

## Wayfinding Specification – Lambeth’s Civic Centre, Brixton Hill

### 1. Introduction and background

- 1.1 Proposals are to provide suitable Wayfinding and Health and Safety signage solutions to support the delivery of the resetting and appearance of the workspace in the Lambeth’s Civic Centre, Brixton.
- 1.2 The workspaces are being redesigned to reflect how and where work is done and to support our design principles set out in appendix 1.
- 1.3 The Civic Centre will be completed with the new zones by the end of December 2022.

### 2. Workspace design principles

- 2.1 The Civic Centre will be reconfigured as a collaboration hub designed to encourage social and professional cohesion, wellbeing, and more face-to-face activities using a flexible layout that moves away from rows of large banks of desks.
- 2.2 Desks on all floors will be configured in banks of four rather than 8 to help foster a culture of small group discussions and quickly working together to resolve problems.
- 2.3 All floors will have 5 zones each of which will denote a type of work setting that will be easily identifiable to help colleagues understand how the settings support different workstyles – Details of the zones and floor plans are shown in Appendix 1
- 2.4 Only meeting rooms and large collaboration spaces will require advance booking. Colleagues can book and use these spaces on any floor
- 2.5 Some desks will be designated as ‘anchor point’ to help colleagues find services like HR and Lambeth Technology.
- 2.6 Desks in the Purple General Work Zone on the 2nd floor are reserved for Children’s Services and desks in the Purple General Work Zone on the 5th floor are reserved for Integrated Health and Care Services to ensure safeguarding services that require desks accommodated.
- 2.7 There will be the same amount of height adjustable and or sit to stand desks as pre-Covid to accommodate reasonable adjustments

### 3. Aims of the commission

- 3.1 There are four lots, Lot A: Wayfinding, Lot B: Fire Safety, Lot C: lift information and Lot D: desk, meeting rooms and collaboration table numbering:
- 3.2 **Lot A: Wayfinding:** each floor will provide the same signage to identify the zones, providing a sense of familiarity on each floor, including:
  - Clear wayfinding signage in the Civic Centre to enable staff to find the most appropriate zone for the work they are carrying out (hanging signs)
  - Clear signage for key Anchor points for designated services.
  - Clear wayfinding in the stairwells to show what is on each floor (detailed maps)
  - A solution to clearly identify each floor (i.e. when exiting the lifts)
- 3.3 **Lot B: Fire Safety**
  - Identification and replacement of non-compliant signage in the Civic Centre and Townhall to include fire action notices, fire exists, evacuation points and equipment, refuge locations, break glass points, defibrillators and first aid equipment.
  - To ensure full compliance of signage in both the Civic Centre and Lambeth Townhall.

### 3.4 Lot C: Lifts

- Clear wayfinding in lifts to communicate what is on each floor.

### 3.5 Lot D: desk and collaboration table numbering

- Workstations to be numbered clearly identifying its locations (including QR codes for additional information)
- Collaboration tables will be bookable – all tables must be labelled with table numbers / names (including QR codes for additional information).
- Meeting rooms will require new signage identifying the name of the rooms (including QR codes for additional information)
- Clear identification for designated fixed desk for reasonable adjustments.

### 3.6 Additional considerations

- The proposal must clearly provide for those with visual impairments, ensuring the font, colours and height are taken into consideration
- The proposal will ensure brail is used where possible (e.g. maps, rooms)
- All proposals will ensure that Lambeth is represented in the Civic Centre.
- All innovative and impactful ideas are welcomed for consideration

## 4. Timelines and submissions

The proposal must include:

- Approach and examples of proposed visuals for implementation
- A clear timeline for completion (broken into individual Lots) the expected date of completion is 31 March 2023
- Materials that will be used and how they will be offered on the floors

### Evaluation Criteria

- **Quality Submission – 60% (This is the bid you will submit taken account of the proposal requirements)**
- **Pricing/Cost 40%**

Cost for materials and implementation:

Deliverables	Unit Cost	Total
<b>General work area:</b> hanging signs		
<b>Quiet work area:</b> hanging signs		
<b>Collaboration area:</b> hanging signs		
Provide a solution on each floor to inform of the floor on entry to the floor from the lift		
<b>Anchor points:</b> hanging signs		
Large color map on each floor identifying the zones		
<b>Stairwells:</b> maps on each stairwell to identify the zones available		
<b>Lifts:</b> 5 x lifts within Civic Centre		
<b>Table numbering:</b> on all tables, collaboration tables and meeting rooms.		
Installation costs		
<b>Total</b>		

### Evaluation Matrix for Assessment of Bids

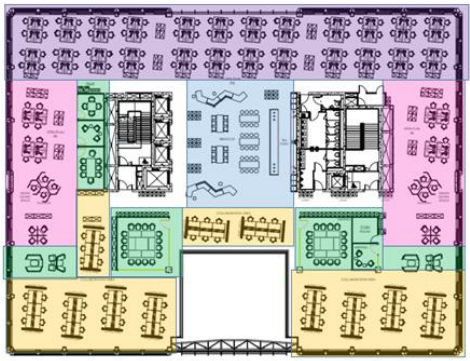
Score	Rating	Description
0	No Response	No proposal has been received The response is unacceptable.
1	Unacceptable	A proposal at this rating: <ul style="list-style-type: none"> <li>Builds very little or no confidence that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures</li> <li>Builds very little or no confidence that the Tenderer's approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.</li> </ul>
2	Poor	A proposal at this rating: <ul style="list-style-type: none"> <li>Raises serious reservations that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures</li> <li>Raises serious reservations that the Tenderer's approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.</li> </ul> <p>Note: a response at this rating includes reservations which cannot be resolved with the Tenderer pre-contract award (i.e. changes which would distort the competition) or during the contract term without impacting time, quality or cost.</p>
3	Acceptable	A proposal at this rating: <ul style="list-style-type: none"> <li>Confirms that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures</li> <li>Provides an acceptable approach/solution to delivering the requirements utilising standard strategies, plans, tools, methods or technologies.</li> </ul> <p>Note: an acceptable response may include minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost.</p>
4	Good	A proposal at this rating: <ul style="list-style-type: none"> <li>Builds confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures</li> <li>Provides a good approach/solution to delivering the requirements utilising appropriately tailored strategies, plans, tools, methods or technologies.</li> </ul> <p>Note: a good response may include a small number of minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost.</p>

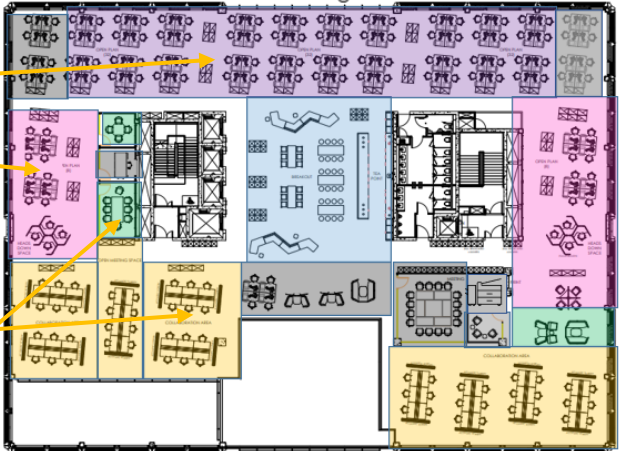
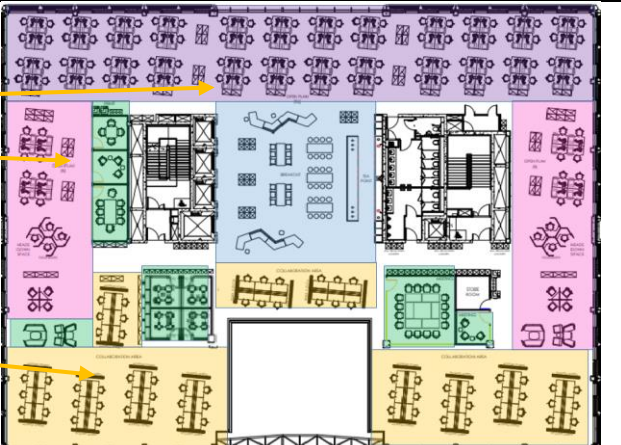
## Wayfinding

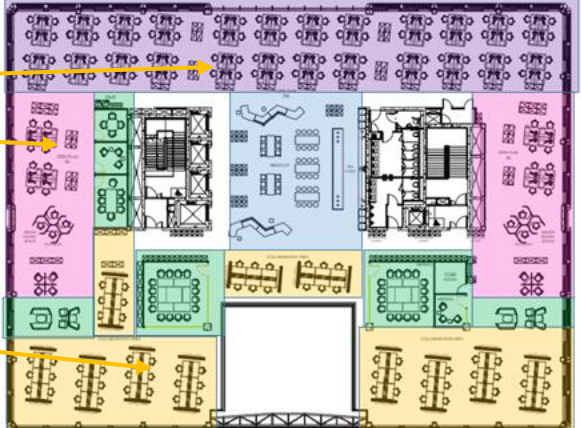
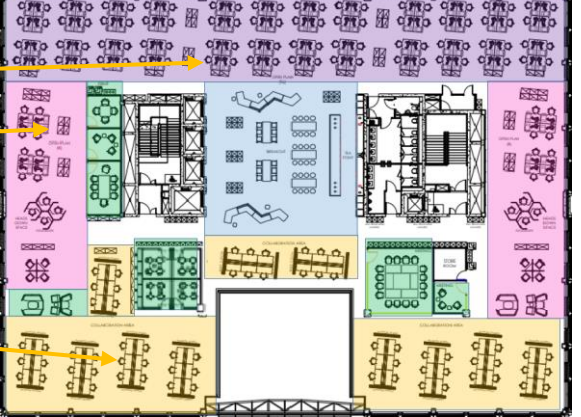
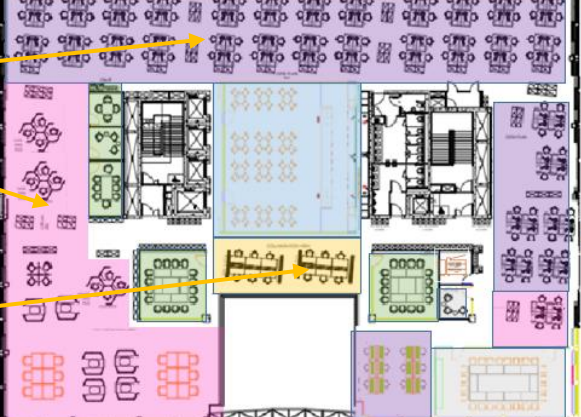
5	Excellent	<p>A proposal at this rating:</p> <ul style="list-style-type: none"><li>• Builds a high level of confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures</li><li>• Provides an excellent approach/solution to delivering the requirements utilising appropriately tailored and at times innovative strategies, plans, tools, methods or technologies.</li></ul> <p>Note: an excellent response should not include any reservations.</p>
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**Closing date:** 3 January 2023

## APPENDIX 1

Work Settings Zone	Example of floor plan
<b>Purple Zone: General work area</b> Smaller banks of workstations, separated with informal, small team settings	
<b>Pink Zone: Quiet work area</b> Library type settings that communicate a do not disturb zone for focused work	
<b>Green Zone: Formal meeting area</b> For larger teams, greater privacy	
<b>Yellow Zone: Team collaboration area</b> Larger collaborative tables here for dynamic meetings (workshops, project planning, briefings, training)	
<b>Blue Zone: Informal social collaboration area</b> Touch down and soft seating, high and low tables	

<b>Floor 1:</b>  <b>General work area:</b> hanging signs x 4  <b>Quiet work area:</b> hanging signs x 2  Provide a solution on each floor to inform of the floor  <b>Collaboration area:</b> hanging signs x 5 and 9 desk signs  <b>Meeting rooms:</b> meeting room signs x 3  <b>Anchor points:</b> <ul style="list-style-type: none"> <li>Human Resources</li> <li>Lambeth Technology help desk</li> </ul>	
<b>Floor 2:</b>  <b>General work area:</b> hanging signs x 4  <b>Quiet work area:</b> hanging signs x 2  Provide a solution on each floor to inform of the floor.  <b>Collaboration area:</b> hanging signs x 5 and 11 desk signs  <b>Meeting rooms:</b> meeting room signs x 9	

<p><b>Floor 3:</b></p> <p><b>General work area:</b> hanging signs x 4</p> <p><b>Quiet work area:</b> hanging signs x 2</p> <p>Provide a solution on each floor to inform of the floor.</p> <p><b>Collaboration area:</b> hanging signs x 5 and 11 desk signs</p> <p><b>Meeting rooms:</b> meeting room signs x 5</p>	 <p>The floor plan for Floor 3 shows a central corridor and several rooms. Yellow arrows point to specific locations: one arrow points to the top right corner of the floor plan, another points to the top left corner, and a third points to the bottom left corner. These arrows correspond to the sign counts listed in the text.</p>
<p><b>Floor 4:</b></p> <p><b>General work area:</b> hanging signs x 4</p> <p><b>Quiet work area:</b> hanging signs x 2</p> <p>Provide a solution on each floor to inform of the floor.</p> <p><b>Collaboration area:</b> hanging signs x 5 and 11 desk signs</p> <p><b>Meeting rooms:</b> meeting room signs x 9</p>	 <p>The floor plan for Floor 4 is similar to Floor 3. Yellow arrows point to specific locations: one arrow points to the top right corner, another points to the top left corner, and a third points to the bottom left corner. These arrows correspond to the sign counts listed in the text.</p>
<p><b>Floor 5:</b></p> <p><b>General work area:</b> hanging signs x 4</p> <p><b>Quiet work area:</b> hanging signs x 4</p> <p>Provide a solution on each floor to inform of the floor.</p> <p><b>Collaboration area:</b> hanging signs x 4 and 2 desk signs</p> <p><b>Meeting rooms:</b> meeting room signs x 5</p>	 <p>The floor plan for Floor 5 is similar to the previous floors. Yellow arrows point to specific locations: one arrow points to the top right corner, another points to the top left corner, and a third points to the bottom left corner. These arrows correspond to the sign counts listed in the text.</p>