

REQUEST FOR PROPOSALS (RFP) NO. 26-5084
TO
PROVIDE A WAYFINDING & SIGNAGE SYSTEM
FOR
LEEWARD COMMUNITY COLLEGE
PEARL CITY, HAWAII

APRIL 2026

BOARD OF REGENTS
UNIVERSITY OF HAWAII
HONOLULU, HAWAII

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IT IS THE RESPONSIBILITY OF ALL OFFERORS TO CHECK THE TABLE OF CONTENTS TO CONFIRM THAT ALL PAGES LISTED THEREIN ARE CONTAINED IN THEIR RFP PACKAGE.

NOTICE TO OFFERORS

The University of Hawaii RFP No. 26-5084, to Provide a wayfinding and signage system for Leeward Community College, Pearl City, Hawaii is issued and will be awarded through the State of Hawaii's electronic procurement system (HlePRO). **All proposal responses must be submitted electronically through HlePRO no later than 2:30 p.m., May 18, 2026.** Proposal received after the due date and time or received in a form other than electronically through HlePRO will not be considered.

Offerors are advised that they should not wait until the last minute to submit their proposal through HlePRO. Offerors are solely responsible for ensuring that their electronic submission through HlePRO is complete and all necessary files are attached to their offeror prior to the RFP due date and time. The University shall not be responsible for any delay or failure of any Offeror to submit any materials updated through the RFP process on a timely basis.

Electronic Procurement

Offerors interested in responding to this electronic solicitation must be registered on HlePRO. To register, visit the following link: https://hiepro.ehawaii.gov/videos/video/vendor_registration.html. Reference the Vendor Quick Reference Guide for additional information at <https://hiepro.ehawaii.gov/static-resources/VendorQuickReferenceGuide.pdf>.

HlePRO will be the system of record for the issuance of the RFP, to receive the proposal requirements, issue Amendments, and make award for the RFP. Amendments and other information and materials provided through HlePRO, may include additions or changes with respect to the due date and time.

Special instructions in HlePRO related to this solicitation are incorporated herein and made a part of this RFP through reference. Offerors shall review all special instructions located in HlePRO.

Questions and Clarifications

All questions and requests for clarifications must be submitted electronically through HlePRO. Questions must be submitted by **April 29, 2026 at 4:00 p.m HST**. Responses will be posted on **May 4, 2026**.

All communications regarding this solicitation shall be conducted exclusively through HlePRO. Any contact with University personnel outside of HlePRO regarding this solicitation is strictly prohibited and may result in disqualification of the Offeror. The University may refuse to answer any questions received outside of HlePRO or after the Questions/Answers deadline.

Luis. P Salaveria
Chief Procurement Officer
University of Hawaii

Posting Date: 04-22-2026

Vendors are responsible for notifying the Procurement Specialist Bonnie Anderson (e-

mail: bonnie27@hawaii.edu) for accessibility concerns related to this RFP.

SECTION 1

ADMINISTRATIVE OVERVIEW

1.1 INTRODUCTION

This Request for Proposals (RFP) is being issued to provide a wayfinding and signage system for Leeward Community College at the Pearl City campus on O'ahu, to improve navigability, reinforce the campus identity, and enhance the visitor, student, and staff experience.

1.2 AUTHORITY

This Request for Proposals (RFP) is issued under the provisions of the Hawaii Revised Statutes, Chapters 103 and 103D. All prospective Contractors are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective Contractor shall constitute admission of such knowledge on the part of such prospective Contractor.

1.3 RFP ORGANIZATION

This RFP is organized into the following sections:

Section 1, Administrative Overview -- Provides Offerors with general information on the objectives of this RFP, procurement schedule, and procurement overview.

Section 2, Scope of Work -- Provides Offerors with a general description of the tasks to be performed, delineates University and Contractor's responsibilities, and defines deliverables.

Section 3, Proposal Requirements -- Describes the required format and content for the Offeror's proposal.

Section 4, Criteria to Evaluate Proposals -- Describes how proposals will be evaluated by the University of Hawaii.

Section 5, Special Provisions -- Provides Offerors the additional, special terms and conditions under which the work will be performed.

1.4 SCHEDULE OF KEY DATES

The schedule of key dates set forth herein represents the University's best estimate of the schedule that will be followed. Any of the dates listed below may be changed at any time at the sole discretion of the Director, Office of Procurement Management:

RFP Advertised and Issued

April 22, 2026

Closing Date for Submission of Questions	<u>April 29, 2026</u>
University Response to Offeror's Questions	<u>May 4, 2026</u>
Closing Date for Receipt of Proposals	<u>May 18, 2026</u>
Proposal Review Period	<u>May 18- June 5, 2026</u>
Contractor Selection and Award	<u>June 8, 2026</u>
Contract Start Date (Tentative)	<u>June 15, 2026</u>

1.5 SUBMISSION OF QUESTIONS

Offerors may submit questions via HlePRO. The deadline for submission of questions is no later than 2:30 p.m., Hawaii Standard Time, on April 29, 2026.

Responses to question submitted via HlePRO will be made no later than 4:30 p.m., Hawaii Standard Time, on May 4, 2026.

1.6 SUBMISSION OF PROPOSALS

Offerors shall read, complete, and submit all required information as specified in the Request for Proposals. All proposals must be submitted via HlePRO by the date and time specified on the NOTICE TO OFFERORS. No hardcopy proposals will be accepted.

1.7 COSTS FOR PROPOSAL PREPARATION

Any costs incurred by Offerors in preparing or submitting a proposal shall be the Offeror's sole responsibility.

1.8 DISQUALIFICATION OF PROPOSALS

Proposals shall be evaluated for responsiveness and responsibility in accordance with HRS Chapter 103D and HAR §3-122. The University reserves the right to reject any proposal that fails to conform in all material respects to the requirements of this RFP. An Offeror may be disqualified and the proposal may be automatically rejected for any one or more of the following reasons:

The proposal shows any noncompliance with applicable law.

The proposal is conditional, incomplete, or irregular in such a way as to make the proposal indefinite or ambiguous as to its meaning.

The proposal has any provision reserving the right to accept or reject award, or to enter

into a contract pursuant to an award, or provisions contrary to those required in the solicitation.

The Offeror is debarred or suspended. Late proposals shall not be accepted under any circumstances and will be automatically rejected in accordance with applicable procurement regulations.

1.9 PROCUREMENT OFFICER

This RFP is issued by the Office of Procurement Management, University of Hawaii. The Procurement Officer responsible for overseeing the contract is Bonnie Anderson, Deputy Director of the Office of Procurement Management. The Issuing Officer is the sole point of contact for this solicitation.

1.10 TECHNICAL REPRESENTATIVE OF THE PROCUREMENT OFFICER (TRPO)

The individual listed below is the Technical Representative of the Procurement Officer (TRPO):

Tad Saiki
Marketing Specialist
Leeward Community College
96-045 Ala 'Ike Street, Rm BE 225
Pearl City, HI 96872
Phone: 808-455-0531
email: tads@hawaii.edu

1.11 ISSUING OFFICER

The individual listed below is the issuing officer and the official contact for all communication regarding this RFP:

Bonnie Anderson
Office of Procurement Management
University of Hawaii
1400 Lower Campus Road, Room 15
Honolulu, Hawaii 96822
Phone: 808-956-3270
Email: bonnie27@hawaii.edu

1.12 CHANGES TO CONTRACTOR'S FEE

It is recognized that audit disallowances and other changes may require adjustments in the compensation due to the Contractor. In the event that future actions would either disallow or minimize the payments already made to the Contractor, the Contractor shall assist the University in defending the correctness of the claim for reimbursement. In

the event of audit findings affecting payment, the University and Contractor shall work in good faith to resolve any questioned costs in accordance with applicable laws and the terms of the contract. Payment to the University shall be made within THIRTY (30) calendar days from which official notice is received by the Contractor from the University.

1.13 RFP AMENDMENTS

The University reserves the right to amend the RFP any time prior to the closing date for best and final offers.

1.14 AWARD ON INITIAL PROPOSALS

The University may award a contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the Offeror's best terms.

1.15 AVAILABILITY OF FUNDS

Offerors are advised that the award of this contract is contingent upon availability of funds. If funds are not available, the University reserves the right not to make award of this contract.

1.16 NOTICE TO PROCEED

The University shall not be responsible for work done, even in good faith, prior to the University's Notice to Proceed unless specific provisions are made in the contract.

1.17 RFP SUBMITTALS BECOME PROPERTY OF THE UNIVERSITY

All proposals and other material submitted shall become the property of the University and may be returned only at the University's option.

1.18 HAWAII COMPLIANCE EXPRESS

The selected Offeror shall be required to register and be compliant in Hawaii Compliance Express (HCE) prior to contract award. Failure to demonstrate compliance may result in disqualification and award to the next highest ranked Offeror.

SECTION 2 SCOPE OF WORK

2.1 PROJECT OVERVIEW AND BACKGROUND

Leeward Community College (LCC) serves more than 6,000 credit students per semester which consists of a mix of traditional and non-traditional, full-time and part-time, and provides an accessible, affordable, and high-quality education in a variety of programs from career and technical education to liberal arts. LCC also serves its communities and industries by offering a variety of short-term, non-credit training classes for individuals to be skilled up to successfully fill high-demand jobs in Hawai'i.

The Leeward Community College (LCC) is located in Pearl City, Hawai'i. The campus features a main campus with academic buildings, administrative offices, a theater, parking structures, and student support facilities. The current signage is outdated, inconsistent, and insufficient to support the needs of first-time visitors, daily users, and emergency services.

Leeward Community College (LCC) seeks to implement a comprehensive, campus-wide wayfinding and signage system to improve navigation, accessibility, and user experience for students, staff, visitors, and emergency services. The system shall provide clear, consistent, and durable signage aligned with campus needs and environmental conditions in Hawai'i.

This procurement is intended to result in a single contract for a complete, strategic plan, inclusive of design, quality control, and oversight of third-party fabrication and installation of all signage components.

2.2 OBJECTIVE

The objective of this project is to provide a strategic plan for a comprehensive wayfinding and signage system that:

- Improves navigation efficiency for first-time and recurring users
- Ensures compliance with ADA and applicable regulatory requirements
- Establishes a consistent and functional visual communication system
- Supports long-term durability and maintainability in Hawai'i's environmental conditions

The contractor shall develop a strategic plan for design, fabrication bid documents, installation oversight and documentation. This contractor will **not** do the fabrication work or any installation. All production or installation work will be obtained separately and not part of this RFP.

The Contractor shall propose a complete campus-wide wayfinding solution; however, for pricing and evaluation purposes, the Offeror shall base its proposal on a reasonable and supportable estimated quantity of signage elements derived from its assessment methodology. The proposal shall clearly identify all assumptions regarding quantities, locations, and system coverage. These assumptions shall form the baseline for contract execution and may be adjusted only through formal contract modification.

2.3 SCOPE OF WORK

The Contractor shall provide comprehensive professional services including assessment, design, preparation of procurement-ready bid documents, procurement support, installation oversight, and project closeout. The Contractor shall NOT perform fabrication or installation. These services will be procured separately.

Phase 1: Assessment and Planning

The Contractor shall conduct a comprehensive assessment of existing campus conditions and wayfinding needs.

Tasks include:

- Campus site analysis and audit of existing signage
- Stakeholder engagement (faculty, staff, students, visitors)
- Review of ADA requirements, UH standards, and applicable codes
- Development of wayfinding strategy and hierarchy

Deliverables:

- Existing signage inventory and condition assessment report
- Wayfinding gap analysis
- Stakeholder engagement summary
- Draft wayfinding strategy document

Acceptance Criteria:

All deliverables must be submitted in written format and approved by the University prior to proceeding to Phase 2.

The approved wayfinding strategy, signage quantity assumptions, and placement plan developed in Phase 1 shall establish the baseline scope for fabrication and installation.

Phase 2: Wayfinding and Signage System Design

The Contractor shall develop a comprehensive signage and wayfinding design system.

Tasks include:

Development of signage types, including but not limited to:

- Vehicular directional signage
- Pedestrian directional signage
- Building identification signage
- Parking and regulatory signage
- Campus maps
- Design mockups and renderings
- Sign placement and location plans
- Development of messaging hierarchy and sign content
- Create a detailed Brand style guide
- Brand story and usage principles
- Visual examples of brand application across media
- Guidelines for logo lockups

Integration: This visual identity must be embedded into the signage design system, ensuring that all wayfinding and signage supports both functionality and visual storytelling for the campus.

Deliverables:

Signage design package (renderings and specifications)

Campus-wide sign placement plan
Sign message schedule
Detailed fabrication specifications
Material specifications, material samples and finish schedules
Brand style guide

Acceptance Criteria:

All designs must be reviewed and approved by the University.

Phase 3: Secondary Visual Brand Identity Development

The Contractor shall develop a visual identity system to complement the signage program.

Tasks include:

Design a secondary visual identity that reflects the values, history, and personality of the Leeward campus and community.

Create a visual identity system unique to Leeward Community College, consistent with but distinct from the overarching University of Hawaii brand.

Deliverables:

Color palette (restricted for signage use)
Typography standards
Graphic elements for signage applications
Signage style guide

Restrictions:

This scope does not include full institutional rebranding or modification of the University of Hawai'i system brand.

Acceptance Criteria:

All visual elements must be approved prior by the University.

Phase 4. Procurement Support & Installation Oversight:

The Contractor shall provide professional services to support the University in the procurement, coordination, and oversight of signage fabrication and installation, which will be procured separately by the University.

The Contractor shall **not perform fabrication or installation work** under this contract.

Tasks include:

Develop complete and procurement-ready fabrication and installation bid documents, including:
Technical specifications
Drawings and design packages
Materials and finish schedules
Installation requirements and standards

Provide procurement support to the University, including:

Assistance with responding to vendor questions during the solicitation process

Review of bids or proposals for technical compliance (non-voting advisory role unless otherwise designated)

Identification of risks, omissions, or inconsistencies in vendor submissions

Provide installation oversight and coordination, including:
Review and approval of fabrication submittals, shop drawings, and material samples for conformance with design intent
Coordination with University personnel and selected fabrication/installation contractor(s)
Site observation of installation progress to verify general conformance with contract requirements
Identification and documentation of non-conforming work
Provide project closeout support, including:
Final inspection support and punch list development
Verification that installation aligns with approved design and specifications
Coordination of corrective actions, as needed

Deliverables:

Complete fabrication and installation bid document package
Technical review memoranda (as applicable during procurement phase)
Submittal review documentation (shop drawings, materials, finishes)
Site observation reports
Punch list and final inspection documentation

Acceptance Criteria:

All bid documents must be complete, accurate, and suitable for use in a separate competitive procurement
All reviews and oversight activities must demonstrate alignment with the approved design intent and contract requirements
All deliverables must be submitted in written format and approved by the University
The Contractor shall act in an advisory and support capacity only and shall not have contractual authority over third-party fabrication or installation contractors. All procurement decisions and contract administration authority shall remain with the University.

Phase 5: Documentation and Closeout

The Contractor shall provide complete documentation for long-term use and maintenance.

Deliverables:

Final signage standards manual
As-built signage plans and locations including a digital map
Maintenance and care guidelines
Warranty documentation
Editable digital files of all design assets

Acceptance Criteria:

All documentation must be complete, accurate, and acceptable to the University prior to final payment.

2.4 GENERAL REQUIREMENTS

The Contractor shall be fully responsible for delivering a comprehensive strategic plan of a complete and functional signage system. All work shall comply with applicable ADA standards and accessibility requirements. All materials and designs must account for Hawai'i's environmental conditions, including UV exposure, humidity, corrosion, and wind.

All deliverables are subject to University review and written approval

Any changes to scope, deliverables, or schedule must be approved through formal contract modification.

All work shall be performed in accordance with industry best practices

SECTION 3 PROPOSAL REQUIREMENTS

3.1 INTRODUCTION

This section indicates the proposal requirements for this RFP which shall be submitted by the deadline set for submission of proposals. Fulfillment of all proposal requirements listed is mandatory for consideration of proposals. Offerors shall structure their proposals to directly correspond to the evaluation criteria set forth in Section 4. Failure to provide sufficient detail may result in a lower evaluation score.

The Proposal shall include the following subsections:

Proposal Letter

Business Classification

Proposal Requirements

Cost Proposal

References

Offeror's proposals should include each of the appendices and be placed in the order provided in sections 3.2 through 3.6. To assist the Offeror, a checklist and Appendices A through E are provided as a separate document.

3.2 PROPOSAL LETTER (Appendix A)

The Proposal Letter shown in Appendix A shall be signed by an individual authorized to legally bind the Offeror, dated, and be affixed with the corporate seal (if corporate seal is available). If said individual is not the corporate president, evidence shall be submitted showing the individual's authority to bind the corporation. The fully executed proposal letter shall be submitted along with the proposal.

3.3 BUSINESS CLASSIFICATION CERTIFICATION STATEMENT (Appendix B)

OFFERORS shall complete and submit the Business Classification Certification Statement document with the proposal.

3.4 PROPOSAL TECHNICAL PROPOSAL REQUIREMENTS (Appendix C)

MINIMUM VENDOR REQUIREMENTS

Offerors shall submit a Technical Proposal that clearly demonstrates their ability to deliver a complete comprehensive professional services solution including design, procurement support, and installation oversight, including design, fabrication bid document, and installation oversight, in accordance with Section 2 – Scope of Work.

The Technical Proposal shall be organized in the following order and include, at a minimum, the information below:

1. Experience and Qualifications

Offerors shall demonstrate experience in design, development of procurement-ready bid documents, and oversight of fabrication and installation performed by third parties.

Include:

- A minimum of three (3) completed projects demonstrating design and oversight of third-party fabrication and installation, preferably in higher education
- Project size, scope, outcomes and how success was measured
- Client references, including contact information

2. Project Approach and Methodology

Offerors shall describe their approach to executing the project.

Include:

- Phase-by-phase execution plan (Assessment through Closeout)
- Stakeholder engagement approach
- Quality control processes
- Risk management strategy
- Must show a history of culturally sensitive design practices and an understanding of how to engage with local communities, advisors, and cultural protocols
- Demonstrate your expertise and previous experience in overseeing the fabrication and installation of signage systems

3. Technical Solution

Offerors shall describe their proposed wayfinding and signage solution.

Include:

- Wayfinding strategy and navigation hierarchy
- Signage system concept
- Materials and durability approach given Hawaii's demanding climate
- Detailed maintenance plan
- ADA compliance approach

4. Project Schedule

Offerors shall provide a detailed project schedule.

Include:

- Timeline by phase
- Key milestones
- Proposal for fabrication and installation sequencing

5. Project Team and Subcontractors

Offerors shall identify all personnel and entities involved in the project.

Include:

- Key personnel and roles
- Organizational structure

The Technical Proposal shall correspond directly to the evaluation criteria set forth in Section 4. Failure to provide sufficient detail may result in a lower evaluation score.

3.5 COST PROPOSAL (Appendix D)

- A. Pricing shall include all labor, professional services, overhead, profit, all applicable taxes, and any other incidental and operational expenses incurred by agency in executing the stated Scope of Work, including the online media advertising schedule, to deliver a comprehensive professional services solution including design, procurement support, and installation oversight.
- B. All costs should be listed based on deliverables in Appendix D.

3.6 REFERENCES (Appendix E)

- A. Provide references from at least THREE (3) higher education institutions. It is desirable to list all references from higher education institutions similar to the University of Hawai'i Community College System, and is of similar size.
- B. For each reference institution, furnish the university/college name, address, phone number, email and title of at least ONE (1) individual currently employed who is responsive and able to answer questions.

3.7 LOGO AND BRAND ASSET USE CLAUSE

The Leeward Community College (LCC) logo, seal, wordmarks, and other brand identifiers ("Brand Assets") are the exclusive property of the University of Hawai'i System. The selected contractor shall use the Brand Assets solely for the purposes of this wayfinding project, subject to LCC's prior written approval of all design applications. Upon completion and acceptance of the project, the contractor shall have no further rights to use, reproduce, adapt, or display the Brand Assets in any medium. Contractor may reference the project in portfolios and marketing materials, provided such use is non-commercial, accurate, and approved in writing by the University. Unauthorized use will constitute a breach of contract and may subject the contractor to remedies, including contract termination, damages, and disqualification from future University of Hawai'i procurement opportunities.

**SECTION 4
CRITERIA TO EVALUATE PROPOSALS**

Evaluation will emphasize demonstrated capability to successfully deliver a comprehensive wayfinding and signage system, including **design, preparation of procurement-ready bid documents, and installation oversight services.**

4.1 EVALUATION CRITERIA AND WEIGHTING

Criteria	Weight
Relevant Experience and Qualifications	30
Project Approach and Methodology	25
Technical Solution and Design Quality	20
Cost Effectiveness	15
Project Timeline and Capacity	5
Compliance	5
Total	100

Awarded firm must comply with all applicable federal, state and local laws.

4.2 DETAILED EVALUATION CRITERIA

1. Relevant Experience and Qualifications (30 Points)

This is the most heavily weighted factor.

Evaluation will consider:

- Demonstrated experience delivering wayfinding and signage systems, including design, development of fabrication/installation bid documents, and construction or installation oversight.
- Experience with higher education, public sector, or similarly complex environments
- Successful completion of projects of similar size, scope, and complexity
- Qualifications and roles of key personnel
- Experience managing subcontractors, fabrication, and installation

Scoring Guidance:

- **26–30 points:** Extensive, directly relevant experience with multiple comparable projects
- **20–25 points:** Strong experience, minor gaps in scale or scope
- **10–19 points:** Partial experience (e.g., design-only or limited installation)
- **0–9 points:** Minimal or non-relevant experience

2. Project Approach and Methodology (25 Points)

Evaluation will consider:

- Clarity and completeness of phased work plan
- Approach to stakeholder engagement and coordination
- Approach to supporting procurement activities and coordinating with third-party fabrication and installation contractors.
- Quality control processes across design, fabrication, and installation
- Risk management approach (schedule, cost, installation challenges)

Scoring Guidance:

- **21–25 points:** Comprehensive, realistic, and well-integrated approach across all phases
- **15–20 points:** Solid approach with minor gaps
- **8–14 points:** General approach lacking detail or integration
- **0–7 points:** Weak or unclear methodology

3. Technical Solution and Design Quality (15 Points)

Evaluation will consider:

- Effectiveness of wayfinding strategy and navigation hierarchy
- Clarity, usability, and functionality of proposed signage system
- Integration of design with campus environment
- Appropriateness and durability of materials for Hawai'i conditions
- Constructability and feasibility of proposed solution
- Constructability of the design and suitability for competitive procurement and third-party installation.

Scoring Guidance:

- **13–15 points:** Highly functional, durable, and well-integrated solution
- **9–12 points:** Good solution with minor concerns
- **5–8 points:** Adequate but lacks refinement or feasibility clarity
- **0–4 points:** Poor or impractical solution

4. Cost Effectiveness (15 Points)

Cost proposals will be evaluated for overall value to the University, considering completeness and alignment with the scope of work.

Scoring Method:

Cost proposals will be evaluated using the following formula: (Lowest Responsive and Responsible Cost Proposal / Offeror's Cost) × 15

Additional Considerations:

- Realism and reasonableness of cost
- Identification of potential cost risks or omissions
- The University will evaluate cost proposals for completeness, realism, and alignment with the Scope of Work. The University reserves the right to reject any proposal

determined to be unrealistic, unbalanced, or not reflective of the required professional services.

5. Project Timeline and Capacity (10 Points)

Evaluation will consider:

- Ability to meet project schedule requirements
- Availability of key personnel and resources
- Capacity to manage concurrent project phases
- **Scoring Guidance:**
 - **9–10 points:** Highly realistic and achievable schedule with strong capacity
 - **6–8 points:** Reasonable schedule with minor concerns
 - **3–5 points:** Schedule risks or resource constraints identified
 - **0–2 points:** Unrealistic or unsupported timeline

6. Compliance (ADA, Environmental, Regulatory) (5 Points)

Evaluation will consider:

- Demonstrated understanding of ADA requirements
- Consideration of Hawai'i environmental conditions (UV, humidity, corrosion, wind)
- Compliance with applicable codes and standards
- Long-term durability and maintenance considerations
- **Scoring Guidance:**
 - **5 points:** Fully compliant and well-integrated into design
 - **3–4 points:** Generally compliant with minor gaps
 - **1–2 points:** Limited or unclear compliance
 - **0 points:** Non-compliant or not addressed

4.3 EVALUATION PROCESS

- A committee will independently evaluate and score each proposal
 - Scores will be based solely on the criteria identified in this section
 - The University may conduct discussions with priority-listed Offerors
 - Best and Final Offers (BAFOs) may be requested, if deemed necessary
 - Final award will be based on the highest overall evaluated score
- Evaluation committee members shall evaluate proposals independently and document scoring in sufficient detail to support the award decision.
- All evaluations shall be conducted in a fair and impartial manner in accordance with HRS Chapter 103D and applicable administrative rules.

4.4 CLARIFICATIONS AND DISCUSSIONS

Clarifications shall not be used to cure material deficiencies or omissions in a proposal. Discussions, if conducted, will be limited to priority-listed Offerors in accordance with HRS §103D-303.

The University reserves the right to:

- Request clarification of any proposal

- Conduct discussions with priority-listed Offerors
 - Request revised proposals or Best and Final Offers
- All Offerors within the competitive range will be treated fairly and equally in accordance with applicable procurement regulations.

SECTION 5 SPECIAL PROVISIONS

5.1 SCOPE

The providing of a Wayfinding and Signage System with a Visual Brand Identity shall be in accordance with the terms and conditions of RFP No. 26-5084 and the General Provisions dated September, 2013 included by reference. Copies of the General Provisions are available at the Office of Procurement Management, University of Hawaii, 1400 Lower Campus Road, Room 15, Honolulu, Hawaii 96822 or the General Provisions may be viewed at: <https://www.hawaii.edu/procurement/vendor-info/terms-and-conditions/general-provisions-for-goods-and-services/>

5.2 TECHNICAL REPRESENTATIVE OF THE PROCUREMENT OFFICER (TRPO)

The Technical Representative of the Procurement Officer is Tad Saiki, Marketing Specialist, Leeward Community College, 96-045 Ala 'Ike Street, Rm BE 225, Honolulu, Hawaii 96782, Telephone: (808) 455-0531, Email: tads@hawaii.edu

5.3 OPENING OF PROPOSALS

Proposals will be opened at the date and time specified in Subsection 1.4, SCHEDULE OF KEY DATES, or as amended, at the proposal submittal office. The proposal opening will not be open to the public. Proposals may be available for public inspection upon notice of award and shall be available for public inspection after the contract is signed by all parties.

5.4 BEST AND FINAL OFFERS

If discussions are conducted, they shall be conducted with all priority-listed offerors in accordance with HRS §103D-303. The University will establish a common cutoff date for submission of best and final offers. If the University requests best and final offers, and the priority-listed offerors do not submit a new offer, their immediate previous offer shall be considered as their best and final offer. If best and final offers are requested, and after best and final offers are received, final evaluations will be conducted by the University for purposes of award of the contract.

5.5 CONTRACT INVALIDATION

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

5.6 TERM

The anticipated project duration from Notice to Proceed to final installation is 12 months

or upon completion of the project whichever comes first.

5.7 INSURANCE

Contractor shall, and shall ensure that all Contractor Agents shall, during the entire term of the contract, at no cost to University, procure and maintain, or cause to be procured and maintained, the following insurance described below, issued by an insurance company or companies authorized to do business in the State of Hawai'i with at least an A – VII Financial Rating according to the current edition of Best's Key Rating Guide:

Required Insurance Coverage.

Commercial General Liability Insurance. Commercial general liability insurance written on occurrence basis covering claims with respect to injuries or damages to persons or property sustained as a result of the activities of the Contractor and/or the Contractor Agents within, on, or about the Premises and/or the University Campus, with limits not less than the following:

Bodily Injury and Property Damage Combined Single Limit

\$1,000,000.00 Each occurrence

\$2,000,000.00 General Aggregate per policy year

\$2,000,000.00 Products and Completed Operations Aggregate per policy year

Personal/Advertising Injury – Each occurrence \$1,000,000.00

Medical Expenses -- Any one person \$5,000.00

Damage to Rented Premises – Each occurrence \$250,000.00

Personal/Advertising Injury coverage shall include coverage for mental injury, sexual harassment, sexual molestation or misconduct, invasion of privacy, and wrongful detention.

Such limits may be achieved through the use of umbrella/excess liability insurance sufficient to meet the requirements of this section 5.11 (Insurance) covering the Contractor's conduct of the services on or within the Premises and/or the University Campus and all of the activities and operations of the Contractor and the Contractor Agents in connection therewith.

Automobile Insurance. Automobile Liability Insurance to include coverage for any owned, non-owned, leased, or hired automobiles with limits of not less than the following:

Bodily Injury – Per Person \$1,000,000.00

Bodily Injury – Per Accident \$1,000,000.00

Property Damage – Each Accident \$1,000,000.00

Basic No-Fault Insurance As required by Hawai'i law

In the event there is a change in Hawai'i law regarding financial responsibility and insurance requirements of automobile owners or users which make this requirement obsolete, University shall have the right to impose a new requirement consistent with the then Applicable Laws.

Workers' Compensation Insurance. Workers' Compensation insurance with respect to

work by employees of the Contractor and the Contractor Agents on or about the Premises and/or the University Campus, with coverage, amounts, and limits as required by law.

Employers Liability Insurance: Employers Liability Insurance with limits not less than:

Bodily Injury – Each Accident	\$1,000,000.00
Bodily Injury by Disease – Policy Limit	\$1,000,000.00
Bodily Injury by Disease – Each Employee	\$1,000,000.00

The Contractor shall ensure that the Contractor Agents (if any) obtain workers compensation and employer’s liability insurance with the limits described herein to cover the work performed.

Pollution Liability Insurance. If required by University in the event Hazardous Materials (as defined herein) are or may be involved or used, Pollution Liability insurance coverage with a combined single limit coverage of at least \$1,000,000 per occurrence which shall cover environmental liabilities, including, without limitation, claims for bodily injury, property damage, environmental damage, and remediation costs resulting from pollution conditions caused by the Contractor or the Contractor Agents and/or the conduct of the services.

Common provisions. Each insurance policy that Contractor and/or any of the Contractor Agents are obligated to obtain under the Contract shall be subject to the following:

Notice of changes. Contractor will be required to notify University of any cancellation, limitation in scope, material change, or non-renewal of any insurance coverage right away (but no later than five (5) business days of receiving notice from the insurer).

University insurance not primary. Insurance obtained by Contractor and/or any Contractor Agents pursuant to this contract will be primary and any University insurance will apply only in excess of and not contribute with such insurance obtained by Contractor and/or any Contractor Agents.

Name University as an additional insured. University shall be named as an additional insured on all insurance coverage that Contractor and/or any Contractor Agent is required to obtain under the Contract except for workers compensation and employers’ liability insurance.

Waiver of subrogation. All insurance obtained by Contractor will contain a waiver of subrogation endorsement in favor of University.

University not required to pay premiums. Contractor and Contractor Agents will be responsible for paying all costs associated with obtaining the required insurance coverage described in the contract, including all premiums. University will not be responsible for paying any such costs.

Acceptable deductibles. The terms and amounts of any deductibles for the required insurance coverage under the contract must be reasonable and acceptable to University

based upon the type of insurance involved and the conduct of the services.

Deposit insurance certificates. Contractor will timely deposit and keep on deposit with University, certificates of insurance necessary to satisfy University that the insurance requirements of the contract have been and continue to be satisfied during the term of the contract.

University may cure failure to obtain/maintain insurance. If Contractor fails to provide and maintain the insurance required by the contract after written notice to comply from University, University may, but shall not be required to, procure such insurance at the sole cost and expense of Contractor, who shall be obligated to immediately reimburse University for the cost thereof plus ten percent (10%) to cover University's administrative overhead.

Lapse in insurance constitutes a breach. Any lapse in, or failure by Contractor or any Contractor Agents to procure and maintain the insurance coverage required under the contract, at any time during and throughout the term of the contract, shall be a breach of the contract and University may terminate the rights of Contractor and all Contractor Agents to conduct the services.

Insurance shall not limit Contractor liability. Obtaining the required insurance coverage will not be construed to limit Contractor's liability hereunder or to fulfill Contractor's indemnification, defense, and hold harmless obligations under the contract. Notwithstanding the required insurance coverage, Contractor shall be obligated for the full and total amount of any damage, injury, or loss arising from acts or omissions of Contractor and/or the Contractor Agents.

University may adjust insurance requirements. Insurance requirements shall be commensurate with the scope of services. The University reserves the right to waive or adjust coverage requirements where appropriate. University may, upon reasonable notice and reasonable grounds, increase or change the form, type, coverage, or coverage limits of the insurance required hereunder, in which event Contractor shall, and shall cause the Contractor Agents to, obtain insurance, as modified. University's requirements shall be reasonable and shall be designed to provide protection against the kind and extent of risks that exist at the time a change in insurance is required. Contractor shall satisfy all University risk management requirements that are in effect as of the Effective Date and as may be amended from time to time.

5.8 PAYMENT SCHEDULE AND TERMS

A. GENERAL

The Contractor shall be compensated on a **milestone-based payment schedule** tied to the successful completion and acceptance of deliverables as defined in Section 2 – Scope of Work.

Payment shall be made only upon submission of a properly executed invoice and written acceptance of the applicable milestone by the University.

The Contractor shall be remunerated upon submission of a properly executed original

invoice and ONE (1) copy, indicating the contract number, to Leeward Community College, Administrative Services, 96-045 Ala 'Ike Street, Pearl City, Hawaii 96782

B. MILESTONE PAYMENT STRUCTURE

Payment for each phase shall not exceed the corresponding phase cost proposed in Appendix D.

Phase	Description	Payment %	Appendix D Reference
Phase 1	Assessment and Planning	15%	Phase 1 Pricing
Phase 2	Wayfinding System Design	30%	Phase 2 Pricing
Phase 3	Visual Design System	10%	Phase 3 Pricing
Phase 4	Procurement Support and Installation Oversight	30%	Phase 4 Pricing
Phase 5	Documentation and Closeout	10%	Phase 5 Pricing
TOTAL		100%	

C. CONDITIONS FOR PAYMENT

The following conditions shall apply to all payments:

All deliverables must be submitted in accordance with contract requirements

Deliverables must be reviewed and **formally accepted in writing** by the University prior to payment. Invoices must clearly identify the milestone being billed and include supporting documentation.

Payment for Phase 4 shall be based on completion of procurement support and installation oversight services.

Final payment (Milestone 5) is contingent upon:

- Completion of all required documentation
- Final inspection support and confirmation that installed signage aligns with approved design and specifications
- Written acceptance by the University

D. NON-CONFORMING WORK

The University may withhold payment, in whole or in part, for any deliverable or work that does not conform to the requirements of the contract until such deficiencies are corrected to the satisfaction of the University.

F. NO ADVANCE PAYMENT

No advance payments shall be made. Payments shall be made only for completed and accepted work.

G. FINAL PAYMENT

Final payment shall constitute full compensation for all work performed under the contract and shall not be made until all contractual obligations have been satisfied and accepted by the University.

5.9. NO GUARANTEE OF QUANTITY OR EXTENT OF WORK

The University does not guarantee any specific quantity, extent, or level of work beyond that described in this Request for Proposals (RFP).

The Contractor acknowledges that the scope of work may be refined, adjusted, or modified during the course of the project based on University needs, site conditions, design development, funding availability, or other operational considerations.

The University reserves the right to increase, decrease, or otherwise modify the scope of work, including the quantity and types of signage elements, through formal contract modification in accordance with applicable procurement regulations.

No guarantee is made as to the extent of work. The University reserves the right to adjust scope via formal modification.

The Contractor shall not be entitled to any claim for additional compensation, damages, or loss of anticipated profits due to any reduction or modification in the scope of work, except as may be expressly provided for in an approved contract modification.

Unit pricing or component-level pricing, if provided, may be used by the University for scope adjustments.

5.10 NOT-TO-EXCEED (NTE) CONTRACT VALUE

The total contract value shall not exceed the amount proposed by the Contractor and accepted by the University.

The University reserves the right to negotiate a final not-to-exceed amount prior to award.

No payment shall be made for work exceeding the approved contract amount unless authorized through a formal contract modification.

5.11. WARRANTY

The Contractor shall warrant the professional services provided under this contract, including design accuracy, specifications, and documentation.

Warranty for fabrication and installation shall be the responsibility of the separately procured fabrication/installation contractor(s).

5.12 ORDER OF PRECEDENCE

In the event of conflict, the following order shall apply:

HRS Chapter 103D and applicable HAR

UH General Provisions (Sept 2013)

Special Provisions

This RFP and any amendments

Contractor's proposal (to the extent accepted)

**APPENDIX A
PROPOSAL LETTER
UNIVERSITY OF HAWAII**

We propose to provide the Wayfinding and Signage System Professional Services named in the Request for Proposals (RFP) No. 26-5084.

It is understood that this proposal constitutes an offer.

It is understood and agreed that we have read the University of Hawaii's specifications described in the RFP and that this proposal is made in accordance with the provisions of such specifications. By signing this proposal, we guarantee and certify that all items included in this proposal meet or exceed any and all such specifications.

We agree, if awarded the contract, to deliver goods or services which meet or exceed the specifications.

Respectfully submitted,

Legal Name of Offeror

Date

Authorized Signature (original) **(Typed Name)**

Title

Street Address

Telephone No.

City, State, Zip Code

Fax No.

Social Security OR Federal Tax Payer ID No.

Email

Remittance Address (if different from street address)
License No.

Hawaii General Excise Tax

City, State, Zip Code

Location of Offeror's Plant

Offeror is: Individual Partnership Corporation* Joint Venture

State of Incorporation: Hawaii Other:

Is Corporate Seal Available In Hawaii: Yes** No

* Attach to this page evidence of authority of the above officer to submit an offer on behalf of the corporation, giving also, the names and addresses of the other officers.

** If yes, affix corporate seal

**APPENDIX B
BUSINESS CLASSIFICATION CERTIFICATION STATEMENT**

CONTRACTORS: Please complete the information below. Terms used are taken from the U.S. Small Business Administration (SBA) Rules and Regulations (<https://www.sba.gov/>) and the U.S. Code of Federal Regulations (CFR). The term “controlled” refers to the management and daily operation of the business concern.

The company identified below (check all that apply):

1. **IS NOT** a small business concern as defined in the regulations
(If you checked here, STOP. GO TO CERTIFICATION BELOW.)

- IS a small business concern**, defined as one that is independently owned and operated, is organized for profit, is not dominant in its field, meets the SBA size standard eligibility (see reverse side of this form for examples of size standards), is registered and has its status represented in the U.S. Government’s System for Award Management (SAM) database. See <http://www.sba.gov/content/what-sbas-definition-small-business-concern>.
2. **IS a small disadvantaged business concern** of which at least 51% is unconditionally and directly owned and controlled by one or more socially disadvantaged and economically disadvantaged persons who are U.S. citizens. See 13 CFR 124.105 for exceptions.
3. **IS a women-owned small business concern** of which at least 51% is unconditionally and directly owned and controlled by one or more women who are U.S. citizens. See 13 CFR 127.
4. **IS a HUBZone small business concern** that meets the certification eligibility requirements set by the U.S. SBA. See 13 CFR 126.
5. **IS a veteran-owned small business concern** of which at least at least 51% is unconditionally and directly owned by one or more veterans or service-disabled veterans. See 38 CFR 74.
6. **IS a service-disabled veteran-owned small business concern** of which at least 51% is unconditionally and directly owned by one or more service-disabled veterans. In the case of any publicly owned business, not less than 51% of the stock of which is owned by one or more service-disabled veterans. The management and daily business operations of which are controlled by one or more service-disabled veterans, or in the case of a veteran with a permanent and severe disability, a spouse or permanent caregiver of such veteran. See 13 CFR 125.11 et al.

CERTIFICATION

I hereby certify the information supplied herein to be true and correct. (Any misrepresentation shall be subject to the provisions stated in item B on the next page.)

Company Name: _____
Signature of Company Officer _____

Company Address: _____

Print Name: _____

Title: _____

Date: _____

Type of Goods/Services: _____

North American Industry Classification System (NAICS) Code: _____

A. A small business concern is one that is independently owned and operated, is organized for profit, is not dominant in its field, has a place of business in the U.S., and operates primarily within the U.S. or makes a significant contribution to the U.S. economy. Size standard eligibility is based on the average number of employees for the preceding 12 months or on sales volume averaged over a 3-year period. See 13 CFR 121.201 for size standards identified by NAICS codes. The size standards for a few industries are shown below and are subject to change at any time.

1. SPECIALTY TRADE CONTRACTORS – “Small” if average annual receipts for preceding 3 years do not exceed \$15 million.

2. CONSTRUCTION, GENERAL CONTRACTORS – “Small” if average annual receipts for preceding 3 years do not exceed \$36.5 million.

3. MANUFACTURING – “Small” if 500 employees or less, except for some specific products which will increase the complement of employees to 750 or 1,000.

4. TRANSPORTATION – “Small” if average annual receipts for preceding 3 years do not exceed the amount shown for specific services.

\$27.5 million – general freight trucking, local.

5. WHOLESALE TRADE, DURABLE AND NON-DURABLE GOODS – “Small” if 100 employees or less.

6. RETAIL TRADE – “Small” if average annual receipts for preceding 3 years do not exceed the amount shown for specific products.

\$7.5 million – hardware stores.

7. SERVICES – “Small” if average annual receipts for preceding 3 years do not exceed the amount shown for specific services:

a) \$27.5 million – computer systems design services, custom computer programming services \$20.5 million – security guards and patrol services

b) \$18 million – janitorial services

c) \$38.5 million – passenger car rental

d) \$32.5 million – office machinery and equipment rental & leasing

e) \$7.5 million – general automotive repair

Annual receipts of a concern which has been in business for less than 3 complete fiscal years means the total receipts for the period the concern has been in business divided by the number of weeks in business, multiplied by 52. See 13 CFR 121.104.

B. Notice. Under 15 U.S.C. 645(d), any person who misrepresents a firm’s status as a small business concern, a qualified HUBZone small business concern, a small business concern owned and controlled by socially and economically disadvantaged

individuals, or a small business concern owned and controlled by women in order to obtain a contract to be awarded under the preference programs established pursuant to 15 U.S.C. sections 637(a), 637(d), 638, 644, or 657(a), shall:

1. Be punished by imposition of fine, imprisonment, or both;
2. Be subject to administrative remedies including suspension and debarment; and
3. Be ineligible for participation in a program conducted under the authority of the Small Business Investment Act of 1958.

APPENDIX C

TECHNICAL PROPOSAL REQUIREMENTS GUIDANCE AND FORMAT

C.1 GENERAL INSTRUCTIONS

Offerors shall structure their Technical Proposal to correspond directly to the evaluation criteria set forth in Section 4. Proposals must clearly demonstrate the Offeror's ability to deliver a complete comprehensive professional services solution including design, procurement support, and installation oversight, including design and oversight of third-party fabrication and installation. Failure to provide sufficient detail may result in a lower evaluation score.

C.2 REQUIRED TECHNICAL PROPOSAL CONTENT

1. Experience and Qualifications

Provide evidence of relevant experience delivering end-to-end wayfinding and signage systems.

Include:

- A minimum of three (3) completed projects demonstrating:

- Design

- Oversight of third-party fabrication and installation Project descriptions including scope, value, and outcomes

- Experience with higher education, public sector, or similar environments

- Client references (name, title, contact information)

2. Project Approach and Methodology

Describe the Offeror's approach to delivering the project as defined in Section 2.

Include:

- Phase-by-phase work plan (Assessment → Design → Oversight of third-party fabrication and installation → Closeout)

- Stakeholder engagement strategy

- Coordination approach for campus operations

- Quality control processes across all phases

- Risk management approach (schedule, cost, installation challenges)

3. Technical Solution and Wayfinding Strategy

Provide a detailed description of the proposed wayfinding and signage solution.

Include:

- Wayfinding strategy and navigation hierarchy

- Proposed signage types and system approach

- Preliminary design concepts or examples (if applicable)

- Materials and durability considerations for Hawai'i climate

- ADA compliance approach

4. Project Schedule and Timeline

Provide a detailed project schedule.

Include:

- Timeline by phase

Key milestones and deliverables
Third-party fabrication and installation sequencing
Estimated project duration from Notice to Proceed to completion

5. Project Team and Subcontractors

Identify all personnel and entities involved in delivering the project.

Include:

Key personnel and roles
Third-party fabrication partners and installers
Organizational structure
Description of subcontractor responsibilities
Requirement:
The Contractor shall remain fully responsible for all subcontractors.

6. Compliance and Environmental Considerations

Demonstrate compliance with all applicable requirements.

Include:

ADA compliance approach
Consideration of Hawai'i environmental conditions (UV, humidity, corrosion, wind)
Applicable codes and standards

7. Required Statements

Provide the following:

Statement of compliance with University of Hawai'i procurement requirements
Statement confirming ability to deliver a complete comprehensive professional services solution including design, procurement support, and installation oversight
Acknowledgment of responsibility for design, and third-party fabrication and installation (performed under separate contract)

APPENDIX D

COST PROPOSAL REQUIREMENTS

D.1 PURPOSE

This Appendix establishes the requirements for submission of the Cost Proposal. Offerors shall submit a complete cost proposal covering all costs necessary to deliver a comprehensive wayfinding and signage system, including **assessment, design, procurement support, installation oversight, and closeout**, in accordance with Section 2 – Scope of Work.

Fabrication and installation services are not included in this contract and shall not be priced.

D.2 GENERAL PRICING REQUIREMENTS

The Cost Proposal shall:

- Include all labor, professional services, supervision, overhead, and profit necessary to perform the services described in Section 2. Fabrication and installation costs shall not be included. Be complete and inclusive of all work required under the contract
- Be presented in U.S. dollars

No additional compensation will be allowed unless approved through a formal contract modification.

D.3 REQUIRED COST BREAKDOWN (MANDATORY)

Offerors shall provide a detailed cost breakdown organized by the following phases:

Phase 1 – Assessment and Planning

- Labor hours by role and hourly rates
- Total cost

Phase 2 – Wayfinding System Design

- Labor hours by role and hourly rates
- Design deliverables
- Total cost

Phase 3 – Visual Design System

- Labor hours by role and hourly rates
- Total cost

Phase 4 – Procurement Support and Installation Oversight

- Development of bid documents
- Procurement support services
- Submittal review and technical oversight
- Site observation and reporting
- Total cost

Phase 5 – Documentation and Closeout

- Final documentation and deliverables
- Total cost

Fabrication, construction, and installation costs shall not be included in the Cost Proposal. Any proposal that includes such costs may be deemed non-responsive.

D.4 TOTAL PROJECT COST

Offerors shall provide:

Total proposed project cost (sum of all phases)

Summary table of all phase costs

D.5 PRICING ASSUMPTIONS AND CLARIFICATIONS

Offerors shall:

Clearly identify any assumptions used in developing the cost proposal

Confirm that all required work is included in the total cost

Identify any optional items separately (if applicable)

Failure to clearly identify assumptions may result in the University interpreting the proposal as fully inclusive.

D.6 COST EVALUATION METHOD

Cost proposals will be evaluated as follows:

$(\text{Lowest Cost Proposal} / \text{Offeror's Cost}) \times 15 = \text{Score}$

The lowest-priced proposal will receive the maximum number of points allocated to cost.

D.7 PRICING COMPLETENESS AND RESPONSIBILITY

The Offeror is responsible for ensuring that the Cost Proposal reflects a complete and functional comprehensive professional services solution including design, procurement support, and installation oversight.

Incomplete, unclear, or unrealistic pricing may result in:

Lower evaluation scores

Determination that the proposal is non-responsive

D.8 TRAVEL AND INCIDENTAL COSTS

All travel, delivery, and incidental costs shall be included in the total proposed price.

No separate reimbursement will be made unless specifically approved in writing by the University.

D.9 ALIGNMENT WITH PAYMENT SCHEDULE

The cost proposal shall align exactly with the milestone payment schedule in Section 5.8.

The dollar amount proposed for each phase shall be used as the basis for payment and shall not be exceeded without a formal contract modification.

Failure to align phase pricing with the payment schedule may result in the proposal being deemed non-responsive.

Offerors shall complete the following summary table:

Phase	Proposed Cost (\$)
Phase 1 – Assessment and Planning	
Phase 2 – Design	
Phase 3 – Visual Design System	
Phase 4 – Procurement Support and Installation Oversight Services	
Phase 5 – Documentation and Closeout	
TOTAL COST	

Payment for Phase 4 shall be based on completion of procurement support and installation oversight services, including submittal reviews, site observations, and final inspection support.

APPENDIX E

REFERENCES

Offerors must provide at least three (3) professional references for projects involving wayfinding systems, signage programs, environmental graphics, or brand identity development for institutional or campus environments.

For each reference, include:

- Client Organization
- Contact Name and Title
- Contact Email and Phone Number
- Brief Description of Work Performed