



## REQUEST FOR PROPOSALS Phase 2 Wayfinding



### 1. Introduction and Context

The District of Kitimat is located on the north coast of British Columbia at the end of Kitimat Arm, which is part of the greater Douglas Channel. By road Kitimat is approximately 60 km from Terrace, 630 km from Prince George and 1,400 km from Vancouver. Kitimat townsite sits above the floodplain on the east side of Kitimat River. The residential area of the townsite houses a population of approximately 8,400 in a footprint of approximately 400 ha. Port and industrial areas cover an additional 400 ha on the west side of the river.

In 2016, Kitimat Council initiated a Wayfinding Program, which consists of three components: (1) assessment of existing wayfinding signage and development of a strategy to address sign deficiencies; (2) removal of outdated, unsightly and/or ineffective signs; and (3) design, production and installation of new signs. The overall intent of the Program is to help temporary workers, tourists and new residents navigate our community and to beautify the public realm. The District's Community Planning & Development Department is leading the Wayfinding Program with support from other departments.

Phase 1 occurred throughout 2016 and consisted of the following work:

- Inventory and assessment of existing DOK signage;
- Research of best practices for wayfinding;
- Workshops with DOK senior staff, Advisory Planning Commission (APC) and Grow Kitimat committee;
- Site selection and design parameters for new signage;
- Removal of existing downtown pedestrian signage; and
- Design, production and installation of five new pedestrian signs in City Centre.



## 2. Scope of Work

Phase 2 will consist of designing new vehicular (directional) wayfinding signs and replacing existing road signs along Haisla Boulevard, between Nalabila Boulevard and Service Centre. These signs have reached the end of their useful life and are becoming unsightly. Key issues with the road signs include inconsistent formatting, convoluted messaging and poor condition of both signs and sign posts. Phase 2 will also include the development of a design for pedestrian information kiosks. Pending budget approval, further work may be requested including manufacturing and delivery of pedestrian information kiosks.

### In-Scope

- Purchase, production and delivery of eight new vehicular road signs, which will:
  - include anti-graffiti coating
  - meet District of Kitimat sign specifications and Ministry of Transportation and Infrastructure Manual of Standard Traffic Signs
  - use stickers, or similar technology as discussed with the District of Kitimat, for printing of text, symbols and arrows
  - include freight costs to Kitimat (Purchasing Department, 206 Enterprise Avenue)
- Design services, as described in “3. Minimum Requirements from Consultant”

### Out-of-Scope

- Signs posts – information regarding District of Kitimat post standards will be provided upon request
- Drilling holes in signs for purposes of installation
- Installation of signs

Proponents may utilize District of Kitimat Community Planning & Development staff to assist with project tasks. Staff time will not be considered a project expense.

## 3. Minimum Requirements of Consultant

At a minimum, the successful consultant will be expected to provide the following:

1. Vehicle-orientated Wayfinding Signs: The consultant will be responsible for developing a preferred design for new road (directional) signs. Design advice is required regarding design features (e.g., mountains across the top, District of Kitimat logo, etc.). The consultant will also be responsible for purchase, production and freight for eight signs in accordance with the preferred design and District of Kitimat specifications. Graphic proofs must be provided for approval before printing. See Appendix 1 for proposed wording, symbols, and layout for each sign as well as ideas for potential added design features.
2. Pedestrian Information Kiosks: The consultant will undertake conceptual and detailed design for pedestrian kiosks. This will include design advice, development of drawings, sourcing of materials and preparation of a cost estimate. Conceptual design is expected to be a collaborative process between the consultant and Community Planning & Development staff. See Appendix 2 for additional information.



#### 4. Proponent and Proposal Requirements

Proponents should have expertise and experience in sign design, wayfinding and sign production, and have an understanding of industry standards and best practices for directional road signs (e.g., Ministry of Transportation and Infrastructure Standards) and pedestrian kiosks. Proposals should include the following:

- Signed cover page (see Appendix 3).
- A statement of the proponent’s understanding of the scope of work.
- A work plan indicating projected timeline and tasks to be undertaken to complete the project.  
 Note – project timeline is 13 March 2017 to 1 June 2017.
- Proposed fee and disbursement breakdown of budgeted costs.
- The name of each team member committed to the assignment, with resumes.
- Three references who can speak to the ability of the proponent to complete the proposed work.

The proposal should include a firm, fixed, all-inclusive price for all services proposed (including applicable taxes). The District will not pay any cost or expense not identified or included in the proposal.

#### 5. Evaluation Criteria

The following criteria will be used to evaluate proposals received in response to this RFP.

Weight	Priority
35	<b>Team and Experience</b> – Proposal should outline the firm or team’s experience on similar projects in the last five to ten years. Preference will be given to respondents who can demonstrate that their past experience is relevant to this project.
35	<b>Price</b> - Proposal should demonstrate value for money.
25	<b>Work plan and Schedule</b> - Proposal should include a well-conceived work plan indicating the approach to be used to successfully accomplish this project within targeted timeframe.
5	<b>Clarity and Quality of Proposal</b> – Proposal should be well-structured, complete, visual and easy to follow.

#### 6. Project Management

The successful firm or team will be expected to carry out all necessary project management to ensure completion of the project tasks, and the successful provision of project deliverables within the time frame. In addition, the consultant will be responsible for maintaining project costs within the negotiated contract budget.

#### 7. Contract

The successful consultant will be required to enter into a contract with the District of Kitimat upon being awarded the project.



## **8. Contract Administrator**

The Director of Community Planning & Development will oversee the contract. The consultant's project manager will be responsible for providing scheduled status reports to the contract administrator or their designate.

## **9. Ownership of Proposals and Freedom of Information**

All documents, including proposals and digital documents, submitted to the District of Kitimat become the property of the District. By submitting a proposal, the proponent thereby agrees to public disclosure of its contents. Any information the proponent considers "personal information" because of its proprietary nature should be marked as "confidential", and will be subject to appropriate consideration as defined within the *British Columbia Freedom of Information and Protection of Privacy Act*.

## **10. Acceptance of Proposals**

All proposals received as a result of this RFP must be open for acceptance for a period of 60 days from the closing date. The District reserves the right to accept or reject any proposal.

## **11. Changes to Proposals**

The proponent may amend or withdraw its proposal before the closing time by submitting a clear and detailed e-mail or written notice to the District's contact person. Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon closing time, all proposals become irrevocable. The proponent will not change any part of its proposal after the closing time unless requested by the District for purposes of clarification.

## **12. Reservation of Rights**

In addition to any other reservation of rights set out in this RFP, the District of Kitimat reserves the right, in its sole discretion:

- (a) to modify the terms of the RFP at any time prior to the closing time, including the right to cancel the RFP at any time prior to entering into a contract with a proponent;
- (b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- (c) to waive any non-material irregularity, defect or deficiency in a proposal;
- (d) to request clarifications from a proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms and conditions of the RFP, without any obligation to make such a request to all proponents, and consider such clarifications in evaluating the proposal;
- (e) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with the District, or any material error, omission or misrepresentation in the proposal;
- (f) at any time, to reject any or all proposals; and
- (g) at any time, to terminate the competition without award and obtain the goods and services described in the RFP by other means or do nothing.



### **13. Proponents' Expenses**

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations with the District, if any. The District will not be liable to any proponent for any claims, whether for costs, expenses, damages or losses incurred by the proponent in preparing its proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

### **14. Liability for Errors**

While the District has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for proponents. The information is not guaranteed or warranted to be accurate by the District, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

### **15. No Commitment to Award**

The RFP should not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the District in any way to award a contract.

### **16. No Implied Approvals**

Neither acceptance of a proposal nor execution of a contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

### **17. Firm Pricing**

Prices will be firm for the entire contract period unless the RFP specifically states otherwise.

### **18. Completeness of Proposal**

By submitting a proposal the proponent warrants that, if the RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the consultant at no additional charge.

### **19. Contract Finalization Delay**

If a written contract cannot be finalized with provisions satisfactory to the District within thirty days of notification of the successful proponent, the District may, at its sole discretion at any time thereafter, terminate discussions with that proponent and either commence finalization of a contract with the next qualified proponent or choose to terminate the RFP process and not enter into a contract with any of the proponents.

### **20. Debriefing**

At the conclusion of the RFP process, all proponents will be notified. Proponents may request a debriefing meeting with the District.



## 21. Closing Time, Date and Location for Proposals

Proposals submitted in response to this RFP must be received by the District of Kitimat before the closing time and date of **2:00 pm Pacific Standard Time, 24 February 2017**. The contact person and location for proposal submissions is:

**Attn: Paula Almeida  
Asst. Purchasing Agent  
270 City Centre  
Kitimat, BC V8C 2H7  
E-mail: [palmeida@kitimat.ca](mailto:palmeida@kitimat.ca)  
Ph: 250-632-8925 ext. 3241**

The District of Kitimat will accept hard-copy and/or e-mail submissions from proponents. If a proponent wishes to submit a hard-copy proposal, the proposal must be mailed to the District in a sealed envelope that is addressed to the District's contact person and clearly marked "Phase 2 Wayfinding RFP". If a proponent wishes to submit a proposal by e-mail, the proposal can be sent directly to the District's contact person with the subject line "Phase 2 Wayfinding RFP".

Proposals received after the closing time and date will not be accepted; hard-copy proposals will be returned to the proponent unopened and e-mail submissions will be deleted by the District's contact person.

E-mails with attachments totaling more than 90MB cannot be received by the District. If a proponent wishes to submit a digital proposal that is larger than 90MB, the proponent should use an online file transfer method. If an online file transfer method is to be used, the proponent must provide the District's contact person with an e-mail link to access the proposal before the closing time and date.

For email proposal submissions sent through multiple emails, the District reserves the right to seek clarification or reject the proposal, if the District is unable to determine what documents constitute the complete proposal.

## 22. Proponent Inquiries

Questions may be asked and requests for clarification may be made in writing, or by phone, fax or e-mail. The deadline to submit requests for clarification is **12:00 pm Pacific Standard Time, 21 February 2017**. Requests must be directed to:

**Attn: Gwendolyn Sewell, MCIP RPP  
Director of Community Planning & Development  
E-mail: [gsewell@kitimat.ca](mailto:gsewell@kitimat.ca)  
Ph: 250-632-8912  
Fax: 250-632-4995**

Inquiries and responses will be recorded as addenda on the District's website at [www.kitimat.ca](http://www.kitimat.ca). Click on "Tenders" under "Municipal Hall".