BLINKSIGNS

Hospital Wayfinding RFP Checklist

Scope, technical requirements, risk controls and evaluation questions

PURPOSE & REVIEW NOTICE: Use this checklist to request comparable proposals and assign approval responsibilities. Define the difference between wayfinding planning, physical sign procurement and digital indoor navigation. Working template only. Not an ADA-compliance certification, life-safety determination, infection-control approval, or hospital-specific legal advice. Have the responsible facility experts review each applicable requirement.

RFP Scope Parameter	Specification / Assigned Lead	RFP Scope Parameter	Specification / Assigned Lead
Health System / Site:	_____	Issue Date:	_____
Project Contact:	_____	Procurement Owner:	_____

01. Facility and Procurement Scope

RFP Specification / Scope Requirement	Deliverable / Evidence Document	Review
☐ Define the reason for the wayfinding project and the intended navigation outcomes.	Approved project statement	[ ]
☐ List included campuses, buildings, floors, parking and destinations.	Facility inventory	[ ]
☐ Describe current sign inventories, floor plans and known issues.	Discovery packet	[ ]
☐ State whether a wayfinding master plan is already approved.	Planning responsibility	[ ]
☐ Identify tasks excluded from the signage supplier's scope.	Responsibility matrix	[ ]
☐ Identify key decision makers and approval owners.	RACI / contact matrix	[ ]

02. Planning, Content and Route Design

RFP Specification / Scope Requirement	Deliverable / Evidence Document	Review
☐ Require a common destination-naming hierarchy.	Approved destination register	[ ]
☐ Define required patient/visitor route mapping and field surveys.	Route diagrams	[ ]
☐ Require decision-point and confirmation-sign strategy.	Location methodology	[ ]
☐ Specify accessible-route and public access review responsibilities.	Access review plan	[ ]
☐ Define coordination of appointment, digital and physical names.	Information owner	[ ]
☐ Require representative route testing where included in scope.	Test plan	[ ]

03. Sign Types and Fabrication

RFP Specification / Scope Requirement	Deliverable / Evidence Document	Review
☐ Describe required sign families and any approved standards manual.	Sign-family matrix	[ ]
☐ Require sign IDs, approved copy and controlled sign schedule.	Sign register	[ ]
☐ Specify material, finish, mounting and cleaning documentation.	Product data / samples	[ ]
☐ Request tactile/visual sign technical review where applicable.	Qualified review	[ ]
☐ Define mockups, samples and submittal approval process.	Sample acceptance	[ ]
☐ State how revisions are controlled before production.	Version/approval log	[ ]

04. Operating-Hospital Implementation

RFP Specification / Scope Requirement	Deliverable / Evidence Document	Review
☐ Document access restrictions and occupied-care considerations.	Access plan	[ ]
☐ Require coordination with facility work authorization and infection prevention.	Facility procedure & risk assessment	[ ]
☐ Address dust, drilling and above-ceiling work where applicable.	Project-specific precautions	[ ]
☐ Require temporary route and replacement sequencing plans.	Changeover plan	[ ]
☐ Protect public circulation and required exit information.	Safety approval	[ ]
☐ State responsibilities for permits, electrical and structural review.	Scope allocation	[ ]

05. Quality Assurance, Handover and Maintenance

RFP Specification / Scope Requirement	Deliverable / Evidence Document	Review
☐ Require field check of content, orientation, mounting and finishes.	Inspection matrix	[ ]
☐ Define punch-list and correction ownership.	Punch-list process	[ ]
☐ Require as-installed sign register, photos and approved changes.	Closeout package	[ ]
☐ Test full routes and return paths where in scope.	Commissioning tests	[ ]
☐ Set maintenance and future message-update ownership.	Maintenance plan	[ ]
☐ Require warranty terms and manufacturer cleaning guidance.	Warranty / care records	[ ]

06. Vendor Evaluation and Bid Comparison

Bid Evaluation Matrix (Recommended Scoring Framework)

Use consistent scope and compare evaluated proposals against the same requirements. Score each area 0 to 5 and multiply by its weight. These weights are illustrative and should be approved by procurement.

Evaluation Dimension	Weight	Bidder A / 5	Bidder B / 5
Hospital-specific scope understanding	20%	_____	_____
Physical wayfinding and sign schedule method	20%	_____	_____
Technical / accessibility review responsibilities	15%	_____	_____
Occupied-hospital installation approach	15%	_____	_____
Quality assurance and closeout documentation	15%	_____	_____
Maintenance / change-control process	10%	_____	_____
Scope clarity and exclusions	5%	_____	_____
TOTAL WEIGHT / COMPOSITE SCORE	100%	_____	_____

07. Procurement Guidance and Official References

PROCUREMENT NOTE & EXCLUSIONS: Request documented ownership and exclusions for wayfinding planning, code review, digital navigation, fabrication, installation, infection-control coordination and performance testing. Supplier claims are not substitutes for project-specific approvals.

Useful Official References:
• U.S. Access Board Chapter 7 Signs: https://www.access-board.gov/ada/guides/chapter-7-signs/
• CDC Healthcare Environmental Infection Control: https://www.cdc.gov/infection-control/hcp/environmental-control/recommendations.html