

University of California, Office of the President
Request for Qualifications
UC Facilities Manual Website Redesign
February 7, 2025

CONTENTS

Overview	2
University Background	2
Facilities Manual Background	2
Scope of Work	3
Part 1- Research and Interviews.....	3
Part 2 – Website Redesign and Content Creation	3
Part 3 – Training to Staff.....	3
Agreement Term	3
Project Budget.....	4
Registration List & Access	4
Schedule & Deliverables.....	4
Request for Qualifications Contents	4
General Requirements.....	5
Attachments	5
Attachment 1: UC – Terms and Conditions of Purchase	7

University of California, Office of the President
Request for Qualifications
UC Facilities Manual Website Redesign
February 7, 2025

Overview

The University of California Office of the President (UCOP) is soliciting qualifications for a website design consultant to redevelop and design a user-friendly UC Facilities Manual website. The **UC Facilities Manual (FM)** contains University of California policies, procedures, and guidelines for its facilities. The manual is based on Regents' policy, federal and state laws, regulations, case law, and demonstrated best practices. Areas covered include operations and administration, planning, design, construction contracting, and facilities management.

The selected consultant shall review the existing website, obtain input from UCOP Design and Construction staff on improving the user experience, and build an accessible, easy to search, maintain and update website that will inform users of policies, laws, contract updates, and resources.

University Background

Staff from the University of California locations below may participate as stakeholders in the services covered under this solicitation:

- Ten campuses and their adjacent areas – [UC Berkeley](#), [UC Davis](#), [UC Irvine](#), [UC Los Angeles](#), [UC Merced](#), [UC Riverside](#), [UC San Diego](#), [UC San Francisco](#), [UC Santa Barbara](#), [UC Santa Cruz](#), [UC Agriculture and Natural Resources \(ANR\)](#), and [Lawrence Berkeley National Laboratory](#)
- Six Medical Centers and their primary, campus, and remote locations – [UC Davis Medical Center \(UCDMC\)](#), [UC Irvine Medical Center \(UCIMC\)](#), [UC Los Angeles Medical Center \(UCLAMC\)](#), [UC Riverside School of Medicine \(UCR SOM\)](#), [UC San Diego Medical Center \(UCSDMC\)](#) and [UC San Francisco Medical Center \(UCSFMC\)](#).
- [The Office of the President](#) is in Oakland, California.

Facilities Manual Background

The FM is intended to allow easy access to important policies, procedures, and guidelines for all UC Facilities. Various departments at the Office of the President are responsible for FM preparation, publication, and administration. Policies and procedures are changed, updated, or transferred into the FM in an ongoing manner and campuses are notified of changes through an email listserv. Each UC Facility is encouraged to develop its own procedures manual that expands on and complements FM content. The FM also encompasses the UC Design Contract Templates, Construction Contract Templates, Resource Directories, and Glossary pages. The FM is located here: <https://www.ucop.edu/facilities-manual/index.html>

The FM is published with Hannon Hill's Cascade CMS, a web content management system. Cascade is an application that runs on a server maintained by UCOP's Information Technology Services (ITS).

Scope of Work

Part 1- Research and Interviews

The selected consultant should anticipate three (3) kick-off and planning meetings with UCOP project staff. The first meeting will be in person at UCOP. Any subsequent meetings will be via web-conference. UCOP project staff will provide the consultant with a background on how the website currently functions and issues and will introduce the selected consultant to affiliated campus staff with whom to gather further information. The third meeting will be with UCOP Information Technology Services (ITS) to ensure that the website meets accessibility, security requirements, and UC Systemwide IT Policies and Guidelines: <https://www.ucop.edu/information-technology-services/policies/index.html>

Part 2 – Website Redesign and Content Creation

The consultant will provide three mock-ups of the new FM website and a site map to UCOP staff. Once approved then transfer existing FM content to the new website. It must meet the following criteria:

1. Content Management - Create a system that allows UCOP staff to update website content on specific pages instantly.
2. Conversion - Convert all existing content to the new website.
3. Visually Appealing – The site must have an attractive mix of text and graphics —modern, clean design aesthetic aligned with UCOP's brand: <https://brand.universityofcalifornia.edu/>
4. Easy to Navigate – The site should be easy to navigate. Information should be grouped and presented logically, and no more than three levels of clicks are required for the user to find the desired information.
5. Searchable - Provide search capabilities using keywords or phrasing that will identify content.
6. Notification - Automated emails to users regarding updates and LISTSERV capabilities.
7. Accessibility - Adherence to UC's web accessibility standards for users with disabilities: <https://www.ucop.edu/electronic-accessibility/index.html>
8. Engagement – Allow users to email UCOP on broken links and outdated language.
9. Integration - Allow for Word documents to be downloaded.

Part 3 – Training to Staff

The consultant will provide 2-3 training sessions to Design and Construction Staff on how to update content. They will ensure that the various members of UCOP fully understand how to use the content management system and are comfortable utilizing it to its fullest capacity.

Agreement Term

The term of the Agreement shall commence upon execution of the Agreement and will be for a period of one year.

Project Budget

- The entire scope will be billed at not-to-exceed basis.

Registration List & Access

Please register your primary contact information (i.e., name, company, and email address) with UCOP (via email to Leslie Palaroan, leslie.palaroan@ucop.edu) by Monday, February 24, 2025, 5 p.m. Pacific Time to express interest in submitting a qualifications statement and be added to the Registration List. Only submitted qualifications statements from those on the Registration List will be considered.

Schedule & Deliverables

Send all requests for information (RFI) and qualifications by email by the dates below to Leslie Palaroan (leslie.palaroan@ucop.edu).

Description	Schedule
a. Release RFQ with UC Terms & Conditions	Fri. 02/07//2025 (5 p.m. Pacific Time)
b. Interested parties register primary contact information (i.e., name, company and email address) with UCOP (via email to Leslie Palaroan, leslie.palaroan@ucop.edu) to be added to the Registration List. Only submitted qualifications statements from those on the Registration List will be considered.	Mon. 02/24/2025 (5 p.m. Pacific Time)
c. Requests for Information/Clarification due from vendors (earlier submittals encouraged)	Mon. 03/03/2025 (5 p.m. Pacific Time)
d. RFI responses provided by UCOP to vendors	Fri. 03/07/2025 (5 p.m. Pacific Time)
e. Qualifications due	Mon. 03/17/2025 (5 p.m. Pacific Time)
f. Notify Finalists of Interviews (if necessary)	Wed. 03/19/2025 (5 p.m. Pacific Time)
g. Interview Finalists (if necessary)	Week of 03/24/2025
h. Award Date	Fri. 04/11/2025 (5 p.m. Pacific Time)

Request for Qualifications Contents

Executive Summary & Approach

In no more than two (2) pages, please describe your approach for completing the scope of work, why your team is the best qualified to provide the required services and any unique capabilities your team offers.

Qualifications & Experience

In no more than four pages, please describe and provide examples of your team's relevant accomplishments, qualifications, and experience related to website development. Please highlight experience with Cascade CMS. Experience should only be included for members of the team proposed to work on this project. Provide information covering the last three (3) years including:

1. List the five websites your firm has produced that best reflect your work and relevancy to this project. Briefly list the role your firm played in each project. The URL should be submitted. Only sites that are live will qualify during evaluation.
2. Any work for or with the University of California within the past five years.
3. Any disputes, claims or litigation arose from such work.

Project Team Organization & Resumes

Please describe your project team with brief resumes for each team member, role and responsibility, and a team organization description or chart.

Briefly describe your firm's organizational capacity to produce our website (e.g. staff, equipment, software, physical space, office location, etc.).

Potential Conflict of Interest Information

Please describe any potential conflict(s) of interest that may arise under this contract per Article 18 - Conflict of Interest of Exhibit 1 - Terms and Conditions.

General Requirements

Equal Opportunity

Every effort will be made to ensure that all persons have equal access to contracts and other business opportunities with the University within the limits imposed by law or University policy. The University is committed to promoting and increasing participation of small business enterprises (SBEs) and disabled veteran business enterprises (DVBES) relating to all goods and services covered under the awarded agreement, subject to any and all applicable obligations under state and federal law, and University policies.

Terms & Conditions

The attached Attachment 1, University of California Professional Services Agreement Terms and Conditions, is the governing document with regard to this scope of work. Please review Attachment 1 and provide exceptions, if any, with the submittal of the proposal. Attachment 1 need not be completed as part of the proposal, however, will be executed with the selected Consultant.

Ownership

All work and data generated under this contract is the property of the UC Regents.

Attachments

Attachment 1: University of California – Terms and Conditions of Purchase