

Elevator Services RFP

University of California Health

October 17, 2025

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Table of Contents

1.0 PREFACE.....	3
1.1 RECIPIENT OF THE SERVICES	3
2.0 GENERAL INTRODUCTION TO UNIVERSITY OF CALIFORNIA HEALTH	3
2.1 UNIVERSITY OF CALIFORNIA HEALTH MISSION STATEMENT.....	3
3.0 GENERAL RFP INFORMATION AND RELATED DETAILS	3
3.1 OFFER.....	3
3.2 BIDDER RESPONSIBILITY FOR RFP REVIEW.....	4
3.3 UNIVERSITY OF CALIFORNIA HEALTH’S GROUP PURCHASING ORGANIZATION AFFILIATION.....	4
3.4 UNIVERSITY OF CALIFORNIA HEALTH RFP PRIMARY CONTACT.....	4
3.5 RFP TIMELINE OF EVENTS.....	5
3.6 UNIVERSITY OF CALIFORNIA HEALTH’S SERVICE AWARD RIGHTS.....	5
3.7 SERVICE EXCLUSIVITY	5
3.8 BIDDER INFORMATION.....	5
3.9 OWNERSHIP OF RFP SUBMISSION.....	5
3.10 CHANGES MADE BY UNIVERSITY OF CALIFORNIA HEALTH.....	6
3.11 USE OF THE UNIVERSITY OF CALIFORNIA HEALTH TRADEMARK AND BRAND – SPONSOR LANGUAGE TIE BACK 6	6
3.12 CONFIDENTIALITY.....	6
3.13 PARTICIPATION COSTS	6
3.14 BIDDER CODE OF CONDUCT	6
3.15 BIDDER CODE OF CONDUCT SPECIFICATIONS.....	6
3.15.1 GIFTS AND OFFERS FOR ENTERTAINMENT.....	6
3.15.2 RESPECT OF OTHER BIDDERS.....	7
3.15.3 COMMUNICATION PROCESS.....	7
3.16 EXCLUSION SCREENING	7
3.17 RFP EXHIBITS.....	7
3.17.1 EXHIBIT A - UNIVERSITY OF CALIFORNIA HEALTH ELEVATOR MAINTENANCE BID BOOK.....	7
3.17.2 EXHIBIT B - UNIVERSITY OF CALIFORNIA HEALTH ELEVATOR MAINTENANCE MASTER SERVICE AGREEMENT.....	8
3.17.3 EXHIBIT C - UNIVERSITY OF CALIFORNIA HEALTH ELEVATOR MAINTENANCE AND REPAIR SCOPE OF SERVICE 8	8
3.17.4 EXHIBIT D – UNIVERSITY OF CALIFORNIA HEALTH LIST OF FACILITIES.....	8
3.17.5 EXHIBIT E – CONFLICT OF INTEREST ATTESTATION	8
3.17.7 EXHIBIT F – QUIET PERIOD NOTICE AGREEMENT	8
4.0 BIDDER PROPOSAL OPTIONS	8
4.1 BIDDER PROPOSAL SUCCESS CRITERIA.....	8
4.2 BIDDER AWARD QUALIFICATIONS.....	9
4.3 PRIMARY BID OPTION.....	9
4.4 VALUE ADDED ENHANCEMENTS.....	9

1.0 PREFACE

The following request for Proposal (“RFP”) provides a detailed overview, set of conditions and requirements related to the need for elevator repair, parts and service maintenance “Service” in support of the business and academic related activities across University of California Health, the University of California Health System, Inc. and hotel properties owned and operated by either entity (“University of California Health”). Each service provider selected to be a recipient of this RFP (“Bidder”) shall have the right, in accordance with the terms specified herein, to provide a proposal to University of California Health for consideration (“Proposal”) to be potentially selected to provide the Service.

1.1 Recipient of the Services

The Service is intended to be utilized by the University of California Health, in part or in whole, as determined at University of California Health’s sole discretion. University of California Health reserves the right to selectively pursue any Proposal in a manner determined by University of California Health. Any Bidder selected to provide the Services shall be of the highest integrity and quality, always demonstrating an unparalleled level of safety, professionalism, reliability and dependability.

2.0 GENERAL INTRODUCTION TO UNIVERSITY OF CALIFORNIA HEALTH

2.1 University of California Health Mission Statement

Together with the UC community, we provide leadership and strategic direction, foster systemwide collaboration and catalyze innovation within the University of California Health enterprise to better educate and train the inclusive workforce of tomorrow; discover life-changing treatments and cures; and deliver exceptional care that improves the health and well-being of all people living in California, the nation and the world.

3.0 GENERAL RFP INFORMATION AND RELATED DETAILS

3.1 Offer

This RFP is not and does not establish an offer or commitment of any kind between University of California Health and any Bidder. Bidders receiving or responding (or both) to this RFP receive no rights whatsoever. University of California Health may amend this RFP at any time, in its sole discretion. University of California Health may accept or reject any Proposal, in whole or in part, and shall not be obligated to provide any reason for such rejection. University of California Health may cancel this RFP at any time.

University of California Health reserves the right to award any or all aspects of a Proposal under this RFP regardless of the content of the Proposal and shall not be obligated to provide any Bidder with reason for award or rejection of any Proposal. In addition, University of California Health shall have no obligation to any Bidder to announce, communicate or confirm any award under this RFP at any time.

Late or incomplete proposals will not be accepted, and the Vendor will not be considered for award.

3.2 Bidder Responsibility for RFP Review

Each Bidder shall review this RFP in detail and become completely familiar with the requirements associated with submitting and administering a Proposal, including, but not limited to all RFP requirements and Due Dates.

University of California Health will not provide reminders or inquiries to any Bidder regarding any obligations, due dates, milestones, or other Bidder requirements as set forth in this RFP. Failure of any Bidder to adhere to any such requirements shall qualify for disqualification by University of California Health without warning or notice.

3.3 University of California Health’s Group Purchasing Organization Affiliation

University of California Health is a member of Vizient, LLC (“Vizient”), a nationally recognized and market leading group purchasing organization, and Partners Cooperative, Inc. (“Partners”), a regional purchasing aggregation group. A successful Proposal shall commit to comply with University of California Health’s requirements set forth in this RFP to align and Service arrangement as a qualifying supplier partner with Vizient, as well as with Partners if determined as appropriate by University of California Health.

University of California Health views important to note to all Bidders that align with Vizient, as outlined in this RFP, will provide national exposure and increased revenue opportunities through visibility to all Vizient members across the U.S.

Any Bidder electing to participate in this RFP understands and agrees that Vizient may, at University of California Health’s sole discretion, be working with University of California Health in the administration of this RFP, as well as any Agreement that may result.

3.4 University of California Health RFP Primary Contact

Any Bidder electing to participate in this RFP in any way agrees to abide by University of California Health’s designated single point of contact as is set forth in Table 3.4 below (“University of California Health Single Point of Contact”) for all Bidder questions or interactions related to this RFP, unless otherwise specified by University of California Health.

Table 3.4 – University of California Health Single Point of Contact

Category	University of California Health Single Point of Contact Information
Name	Kristia Davern
Title	Senior Consultant
Email	Kristia.davern@vizientinc.com
Phone	214-574-3383
Copy to:	Will Shamsy, Vizient, Inc. will.shamsy@vizientinc.com

3.5 RFP Timeline of Events

Table 3.5 – RFP Timeline of Events outlines the specific milestones associated with submitting a Proposal under this RFP (“RFP Events”) and the specific dates that each Bidder must submit the respective information (“Due Dates”) related to each RFP Event specified (“Timeline”).

Failure of any Bidder to fully comply with the RFP Events will result in the Bidder and the respective Proposal being disqualified from the RFP process. Such disqualification will be at University of California Health’s sole discretion.

University of California Health reserves the right to modify any or all the RFP Events and associated Timeline at any time and will promptly notify each Bidder of any such changes.

TABLE 3.5 - RFP TIMELINE OF EVENTS

#	RFP Event	Due Dates
1	Release RFP to Vendors	October 17, 2025
2	Vendors confirm RFP receipt, signed quiet form and confirm intent to bid. Contract negotiations begin.	October 24, 2025
3	Optional Site Walk – UCLA Health	November 3, 2025
4	Optional Site Walk – UCSD Health	November 4, 2025
5	Optional Site Walk – UC Davis Health	November 5, 2025
6	Optional Site Walk – UCSF Health	November 6, 2025
7	RFP Questions due to Member Primary Contact <u>Section 3.4</u>	November 12, 2025
8	RFP Answers provided to all bidders	November 26, 2025
9	Bidder Proposals due to Member Primary Contact, University of California Health <u>Section 3.4</u>	December 5, 2025 5:00 PM PST
10	University of California Health targeted RFP award (Subject to Change)	January 15, 2025

3.6 University of California Health’s Service Award Rights

University of California Health may, at its sole discretion, elect to pursue one or more Proposals, in part or in full, as a result of this RFP or University of California Health may elect to not pursue any Proposal at all under this RFP. Each Bidder understands and accepts that University of California Health has no obligation for any RFP award of any kind.

3.7 Service Exclusivity

Given the appropriate Proposal, University of California Health may contemplate an exclusive Service provider relationship, including the willingness to enter into a promotional and marketing arrangement with the select Bidder. The details of any such arrangement shall remain subject to University of California Health’s review and acceptance of any Proposal.

3.8 Bidder Information

University of California Health will provide the same information to all Bidders when University of California Health determines to do so, including notification as to when the RFP process has been completed and a Bidder decision has been made. Bidders shall refrain from inquiring about the status the selection of a Bidder at any time during this RFP process.

3.9 Ownership of RFP Submission

Any Proposal submitted for this RFP shall become the property of University of California Health and will be held in confidence by University of California Health. University of California Health will not be responsible for returning any portion of any Proposal to a respective Bidder. If a Bidder is a recipient of this RFP and then elects to not submit a Proposal, then the Bidder shall promptly return all information provided by University of California Health and delete any electronic files provided to Bidder.

3.10 Changes Made by University of California Health

University of California Health may make changes to this RFP at its sole discretion and may request additional information if clarification is needed. All Bidders will be notified in writing of any such RFP changes and will be reasonably afforded the necessary time to respond to any changes made by University of California Health.

3.11 Use of the University of California Health Trademark and Brand – Sponsor Language Tie Back

The trademarks, service marks, trade dress, trade names, corporate names, and logos of University of California Health and its subsidiaries and affiliates (“Marks”) are invaluable assets. For purposes of responding to this RFP only, a Bidder may use the University of California Health trade name only. The Bidder is prohibited from using any other Mark in its response. The Bidder is also prohibited from using any Mark in any manner outside of this RFP, whether in association with this RFP, any subsequent Services award, any other relationship that the Bidder may have with University of California Health, on any website, in any advertising, publicity or any other promotional activities, indicia of source, affiliation, or sponsorship, unless approved by University of California Health in advance in writing.

3.12 Confidentiality

Each Bidder agrees to keep confidential all information relative to this RFP (“Confidential Information”) and further agrees not to disclose any aspect of this RFP to a third party during the RFP process or at any time thereafter. Through the acceptance of, and participation in, this RFP, Bidder agrees that it will not copy, reproduce, disseminate, exchange, offer, review with, mail, post on any internet site or fax this document, or any associated information, to any other party and that any such incident or violation shall be considered a violation of Confidentiality. If any recipient of this RFP elects to not become a Bidder and a provider of a Proposal, then the recipient shall immediately delete any electronic copy of this RFP that it has received and shall immediately return in full any hard copy and all associated documentation directly to University of California Health. Failure to abide by this Section 3.10 shall obligate and expose a recipient to all lawful remedies available to University of California Health.

3.13 Participation Costs

All expenses incurred by Bidder as a result of reviewing, responding, and participating in this RFP, including, but not limited to, preparing, and submitting any Proposal, shall be fully paid by the Bidder and shall be the Bidder’s sole responsibility. University of California Health will not reimburse any of Bidder's costs, regardless of the outcome of this RFP.

3.14 Bidder Code of Conduct

During this RFP process, each Bidder shall be expected and required to fully adhere and comply with the Bidder code of conduct specified in this RFP (“Bidder Code of Conduct Specifications”).

Failure of any Bidder to adhere to the Bidder Code of Conduct Specifications fully and completely shall result in the Bidder being immediately disqualified from any further consideration under this RFP.

3.15 Bidder Code of Conduct Specifications

The following outlines University of California Health’s expectation for each Bidder regarding University of California Health’s Bidder’s Code of Conduct Specifications.

3.15.1 Gifts and Offers for Entertainment

No Bidder shall be permitted to provide any entertainment, solicitation, gratuity, food, gift, social event, promotional item, or offer of any kind to any University of California Health associate at any time during this

RFP process, including University of California Health's Single Point of Contact, regardless of cost or declared value.

3.15.2 Respect of Other Bidders

University of California Health recognizes the competitive environment that may develop during the course of this RFP, however University of California Health respects and values the capabilities of all Bidders and recognizes that each Bidder may bring a unique perspective or skill set to this RFP. Therefore, it is imperative to University of California Health that no Bidder makes a reference of any kind, either directly or indirectly, with regard to any other Bidder, or potential Bidder, including, but not limited to, perceived Service capability, quality, tools, processes, governance, analytics, reporting or any other representation of another Bidder or another Bidder's Services. Any such incident shall be grounds for disqualification from this RFP.

3.15.3 Communication Process

Each Bidder representative shall include the following information in the email signature of all communications to University of California Health:

- A. Name of sender
- B. Title of sender
- C. Office phone number, if any,
- D. Mobile phone number, and,
- E. Email address

3.16 Exclusion Screening

Bidder shall ensure that neither Bidder, any employee nor contractor is an Excluded Entity at the time of or during the term of this contract. Bidder will screen against at least the following: 1) the List of Excluded Individuals and Entities ("LEIE") maintained by the OIG and made available at <https://oig.hhs.gov/exclusions>, and 2) Excluded Entity List System ("EPLS") maintained by the System for Award Management ("SAM") and made available at www.sam.gov, or other such successor exclusion lists as may be required by applicable government agencies. Bidder will immediately notify University of California Health of any changes in its (and its employees and contractors) exclusion status. If at any time, Bidder is identified as suspended or excluded from participation in Federal programs, this contract may be terminated for cause. If Bidder learns that any prospective or current employee or contractor has been excluded, Bidder will remove the individual or entity from responsibility for, or involvement with, any work at University of California Health until Bidder has confirmed whether or not they remain subject to exclusion. Further, University of California Health has the right to request and receive proof of screening and status, and to audit the contractor's screening process upon request.

3.17 RFP Exhibits

The following documents are a part of this RFP and shall be utilized as a part of any Bidder Proposal. Failure of any Bidder to adhere to the following criteria and related rules shall result, at University of California Health's sole discretion, in the disqualification of any respective Proposal. Each Bidder understands and agrees that University of California Health's decision shall be final.

3.17.1 Exhibit A - University of California Health Elevator Maintenance Bid Book

The attached document titled Exhibit A - University of California Health Elevator Maintenance Bid Book. The Bidder shall use this document to populate the components of their respective Proposal, including all

economic attributes. The Bidder is instructed to leave any Bid Options or cells blank for which the Bidder chooses to not participate. Failure to populate all cells may lessen the viability of any Proposal.

3.17.2 Exhibit B - University of California Health Elevator Maintenance Master Service Agreement

The attached document titled Exhibit B - University of California Health Elevator Maintenance Master Service Agreement proposed to govern the Service relationship ("Agreement"). As outlined in Section 4.2B – Master Service Agreement below, the Bidder shall use this document to fully accept the University of California Health proposed terms and conditions, or, alternatively, issue any proposed redlines. The Bidder shall return the Agreement to University of California Health in an unprotected format.

3.17.3 Exhibit C - University of California Health Elevator Maintenance and Repair Scope of Service

The attached document titled Exhibit C - University of California Health Elevator Maintenance and Repair Scope of Service, the Bidder shall use this document to inform and accept the required scope of service and expectations required, or, alternatively, issue any proposed redlines.

3.17.4 Exhibit D – University of California Elevator Modernization Scope of Work

The attached document titled Exhibit D – Elevator Modernization Scope of Work, the Bidder shall use this document to inform and accept the required scope of service and expectations required, or, alternatively, issue any proposed redlines.

3.17.5 Exhibit E – University of California Health New Elevator Scope of Work

The attached document titled Exhibit E – New Elevator Scope of Work, the Bidder shall use this document to inform and accept the required scope of service and expectations required, or, alternatively, issue any proposed redlines.

3.17.6 Exhibit F – University of California Health List of Facilities

3.17.7 Exhibit G – Conflict of Interest Attestation

Any Bidder participating in this RFP will be subject to the review and validation by University of California Health's Office of Corporate Compliance for the assurance of no conflict of interest related to either any University of California Health associate. Each Bidder shall be required to fully complete in detail and submit the Exhibit G - Conflict of Interest Attestation outlined in this Exhibit in order to be considered for potential award. Failure by any Bidder to complete and submit the Exhibit G - Conflict of Interest Attestation shall result in immediate disqualification from the RFP.

3.17.8 Exhibit H – Quiet Period Notice Agreement

4.0 BIDDER PROPOSAL OPTIONS

This Section 4 outlines the specific details related to the Proposal Bids requested.

4.1 Bidder Proposal Success Criteria

University of California Health has established the following success criteria for evaluating any Proposal received by any Bidder. A successful Proposal must demonstrate the following:

- A. A documented and industry leading safety program, including safety record, processes and performance
- B. Detailed, robust and web-based analytical platform that details University of California Health's Service consumption according to an attribution requirements reasonably stipulated by University of California Health

- C. A best-in-class economic / financial / pricing Proposal that embodies efficiency, simplicity and transparency. Simplicity is defined by the use of a singular, all-encompassing fee methodology that supports back-office transactional efficiencies
- D. A lean, six sigma and continuous improvement methodology that will support Service excellence and innovation, while also containing demonstrated and committed continuous improvement tenets.
- E. A documented governance process and methodology. Each Bidder shall, as a component of their Proposal, submit a documented organizational chart for the dedicated account team that shall be responsible for the Service. Furthermore, the Bidder shall indicate their willingness, or lack thereof, to provide University of California Health with advance, written notice

4.2 Bidder Award qualifications

The following outlines the key strategy components related to this RFP, including any Proposal and any Agreement that may result:

- A. The RFP, Proposals and Agreement submissions will be coordinated by University of California Health with partnering assistance from Vizient.
- B. The Bidder's will be provided a copy of University of California Health's proposed Service Agreement, as referenced in [Section 3.17.2](#). University of California Health will consider and prioritize those Proposals in which the Bidder fully accepts University of California Health's proposed terms and conditions.
- C. The compliance management related to any Agreement entered into by University of California Health will be governed by University of California Health and University of California Health Health System Supply Chain Management department.
- D. The successful Bidder, unless already a Vizient-contracted Bidder, will be required to enter into an agreement with Vizient and pay administrative fees to Vizient on all invoiced amounts to University of California Health in relation to the Services.

4.3 Primary Bid Option

Through the issuance of this RFP, University of California Health is seeking a best-in-class and progressive Service platform and provider relationship that not only allows for University of California Health's Elevator maintenance needs to be met within a simplified operating platform, but also allows the Service provider operating flexibility.

Bidder is requested to populate Bidder's proposed Service Pricing in the accompanying Microsoft Excel[®] spreadsheet (Section 3.17.1, Exhibit A) for the scope of services, KPI's and dedicated mechanics for each site and adhere to the following instructions:

- A. Bidder is required to insert a proposed a monthly rate in column with heading "Price \$ p/month", on each tab, for each individual elevator.
 - i. We expect you to provide firm pricing for the term of the agreement.
 - ii. All documents must be returned in original format provided. Documents returned in formats other than the original format will not be accepted.
- B. Add "additional pricing-enhancements" tab if needed

4.4 Value Added Enhancements

Each Bidder will, at their discretion and option, have the ability to provide, as a part of their Proposal, discretionary value-added enhancements that may further differentiate both the Bidder's capabilities and their commitment to an advanced relationship with University of California Health. The following are some examples of value-added enhancements that University of California Health desires. List value added enhancements on the "additional pricing-enhancements" worksheet or attach separate documents when submitting the Proposal/RFP response.

These examples are not intended to limit or otherwise modify any different or other value -added enhancements that a Bidder may be willing to propose:

- A. Reporting technology
- B. IT technology
- C. Additional rebates