

**Request for Proposal Q01183
Signage and Wayfinding
Addendum #2
February 14, 2025**

All changes to the Request for Proposal (RFP) are valid only if they are issued by written addendum. Each respondent must acknowledge receipt of any addenda in their proposal submission. Each respondent, by acknowledging receipt of any addenda, is responsible for the contents of the addenda and any changes to the proposal therein. Failure to acknowledge receipt of any addenda may cause the proposal to be rejected. If any language or figures contained in this addendum are in conflict with the original document this addendum shall prevail.

This addendum consists of the following clarifications and amendments including responses to questions received at the February 7th Pre-proposal meeting not received as a written question:

1. Link to the Certified Firms Directory is <https://supplierdiversitymanagementportal.illinois.gov/VendorDirectory.aspx>
Please note if the link does not work in your browser, please try opening it in another browser (Firefox, etc.).
2. In the narrative response of the RFP describe your approach for addressing multicultural requirements in the RFP.
3. For the purposes of providing consistent pricing include pricing for translation to Spanish as appropriate. Any additional languages required will be determined during the RFP process.

This Addendum consists of the following questions received to date and their responses:

1. For our team to accurately price the interior wayfinding documentation work, we will need a list of each building that is included with size details on each building (square feet, number of floors, etc.). Can this be provided?
 - a. Link to the Certified Firms Directory is <https://supplierdiversitymanagementportal.illinois.gov/VendorDirectory.aspx>
Please note if the link does not work in your browser, please try opening it in another browser (Firefox, etc.).
2. Do you have site plans for each campus and floor plans for each building including the new construction? If so, can those be provided for our review as we develop the proposal?
 - a. Link to the Certified Firms Directory is <https://supplierdiversitymanagementportal.illinois.gov/VendorDirectory.aspx>
Please note if the link does not work in your browser, please try opening it in another browser (Firefox, etc.).
3. Are you expecting a certain quantity of onsite meetings during each task of work or should we recommend the quantity we feel is sufficient for this scope of work?
 - a. Please recommend the quantity sufficient for this scope of work unless we provide assumptions in this addendum. Use your recommendation and those assumptions to develop pricing.
4. For the interior scope of work, do you anticipate any changes in the room numbering within the buildings? If so, should we include the review and development of a new room numbering strategy in our scope of work?
 - a. A final decision has not been made regarding room numbering. For purposes of your quote, you should assume that a review of campus room numbering (including building names/letters) are in scope.
5. As an environmental graphic design firm, we prepare design intent drawings for the fabrication and installation specifications. The selected sign fabricator then uses these to prepare shop drawings that are sealed by the fabricator's engineer. Is this an

acceptable approach?

b. Yes.

6. Neither of the BEP directory links provided in the RFP worked. Can you provide the accurate link to locate potential BEP certified firms that we can partner with to meet your 15% goal?

a. Link to the Certified Firms Directory is <https://supplierdiversitymanagementportal.illinois.gov/VendorDirectory.aspx>
Please note if the link does not work in your browser, please try opening it in another browser (Firefox, etc.)

7. Could you please confirm if the intent for this project is for a design-build effort?

The oversight of the fabrication and installation is part of this project's scope. We expect you to ensure that the fabrication and installation is consistent with our drawings. We intend to bid out the actual fabrication and installation work at a later date. So, the project is intended to be a design-bid-build effort.

8. Is the development of a campus map anticipated to be part of the scope for pedestrian orientation and navigation, or will existing graphics be utilized?

a. Development of an updated campus map is part of the project's scope.

9. Could you please confirm the scope of signage types to be considered? Does this include vehicular wayfinding, pedestrian wayfinding, and parking area identification? Are there other signage types, such as building identification and "on-building" types that need to be considered?

a. Yes, vehicular wayfinding, pedestrian wayfinding and parking lot identification are part of the project's scope. Building identification signage is part of the project's scope.

10. Are there any expectations or visions for digital signage solutions? If so, what type of functions should we anticipate digital solutions to provide?

a. We are receptive to digital or electronic signage and would like you to indicate where and how this can be most effective.

11. Are nomenclature and messaging standards in place and to be maintained, or is there an opportunity to engage in a naming criteria development effort to simplify and unify messaging?

a. A final decision has not been made regarding room numbering. For purposes of your quote, you should assume that a review of campus room numbering (including building names/letters) are in scope. We are not bound to messaging standards currently in place. We are also not bound to the current locations of existing signage.

12. Are all components of the existing signage brand (e.g., typeface, color palette, symbols) available for reconsideration during the design process, or will Harper College require maintaining specific components? If so, which ones?

a. The signage should comply with Harper College's current brand standards, which can be found here: https://www.harpercollege.edu/about/directory/msc/pdf/Harper%20College%20Brand%20Standards%20Quick%20Guide_Final.pdf.

13. Could you please describe how the anticipated review and approval process (i.e. working team, leadership, stakeholders) will look like throughout the project?
- A Signage and Wayfinding Committee will oversee the day-to-day activities of the project. The committee membership is still in development, but we expect the committee to include 10-15 employees and students. You should plan for bi-weekly meeting with this committee to provide updates and receive input.
 - Your primary points of contact will be the co-chairs of the Signage and Wayfinding Committee, who will be the Chief of Staff and VP of External Affairs, and the Executive VP of Finance and Administrative Services. These individuals have executive-level responsibility for Marketing and Facilities, respectively.
 - You should plan for 3 input sessions at key milestone dates with each of these constituency groups:
 - Executive Cabinet (i.e. the President and her direct reports)
 - Students
 - The entire campus community

(this section involves 9 input sessions altogether)
14. Please provide the expected timeline or schedule for this project. When would installation be expected to be completed by?
- The final installation should be complete by March 31, 2027.
15. The link to the directory of BEP certified vendors on the RFP - document does not appear to be working. Could a new one please be provided?
- Link to the Certified Firms Directory is <https://supplierdiversitymanagementportal.illinois.gov/VendorDirectory.aspx>
Please note if the link does not work in your browser, please try opening it in another browser (Firefox, etc.)
16. What are the main issues with the existing signage?
- It has been many years since signage has been addressed at Harper. The College has grown and locations of key functions have changed over the years. As we complete the latest phase of construction, it is time to revisit and update signage messaging, locations and look/feel.
17. Are there recurring accessibility challenges on campus? (Complex pathways, unreadable signage, lack of tactile or auditory aids, etc.)
- Yes, we are seeking to improve accessibility related to our signage.
18. Does the campus have an internal charter or standards for universal accessibility?
- The College does not have an internal charter or standards. For more information, you can visit this website: <https://www.harpercollege.edu/ads/access.php>.
19. Do you have a preference for specific materials (eco-friendly, durable, recyclable) or any maintenance constraints?

- a. Harper places a priority on sustainability, so eco-friendly / recyclable materials are preferred but not required.
20. Are there any specific architectural constraints that must be considered?
- a. No
21. What are the needs for digital signage? (QR codes, interactive kiosks, mobile app, integration with an existing navigation system)
- a. We are receptive to digital or electronic signage and would like you to indicate where and how this can be most effective.
22. Are there existing digital tools that the signage should be compatible with?
- a. No
23. Would you prefer a hybrid approach combining physical and digital signage?
- a. We are receptive to digital or electronic signage and would like you to indicate where and how this can be most effective.
24. Do you plan to conduct real-world testing before full deployment?
- a. No
25. Would you like end users (students, faculty, staff) to participate in testing and provide feedback on prototypes?
- a. We do not anticipate any real-world testing, but there will be input sessions on prototypes. See Question 13.
26. What performance indicators would you like to track to measure the project's success? (User satisfaction, ease of navigation, reduction in orientation-related inquiries, etc.)
- a. Cost vs. budget and student satisfaction surveys
27. Would you like our team to provide training for facility management staff on the use and maintenance of the signage?
- a. No. This would be the responsibility of the fabricator/installer.
28. Are there any external partners (accessibility organizations, local authorities) that should be involved in the project?
- a. No

29. Confirming that all three campus' will need recommendations for exterior signage, interior signage, and departmental displays and that all three campus' will follow the same standards?
- Yes, all three campuses are in scope and will follow the same standards.
30. Can you identify the number of displays needed for each department? Or the approx. size that these need to be? Is there an existing display that you are trying to match?
- Within the scope of the project, we are expecting you to provide recommendations on the number and size of the displays across campus. There is not an expectation to match current configurations.
31. What is to be displayed in these departmental display cases? Can you expand on the exhibit items?
- Items will vary based on the responsible department and its focus, but may include but not limited to informational posters, signage, promotional displays and/or artifacts.
32. The RFP mentions "including new construction" - is the only new construction the three buildings located on the main campus that are under construction; the Canning Student Center, the Business and Social Sciences Building and the Emergency Services Training Center - are there plans available for us to review for these facilities? Can you share with us the SF/number of levels for each building?
- Yes, those are the only three new buildings in scope for this project. See Question 2 for additional information.
33. Is there a budget for the project/s that can be shared?
- No
34. Should the proposal be broken out per individual campus?
- No
35. Will all three campus' be implemented concurrently?
- Yes
36. Is there a new site plan showing where the three new buildings will/are located?
- The link to the addendum and associate files can be found at this <https://www.harpercollege.edu/about/directory/accounting/bids.php>
37. Are you needing assistance with identifying a nomenclature system especially for the new facilities or is this established for all buildings?
- A final decision has not been made regarding room numbering. For purposes of your quote, you should assume that a review of campus room numbering (including building names/letters) are in scope. We are not bound to messaging standards currently in place. We are also not bound to the current locations of existing signage.
38. Is the College open to electronic or dynmaic signage for all campus?

39. Does the College currently utilize any electronic or dynamic signage?
- Currently the only electronic signage is the rolling scroll text found on some marquis signs at the entry to campus.
40. Are Design Intent Documents acceptable vs stamped Engineering Drawings - we are not an architectural firm we are a specialized Environmental Graphic Design firm - our drawings are design intent given to a fabricator to then have engineered.
- Yes
41. Do we need a landscape consultant and/or civil engineer as part of our team?
- This is not mandated but is ultimately your decision.
42. Are there existing sign standards, sign location plans and drawings available?
- No, other than the brand standards mentioned in Question 12.
43. Are there key stakeholders outside of the committee (e.g., students, faculty, community members) who will need to be consulted, and if so, how should these consultations be structured?
- See Question 13.
44. Does the college anticipate conducting user testing or surveys with students, staff, and visitors during the design process? If so, what role should the consultant play in gathering and incorporating this feedback?
- User testing is not required, but the consultant should participate in the feedback sessions as described in Question 13. The consultant will work with the Signage and Wayfinding Committee to make changes, if necessary.
45. How often will the Signage and Wayfinding Committee meet, and what level of involvement is expected from the consultant in these meetings?
- See Question 13.
46. Are there existing brand guidelines, visual identity standards, or color palettes that the new signage and wayfinding system should align with? Should the signage design reflect any recent rebranding efforts or campus identity updates?
- See Question 12.
47. Please expand on the need for bilingual or multilingual elements, and if so, which languages should be prioritized?
- We expect Spanish to be the predominant second language.
48. Will there be any anticipated zoning plan approvals or city interface required during the design phases?
- For marquis signs at campus entry sites, we will need approval from City of Palatine (for main campus), City of Prospect Heights (for Learning and Career Center) and Village of Schaumburg (for Harper Professional Center).
49. Can we collapse/rearrange the project phases as outlined on pg20? Some of the workflow does not seem to be optimal. Items 7 & 8 occurring after item 6? Item 8 should be driven by the sign fabricator.

- a. Yes, Item 8 will be driven by the sign fabricator. However, with a March 31, 2027 installation date in mind, we are asking you to prepare a project plan that allows time for fabrication and installation using your past experience on similar projects.

Regarding the sequencing of the items on Page 20, this is intended to be a list of deliverables, not necessarily the sequence of completion. You are allowed to re-sequence these steps as you see fit.

50. Is bidding considered to be within item 6?

- a. Yes

51. The RFP references “departmental displays.” Can you provide examples or additional information regarding what these displays typically include?

- a. The term “departmental displays” is intended to mean signs signifying the location of major locations on campus. For instance, we might add a larger sign that says “Registration and Records” at the location of that student-facing office.

52. Can we be provided the overall square footages for each of the buildings to be included in the work?

- a. See Question 2.

53. Is there any existing documentation of the current signage at the various locations (exterior and interior) to be included in the work?

- a. No.

54. Do we need to schedule a time, or otherwise make arrangements with the college, to visit the project locations to review the sites and take photographs as part of our proposal prep?

There is no need to schedule a time to visit the public spaces / corridors at the main campus or the Learning and Careers Center. However, the Harper Professional Center is currently unoccupied and not accessible by the public. The College can provide access to the shortlisted firms during the RFP process.

55. Can you provide any information about any wayfinding apps that the college currently uses?

- a. The College’s [interactive campus map](#) is integrated into our mobile app, which is provided by Ready Education.

56. Should design for signage for food services or other retail locations be included in the scope of work? If so, can we be provided with a list of the retail locations that should be included?

- a. The College’s retail locations include its bookstore, cafeteria, Subway and Starbucks. The scope of this project includes wayfinding to these locations (as deemed necessary in the wayfinding study) and “departmental displays” (see Question 51). Internal signage (e.g. menu boards) are not in scope of this project.

57. Does the college have any existing survey results or other user comments or reviews related to the existing signage that can be reviewed?
- No.
58. Was there a Pre-Submission Meeting on Friday, February 7, 2025, at 2:00 pm? I logged in twice and no one was there. If there was a meeting, please share those details.
- Yes. Information provided at the pre-proposal meeting is included in this Addendum.
59. How many buildings are on the main campus? What is the total SF?
- See Question 2.
60. What is the SF of the Learning & Career Center?
- See Question 2.
61. What is the SF of the Professional Center?
- See Question 2.
62. Will the departmental displays be temporary?
- Permanent. See Question 51.
63. Will the new signs for these buildings need to be included in a larger Signage Guidelines document for implementation at other locations in the future?
- Yes
64. Will the new signs need to match or coordinate with any existing signage, or is this a new design system?
- This is a new design system. You are not bound by the look, feel, content or location of existing signs.
65. Has a budget for fabrication been identified for this?
- No
66. What review process is anticipated for this project and how long should we allow for review at each phase?
- See Question 13. Based on this, we are asking you to prepare a project schedule.

67. What is the desired start/end date for the design phase?
- a. As you prepare the project schedule with an installation date of March 31, 2027, you should assume 3 months for bidding and Board approval and your estimate of fabrication and installation, based on your past experience with similar projects.
68. Are there any challenges unique to this campus (accessibility, climate, commuter access, public facilities, etc)?
- a. The elevation changes on the site of the main campus. As a result, as you progress through the various connected buildings, you might be on the first floor in one wing and then find yourself on the second floor in another wing - without using a stairway. This might create unique wayfinding challenges.

Sincerely,

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