



# THE UNIVERSITY OF CHICAGO

## REQUEST FOR PROPOSAL

### Sitecore Website Design, Development, and Maintenance Services

**RFP Release Date:** February 2, 2022

**Proposal Due Date:** March 25, 2022

**Submit Proposals To:**

Elizabeth Ambrose: [eambrose@uchicago.edu](mailto:eambrose@uchicago.edu)

Ben Rissman: [barissma@uchicago.edu](mailto:barissma@uchicago.edu)

Alex Stern: [avstern@uchicago.edu](mailto:avstern@uchicago.edu)

Alan Takaoka: [alantak@uchicago.edu](mailto:alantak@uchicago.edu)

## **1.0 PROPOSAL INVITATION AND BACKGROUND**

*The University of Chicago (“University”) seeks proposals from qualified Suppliers to provide comprehensive website design, development, technical architecture and maintenance services using the [Sitecore XP](#) platform hosted on Azure (preferably Sitecore Managed Cloud). The University’s goal is to establish a cohort of Sitecore preapproved suppliers with master service agreements to allow for a uniform and repeatable website building and Sitecore platform life-cycle experience. The Sitecore preapproved supplier list will enable: (1) campus units to quickly engage suppliers to create and maintain a well-designed website(s) using the University’s primary Sitecore platform; (2) expand the functionality of the University’s primary Sitecore platform and (3) improve the University’s overall risk mitigation efforts by partnering with providers who will consistently follow the University’s technical, accessibility, and brand standards.*

*The University is not liable in any manner or to any extent for any cost or expense incurred by the Supplier in the preparation, submission, presentation or any other action connected with proposing or otherwise responding to this RFP. Such exemption from liability applies whether such costs are incurred directly by the Supplier or indirectly through the Supplier’s agents, employees, assigns or others, whether related or not to the Supplier.*

*In submitting a proposal, your company agrees that all materials associated with, attached to, or referenced by your proposal will become the property of the University and may be incorporated into a subsequent contractual agreement between your company and the University in an order of precedence as follows: (1) Contract Terms and Conditions; (2) Statement of Work; (3) Proposal Response; and (4) RFP.*

*Your response to this RFP confirms an understanding that this is not a contract or offer of business by the University.*

*We are looking to sign multiyear agreements with the selected list of suppliers.*

## **2.0 SUBMISSION DIRECTIONS**

### **2.1 Intent to Respond**

The “Intent to Respond” Form, Appendix A, must be completed and received by Financial Services by the date set forth in Section 3.0. Receipt of the form will ensure that Supplier will receive copies of any additional information or addenda.

### **2.2 Rights Reserved by the University and Restrictions on RFP Process**

- The University reserves the right to reject any or all proposals, including by way of example only and without limitation, any proposal that does not contain all the requested information.
- The University reserves the right to negotiate with any Supplier considered qualified or to make an award without further discussions. University highly recommends Supplier’s initial proposal reflect Supplier’s terms most favorable to University.
- The University reserves the right to waive any irregularity in any proposal received.
- The University reserves the right to negotiate with any Supplier and to arrive at its final decision and/or to request additional information or clarification on any matter included in the proposal.
- The University retains the right to select, request further information from, and negotiate with respondents it deems qualified for this project. The University also reserves the right to reject any quotations submitted and to terminate negotiations at any time without incurring liability.
- The University reserves the right to select the most responsive Supplier without further discussion, negotiation, or prior notice.
- The University may presume that any proposal is a best-and-final offer.
- The University reserves the rights to award in part, in whole, or not at all.
- The University will not pay for any information requested nor is it liable for costs incurred by any Supplier in responding to this request.
- Any discussions with University personnel, other than as listed in this document, regarding this RFP while the RFP is in progress (from the time Supplier receives this RFP until final award is made) are strictly prohibited. Such contact and discussion may result in disqualification of Supplier’s proposal.
- The University is the sole owner of all data and information contained within the Request for Proposal document and accompanying attachments. Supplier shall use this information exclusively to prepare a proposal. Supplier should not disclose this information to any other firm or use it for any other purpose unless required by law or legal process.
- Supplier proposals will be opened and reviewed at the convenience of University; there is no public opening.
- All proposals submitted become the property of University and they will not be returned.

### **2.3 Proposal Submission**

The proposal must be submitted as follows to the address on the front cover:

- (1) Email entire proposal to Elizabeth Ambrose ([cambrose@uchicago.edu](mailto:cambrose@uchicago.edu)).

## 2.4 Additional Submission Directions

- All information provided by the University in this RFP is offered in good faith. Individual items are subject to change at any time. University makes no certification that any item is without error.
- Any questions regarding this RFP must be directed, in writing, to Elizabeth Ambrose. All questions must be submitted by email to [cambrose@uchicago.edu](mailto:cambrose@uchicago.edu) per the timetable in Section 3.0. Questions submitted after the deadlines may not receive a response by the University.
- Supplier may withdraw a proposal prior to the closing time. After the due date, submitted proposals constitute an offer by Supplier and shall remain irrevocable for a period of 180 days.
- Late responses will not be accepted.

## 3.0 PLANNED PROCUREMENT SCHEDULE

The planned procurement schedule is as follows:

Milestones	Dates / Details
RFP Issue Date	February 2, 2022
Submission of Written Questions	February 9, 2022
Submission of Intent to Respond Form	February 18, 2022
Proposal Due Date	March 25, 2022 (by 3:00 pm CDT)

Selected suppliers may be required to make oral presentations. Failure of Supplier to conduct a presentation on the date scheduled may result in rejection of Supplier's proposal.

University reserves the right to change this schedule as needed.

## 4.0 EVALUATION CRITERIA

The following evaluation criteria will be used to determine the Supplier that best meets the needs as outlined in this RFP:

- Ability to meet the requested information and the RFP requirements
- Experience of solution provider(s) to meet website design, development and architectural needs in Sitecore XP and Microsoft Azure (preferably Sitecore Managed Cloud).
- Quality of references and relevance for performing similar work
- Hourly rates for website design, Sitecore development and ongoing maintenance
- Proposed approach/methodology
- Conformance to the University's Terms and Conditions

## **5.0 MASTER SERVICES AGREEMENT**

The selected supplier will be expected to enter into a Master Services Agreement. The University's standard template has been provided below. The Agreement contains a Statement of Work placeholder, which will be finalized upon award and project development. Your proposal should be accompanied by a statement of acceptance of this Agreement or documentation of any provisions where you may request exception or modification.



Master Services  
Agreement - (with I

## **6.0 PROPOSAL SUBMISSION FORMAT**

Supplier shall organize the RFP response according to the below outline:

### **6.1 Executive Summary**

Please provide an overview of your firm's services and technical capabilities.

### **6.2 Client Case Studies and References**

Please provide the information as outlined in Appendix B.

### **6.3 Exceptions to the RFP**

This RFP and any subsequently offered contracts will be governed by the laws of the State of Illinois. Any and all applicable valid executive orders, federal, state or local laws, ordinances or rules or regulations shall apply to any contract if and when offered and are deemed incorporated herein.

Supplier may take select exception to terms and conditions (Section 5.0). Suppliers must clearly set forth each exception in its proposal, referencing the affected section, paragraph and page. Suppliers must set forth the reason(s) for the exception and indicate what (if any) alternative is being offered by Suppliers. University shall determine (in its sole discretion) the acceptability of any proposed exception(s).

### **7.4 Supplier Profile and Capabilities**

Provide detailed response to the requirements questionnaire provided as Appendix C.

### **7.5 Confidentiality Agreement**

Please provide a signed copy of Appendix D.

**APPENDIX A**

**INTENT TO RESPOND FORM**

**MEMORANDUM TO BE COMPLETED AND RETURNED PER DEADLINE IN RFP**

The undersigned hereby acknowledges that they are a duly authorized agent of Supplier listed below. This acknowledgement confirms their interest in responding to this Request for Proposal and further acknowledges that they have read and understand the RFP requirements and Agreement considerations regarding this RFP.

Additionally, Supplier agrees that all its proposal documents and responses to this Request for Proposal will at the option of the University of Chicago, become a legally binding and essential portion of the final Agreement between Supplier and the University of Chicago.

The undersigned, for him/herself and on behalf of Supplier and its owners, directors, officers, affiliates and employees, agrees to undertake, at its sole cost and expense, and waives any right to compensation, damages or claims of any kind against the University of Chicago, its affiliates, officers, directors, employees and agents, in connection with the pre-proposal meeting or the RFP, whether or not Supplier is awarded an Agreement.

The undersigned, for him/herself and on behalf of Supplier, represents and warrants that neither the undersigned, nor to the knowledge of the undersigned, Supplier or any officer, director, owner, employee or agent of Supplier, has not, and covenants that none of the foregoing shall, communicate, act in concert, or enter into any agreement with any other firm or other person or entity in any manner that would constitute collusion, "bid-rigging," fixing prices or otherwise restraining freedom of competition in connection with the subject matter of the RFP.

Name of Firm \_\_\_\_\_

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

Business Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Telephone and Extension \_\_\_\_\_

Email address \_\_\_\_\_

Date \_\_\_\_\_

Return to: Elizabeth Ambrose  
Senior Buyer, Financial Services  
The University of Chicago  
Financial Services  
6054 S. Drexel Ave Suite 300  
Chicago, IL 60637  
773-702-5990  
[eambrose@uchicago.edu](mailto:eambrose@uchicago.edu)

## APPENDIX B

### REFERENCE FORM

Provide case studies and information for five (5) references for clients where you provided your services within the past three (3) years. Please provide references from higher education or that most closely reflect the types of websites developed by the University. All (5) references must be based in the US.

**(Use Separate Form for Each Client Listed)**

#### GENERAL BACKGROUND

Client Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Client Contact: \_\_\_\_\_

Phone & Email Address: \_\_\_\_\_

Project Start Date: \_\_\_\_\_

Project End Date: \_\_\_\_\_

Project Revenue: \_\_\_\_\_

Number of Employees on the Project: \_\_\_\_\_

Project Website URL: \_\_\_\_\_

Website CMS: \_\_\_\_\_

#### PROJECT OVERVIEW & SCOPE

#### OUTCOMES ACHIEVED

**Note:** University will conduct the reference calls without participation from the suppliers.

## APPENDIX C

### REQUIREMENTS QUESTIONNAIRE



Sitecore RFP  
Requirements.xlsx



## APPENDIX D

### CONFIDENTIALITY AGREEMENT

During the RFP submission, award process and throughout the Agreement term, SUPPLIER may have access to and become acquainted with various trade secrets, consisting of management, financial, and operational materials, and methods and processes, and compilations of information, and records and specifications of University, which are owned by University and which are regularly used in the operation of University's business. SUPPLIER acknowledges such information is secret and confidential and that University disclosed the same to SUPPLIER. SUPPLIER shall not disclose any such secrets, directly or indirectly, or use them in any other way either during the RFP submission and award process or at any time thereafter, except as required in the course of its performance in accordance with this RFP or an Agreement resulting from this RFP. All files, records, documents, drawings, specifications, equipment, and similar items relating to business at University, whether prepared by SUPPLIER or those acting on behalf of SUPPLIER, shall remain the property of University and shall be treated in a confidential manner by SUPPLIER so as to safeguard its proprietary nature.

"Confidential Information" means non-public information regarding the University of Chicago. SUPPLIER may use Confidential Information only for the purposes of responding to this RFP or in the performance of an Agreement resulting from this RFP and shall protect such Confidential Information from disclosure to others, using the same degree of care used to protect its own confidential or proprietary information of like importance, but in any case using no less than a reasonable degree of care. SUPPLIER may disclose Confidential Information received hereunder to its employees who have a need to know, for the purpose of responding to this RFP or for the performance of an Agreement resulting from this RFP, and who are bound to protect the received Confidential Information from unauthorized use and disclosure under the terms of a written agreement. Confidential Information received from University shall not otherwise be disclosed to any third party without University's prior written consent.

The restrictions of this article on use and disclosure of Confidential Information shall not apply to information that University transmits that:

- (a) Was publicly known at the time of communication thereof;
- (b) Becomes publicly known through no fault of SUPPLIER subsequent to the time University transmits it;
- (c) Was in SUPPLIER's possession free of any obligation of confidence at the time of the transmission thereof; provided, however, that SUPPLIER promptly informs University in writing to establish SUPPLIER's prior possession;
- (d) Is developed by SUPPLIER independently of and without reference to any of University's Confidential Information or other information that University disclosed in confidence to any third party;
- (e) Is rightfully obtained by SUPPLIER from third parties authorized to make such disclosure without restriction; or
- (f) Is identified by University as no longer proprietary or confidential.

All Confidential Information disclosed (including information in computer software or held in electronic storage media) shall be and remain University property. All such information in tangible form shall be returned to University promptly upon written request or the termination or expiration of an Agreement resulting from this RFP, and shall not thereafter be retained in any form by SUPPLIER.

Authorized Signature

\_\_\_\_\_ Date \_\_\_\_\_

Printed Name

\_\_\_\_\_ Title \_\_\_\_\_

Company Name \_\_\_\_\_