a diverse health care workforce that is responsive to community needs. UCDH encompasses the UC Davis Medical Center, the UC Davis School of Medicine, the Betty Irene Moore School of Nursing at UC Davis, and the 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 care, research, and education come together to improve health outcomes.

Key highlights include:

- A 646-bed multispecialty academic medical center.
- Serves 33 counties across a 65,000-square-mile region from the Oregon border to Nevada.
- Recognized as one of the "Most Wired" hospitals in the country.
- Ranked the top hospital in Sacramento, #6 in California, and among the best in the nation in nine adult specialties by *U.S. News & World Report*.

Centers of Excellence include:

- UC Davis Comprehensive Cancer Center, one of only 52 National Cancer Institute-designated comprehensive cancer centers in the U.S.
- A state-of-the-art emergency department that includes the region's only Level I adult and pediatric trauma centers.
- The only verified Burn Center in Northern California.
- The internationally recognized UC Davis MIND Institute, dedicated to research and treatment for neurodevelopmental disorders.
- UC Davis Children's Hospital, a nationally ranked pediatric hospital with over 120 physicians in 33 pediatric subspecialties and the first Level I Children's Surgery Center on the West Coast, in partnership with Shriners Hospitals for Children – Northern California.
- A nationally recognized telehealth program expanding access to specialty care in underserved communities.

- The UC Davis Alzheimer's Disease Center, one of 33 NIH-funded research centers, continuously funded for 29 years with over \$80 million in research support.

California Tower Expansion

Currently under construction, the California Tower is a key component of UC Davis Health's Vision 2030 capital strategy. This 14-story hospital tower and adjacent five-story pavilion will add nearly 910,000 square feet to the Sacramento campus, including 334 private inpatient rooms - over 250 of which are acuity-adaptable to flex between medical-surgical and ICU care. The tower also includes new operating rooms, imaging, burn care, pharmacy services, and rooftop helipads.

- With an expected completion date in 2030, the California Tower will increase overall inpatient capacity to approximately 700 beds while meeting California's seismic safety standards. The facility is also targeting LEED Gold certification and is designed to support operational flexibility during public health emergencies or surges in patient volume.

UC Davis Ambulatory Services

Ambulatory Services is a core focus area for growth and innovation at UC Davis Health. The current footprint includes 23 locations and more than 40 clinical practices across the greater Sacramento area, providing over 900,000 patient visits annually. UCDH continues to invest in expanding access and advancing outpatient care delivery to better meet the needs of the region.

On July 1, 2025, UC Davis Health opened the 48X Complex, a state-of-the-art Ambulatory Surgery Center designed to expand surgical capacity and support same-day, minimally invasive procedures. The facility enhances access to high-quality surgical services in an outpatient setting and reflects UCDH's continued commitment to shifting appropriate care out of the inpatient environment.

In September 2025, UC Davis Health opened the new Folsom Medical Office Building (FMOB), further extending access to care in a fast-growing community. The three-story facility houses a range of primary and specialty services, including exam rooms, imaging, infusion therapy, and procedural space, supporting an integrated, patient-centered model of care.

In addition to these new sites, UCDH is planning upgrades and expansions at several existing ambulatory locations over the next 18 months, bringing more services and clinical teams closer to the communities it serves.

The UC Davis Patient Contact Center (PCC), opened in 2020, supports physician practices with appointment scheduling, referral coordination, and scheduling template management. The PCC plays a key role in optimizing access, improving operational efficiency, and enhancing the experience for both patients and providers.

UC Davis Health was recently ranked among the top 10 health systems nationwide by Vizient for excellence in ambulatory care. The ranking recognizes performance across five key domains: access to care, capacity and throughput, quality and efficiency, continuity 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

UC Davis Health, hereafter known as UCDH, is soliciting proposals to identify the appropriate vendor who will provide the best value in both cost and performance in maintaining the service of all kitchen refrigeration/freezer units for UCDH Food and Nutrition Department. UCDH does not provide an Internal preventative service maintenance and repair on any refrigeration units and/or freezers for Food and Nutrition Equipment

The Food and Nutrition Department operates approximately 80 refrigeration and freezer units across 6 locations, including walk-in coolers, freezers, reach-in, roll-in fridges, display cases, under counter fridges, deli tables and salad bar fridges. Equipment supports both patient meal production and retail dining operations.

SECTION IV – SCOPE OF WORK

- Proven experience in commercial grade kitchen refrigeration/freezer units' maintenance and services. Technicians must hold EPA Section 608 certification and have a minimum of 5 years' experience in commercial refrigeration systems.
- Technicians scheduled to repair equipment and provide preventive maintenance of all kitchen refrigeration/freezer with minimal "down time" whenever preventable. Including but not limited to all refrigeration / freezer components to evaluate life expectancy. Vendor shall perform preventative maintenance monthly and quarterly, in accordance with manufacturer specifications, for all listed units. Maintenance shall include cleaning condenser coils, vents, verifying refrigerant levels, leaks on tubing's, checking seals, and calibrating temperature controls
- Vendor shall provide 24/7 emergency service with on-site response within 4 hours for critical units and within 24 hours for non-critical equipment.
- Minimum 90 days parts and labor warranty required for all completed repairs.
- Consult FNS management prior to completing repairs where repair cost and replacement cost warrant replacement rather than repair. If equipment warrants to be replaced after an appropriate assessment, vendor provides alternatives recommendations that follow current California refrigerant regulations.
- Quarterly review of the preventive maintenance checklist summary signed by the technician after completion

- Vendor shall provide written service reports for all work orders, including root cause, parts used and completion verification. Quarterly PM summary reports must be signed by the service technician and submitted to FNS leadership.
- All service requests and invoiced work to site and reference equipment identification tag of refrigeration unit/freezer within the following spaces: Pavilion Café, Kitchen Production Basement, Med Ed, ACC, 48X, and future new locations.
- Vendor must ensure all refrigerants used comply with current California Air Resources Board (CARB) regulations and provide documentation of proper recovery and disposal.
- UCDH reserves the right to audit vendor performance quarterly against agreed key performance indicators (KPIs) such as response time, PM completion rate and warranty compliance.

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 agreement to the documents listed in Exhibit A and completed documents listed in Exhibit B and C.

Each bidder is required to agree to the documentation format and terms in Exhibit A and the subsequent appendices listed below and ***attached for reference on the Open Solicitations page.***

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. PDF responses 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.

Exhibit A – UC Health Professional Services Purchase Agreement

- Appendix A – UC Terms and Conditions
- Appendix B – Template Statement of Work (SOW)
- Appendix C – Fair Work Fair Wage Policy Acknowledgement

Exhibit B – Bidder Response (Excel)

Exhibit C – Cost Proposal (Excel)

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.

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.

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.

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 racially segregated facilities for employees at any establishment under the Bidder's control. The Bidder agrees to adhere to the requirements set forth in Executive Orders 11246 and 11375, and 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 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 its 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.

Basis for Award

A. A selection committee of cross-functional representatives from UC Health will evaluate the responses.

- B. Responses will be evaluated on the respondent's ability to provide the requested services, expertise, experience, and other factors deemed applicable to UC Health. UC Health will establish a weight factor that will be applied to each award criteria and will be used to determine the overall cost per quality points.
- C. UC Davis Health reserves the right to make an award based on the best overall value of services and total costs. Therefore, the award may not be made to the lowest bidder.
- D. The selection 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 aspects of this proposal or vendor response, and seek and review any other information deemed pertinent to the evaluation process.
- E. UC Davis Health 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 for in this RFP.
- F. UC Davis Health reserves the right to make one or multiple awards.

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

EXHIBIT A

Appendix A – UC Terms and Conditions 04-01-25



UC Terms and
Conditions-04-01-25

Appendix B – Template Statement of Work (SOW)



Kitchen Equipment
Repair_SOW_Statem

Appendix C – Fair Work Fair Wage Policy Acknowledgement (**Required with Bid Response**)



UC Fair Work Fair
Wage Policy Acknow

EXHIBIT B

Bidder Response Excel – Complete the required fields in each tab of the worksheet.



Exhibit B_Bidder
Response_Kitchen R

EXHIBIT C

Cost Proposal Excel – Enter your rates and associated fees for the service requested.



Exhibit C
Professional Service: