SERVICEWIDE ORDERING PROCEDURES
REQUIREMENTS CONTRACT
SIGN MANAGEMENT PROGRAM

CONTRACTOR:
Bunting Graphics, Inc.
20 River Road
Verona, Pennsylvania 15147-1159
(412) 820-2200
www.buntingraphics.com

Orders can be placed at: orders@nps.buntinggraphics.com,
Facsimile (412) 820-4404 or by calling
Liz Gamelier at (412) 820-2200, Extension 257.

Before calling the Contractor, please coordinate with Robert H. Clark, National Park Service UniGuide Program Manager, at (304) 535-5022.

How you order a sign depends on the type of sign you are ordering. For the purpose of ordering under this *'requirements'* contract, there are two types of orders:

- Delivery Orders (including Catalog Orders); and
- Task Orders.

Definitions follow:

Delivery Orders – are for orders for the fabrication of pre-established priced signs, including interpretive wayside exhibits (i.e., if you are using the pre-established sign components and assembly prices in Section B of the contract, you will be issuing a Delivery Order). Included in this category are also many "standard" signs (these are referred to as Catalog Orders). Standard sign types include traffic regulatory, traffic warning, and parking regulatory signs. These standard sign types will generally be purchased on-line with a purchase card.

Task Orders – are for ***custom*** fabrication orders including the planning and design of new and replacement signs and sign plans (i.e., if you are customizing a sign or using the negotiated loaded labor rates in Section B which do not use the pre-established component and assembly prices in Section B of the contract, you will be issuing a Task Order).

If you have a combination of both (a Task Order and Delivery Order), use a Task Order.

The attached Clause, entitled "Activities, Type of Orders and Payment Provisions" outlines when each type of order may be used. Generally, most Catalog Orders will eventually be placed with a Government purchase card. Other Delivery Orders and Task Orders will be placed through the National Park Service (NPS) automated procurement system.

Once you decide on the order type, follow the appropriate procedures which follow. As we work through tasks under the contract, these procedures will be refined as necessary to meet the needs of the program.

1. DELIVERY ORDERS

Delivery Orders (including "Catalog Orders") can be placed with the Contractor via e-mail and/or facsimile. An order can be placed at: orders@nps.buntinggraphics.com, Facsimile (412) 820-4404 or (412) 820-2200, Extension 257.

Example 1. If you are ordering single or multiple quantities of signs from the Standard Sign Catalog that include Traffic Warning, Traffic Regulatory, Parking Control or standard VIS Panels (as they come available).

Example 2. If you are ordering a standard Park Identity Sign such as a Post and Panel, Monolithic, or Hanging Timber.

Example 3. If you are ordering a standard Motorist Guidance Sign including Road Guide, Highway Guide, Pathfinder, or Boundary Sign.

Example 4. If you are ordering VIS Signs in any of the standard configurations.

Example 5. If you are ordering a standard parts and components including sign posts, mounting hardware, core panels, and back panels.

Example 6. If you are ordering standard Wayside Bases and Hardware.

With the exception of Catalog Orders, all Delivery Orders must be placed by a Contracting Officer. Using the NPS automated procurement system, the naming convention for all orders executed under this contract should contain the Region or Center Acronym - 4-digit Park Acronym - Signs. Examples follow:

- HFC-HAFE-Signs;
- DSC-RMRO-Signs;
- PWR-GOGA-Signs.

Additionally, when Delivery Orders are prepared, they should be written as a Delivery Order under the basic contract, Contract Number C1105050001, incorporating this number into Block 2 of the OF-347. To do this, follow the instructions outlined which follow. This will enable the Harpers Ferry Center to see all orders and eventually run reports that will capture them.

Choose "Procurement," "Post-Award," and "Delivery Order."

- Create a Delivery Order numbered as follows: **D** {1 2 5 3} 0 0 {0 0 0 1} ;
- When prompted, enter C1105050001 (the basic contract number) in the search criteria block;
- Once the contract comes up in the results window, click "select." At the next window, highlight the line item number and click "okay." Doing this will pull the contract information forward into Block Number 2 of the Delivery Order.

For Catalog Orders, if you are a Contracting Officer, you may place an order up to the limit of your warrant. If you are a purchase cardholder, you may place an order up to the limit of your purchase card authority (normally $2,500). During the phase-in period you will need to confirm that the order can be shipped within 30-days or less to permit payment by your purchase card. If a longer period of time is required, go to the procedures for issuance of Delivery Orders above. Catalog Orders will routinely be available within a 30-day period.

An eventual on-line ordering and financial transaction website will be implemented and most catalog sign types will be in stock for rapid response shipments. The NPS will control and designate the list of users for on-line ordering.

2. TASK ORDERS

Task Orders can be placed with the Contractor via e-mail and/or facsimile. An order can be placed at: orders@nps.buntinggraphics.com, Facsimile (412) 820-4404 or (412) 820-2200, Extension 257.

Example 1. If you require a sign assessment, sign inventory or the creation of a sign plan.

Example 2. If you are ordering a single sign such as a Park Identity monument that requires a custom base or any other modification requiring design or re-engineering.

Example 3. If you are ordering multiple signs such as the VIS System that require customization of message content, illustration, maps, or any other modifications requiring design or re-engineering.

Example 4. If your order includes a combination of standard sign components priced through schedule B and custom signs and components such as described in Example 2 and 3 above.

Example 5. If you are ordering a custom fabricated Wayside Bases or hardware.

All Task Orders must be placed by a Contracting Officer. Using the NPS automated procurement system, the naming convention for all orders executed under this contract should contain the Region or Center Acronym - 4-digit Park Acronym - Signs. Examples follow:

- HFC-HAFE-Signs;
- DSC-RMRO-Signs;
- PWR-GOGA-Signs.

Additionally, when Task Orders are prepared, they should be written as a Task Order under the basic contract, Contract Number C1105050001, incorporating this number into Block 2 of the OF-347. To do this, follow the instructions outlined below. This will enable the Harpers Ferry Center to see all orders and eventually run reports that will capture them.

Choose "Procurement," "Post-Award," and "Task Order."

- Create a Task Order numbered as follows: **T** {1 2 5 3} 0 0 {0 0 0 1};
- When prompted, enter C1105050001 (the basic contract number) in the search criteria block;
- Once the contract comes up in the results window, click "select." At the next window, highlight the line item number and click "okay." Doing this will pull the contract information forward into Block Number 2 of the Task Order.

The Harpers Ferry Center and Bunting Graphics, Incorporated are available to provide assistance with all orders.

A. Requests for the Harpers Ferry Center to issue a Task Order or Delivery Order under this contract should include the following information:

(1) Park, Region, or Service Center Name and Address;

(2) Description of the work and/or signs required, desired schedule for completion of the work, and other related work that may be desired to complete the effort. For assistance, call Robert H. Clark, UniGuide Program Manager, at (304) 535-5022;

(3) Government Estimate. For assistance, call Robert H. Clark, UniGuide Program Manager, at (304) 535-5022;

(4) Name, telephone number, and e-mail address of the proposed certified Contracting Officer's Representative (COR) who will be responsible for monitoring the Task/Delivery Order. Include the date(s) of training, the number of hours and the name of the course(s) that certify the individual; and

(5) Direct Charge Authorization (Examples include, but are not limited to: Carryover Funds – usually 398; Funds used with Special Permission from Region; Cultural Resource Preservation Program – All Letters such as UOU and COC; Cyclic Maintenance; Disaster; Donations, Grants, and Reimbursable Activities; Emergency Storm; Fee – 20% and 80%; Park Pass – 30% and 70%; Fire Funds; Federal Lands and Highway Program; Permit Funding; Operation National Park Service – ONPS; Franchise Fee (Park Concession) – 80%; and Repair/Rehab). If you require assistance, please contact Robin Butler, Harpers Ferry Center, at (304) 535-4069.

or

Line Item Construction with approved Spending Plan. If you require assistance, please contact Peggy Royer, Harpers Ferry Center, Programs and Budget, at (304) 535-6272.

B. Requests for another Office to issue a Task Order or Delivery Order under this contract with Harpers Ferry Center guidance should include the following information:

(1) Park, Region, or Service Center Name and Address;

(2) Description of the work and/or signs required, desired schedule for completion of the work, and other related work that may be desired to complete the effort. For assistance, call Robert H. Clark, UniGuide Program Manager, at (304) 535-5022;

(3) Government Estimate. For assistance, call Robert H. Clark, UniGuide Program Manager, at (304) 535-5022;

(4) Name, telephone number, and e-mail address of the proposed certified Contracting Officer's Representative (COR) who will be responsible for monitoring the Task/Delivery Order. Include the date(s) of training, the number of hours and the name of the course(s) that certify the individual; and

(5) Name and Warrant Level of Contracting Officer responsible for awarding and administering the order (when required).

Requests should be submitted via e-mail to the Kim Strite, Contract Administrator, kim_strite@nps.gov, with copies to Robert H. Clark, robert_h_clark@nps.gov, UniGuide Program Manager, and Robin Butler, Program Assistant, robin_butler@nps.gov, with the following information:

C. Upon receipt of this information, the Harpers Ferry Center Contracting Officer and COR will review the information and act accordingly.

(1) The primary Contracting Officer who is responsible for the Delivery Orders and Task Orders issued under this contract is Kim Strite. Her telephone number is (304) 535-6485.

(2) The primary COR responsible for the overall technical management of the contract is Robert H. Clark. His telephone number is (304) 535-5022.

D. The Contracting Officer awarding and administering the Delivery Order or Task Order will:

(1) Award the Order under the terms and conditions of the contract.

(2) Forward a copy of the executed Order, along with supporting documentation to the Harpers Ferry Center. This should include the Contractor's proposal and your Summary of Negotiation.

(3) Coordinate with the Harpers Ferry Center prior to the issuance of a modification to the Order. Forward a copy of all modifications, along with supporting documentation to the Harpers Ferry Center.

(4) Coordinate with the Harpers Ferry Center should problems arise with the Contractor during the project.

(5) Process the invoice based on COR acknowledgement of receipt, inspection, and acceptance within the Review and Approval time specified in the Order.

(6) Ensure that at the completion of the project, an evaluation form is submitted to the Harpers Ferry Center. An evaluation of the Contractor's performance is required.

E. The COR, under the terms of a specific delegation from the Contracting Officer, will:

(1) Monitor the work under the Order;

(2) Acknowledge receipt, inspection, and acceptance, to the Contracting Officer who placed the Order, within the Review and Approval time specified in the Order, documenting any problems and/or delays with the Order.

(3) Process and recommend for approval requests for payment; and

(4) Upon completion of the work, provide a written Performance Evaluation of the Contractor's performance to the Contracting Officer.

3. RECEIPT, INSPECTION, AND ACCEPTANCE

A. When HFC issues the Delivery or Task Order:

Upon receipt of the deliverables, the park contact should coordinate with the Harpers Ferry Center COR regarding receipt, inspection, and acceptance. This includes providing the acceptance date and documentation of any problems that may have arisen during the project. If the park is the COR, they should initiate and forward the paperwork required to accept the deliverables to the Contracting Officer who placed the Order.

Based on the information obtained from the park contact, the COR will initiate the paperwork required to accept the deliverables. Acceptance should take place within the Review and Approval time specified in the Delivery or Task Order.

B. When the Park/Region issues the Delivery or Task Order:

Upon receipt of the deliverables, the park/regional COR should initiate and forward the paperwork required to accept the deliverables to the Contracting Officer who placed the Order. The paperwork should include the acceptance date and documentation of any problems that may have arisen during the project. Acceptance should take place within the Review and Approval time specified in the Delivery or Task Order.

C. When Paying via Purchase Card:

In order to pay via Government Purchase Card, the deliverables must be received and accepted within the Purchase Card billing cycle (i.e., within 30-days). In instances where payment will be made via Purchase Card, the Cardholder should not provide their Purchase Card information to Contractor until after the deliverables are **received and accepted.**

4. SHIPPING AND CRATING CHARGES

Shipping and crating charges are not included in individual sign and/or component prices. Shipping and crating charges should be included in your firm-fixed-price amount on individual Task Orders or Catalog Orders.

When providing quotes, the Contractor will provide a crating charge (which is 5% of the cost of the signs), and information concerning various modes of shipment in order to meet the National Park Service's need. Best value will be determined by the Contracting Officer based on the shipping options provided. Best value will include, but is not limited to, price, delivery time, and/or consolidated delivery and other factors as may be appropriate.

When placing an Order for signs, you will be awarding a firm-fixed-price amount. This amount should include the cost of the signs, crating charges, and shipping F.O.B. Destination.

NATIONAL PARK SERVICE
EVALUATION REPORT ON CONTRACTOR'S PERFORMANCE
SERVICEWIDE SIGN MANAGEMENT PROGRAM CONTRACT

1. Acquisition Management Office and Address: _____
_____
_____

2. Name of Contractor and Address: _____
_____
_____

3. Contract Number:_____ 4. Date of Award:_____

5. Cost: _____

6. Number of Modifications: _____

Reasons for Modifications (Explain):_____
_____
_____

7. Contractor's Overall Performance: Excellent____ Good____ Fair____ Poor_____

8. Quality of Product or Service Provided: Excellent____ Good____ Fair____ Poor_____

9. Compliance with essential contract terms and specifications: Yes_____ No_____

10. Was required delivery schedule met? Yes_____ No_____. If no, explain:_____
_____
_____
_____

11. Was contract performed within negotiated price? Yes_____ No_____. If no, explain:_____
_____

12. Lessons learned/additional comments:_____
_____
_____

13. Signature/Date:_____ _____
Contracting Officer's Representative Date

14. Signature/Date:_____ _____
Contracting Officer Date

(July 2005)

Revised October 2007

ACTIVITIES, TYPES OF ORDERS AND PAYMENT PROVISIONS

Orders may be placed for both single and combined activities which encompass planning, design, and manufacturing of signs in accordance with the Contractor's Comprehensive Plan for Ordering and the guidelines as set forth below.

Activities, Types of Orders and Payment Provisions							
	Activities				**Order Type**		**Payment**
UniGuide Signs	**Programming**	**Design**	**Manufacture**	**Consult with HFC**	**Catalog Order (1)**	**Task or Delivery Order (2)**	**Purchase Card**
Park and Facility Identification							
Post and Panel	P		R			R	
Monolithic	P		R			R	
Hanging Timber	P		R			R	
Monolith with Side Column	P	R	R	R		R	
Masonry Column Timber Mount	P	R	R	R		R	
Wall Mount	P	R	R	R		R	
Custom ID Signs	P	R	R	R		R	
Replacement Panels	P		R			R	P
Replacement Parts	P		R		P	R	R
Motorist Guidance							
Highway Guide	P		R			R	R
Road Guide	P		R			R	R
Path Finder	P		R			R	R
Boundary Marker	P		R			R	R
Traffic Warning	P		R		R		R
Traffic Regulatory	P		R		R		R
Parking Control	P		R		R		R
Custom Motorist Guide Signs	P	R	R	R		R	

LEGEND:

R - Required Activity
P - Possible Activity
N/A - If block is blank, it is not applicable

This chart will be reviewed and updated if required, by mutual agreement between the Contractor and Government, on a yearly basis.

	Activities				Order Type		Payment
UniGuide Signs	**Programming**	**Design**	**Manufacture**	**Consult with HFC**	**Catalog Order (1)**	**Task or Delivery Order (2)**	**Purchase Card**
Visitor Information (VIS)							
General Info	P	P	R	P	P	R	R
Regulations	P	P	R	P		R	R
Resource Protection	P	P	R	P	P	R	R
Safety Information	P	P	R	P	P	R	R
Safety Warning	P	P	R	P	P	R	R
Safety Danger	P	P	R	P	P	R	R
Pedestrian Wayfinding	P	P	R	P		R	R
Campsite Number	P	P	R			R	R
Campsite Number/Permit	P	P	R			R	R
Fee Signs	P	P	R	R		R	R
Park ID (Small Scale)	P	P	R			R	R
Facility ID (Small Scale)	P	P	R			R	R
Motorist Info (Low Speed)	P	P	R		R	R	R
Motorist Guidance (Low Speed)	P	P	R		R	R	R
Motorist Regulatory (Low Speed)	P	P	R		R	R	R
Shuttle Stop	P	P	R	R		R	R
Bulletin Cases	P		R		R	R	R
Trashbag Dispensers	P		R		R	R	R
Maps	R	R	R	R		R	R
Custom VIS Signs	R	R	R	R		R	R
Replacement Parts			R		P	R	R

Wayside Interpretive Exhibits							
Wayside Reverse Angle Assemblies	**P**	**P**	R	R		R	R
Wayside Panels	**P**	**P**	R	R		R	R
Custom Wayside Fabrication	**P**	**P**	R	R		R	
Replacement Parts	**P**	**P**	R		P	R	R

LEGEND:

R - Required Activity

P - Possible Activity

N/A - If block is blank, it is not applicable

This chart will be reviewed and updated if required, by mutual agreement between the Contractor and Government, on a yearly basis.

NOTES: See Section C for definitions of the sign types and interpretive wayside exhibits listed above. Standard catalog signs must be able to be shipped within 30 days or less to permit placement and payment by the Government Purchase Card. On the other hand, the planning and design of simple custom signs should be a separate Task Order if combined with a manufacturing Order.