

The Erie VA Medical Center, 135 E. 38th Street, Erie, PA 16509 has an Environmental Graphic Planning & Interior/Exterior Signage & Maintenance requirement as per Statement of Work (SOW) listed below.

Statement of Work

The Erie VA Medical Center is seeking a vendor who could plan, design, provide and install a comprehensive Interior and Exterior Environmental Graphics / Signage / Wayfinding Program including all interior/exterior components or any combination of these necessary to identify, regulate, direct, orient and instruct patients, visitors and staff at the VA Medical Center in Erie, PA and 5 Community Based Outpatient Clinic (CBOCs) that VA services.

The exterior sign program will identify buildings, provide directional wayfinding through the main campus and provide parking lot signage for all parking areas and parking spots. The interior sign program will review the facility room numbering system offer recommendations for change; provide new code / life safety signs, new room identification and a directional wayfinding sign program.

During the course of the development of the directional wayfinding sign program for the Interior, coordination will be conducted with the facility to identify architectural, interior Design and communication issues at the facility that can be improved to provide better circulation and communication of services for patients and visitors. In the development of the directional wayfinding sign program for the exterior, coordination will be conducted to identify site circulation issues for both vehicles and pedestrians that can be improved to provide better circulation and parking for patients and visitors.

The sign program “design look” will be developed to coordinate with the VA Signage Design Guide utilizing a component base sign system.

A: QUALIFICATIONS FOR SCOPE OF WORK:

1. Planning services and Signage will be required as needed by the Erie VAMC a work order will be issued. Work orders will be issued by the Contracting Officer and will detail the scope of work. The Contractor and Erie VA will work together to come up with a scope of work and provide details and cost for Contracting Officer to award against the BPA. The scope of work and will indicate the amount of hours required and the completion schedule. This will also include the costs for signage with timelines. The Government is uncertain as to the number of task or sign orders that will be placed against the contract during the term of the contract.

2. The Contractor must be or represent a combined environmental graphics design-build organization which 70% activity is in this field. They must be able to provide environmental graphic design work and manufacture the signage needed to support the designed signage package. Primary business activity is in the field of Environmental Graphic Design/Signage performing the work of sign programming and design. Included are the development of a wayfinding (directional) sign programs, room number and life safety signing, the development of pedestrian and vehicle way-finding sign programs, building and entrance identification and traffic/regulatory signing.

3. Erie VAMC currently has a standard of signage with 290 sign system. Erie VAMC feels they could reuse parts of the existing signage to reduce waste and spend financial funds wisely on this project. Contractor should be able to provide how they can or cannot meet this requirement.

4. Project Manager must be assigned to the project to oversee signage planning, wayfinding and programming must have extensive experience with programming the room and informational signing for the interior and exterior of large medical centers. Included are the development of a wayfinding (directional) sign programs, room number and life safety signing, the development of pedestrian and vehicle wayfinding sign programs, building and entrance identification and traffic/regulatory signing. Extensive experience refers to having worked on and managed multiple large sized (250+bed) medical centers as well as mental health facilities, community living centers and outpatient clinics.

5. Project Manager must also be able to oversee signage installation for all projects, confirm installation is correct and provide any punch list items to Erie VAMC. Must also have experience with using and implementing the VA's Signage Design Guide requirements.

6. Ability to provide sign location building and site plans in AutoCAD.

7. All products designed must be readily available on GSA Schedule for ease in future procurement. All signs must be American made and under standard GSA warranties. All work shall be closely coordinated with the designated VA personnel. The various phases shall be closely supervised by the contractor and regular on-site planning meetings between all parties are mandatory.

8. The contractor shall be responsible for all demolition and removal of existing signage as well as installation of new/ replacement signage. All aspects of demolition and installation shall be coordinated with Medical Center Management to minimize impact to patients, families and staff. Any damage to existing landscape or facilities must be repaired at the cost of the Contractor this includes patching and repainting walls damaged by removal of old signs.

9. Any contractor personnel, to include permanent and temporary staff and installers shall be cleared ahead of installation start date through Erie VAMC Police Department and wear contractor provided identification at all times while on VA property. All contractors must also completed VA Privacy Training prior to installation.

10. Contractor shall provide all necessary materials, equipment, labor, supervision, and management to: (A) coordinate delivery; (B) load and unload; (C) place/install in designated room; (D) assemble items as required; (E) secure as designated; and (F) properly dispose of all associated packing/crating materials off-site of VA premises.

11. Project Manager shall participate in a kick off meeting and walk-through of every building and cboc location with VA POC within 20 days after award for measurement/site verification to start the planning process.

12. Project Manager / Installation team must be within 150 miles of the Erie VAMC and must be able to make site visits as required within 5 business days from request for planning meetings, installation issues or to address any needs for signage requested from the Erie VAMC.

13. Site visit must be conducted by contractor and documentation of all changes and needs documented by contractor and provided in written meeting minutes to Erie VAMC within 1 week of meeting/site visits. Site visits will be required throughout the project and as requested by the station. In person meetings will be required. Contractor must be able to be at the Erie VAMC for requested meetings within 5 days of request of meeting.

B. PROJECT SCOPE OF WORK

1. INTERIOR TASKS

a. The contractor shall review/utilize the existing room numbering systems and develop the signage system for all rooms and all floors of the medical center. This room numbering system is one that is to be directed toward visitors and staff. If the existing room numbering system is “broken”, contractor will propose changes. Any proposed changes, including needed additions to the current numbering system will be reviewed and approved by Engineering Department & Interior Design prior to changes being implemented.

b. The contractor shall design and program an interior room building identification sign program. This will involve programming and sign location plans being prepared for all of the room identification signs throughout the medical center. This will include a complete sign message schedule identifying each sign, its message and its type. Sign location plans will be prepared showing the placement /location of the signs. Erie VAMC currently has a standard of 290 sign system and would like to reutilize the existing signage if possible with upgrades consist of , but are not limited to security hardware, installation of 3-form plastic fins, update braille and color scheme and updating VA logos on signage. Please indicate in proposal how this can happen or not.

c. The contractor shall design and program a life safety, code and regulatory sign program. This will involve programming and sign location plans being prepared for all of the regulatory, code and life safety signs throughout the medical center. This will include a complete sign message schedule identifying each sign, its message and its type. Sign location plans will be prepared showing the placement/location of regulatory, code and life safety signs.

d. The contractor shall design and program a directional wayfinding sign program. This will involve programming and sign location plans being prepared for all of the directional signs throughout the medical center. This will include a complete breakdown identifying each sign by type and quantity being proposed. Sign location plans will be prepared showing the placement/location of directional signs.

e. The contractor shall provide detailed information identifying architectural, interior design and communication problems at the facilities that need to be changed and improved to provide better identification, circulation and communication of services for patients and visitors for consideration by the VA.

- f. The contractor shall develop the design scheme for the “look” of the interior and exterior sign program. The design will generally define the various types of signs that will be used throughout the project along with issues of image, materials and finishes, type style and layout, and color. Terminology, names and titles, flexibility of the system, form and scale, and legibility will also be considerations in developing the design scheme. The design documents will identify several different material finishes, trims, sign construction, installation and other design details for consideration of the VA. The documents will include elevation drawing of each sign type with applicable size and layout dimensions and any necessary side, top and back views.
- g. The interior signs shall be designed with consideration given to the guideline for accessible signage related to the Americans with Disabilities Act. Plan indicating how ADA compliance is met will be required. Mounting heights, braille information etc. must be provided with proposal.
- h. The contractor will prepare a budget pricing for all projects for approval for product, delivery, demolition and installation. The VA will purchase as needed there is no promise to order any dollar amount or project.
- i. The project manager will provide submittals and shop drawings, perform a preinstallation walk thru with installer for every project with VA POC. At completion of installation, the project manager will make a final inspection walk through and prepare a “punch list” report noting deficiencies and corrections necessary for the installer to complete the project.
- j. Examples of the types of interior signs that will be included in the scope of work are: Primary room/department identification signs; Patient room signs; Secondary room identification signs; Informational signs; Wall and ceiling mounted directional signs; Entrance lobby signs.

2. EXTERIOR TASKS:

- 1. The contractor shall design and program an exterior building identification sign program which would include using and updating existing signage as possible. This will involve programming and sign location plans being prepared showing the placement of the signs and their respective messages. This will include a complete sign message schedule identifying each sign, its message and its type. Sign location plans and photographs will be prepared showing the exact placement/location of the building identification signs. The signs on the building may be augmented with freestanding signs as necessary to assist in identifying buildings.
- 2. The contractor shall develop and report identifying site circulation issues for both vehicles and pedestrians that can be improved to provide better access, circulation and parking for patients and visitors. Also, provide a restriping layout for all parking lots on campus for the medical center to follow.

3. The contractor will develop the design scheme for the “look” of the exterior sign program. The design will generally define the various types of signs that will be used throughout the project along with issues of image, materials, finishes, typography and layout, and color. Terminology, names and titles, flexibility of the system, form and scale, and legibility will also be considerations in developing the design scheme. The design documents will identify material finishes, trims, sign construction, installation and other design details. The documents will include an elevation drawing of each sign type with applicable size and layout dimensions and any necessary side, top and back views.

4. The contractor will prepare complete specifications for the product being specified for the project. Will prepare suitable documentation and pricing for the demolition of existing signs and the installation of new signs.

5. Examples of the types of exterior signs that are be included in the scope of work are: Freestanding, wall or building mounted identification signs; Freestanding, wall or building mounted directional signs; Parking lot identification; Traffic signs; Site identification signs, larger overhead back lighted entrance and building signs. Electronic message boards at entrances.

C. AREA OF WORK

1. The interior signage area is defined as the interior of the medical center complex. Which includes Main hospital, Building 1 floors B-9, Building 8 Floors 1-2, Buildings 6,7,9,11,12 Parking structure and Future building 14. Also, include are 5 CBOC locations. Plans for the interior installation are required to be phased with the phasing plan to be developed after award.

2. The exterior sign is defined as the traffic, parking lot signs and exterior building identification signage. Electronic Display board at main entrance and backlighted entrances signage at all 4 of the entrances into the hospital. Installation of this areas signage may be phased as well.

3. Hours – Normal work hours will be 8:00am – 4:30 pm Monday through Friday excluding government holidays. The government has the option to modify the normal work week, day and hours, as needed to meet the needs of the Erie VA. Contractor shall be flexible if after hours work is required on nights or weekends to complete the project in order to accomplish the mission of Erie VAMC and to impact the visitors, patients and staff. There will not be additional charges paid for working out of normal working hours.

D. PHASES OF WORK

1. Phase 1 - PLANNING

- a. Project begins with an initial meeting with the contractor, the network planner, the medical center POC, and appropriate VAMC staff. It begins by reviewing the first task order of the project in greater detail and reviewing the responsibilities of the contractor/project manager and facility staff regarding input, design, documentation, coordination, direction and approvals.
- b. A project schedule will be established which relates to the project's sequence of events and priorities of importance. Functional relationships will be discussed regarding design character, implementation phasing, document submissions and purchasing procedures.
- c. Deliverables: 3 hard copies and 1 electronic file (PDF format); A project schedule.

2. Phase 2 - ROOM NUMBER PROGRAMMING

- a. The Contractor will survey and review the selected medical center/facility buildings and develop a new room numbering system. The room numbering scheme will be presented to the Facility Director and appropriate staff for their review, comment and approval.
- b. Deliverables: 3 hard copies and 1 electronic file (PDF and DWG format). Drawings illustrating the proposed room numbering scheme. A conversion table listing new and old room numbers.

3. Phase 3 - PRELIMINARY PROGRAMMING and DESIGN

- a. The contractor will revise the new room numbering system based upon comments received from the facility. When the room numbering revisions are complete, the Environmental Graphic Design firm will issue the final documentation to the facility project coordinator that will consist of floor plans, which list both the new and the old number. This documentation will be incorporated into the new room identification sign program.
- b. The contractor will survey and review the project for sign locations, text and placements. With the exterior signs, evaluations will be made regarding sign illumination requirements. For the exterior directional signs, evaluations will involve analyzing public, employee and vehicular circulation and traffic flow patterns around the project site. On the basis of information gathered in these activities and in the Planning Phase, the contractor will develop the schematic design scheme for the "look" of the sign program.
- c. The contractor will identify finishes, trims, types of signs and other design details. This will all be based upon a component based sign system as identified in the VA Sign Design Guide, created for the Department of Veterans Affairs. Emphasis will be placed on developing a sign program that provides the facility with a progressive professional look, coordinated with the building's interior design and architecture, re-cycle element of the existing interior and exterior sign program, if possible, and address the facility's maintenance requirements. For both the interior of the buildings and the exterior signs for the campus, a preliminary sign location plan will be prepared along with a preliminary sign message schedule.

- d. The schematic design scheme, preliminary sign location plan and preliminary message schedule will be presented to Facility Management, coordinated by the facility project manager, for their review and comment. The contractor will assist the facility in the review of the documents and the assemblies of the facilities review comments.
- e. Deliverables: 3 hard copies and 1 electronic file (PDF); Drawings illustrating the proposed look, color, trim, etc. of the interior and exterior sign program Preliminary sign location plan and message schedule.

4. Phase 4 - FINAL PROGRAMMING and DESIGN

- a. After the schematic design of the sign program and the preliminary sign location plan and message schedule has been reviewed and approved by the medical center/facility, the contractor will proceed to develop the draft of the sign project documents involving the sign type drawings and specifications. These documents will show preliminary illustrations of all interior and exterior sign types in the sign program. A preliminary draft of the specifications and budget will be developed that will define the cost of implementing the program.
- b. The contractor will revise the sign location plan and message schedule. These documents will be presented to appropriate facility staff for review and comment.
- c. Deliverables: 3 hard copies and 1 electronic file (PDF); Preliminary version of the sign project manual showing all of the sign types, revised sign location plans and message schedule; Preliminary specifications and costs for signage.

5. Phase 5 – FINAL DRAWINGS and SELECTION OF SIGNS FOR PROCUTION

- a. In this phase, the firm refines and finalizes the physical design of the signs, based upon client input from design development documents. The facility project coordinator will return the design development sign type drawings, sign location plan and message schedule to the contractor with final comments and final revisions.
- b. The contractor firm will prepare the final sign project manual. The sign project manual will follow the general format of detailed sign type drawings, defining all of the signs in the hierarchy of the sign program, selected sign construction details, sign installation details and specifications. The sign type drawings will include elevation drawings of each sign type with applicable size and layout dimensions and any necessary side, top and back views. It will also contain the interior and exterior sign message schedule, which defines the wording of each sign, referenced to the particular sign type and location. Final specifications will be provided for both the interior and exterior signs. Final sign location plans, in the form of AUTOCAD files will be provided for both the interior and exterior sign locations.
- c. A cost for signs will be provided for the Erie VAMC to select which signs to proceed with for purchasing.
- d. Deliverables: 3 hard copies and 1 electronic file (PDF and DWG format); Sign Project Manual/Document containing – Specifications, Sign Type Elevation, Layout, Detail and Mounting Drawings, Sign Message Schedule and Sign Location Drawings and cost estimate.

6. Phase 6 - IMPLEMENTATION PHASE

- a. The contractor is to assist the facility project coordinator with the following services.
- b. The project manager will visit the project site a minimum of 5 times during installation of large projects and a minimum of 2 times during installation of small projects.
- c. Facility project coordinator, Project manager and Lead Installer will perform a preinstallation walk through for both the interior and exterior sign project.
- d. At the completion of all fabrication and installation, the project manager will make a final inspection walk through of the project and prepare a report noting deficiencies and corrections necessary for the installers to complete on the project.
- e. At the completion of final inspection corrections, the project manager will make a final inspection walk through of the project and prepare a report noting if there are still any outstanding deficiencies and corrections necessary for the sign contractor to complete.

E. PROTECTION OF PROPERTY

1. Contractor shall protect all items from damage. Contractor shall take precaution against damage to the buildings, grounds and furnishings. Contractor shall repair or replace any items related to buildings or grounds damaged accidentally, or on purpose due to actions by Contractor personnel, utilizing materials of the same quality, size, grade and color, to match existing work.
2. Contractor shall perform an inspection of the buildings and grounds with the POC prior to commencing work. The source of all repairs, beyond simple surface cleaning, is the responsibility of the Contractor under the oversight of Engineering. Concurrence of the Erie VAMC is required before the Contractor may perform any significant repair work. In all cases, repairs shall utilize materials of the same quality, size, texture, grade and color to match adjacent existing work.
3. Contractor shall provide floor and elevator wall protection while working in all VA facilities. All material handling equipment shall have rubber wheels.

F. DELIVERY, RECEIVING & UNLOADING

1. Contractor shall contact the POC as soon as possible to schedule installation.
2. Contractor shall confirm the scheduled installation date no less than 15 working days prior to start of installation to ensure that all parts have been received and in good condition. Erie VAMC will confirm that space will be made available at appointed installation start date.
3. All staging of product must be done off-site and delivered to the nearest building or loading dock in appropriate sized trucks for that dock. Coordination with POC at Erie VAMC will be required.
4. In the event there is a delay in delivery, Contractor shall notify the Erie VAMC immediately.
5. Contractor shall ensure that the driver of the delivery vehicle & installers have copies of the delivery order and scope of work at time of delivery.

6. Contractor shall not attempt to deliver any items before the scheduled delivery date.

7. Contractor shall start staging and installing items in designated area at Erie VAMC, upon scheduled and coordinated delivery planning with POC. All products delivered shall be brought to the designated location and be contained within the confines of the location. All hallways must remain clear of product, supplies and moving carts at all times.

8. The Contractor shall verify and inspect all items both at time of receipt at off-site storage warehouse and upon arrival to the VA site. Any and all deficiencies (damage/overage/shortage) shall be brought to the attention of the POC.

9. Contractor shall repair or coordinate for replacement of damaged, defective, or missing items. All damaged, defective, or missing items must be replaced and installed within 2 weeks of project deadline.

G. ASSEMBLY, INSTALL & REMOVAL

1. Contractor shall uncrate all items received and perform all required assembly in accordance with the 'manufacturers' instructions.

2. Contractor shall complete installation within five (5) consecutive working days.

3. Any last minute changes shall be directed by the VA POC. Contractor will not accept any other direction for changes.

4. All signage installation shall be level, plumb, square, and in proper alignment and attached to the building or property securely.

5. Contractor shall inspect components to ensure that they are clean, dust free, free of defects and that installation is complete and all items are ready for use. Floors shall be swept/vacuumed upon completion of work. Contractor should not leave the work area or product installed dirty. An inspection from the POC must be completed daily prior to contractor leaving the site.

6. Contractor shall adhere to manufacturer's specifications and not use other manufacturer's product to interlock with new or existing product potentially invalidating warranties.

7. Contractor shall do a final walkthrough with VA POC and provide a punch list before releasing crew.

8. Contractor Service Technician shall be available for possible service call backs for 30 days following installation.

9. Contractor shall deliver excess supplies, parts and pieces Erie VAMC for storage.

10. Contractor shall be responsible for the removal and disposal of all trash/debris connected with uncrating and assembling signage including removing any old signs that is being removed or replaced and other items installed under this contract. Final acceptance from the VA will not occur until ***all*** debris connected with the installation is removed from the VA site.