

SECTION C
DESCRIPTION/SPECIFICATIONS/ WORK STATEMENT

1. BACKGROUND

The mission of the U.S. Department of the Interior is to protect and provide access to our nation's natural and cultural heritage and honor our trust responsibilities to Indian Tribes and our commitments to island communities.

As one of the nation's principal conservation agencies, the National Park Service (NPS), Harpers Ferry Center (HFC), assists with the responsibility to protect and manage some of our most treasured resources. In order to preserve these treasures, it is important that their stories be told in ways that help visitors understand them, experience them, and appreciate their value. It is also important that those who visit National Park System sites be assured that their visits are safe and enjoyable.

Each site, established by legislation, recognizes and commemorates a significant natural resource, cultural, or historical event. The mandate the American people give the NPS is a challenge well worth meeting and a challenge demanding participation by our visitors. Since its earliest days, the NPS has relied on a variety of interpretive media to assist in the effort to protect its resources and to assure the pleasure and safety of its visitors. Among the various media used by the NPS, wayside exhibits provide the most direct interpretation of park sites and features. Because they are located in a park's outdoor environment, 'waysides' offer immediate – and readily available – sources of information tailored to a specific place. No other interpretive medium matches the power of direct association of information and resource, or the convenience of on-site location.

Unlike commercial media products, these specialized media products serve as official expressions of individual parks, NPS resources, and the responsible use of those resources. As such, they are intended to reflect the national significance of national parks. By these efforts, the stewardship and support of our visiting public will be strengthened.

2. PURPOSE

The purpose of this contract is to provide wayside exhibit planning and design services.

3. SCOPE OF WORK

The contractor shall provide services including labor, materials, equipment, facilities, and travel, except as otherwise specified in this contract, necessary to plan and design wayside exhibits in accordance with the following:

A. Wayside Exhibit Planning and Design Services

Work includes planning and design of wayside exhibits. Planning and design services shall be performed in accordance with Attachment A – Wayside Exhibit Planning and Design Specifications, Attachment B – Programmatic Accessibility Guidelines for NPS Interpretive Media, Attachment C – Wayside Exhibits: A Guide to Developing Outdoor Interpretive Exhibit (also referred to as the Wayside Guide), Attachment G – NPS Map Standards, Attachment H – Tactile Map Guidelines, Attachment J – Wayside Exhibits Typographic Standards, Attachment K – File Naming Conventions, Attachment L – Color Management Guide, and Attachment M – Harpers Ferry Editorial Style Guide. Planning documents shall be produced using NPS Wayside Planner 4.18 (or newer) Software, furnished by NPS; Attachment R. The work shall involve a multitude of skills, including, but not limited to: wayside planning, wayside design, research, graphics research and acquisition, illustration, cartography, interpretive writing, language translation, Braille development, tactile model design, custom hardware design, and project management.

Work under this contract shall be performed as specified and in accordance with the Attachment A as listed in Section J, List of Documents, Exhibits, and Other Attachments as listed in Attachment A. In the event of a conflict between a task order and the contract, the task order shall control. (Refer to Section I, Order of Precedence.)

Work performed under this contract will be directed by the government through issuance of individual Task Orders that may include all, or a selection of the requirements listed below or in the specification documents (Attachment A through C).

B. Specific Requirements

(1) Project Management

The contractor shall assign a project manager to oversee the basic contract and shall also assign a Project Manager for each Task Order written under the contract to ensure that scheduling, coordination, oversight, and communication is effectively accomplished for all work designed and produced under the contract.

(a) The contractor's contract Project Manager shall be the primary point of contact between the NPS Contracting Officer and COR for the contract. The Project Manager shall perform the following work:

- 1) Notify the Contracting Officer and COR of any changes to the contractor's business operations that affect work under this contract, including but not limited to:
 - a) Changes to contractor's address, phone and other contact information.
 - b) Proposed changes to key personnel.
- 2) Workload or capacity issues affecting the ability of the contractor to accept additional work.

(b) Communicate with the Contracting Officer and COR regarding major or broad issues affecting task orders written under this contract, including but not limited to:

- 1) Clarification of work processes that are acceptable or unacceptable to the government under this contract.
- 2) Informing the Contracting Officer and COR of misunderstandings, inconsistencies, or conflicting instructions encountered when working with different parks and different task order CORs.

- (c) Prepare and submit an electronic status report every six months to the COR with a copy to the Contracting Officer which lists all active task orders by number. It shall include, at a minimum, the name of the park and/or client, type of work being performed and results achieved during the reporting period. It shall also include an indication of any current problems that may impede performance, the proposed corrective action, and the completion date.

(2) **Task Order Management**

The task order Project Manager shall be the primary point of contact between the contractor and COR for individual task orders and shall perform the following work:

- (a) The task order Project Manager shall have full authority to act for the contractor on all matters relating to a specific task order. The Project Manager shall maintain contact with the COR as necessary.
- (b) Provide quality control to ensure that all elements of project work meet the requirements of the contract specifications as follows:
 - 1) Provide routine inspections of ongoing work.
 - 2) Inform the COR of any issues that could affect work quality or schedule.
 - 3) Ensure that all work not acceptable or compliant with the specifications is corrected prior to review by the COR.
- (c) Track work progress to ensure that the project is completed according to the schedule. Coordinate and confirm the dates for all submittals, meetings, and installation with the COR.
- (d) Travel as specified in individual task orders, and attend meetings, shipments, and deliveries with the COR.
- (e) Meet with the COR as specified in individual task orders.

- (f) Receive, inspect, and inventory all government-furnished property (GFP) and ensure that this material is forwarded to the appropriate unit or person within the contractor's organization for use in the project. The Project Manager shall notify the COR immediately if the GFP is unsatisfactory for the intended purpose, not received in time to meet critical milestones, or damaged while in the contractor's possession.
- (g) Coordinate and ensure that all work is in accordance with the specifications referenced in the contract.
- (h) Inspect completed work prior to shipment or final inspection by the COR to ensure that the work meets the standards of quality specified in the contract.

(3) **Submittals and Reviews**

Submittals and reviews document a project's overall progress and any remedial actions necessary to produce complete and acceptable deliverables. At any point in the wayside exhibit process the COR may request informal submittals of the contractor's work in progress to document the status and level of development of the project.

(1) **General Information**

- (a) The contractor shall coordinate all submittals and review them for legibility, accuracy, completeness, and compliance with contract requirements.
- (b) The contractor shall cross-reference all details that occur multiple times in a single or in multiple documents for consistency and accuracy.
- (c) The contractor shall ensure that all submittals are delivered to the COR as scheduled for review and approval. Submittals shall be accompanied by a transmittal form describing all contents.
- (d) The contractor shall provide hard copies, electronic files, and other formats specified in Attachment A, Wayside Planning and Design Specifications, and other deliverables as defined in each individual task order. Quantities shall be listed in each individual task order.

(2) **Review and Submissions**

The contractor shall receive all review comments from the COR and take appropriate action as stated below:

- (a) Approved Submittals - Ensure that all changes, revisions, or additions necessitated by review comments are addressed and incorporated into future submittals.
- (b) Rejected Submittals - When submittals are rejected, the COR shall notify the contractor, in writing, identifying the reasons for rejection. The work must be correct and resubmitted within the time scheduled by the COR.

Reasons for rejections may include:

- 1) Incomplete submittals - approval of the submittal is delayed because necessary elements are missing. The contractor shall submit all missing elements. When all elements are received and accepted the COR will review the complete submittal.
- 2) Unacceptable submittals - The submittal is rejected due to poor quality of work that does not meet established project goals. The contractor shall submit new material.

4. TRAVEL, MEETINGS, AND PRESENTATIONS

(1) **General Information**

National parks are located throughout the United States and its territories. Most wayside exhibit projects involve the Contractor traveling to national parks to conduct site visits, present submittals, and participate in review and development work sessions. Site visits for wayside exhibit projects are often conducted outdoors and may necessitate hiking or walking for several hours in different climates and weather conditions. Based on a particular project's requirements, the Contractor shall travel to additional sites to research; and participate in meetings with subject matter experts, partners, and stakeholders.

(2) **Specific Requirements**

(a) **Travel**

- 1) The Contractor shall bring all equipment they need while on travel and at the job site (for example, measuring instruments, computers, projectors, cameras, weather – and climate – appropriate clothing, backpack, water bottle, etc.)
- 2) The Contractor shall provide for all of their own transportation while on travel.

(b) **Meetings and Presentations**

The Contractor shall:

- 1) Develop meeting agendas in coordination with the COR.
- 2) Unless otherwise specified in the task order, the Contractor shall facilitate meetings and document discussions and outcomes.

(c) **Task Order Postaward Meetings**

Unless otherwise specified in the Task Order, the contractor shall;

- 1) Attend a postaward conference and meet with the CO, COR and all pertinent park staff
- 2) Review the goals of the project, the budget and schedule, and clarify team roles.
- 3) Review communication channels for all team members.

Upon completion of the postaward conference, the contractor shall provide a written report to the COR enumerating all issues discussed and decisions made relative to the project, and their understanding of all decisions made during the postaward conference.