



Request for Proposals (RFP)  
Wayfinding Design & Implementation  
Reference #: NGC105878  
Buy and Sell Reference #: PW-15-00698344  
September 30, 2015

## ADDENDA # 1

**Addenda:** NGC strongly suggests that you *immediately* enter this information in Section G – Forms, specifically in article G.4 – Addenda, in the document you plan to use for your response to this RFP. Please use the date shown above as the date of the Addenda. Failure to identify addenda issued by the NGC **will (M)** result in the immediate disqualification of your proposal.

1. The National Gallery will now be holding a mandatory site visit open to all interested bidders. The information is as follows:
  - 1.1 Bidders **must (M)** attend a Bidders Conference and site visit to be held at the National Gallery of Canada (NGC) building, located at 380 Sussex Drive, Ottawa, Ontario:

**October 6, 2015 at 10:00 AM (EDT)**
  - 1.2 Bidders should bring their copy of the ITT document to the Site Visit/Conference.
  - 1.3 Bidders should register, **VIA E-MAIL**, with the Contracting Authority prior to the Bidders' Conference by giving names of people that will be attending the Conference, so that security passes can be prepared in advance.

Contact: Kathy Broom  
Contracting Authority  
E-mail: kbroom@gallery.ca
- Registration should be received by October 5, 2015 by 3:00 PM (EDT)
- 1.4 Bidders **must (M)** report to Kathy Broom, Contracting Authority at the **Group Entrance Lobby Security Desk**, located at the front of the National Gallery of Canada building, near the parking garage by 9:45am (EDT). In addition to signing the Security register to receive a security pass, the Bidder (or representatives of the Bidder) **must (M)** also sign the Site Visit attendance sheet.
- 1.5 The bilingual site visit will begin at **10:00 am (EDT) sharp** and will consist of a tour of the site and a question period. Attendance will be taken at site. Latecomers will not be allowed to join the Site Visit once the group has left the Group Entrance Lobby.
- 1.6 **NGC will not (M) accept bids from Bidders whose company was not represented at the site visit.**



- 1.7 Each Bidder **shall (M)** inspect the site, ask questions, and familiarize themselves with existing conditions, limitations and constraints that may arise during the period of this Contract.
2. As a result of holding the site visit Sections A.7.2 & B.2.3 will now be replaced with the following:
  - A.7.2** All enquiries **shall (M)** be submitted as early as possible within the bidding period. Enquiries must be received by **October 13, 2015 by 11:00 am (EST)**. Questions received after this time **will not be answered**.
  - B.2.3** All Tenders **must (M)** be delivered to the address specified above, on or before the closing date and time as specified, unless subsequently amended by the NGC.

**Closing Date:           October 27, 2015**  
**Time:                       2:00 pm EST**

3. Envelope #1 states that it is to include a completed Section D and Section G (forms). Do we use section D.4.2 as an outline for the submission requirements? Can we add capabilities, corporate profile, and additional relevant project pages to this section?
  - Yes, please use D.4.2 as an outline for submission, the forms in G.3 can be used as indicated in D.4.2 – Experience. Yes, you can add any other information you feel would enhance your submission.
4. Can you provide us with an outline of exactly what needs to be submitted? (Title page, table of contents, appendixes, maximum amount of pages, size of document (8 x11) portrait?)
  - As indicated above in question 1, please use the information provide in D.4.2 to prepare your submission. There is no limit on what can be submitted, 8x11 portrait is preferred.
5. In Section C.5 there is reference to the requirement for interceptors and moderators to be fluently bilingual. Could you clarify what is meant by interceptors and moderators?
  - Any individual working in relation to this project who is actively engaging with the public in some capacity.
6. Is it required that the Proponent be bilingual?
  - No.
7. In section D.4.2 – Step two – are you asking us to provide a document (over and above the mandatory forms of G.3) detailing our firms’ experience, personnel, approach & methodology and work plan? I am asking because other than the detail of the three relevant projects (in section G.3) there is nowhere on the mandatory forms to fill in this information.
  - Please submit this information in your own format, the forms in G.3 are for the three relevant projects only.
8. If this assumption is correct, do we include the G.3 mandatory forms in this section or is it OK to have these forms included with the complete section G submission later in the proposal?
  - You can include them in either Section, as long as they are part of your proposal.
9. If section D.4.2 is a custom write up with the ability to include pictures of or work as it pertains to the three projects or additional relevant projects, is there a page limit?
  - No, there is no page limit



10. We have seen the floorplans on the NGC website, but are wondering if you can provide us with a digital site plan and architectural plans for each floor, including the underground parking. If so, what file format is used for the digital architectural plans?
  - Providing documentation may be reconsidered after the site visit.
11. How many levels of underground parking are there? Approximately how many spaces are available?
  - There are 2 levels of underground parking with approximately 400 spaces.
12. It appears that there are two public entrances: the Main Entrance and the Group Entrance. Are there any others?
  - Yes, there is a curatorial/staff entrance.
13. Where is the public NOT permitted to go within the NGC?
  - Yes, there are a few entry points within the building that are identified as staff only, and which require a security pass and access code to enter.
14. What is the large grayed-out area to the left of “H, F, and K” on Floor G?
  - This is a staff-only area that includes offices, service elevators, loading bays and storage.
15. Does the project include any of the park-like areas around NGC extending down to the river?
  - No
16. On p. 18, under Phase 2. Mapping and Design, there is a bullet point called “Mapping” and a separate bullet point on p. 19 called “Designing all maps, diagrams, and other elements, including materials and fabrication methods.” What is the difference between these bullet points? To what does “Mapping” alone refer?
  - Mapping refers to how the wayfinding route is structured.
17. On p. 22 and elsewhere, the RFP refers to “Visioning.” Can you please clarify what is meant by this?
  - Visioning refers to the development of a clear vision, goal and plan for the wayfinding and signage project.
18. On p. 22, you request a “CV” for each member of the project team. Will a narrative “Bio Sketch” be sufficient as long as it covers all the requested background information?
  - Yes, a ‘bio sketch’ would suffice as long as all the information we have asked for is included.
19. On p. 23, under “Work Plan,” you say the work plan is to include “Plan development,” which is different from tasks, time frame, description, and estimated completion date. Can you please clarify what you mean by “Plan development”?
  - Plan development refers to how the proponent proposes to accomplish the task at hand.
20. Just to clarify, is the “Pricing Offer” for services only and not to include sign or map fabrication and installation costs?
  - Correct, this RFP does not include sign or map fabrication and installation
21. On the F.4 Signatures page, is it necessary to provide the signatures of two authorized representatives or will one suffice?
  - One signature will suffice. There is space for 2 in the event that a firm has 2 authorized signatures that must sign official documents.
22. We have looked on the Buy and Sell website and have not seen any addenda to the RFP as of Sept. 18. Have any been issued?
  - No, none have been issued



23. Is it possible for you to alert us if/when an addendum is made to the RFP?
  - Firms should register with the Buy and Sell website to receive alerts. Please go to <https://buyandsell.gc.ca/> and find on the right hand side the Section entitled “Get email notifications for new tenders or amendments”.
24. Is donor recognition signage included in the Scope of Work?
  - Only as it applies to named rooms that are implicated in wayfinding.
25. Is back-of-house signage included in the Scope of Work?
  - No, this is not included.
26. Is the development of a graphic system or graphic templates for exhibition signage / interpretive signage included in the Scope of Work?
  - No, this is not included.
27. While the successful proponent will develop a scope of work and design documents for the Invitation to Tender, will the NGC manage the tendering process, contract directly with the signage fabricator, and handle production costs directly?
  - That is correct, NGC will manage the tendering process and contract. The successful proponent will oversee the installation
28. "The museum building consists of approximately 778,000 square feet". How much of this is back-of-house space?
  - Of the total area of the gallery, approx. 523,000 square feet is accessible to the public. Of this, approximately 250,000 square feet is parking (114,592 square feet on P2 and 136,095 square feet on P1).
29. How many square feet is the existing Parking?
  - Please see previous answer.
30. Does the NGC have a code consultant to advise on code-related requirements?
  - While we have some internal expertise, an external compliance review will be required.
31. Does NGC have a target budget for signage fabrication and installation?
  - We are unable to provide our budget
32. Does NGC have a target budget for signage design fees?
  - We are unable to provide our budget
33. If a proponent includes additional relevant material to the RFP response, will they be disqualified?
  - No
34. The RFP firmly states that we must not change or modify the forms to complete the proposal. As outlined in the Evaluation Process section (pages 21-23), we are to submit documents in the format specified. However, we notice that there are no forms provided for Personnel, Approach/Methodology and Work Plan. Can we format these pages as we see fit?
  - Yes
35. The forms in G.3 provide space for Work References, but there is no space for “a complete list of all relevant projects” as requested.
  - The forms supplied in G.3 are to be used for relevant projects which should include contact information as indicated.
36. We downloaded the RFP PDF from the BuyAndSell website. The forms are included in this file, but since it is not a fillable PDF, we are unsure how to complete them. Can we adapt, copy or modify them in our proposal?
  - Yes



37. As there was no letter of intent and deadline to submit included within the RFP, can you please clarify if we need to express an interest to bid in any form?
  - There is no need to express an interest to bid
38. Can you please confirm if we are required to join a List of Interested Suppliers in order to bid on this RFP?
  - No
39. Is it possible to have an up-to-date floor plan? This will help us with costing.
  - Yes, we can share the current floorplan at the site visit, but it is not completely up-to-date.
40. Does the NGC have a summary / floorplan of the existing signage? If so, can this be supplied as a reference?
  - The NGC does not have a summary plan of existing signage.
41. Are emergency / exit routes part of the scope? (not only way-finding, but also instructional)
  - Yes
42. Are regulatory / prohibitive signs part of the scope? (no-smoking, no-parking etc.)
  - No
43. Is ground-painted directional signage in the parking lots part of the scope?
  - No
44. Are there any significant architectural restrictions with regards to installation / mounting?
  - Yes
45. Are we required to provide translation / editing services of all final sign content?
  - Yes, and the NGC will review and approve final translations
46. Will the NGC request a commissioning package at the end of the project? (transfer of all final design files for their records)
  - Yes
47. Will the NGC request template design files to allow for future modifications / additions etc.
  - Yes
48. Has a project budget, or funding allocation been targeted for this project, either for material costs or entire project scope, or for its maintenance and later additions?
  - We are unable to provide our budget
49. Does National Gallery of Canada (NGC) consider the exterior and interior advertising banners for special exhibits as part of this wayfinding and signage project?
  - No
50. Has the NGC identified overall or specific lighting and sign luminance deficiencies or requirements as part of feedback provided to the NGC, or part of NGC's own ideas?
  - Not overall, but there will be restrictions.
51. Can you please confirm that the requested costing for implementation refers to our services to coordinate and project manage fabrication and implementation, and does not refer to estimated costs to fabricate and implement the system?
  - This is correct
52. How do you envisage consultants being able to provide detailed cost breakdowns before research, planning and design stages are complete, and the full scope agreed upon?
  - It is expected that bidders provide best estimates based on the information available.



53. Phase 3 appears to be called Project Management rather than Implementation. Does this assume the consultant's role will simply be to oversee implementation that is don't by a manufacturer?
- Yes
54. The terms and conditions refer to Appendix D, Insurance (p.16), however there is no such appendix attached. Could you please provide this document?
- Please disregard, there are no insurance requirements for this tender
55. The RFP makes multiple mentions of testing of prototypes and signage: What is the expected extent of this? Are there specific parts of the signage system that the NGC anticipates needing to test? Which parties will be responsible for the testing?
- It is expected that the successful proponent will identify and recommend best practices. The proponent will be responsible for testing, with the NGC's involvement and approval.
56. According to the RFP, the NGC would prefer the design firm to present 3 design options in the schematic design phase, and then offer 2 options of all sign types in design development. Our typical process, developed in order to provide the best value to our clients while maintaining an efficient process, typically involves the presentation of 3 design options for key sign types in schematic design, culminating in the selection of 1 scheme that we then extend to all sign types in design development. Would this process be acceptable to the NGC?
- Yes
57. With regards to the two questions above, it should be noted that testing and developing 2 options for all sign types will affect timing, specifically the anticipated completion of all design phases by March 31, 2016. Please advise.
- One option will be accepted.
58. Is there intention to use one fabricator for the entire program, or will the fabrication have to be bid out multiple times due to the phased implementation?
- This is still to be determined
59. Will the interior public and exterior site & entrance signage definitely be implemented together in one phase?
- No
60. Who is the Project Authority? How is the approval process structured, and how many phases of approval can we anticipate?
- The Project Authority is the Project Lead. The approvals process has 3 levels. The Project Authority, Project Committee and Director/CEO.
61. How many meetings do you anticipate and where will they take place?
- The proponent should identify this. Meetings would likely be onsite at the NGC or by phone.
62. Will design elements be required to incorporate internal illumination based upon lighting levels throughout the space? Based on proposed project timeline, at what stage will lighting coordination need to be confirmed for sign requirements?
- Yes
63. Has the project team defined budgets for signage implementation that we will need to work towards?
- We are unable to provide our budget
64. What is the anticipated extent of the maps needed?
- Very detailed.



65. Can NGC provide us with plans for the site and building(s) included in our scope of work?
  - These will be provided to the successful proponent bidder.
66. What is the extent of the parking? Is it a garage, or lot? Does the garage have multiple levels?
  - Please refer to Question #11
67. The RFP calls for prototypes to be made for testing – in order to maintain a cost-effective process, we typically have prototypes fabricated using substitute materials, but still clearly demonstrating the look and feel of the anticipated signage. Please confirm that this is acceptable.
  - Yes
68. We understand the requirement for map design. Will the signage design scope of work include any collateral materials that include maps (i.e. brochures) or will that effort be completed by a third party?
  - Collateral would be completed by a third party.
69. Will we be developing site and roadway signage leading to the building and parking or is the scope limited to building identification at entrances?
  - The NGC would consider recommendations for site signage on NGC property only, but no roadway signage will be included in the scope.