

Palmer House in Cataloochee, Great Smoky Mountains National Park

Friends of the Smokies
Request For Proposal (RFP)

Palmer House Exhibits

Proposals Due: November 23, 2026

Request for Proposals (RFP): Exhibit Fabrication and Installation Services

The Friends of the Smokies (FOTS) is a non-profit partner to the National Park Service (NPS), Great Smoky Mountains National Park. Friends of the Smokies in partnership with Great Smoky Mountains National Park (GRSM) is pleased to announce that it is seeking competitive proposals from qualified contractors for fabrication and installation interior and exterior exhibits at Palmer House in Cataloochee Valley, located in the Great Smoky Mountains National Park. All work on-site must be completed in accordance with the Secretary of the Interior's Standards for the Treatment of Historic Properties, as well as applicable federal laws, regulations, National Park Service policies, and environmental and cultural resources compliance requirements.

Project Overview

The Great Smoky Mountains National Park is located in Tennessee and North Carolina and consists of nearly 521,000 acres. The park was established by Congress on June 15, 1934. The park's mission is to protect, preserve, and interpret the natural, cultural, and historical resources for the benefit and inspiration of present and future generations. GRSM is the most visited national parks in the National Park Service system.

Occupying 21,900 acres in the upper Cataloochee watershed of GRSM, the Cataloochee Historic District preserves a chain of three cove settlements, Big Cataloochee, Little Cataloochee, and Caldwell Fork. Cataloochee is one of the most remote locations in the park, and is part of the Cherokee ancestral homelands in the southern Appalachians.

From the 1830s to the 1930s, it was the location of a tight-knit farming community. A number of houses, outbuildings, other historic structures, and other features of the historic landscape remain from the farms that once prospered here. One such area is Jarvis Palmer House (Palmer House), a historic house and farmstead in Big Cataloochee Valley (Attachment 1).

In 2023, Smokies Life (then Great Smoky Mountains Association), in partnership with the national park, contracted 106 Group for exhibit design and development services of interior and exterior exhibits for the Palmer House site in Big Cataloochee. This project seeks to implement those plans by completing the fabrication and installations needed to enhance visitor understanding of Cataloochee Valley's agricultural and early-tourism history at the Jarvis Palmer House.

1. Project Scope of Work

The contractor shall furnish the labor, tools, equipment, materials, and supervision required to fabricate, deliver and install the interior and exterior interpretive panel exhibits and affixed graphics as shown on the attached *Palmer House Exhibits Final Design Development* (DD, Attachment 2*)* and graphics files (Attachment 4) produced by the 106 Group. The required services are outlined below, organized by the Exhibit Zone designations in the DD document. Deviations from specifications outlined in the DD or graphic files are permitted only with prior approval by the FOTS. Note: the following page numbers are intentionally missing from the DD 100 drawing set; Pages 3, 21, 28, 29, 37, 38, 90, last page is 93 map of Great Smoky Mountains National Park. In addition, Accessibility Standards page numbers are 90-93 which is a duplication of page numbers.

2.A. Contractor Responsibilities: Exhibit Panels, waysides, signage Fabricate and Install

A) **Fabricate Exhibit Elements** The contractor shall fabricate each exhibit element in accordance with the specifications outlined below. All materials used must be of outdoor grade, high-pressure laminate (HPL), with mounting methods and hardware as specified. Panels must be produced to the dimensions listed and incorporate any text, graphic or illustration updates as detailed. All fabrication methods should ensure durability, ease of cleaning and resistance to environmental wear consistent with National Park Service standards.

B) **Element-Specific Instructions**

i. **WE-01 Welcome Sign**: Fabricate one panel, 36"x48", using 1/8" outdoor grade HPL or similar. Install into existing frame just beyond Palmer House junction and before campground. Update to new elk distance graphic (25 yds).

ii. **FA01-G01 Palmer Barn Sign**: Fabricate one sign, 6"x12", using 1/2" outdoor grade HPL or similar, with 4 threaded inserts for mounting. Fabricate Corten steel or similar mounting hardware, with 18-24” between bottom of sign and top of soil surface, with a sufficient below ground footprint to secure the sign, while minimizing ground disturbance. Install as directed by FOTS.

iii. **FA02-G01 Spring House Sign**: Fabricate one sign, 6"x12", using 1/2" outdoor grade HPL or similar, with 4 threaded inserts for mounting. Fabricate Corten steel or similar mounting hardware, with 18-24” between bottom of sign and top of soil surface, with a sufficient below ground footprint to secure the sign, while minimizing ground disturbance. Install as directed by FOTS.

iv. **FA03-G01 Blacksmith Sign**: Fabricate one sign, 6"x12", using 1/2" outdoor grade HPL or similar, with 4 threaded inserts for mounting. Fabricate Corten steel or similar mounting hardware, with 18-24” between bottom of sign and top of soil surface, with a sufficient below ground footprint to secure the sign, while minimizing ground disturbance. Install as directed by FOTS.

v. **FA04-G01 Corn Sign**: Fabricate one sign, 6"x12", using 1/2" outdoor grade HPL or similar, with 4 threaded inserts for mounting. Fabricate Corten steel or similar mounting hardware, with 18-24” between bottom of sign and top of soil surface,

with a sufficient below ground footprint to secure the sign, while minimizing ground disturbance. Install as directed by FOTS.

vi. **YA01-G01 Palmer Farmstead Overview Sign**: Fabricate one panel, 36"x24", outdoor grade laminated. Install as directed with 45-degree NPS brown metal in-ground base. Finished wayside height shall comply with American Disability Act standards.

vii. **PG01-G01 and PG01-G02 Palmer Intro Panel**: Fabricate one panel, 24"x24", 1/2" thick HPL or similar, threaded inserts for mounting, 1/8" rounded corners, cleated wall mount. Also fabricate one sub-panel (PG01-G02), 8"x4", 1/8" thick HPL or similar, adhered to PG01-G01 with silicone or VHB. Make the two text changes noted in the DD100 document. Install as directed by FOTS.

viii. **PG01-G03 Entrepreneurs Panel**: Fabricate one panel, 36"x50", 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cleated wall mount.

ix. **PG01-G04 Builders Panel**: Fabricate one panel, 36"x50", 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cleated wall mount. Make the one text change noted in the DD100 document.

x. **PG01-G05 Founders Panel**: Fabricate one panel, 36"x50", 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cleated wall mount. Make the three text changes noted in the DD100 document.

xi. **PG02-G01 Ties that Bind Panel**: Fabricate one panel, 60"x24", 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cantilevered wall mount.

xii. **PG03-G01 Busy as Bees Panel**: Fabricate one panel, 60"x24", 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cantilevered wall mount. Add color to the black-and-white illustration in consultation with artist Casey Maloney.

xiii. **TD01-G02 Vinyl of Farm in 1930s**: Fabricate direct print to clear adhesive vinyl, size determined by window measurements. Vinyl should be removable but as strongly adhesive as possible. Vinyl graphic spans BOTH windows—(two separate four pain windows) Align graphic with the barn that is outside of the window Fabricate a minimum of 2 extra vinyl image sets as spares.

xiv. **TD02-G01 Quote Panel**: Fabricate one panel, 9"x9", 1/8" outdoor grade HPL or similar. Adhere with silicone or VHB to secondary panel.

xv. **TD02-G02 & TD02-G04 Fishing Image Panels**: Fabricate two panels, each 60"x60", 1/2" outdoor grade HPL or similar, with cleat mount or other minimal impact mounting.

xvi. **DH02-G02 Vinyl of Farm in early 1900s:** Fabricate direct print to clear adhesive vinyl, size determined by window measurements. Vinyl should be removable but as strongly adhesive as possible. Vinyl graphic spans the top two panes of the window. Fabricate a minimum of 2 extra vinyl image sets as spares.

xvii. **DH04-G03 Vinyl of Farm in 1920s**: Fabricate direct print to clear adhesive vinyl, size determined by window measurements. Contractor to verify size of window prior to fabrication. Vinyl should be removable but as strongly adhesive as possible. Fabricate a minimum of 2 extra vinyl image sets as spares.

C) **Installation**

i. Install all fabricated exhibit elements at locations and by methods as specified above and as directed by FOTS. Ensure all mounting hardware, bases, and adhesives meet the requirements for durability and minimal impact on site resources, and coordinate with FOTS for final placement and graphic updates where required.

D) **Furnished Materials & Information.** The FOTS will provide onsite marking of installation locations for all exhibit elements. The frame for WE-01 Welcome Sign is already in place.

2.A. Contractor Responsibilities: Exhibit (Interior - House) Fabrication and Installation

1. The contractor shall furnish the labor, tools, equipment, materials, and supervision required to fabricate, deliver and install the concrete interpretive exhibits with affixed and associated graphics, and radio transmitter/audio system as shown in the following documents produced by the 106 Group:
    - Palmer House Exhibits Final Design Development (DD), Attachment 2
    - Palmer House Exhibits Construction Document (CD), Attachment 3
    - Graphics files, Attachment 4

    The required services are outlined below, organized by the Exhibit Zone designations in the DD document. Deviations or additions in specifications outlined in the DD or CD documents requiring a submittal (such as sculpture attachments) are specifically noted below. Other deviations or recommendations provided by the Contractor may be permitted only with prior approval by the FOTS.

2. Contractor Responsibilities: Exhibit Fabrication and Installation

A. Yard Zone: Palmer Farmstead YA01-S01 Palmer Complex Tactile

i. Fabricate a free-standing tabletop tactile map of the Palmer farmstead as shown in DD pages 41, fabrication details on page 43, and perspectives on DD pages 44-45 and 3D graphic file (Attachment 4).

ii. Install exhibit in front of the Palmer House, facing the structure as shown in DD page 41.

- The exact location will be marked on the ground by the FOTS.
- Additionally, Contractor to provide submittal for securing sculpture, to be approved prior to installation.

B. Tourist Dining Zone: Dining Table TD01-S01

i. Fabricate a free-standing concrete table, tinted to look like wood as shown on DD pages 58-59 and CD Sheet 2.

ii. Install the table in the center of the Tourist Dining Exhibit Zone as indicated by TD01 on DD page 57.

iii. Fabricate and install associated graphics TD01-G01, and affix to table as shown on DD pages 58-60, CD Sheet 1, and graphics file (Attachment 4). Use 1/2" thick HPL or similar, 1/8" rounded corners, durable adhesive mount.

C. Tourist Dining Zone: Home Radio TD03-S01

i. Fabricate a concrete sculpture with color treatment designed to look like a 1930s home radio and side table as shown on DD pages 66-67 and CD Sheet 3.

ii. Install radio sculpture in the Tourist Dining Exhibit Zone as indicated by TD03 on DD page 57.

- Additionally, the radio sculpture and stand will be anchored to the wall. Contractor to provide submittal for approval prior to installation.

iii. The radio sculpture will appear to play "Radio Cataloochee," a custom radio broadcast created for the Palmer House exhibits. The broadcast will include music and radio programs that Cataloochee residents would have listened to in the 1930s and beyond, oral history interviews, or other information. Refer to Section 3.I. for related radio transmitter/audio system program and audio components.

D. Dogtrot House Zone: Instruments DH01-S01

i. Fabricate a concrete sculpture with color treatment designed to look like a banjo, fiddle, and bow embossed on the surface as shown in DD page 70-71 and CD Sheet 4.

ii. Install instruments sculpture in the Dogtrot House as directed by FOTS on the East Wall (**DD100 document indicates the incorrect location**)

- Additionally, the instruments sculpture will be anchored to the wall or floor. Contractor to provide submittal for approval prior to installation.

iii. Fabricate and install associated graphics DH01-G01, DH01-G02, and DH01-G03, and affix to instrument sculpture as shown on DD pages 70-74 and graphics file (Attachment 4). Use 1/2" thick HPL or similar, 1/8" rounded corners, durable adhesive mount.

E. Dogtrot House Zone: Stove DH02-S01

i. Fabricate a concrete sculpture depicting an early 1900s cooking range with color treatment as depicted in DD page 75-76 (excluding graphic panels with text) and CD Sheet 6.

ii. Install stove sculpture in the Dogtrot House Exhibit Zone as indicated by FOTS *(DD100 document indicates the incorrect location)*

- The stove sculpture will be anchored to the wall or floor. Contractor will provide submittal for approval prior to installation.

iii. Fabricate and install associated graphic DH02-G01 as indicated on DD page 77 and graphics file (Attachment 4). Use 1/2" thick HPL or similar, 1/8" rounded corners, durable adhesive mount.

F. Dogtrot House Zone: Wall Layers DH03-S01

i. Excavate a section of wall approximately 12 inches by 12 inches to expose the varied wall materials used over time (rough-hewn log, hand-planed lumber, and wallpaper).
The wall excavation location will be marked onsite by the FOTS (**DD100 document indicates the incorrect location**) Removed materials from the wall excavation will be cataloged, so that the FOTS may reinstate if exhibits are removed in the future, preserving the integrity of the historic fabric. The Contractor will provide comprehensive photographic and annotated documentation before, during, and after the intervention and provide to the FOTS through the Construction Manager.

ii. Provide a plexiglass box DH03-S01 to cover the excavated wall and install as shown in DD page 79-80. Contractor to provide submittal for approval prior to installation.

iii. Fabricate and install associated graphic DH03-G01 as indicated on DD page 79 and 81 and graphics file (Attachment 4). Make the one text change indicated in the DD100 document. Use 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cleated wall mount.

G. Dogtrot House Zone: DH04-E01 Writing Desk

i. Fabricate and place a free-standing concrete sculpture with color treatment depicting a 1920's writing desk as shown in DD pages 82-83 and CD Sheet 6.

ii. Install writing desk sculpture in the Dogtrot House Exhibit Zone as indicated by DH04 on DD page 69.

iii. The writing desk sculpture will be anchored to the wall or floor. Contractor to provide submittal, to be approved prior to installation.

iv. Fabricate and install associated graphics DH04-G01 and DH04-G02 as indicated on DD pages 82 and 84-85. Use 1/2" thick HPL or similar, 1/8" rounded corners, durable adhesive mount.

H. Home Office Zone: HO01-S01 Postal Desk

i. Fabricate a free-standing concrete sculpture with color treatment to look like the specific postal desk including the1940s ranger hat and a park radio as shown in DD pages 88-89 and CD Sheet 7. Use multiple tints of brown color to provide variance in the different objects and sculptures.

ii. Concrete will be tinted and textured to match the shown in DD100 on p.89.

iii. The postal desk objects and sculpture will be anchored. Contractor to provide submittal, to be approved prior to installation.

iv. Fabricate and install associated graphics HO01-G01 (use 1/2" thick HPL or similar, 1/8" rounded corners, durable adhesive mount.), HO01-G02, and
v. HO01- G04 as indicated on DD pages 88-89, 91-93 and CD Sheet 7. Install HO01-G02 and HO01-GO4 on wall as indicated by FOTS. Use 1/2" thick HPL or similar, threaded inserts, 1/8" rounded corners, cleated wall mount.

I. Radio Cataloochee Player: RC01

i. Design, fabricate, and install an audio player associated with the Home Radio sculpture (described in Sections 3.C and 3.J) including elements described on DD page 68.
    - The Contractor will submit the specific electronic/audio system elements and installation methods for approval by the FOTS. The system will include:
        - A circuit programmed to run audio content on a loop from 8am till 8pm, daily, during daylight savings time, 7am till 7pm, daily, during standard time from a speaker embedded in the ceiling of the dining room.
    - Equipment Durability & Weatherproofing
        - IP Ratings: Use speakers and hardware with an IP rating (Ingress Protection) ensuring they are dust-tight and water-resistant against rain or humidity.
        - Corrosion Resistance: Select quality grade or rust-resistant mounting components if the exhibit is near moisture.
        - Cable Protection: Deploy burial-grade, outdoor-rated cabling with thick outer jackets to protect against water, and rodents.

ii. The Contractor will install the approved player system and connect to the existing the electrical system in the Tourist Dining Zone to power the audio system in an unobtrusive manner, focusing on minimal impact to structure.
iii. The components (speaker, wiring, conduit, and electrical outlet) will be hidden from view and installed in a manner to prevent tampering, as approved prior to installation by the FOTS.

J. Radio Cataloochee Program: RC01-M01

i. Produce, record, and secure rights for the “Radio Cataloochee” 30-minute pre-recorded program RC01-M01 described on DD page 30. A script consisting of exact text for announcer segments, music segments, in-studio segments, and oral history segments will be provided to the contractor by FOTS.
ii. The contractor will produce the radio program that will play on a loop in the Tourist Dining Zone:
    - Record the announcer segments and other voice actor recordings. Review and edit all audio for sound quality and comprehension), during the fabrication phase.

- Acquire any rights needed to include song selections for the radio program or as identification of suitable copyright-free content. Secure and purchase the appropriate licensing fee for copyrighted content.

iii. The Contractor will provide documentation outlining the specifications of the player system, associated software, maintenance requirements, relevant instruction for how to change out content, reprogram the playing hours, altering the loop timing, or relevant information otherwise related to its operation, replacement of recordings, and upkeep.

iv. The Contractor will provide training for up to 5 NPS employees in the operation, upkeep and troubleshooting of the system outlined in the system documentation.

3. **Furnished Materials/Information**. The FOTS, will provide the documents, files, consultations, onsite markings, radio program script and approvals described in Section 2.

T**he selected contractor will be responsible for the following:**

1. Fabrication and Installation Efforts

- Providing digital copies of shop drawings for FOTS review and approval a minimum of two weeks prior to fabrication
- Cultural and historical exhibits
- Interactive and immersive exhibits
- Installing interior and exterior exhibits in historic spaces following Secretary of the Interior's Standards for the Treatment of Historic Properties

2. Timeline & Key Dates

- RFP Issuance Date: **October 23, 2026**
- Optional - Site Visit: **November 5, 2026**, onsite at 1:00 PM EST
- Optional – Project Overview (remote Teams meeting): **November 12, 2026**, 2:00 PM EST
- Deadline for Submitting Questions: **November 13, 2026**, Close of Business EST
- Proposal Submission Deadline: **November 23, 2026,** Close of Business EST
- Anticipated Award Date: **December 16, 2026** (project duration 90 calendar days)
- We welcome innovative approaches to convey stories of this historic property. If you intend to join any of the meetings, please send an email of intent to info@friendsofthesmokies.org – ***subject line: Palmer House*** by **November 2, 2026** so we can forward you any addenda or Q&A documents.

3. Minimum Contractor Qualifications

To be considered, contractor proposal must demonstrate:

- A minimum of 5 years of experience Exhibit Fabrication and/or installation.
- Previous experience successfully executing projects that comply with National Park Service, State, or Municipal preservation guidelines.
- Experience with Historical, museum or relevant projects

4. Proposal Submission Requirements (8 narrative pages with two pages of photos 10 maximum pages)

Proposals should include:

1. **Executive Summary:** Brief overview of your firm's understanding of the project goals and Secretary of Interior Historic Structure Treatment Standards.
2. **Qualifications & References:** List of similar projects completed, including contact information for past clients and links to or attachment of a digital portfolio featuring photos of exhibit projects fabricated by the firm.
3. **Work Plan:** Detailed methodology on how you plan to execute the work and preserve the historic integrity of the structure/site.
4. **Cost Estimate:** A transparent, itemized budget for labor, materials, and specialized trades.
5. **Bonding Capacity/Insurance**

5. Evaluation Criteria

Proposals will be scored on the following:

1. Project Experience (fabrication, of exhibits, museum or relevant projects, sustainable fabrication practices)
2. Qualifications of key personnel (compatibility of the team with FOTS's goals)
3. Approach (Illustrations, references - Clarity and feasibility of the work plan)
4. Quality Assurance (project delivery and quality control.
5. Total projected cost
6. Professional references
7. Portfolio of projects

6. Contact Information & Submission

Submit six (6) physical Paper copies to the FOTS Office, call 865-932-4797 or 865-384-2560 and someone will meet you at the door and one (1) digital copies (PDF) of your proposal by **November 23, 2026,** to:

- **Contact Person:** David Aranda
- **Email:** info@friendsofthesmokies.org with **Subject line:** Palmer House
- **Physical Address:** 3099 Winfield Dunn Pkwy Suite 2, Kodak TN 37764
- **Mailing address:** PO BOX 1660, Kodak, TN 37764
- **To drop off and enter building, call 865-932-4794 or 865-384-2560**

Contractor's Proposal Package. The contractor shall provide proposed pricing using the Pricing Schedule included with in the RFP, Attachment 2. ***Both hard copy and digital copy of bids are required.***

The Friends of the Smokies reserves the right to accept the most acceptable bid and reserves the right to accept or reject any or all bids. No late bids, proposals will not be accepted or opened. Email is not an acceptable form of delivery.

The Friends of the Smokies reserves the right to waive any technicalities or irregularities so that an award can be made in the best interest of Friends of the Smokies.

Additional Site Requirements

7. Business Hours. The contractor shall complete on-site work or delivery, including unloading, during normal business hours of 8:30 am to 5:30 pm, Monday through Thursday, excluding Federal holidays (unless otherwise approved in advance by the FOTS through the Construction Manager). Weekend work may be approved, contractor/installer shall request 48 hours advance notice for weekend work. All request shall be made to the FOTS.

8. Notifications. The Contractor shall coordinate a pre-work kickoff meeting and establish the specific on-site work schedule with the Construction Manager at least 5 business days prior to performance start date. Ground disturbance associated with outdoor installations will require monitoring by the FOTS or qualifying agent. Advance notice of 10 business days through the FOTS required prior to ground-disturbing work.

9. Deliveries. A minimum of 48 hours advanced notice to the FOTS prior to any deliveries. See Cataloochee & Balsam Mountain Area - Great Smoky Mountains National Park (U.S. National Park Service) for more information. Contractor will deliver materials to Cataloochee Valley only via Jonathan Creek Road/Cataloochee Entrance Road from US 19 (not on Old 284). Materials will be delivered to and staged (as needed) in the Palmer House. The Contractor is responsible for providing locks to existing doors to secure deliveries, materials and equipment.

10. Management. The Contractor shall manage the total work effort in accordance with effective and efficient management principles and safe working practices to ensure safety of the public and on-time completion of this contract. The Contractor will close the Palmer House project area to visitor during the project. Any materials to restrict visitor access will be provided by the Contractor. The Contractor will install orange construction fencing and temporary signage denoting that the area is closed. Fencing or signage will not involve ground disturbance, and will require approval by the FOTS. Notification of closure dates will be made to the FOTS at least 1 week prior to implementing closure so that public notification can be made by.

11. Environmental Protection. The Contractor shall be responsible for compliance with all applicable federal, state, and local environmental protection requirements, as well as all National Park Service regulations, policies, and site-specific resource protection conditions governing work on park lands. The Contractor shall ensure that its employees, subcontractors, and suppliers conduct operations in a manner that prevents disturbance to natural, cultural, or historic resources. Any environmental damage, contamination, or resource injury caused by the Contractor's operations shall be promptly reported and corrected at the Contractor's expense, in accordance with applicable law.

12.Historic Properties. This project has been evaluated in accordance with the Secretary of the Interior's Standards for the Treatment of Historic Properties that relate to the character and appearance of the Cataloochee Historic District. The exhibits in the Palmer House focus on interpretation of the complex in a way that requires minimal change to distinctive materials, features, spaces, and spatial relationships. A focus on minimally invasive and reversible installation methods is prioritized for any required attachment submittals.

13. Refuse Management. The project area is home to black bear, and many other wildlife that can become habituated to human food sources. Food and beverage trash or remnants thereof (including peels, cores, seeds, etc.) must be secured from animals through the use of sealed containers and removed daily. Trash receptacles within the Park shall not be used by the Contractor. Contractor must secure and dispose of any construction-related debris off-site.

14. Safety. The Contractor shall comply with pertinent provisions of the Occupational Safety and Health Act (OSHA), and state, local, safety, laws. The Contractor shall immediately report to the FOTS all near-misses and accidents resulting in employee injury or death or damage to property while performing this contract.

15. Employee Parking. All Contractor employees shall comply with parking procedures published for the Great Smoky Mountains National. Parking passes will be provided. It shall be the responsibility of the contractor personnel to display the pass in accordance with the requirements.

16. Replacement of Contractor Employee for Security Reasons. The FOTS retains the right to request removal of the contractor's employee(s), regardless of prior clearances.

17. Performance Requirements Summary (PRS). The contractor performance requirements are summarized into required services that relates directly to successful contract completion. The performance standard identifies the minimum acceptable levels of service allowed.

PWS Section	Required Service	Standard	Monitoring Method	Incentive/ Disincentive
3	Graphics Fabrication and Installation for Interior Exhibits	100% compliance	100% Inspection	Performance Evaluation
3	Graphics Fabrication and Installation for Exterior Exhibits	100% compliance	100% Inspection	Performance Evaluation

18, Quality Control. The contractor shall establish and maintain a Quality Control Plan (QCP) to ensure the work performed conforms to the contract requirements. *The Performance Requirements Summary* establishes performance standards that are the minimum requirements for acceptable performance of required services. The contractor's QCP shall address methods for remedying poor performance. The Contractor shall develop QCP and submit with proposal package. The Contractor's QCP includes:

- Required services identified in Performance Requirements Summary
- Contractor's surveillance methodology
- Method and timeframe for responding to FOTS or customer complaints
- Progress meetings with Government stakeholders

19. Quality Assurance. The FOTS will monitor the contractor's performance through review of submittals, inspection of fabricated exhibit components, observation of installation activities, and verification of final deliverables against the PWS, approved design documents, and applicable standards. Performance areas subject to surveillance include project management, schedule adherence, design accuracy, fabrication quality, delivery condition, installation workmanship, site protection, safety compliance, and timely correction of deficiencies. The FOTS will document performance through inspection notes, punch lists, photographs, and correspondence, and will advise the FOTS of any nonconforming performance requiring contractual action.

20. QASP. Performance under this contract using the quality assurance procedures specified in the Government's Quality Assurance Surveillance Plan (QASP). The QASP may be modified after contract award upon review and acceptance of the contractor's QCP to ensure both plans are mutually supportive. The purpose of the QASP is to ensure that the required services are performed in accordance with the contract requirements. The plan ensures reliable and continued operation by precluding unnecessary complaints and unacceptable performance. FOTS QASP includes:

- Acceptance of the contractor's quality control plan
- Random inspection of the contractor's work
- Communicating customer complaints
- Progress meetings with the contractor

The implementation of this QASP does not relieve the contractor of its responsibility to implement and abide by the QCP incorporated into this contract, and to provide acceptable performance of all required services listed herein. At the FOTS discretion, the contractor may incur a payment deduction for lack of compliance with the QCP, PWS or PRS.

22. Past Performance. The Contractor must submit Past Performance records (not to exceed 6 pages) with the pricing offer, along with the Past Performance records for any sub-contractors.

23. Inspection. FOTS and/or qualifying agent will conduct inspections during and upon completion of required services. Partial payments shall be made on a monthly time frame based upon materials provided and work completed during the time frame. Final payment will be processed upon completion of all work, completion of user training, and upon confirming that all noted contractor performance deficiencies have been satisfactorily corrected.

24. **EXHIBIT FABRICATION WARRANTY**

1. Scope of Warranty

The Fabricator shall warrant all exhibit structures, casework, mounts, graphics, and physical sculptures furnished and installed under this Project are in full accordance with the finalized design drawings and approved shop submittals. The Fabricator guarantees that all work is free from defects in material and workmanship.

The Fabricator warrants to the FOTS that all deliverables—including but not limited to design development, physical casework, artifact mounts, scenic elements, structural components, environmental graphics, and AV/interactive hardware—furnished under this Agreement shall be:

- In accordance with generally accepted professional museum conservation and display standards.
- Conformant to the approved Design Documents, project specifications, and final construction drawings.
- Completed in a good and workmanlike manner, free from defects in materials, stability, and workmanship.
- Fit and sufficient for the intensive, high-traffic public use intended.
- Casework & Hardware: Acrylic vitrines, glass joints, security locks, and hinges are warranted against failure, cracking, or misalignment under normal public usage.
- Graphics & Finishes**:** Large-format prints, vinyl wraps, and painted surfaces are warranted against premature peeling, bubbling, de-lamination, or dramatic fading under typical museum climate conditions.
- Mechanical Interactives**:** Leverages, dials, and physical components meant for visitor contact are covered against structural fracturing or mechanical

2. Warranty Period

The standard warranty period for all components shall be **one (1) year**. This period shall commence on the date of **Substantial Completion** and formal sign-off/acceptance by the install work.

- *Extended Warranties:* Any extended manufacturer warranties (e.g., specialized lighting systems, media players, acrylic vitrines) shall be formally transferred directly to the FOTS upon closeout.
- **Response Time:** For standard defects, the Fabricator must respond within **five (5) business days**.

- **Collateral Damage:** The Fabricator is responsible for repairing or replacing any adjacent exhibit work that is displaced or damaged while fixing the warranted defect.

4. Warranty Exclusions

The Fabricator's liability under this warranty explicitly excludes remedies for damage, defects, or failure caused by:

- Normal wear and tear resulting from standard public interface.
- Improper repairs, adjustments, or structural alterations made by National Park staff or unapproved third parties.
- Misuse, neglect, accidents, vandalism, or force majeure events occurring after final acceptance.
- Operating environmental conditions (e.g., temperature, humidity, lighting exposure) that deviate sharply from the mutually agreed-upon museum specifications.

5. Remedy and Procedure

If the FOTS identifies a valid defect during the Warranty Period:

1. The FOTS must notify the Fabricator in writing with clear documentation (including photos or a condition report).
2. The Fabricator will evaluate the defect. If deemed a fault of material or workmanship, the Fabricator will repair or replace the defective component at **no cost** to the FOTS.
3. Repairs will be performed with minimum disruption to operating visitor hours.

Appendices, Attachments, and Document Links

Document Links

- **Palmer House Exhibits Final Design Development (DD)**
    - This document, DD100 Final edited version 10.19.2026.pdf, can be downloaded from the Friends of the Smokies website at https://friendsofthesmokies.org/projects-for-bid/
- **National Park Service, Great Smoky Mountains National Park, Technical Specifications** (Section 31). These specifications apply for this project and are available to download from Friends of the Smokies website at https://friendsofthesmokies.org/projects-for-bid/

Appendices

- **Appendix 1**- Location maps
- **Appendix 2**-Contractor's Pricing Schedule Sheet

Attachments

- **Attachment 2 – Accessibility and Universal Design**
    - DD 100 Accessibility Final 10.19.2026.pdf
- **Attachment 3- Palmer House Construction Documents**
    - Palmer House CDs 230621r1.pdf

Note: Detailed design-ready documents available upon request for download.

Appendix 1- Location Maps

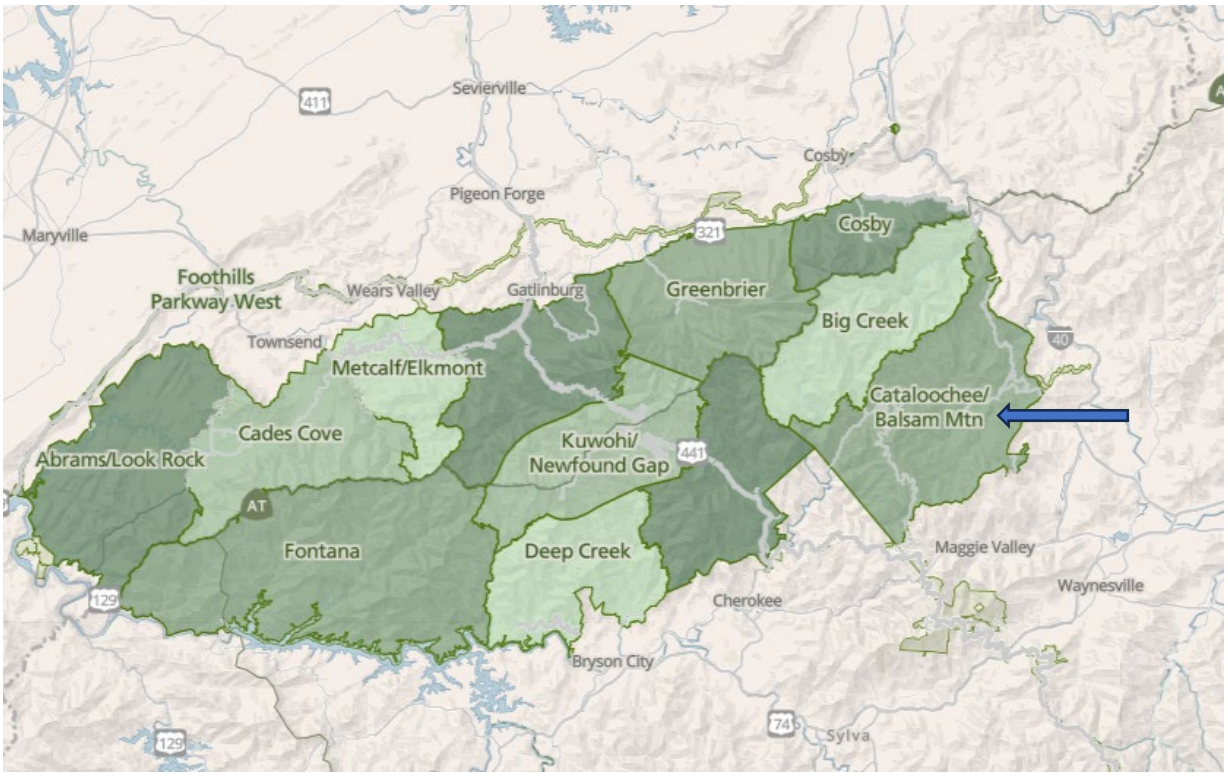


Figure 1. Vicinity map depicting the Cataloochee area of Great Smoky Mountains National Park (blue arrow).

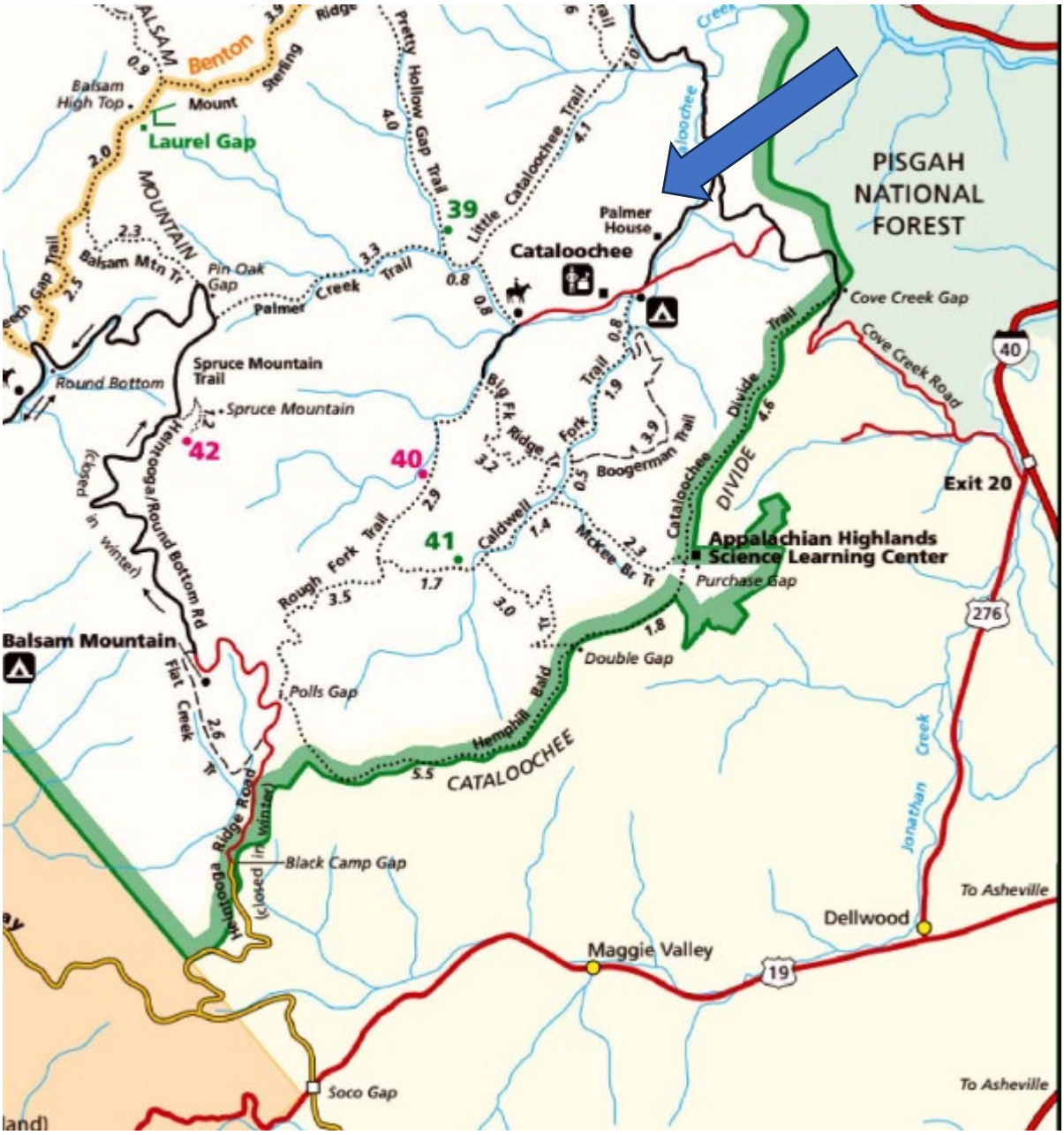


Figure 2. Location of the Palmer House within Cataloochee area of Great Smoky Mountains National Park (blue arrow). See [Cataloochee & Balsam Mountain Area - Great Smoky Mountains National Park (U.S. National Park Service)] for more information.

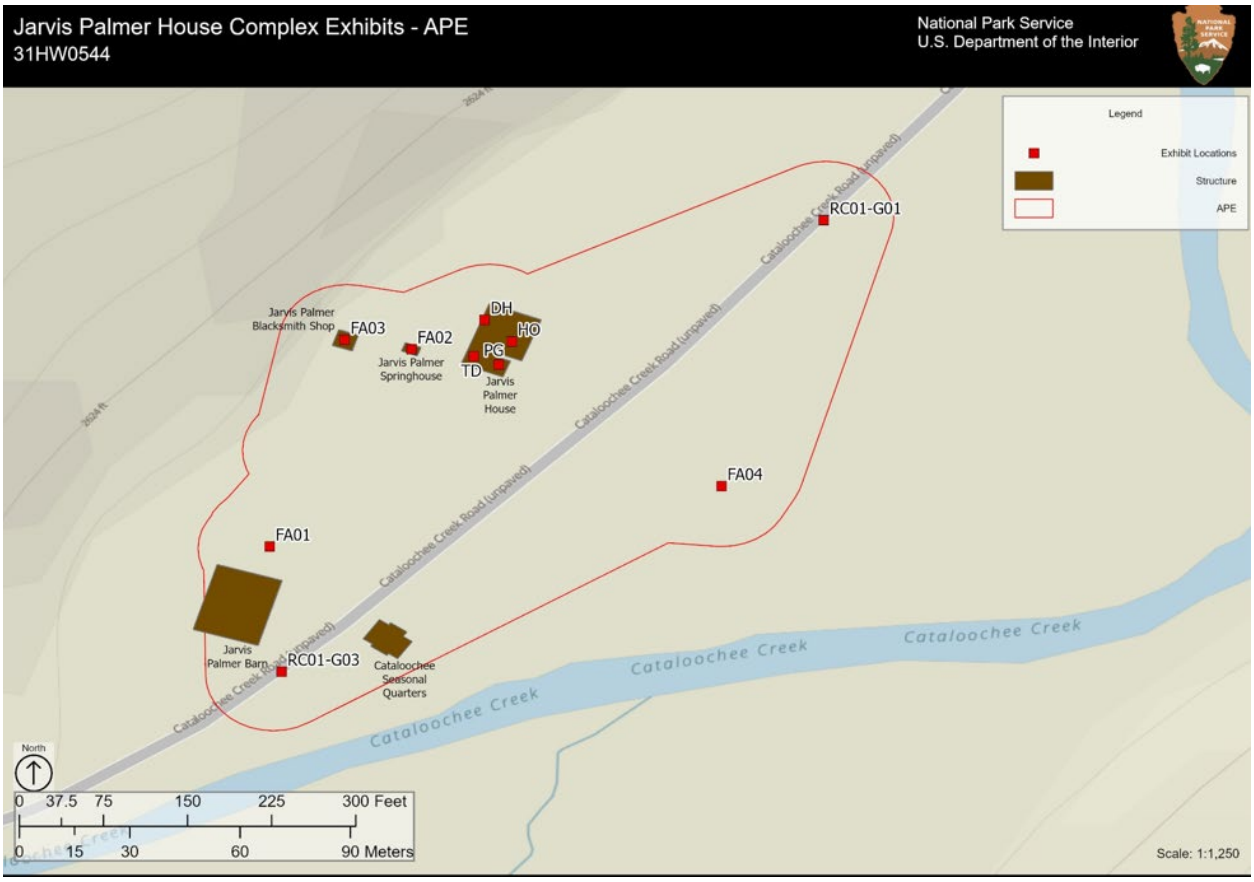


Figure 3. Jarvis Palmer House with exhibit locations within the overall project area (red outline). Work associated with this contract is associated with the Jarvis House proper.

Appendix 2: Palmer Exhibits - Contractor Bid Sheet

Item	Note	Cost
Fabrication of graphic exhibits	Includes graphics and parts for graphics associated with structures as described in Required Services.	
Fabrication of all non-graphic exhibits	Concrete sculptures, plexiglass window and associated text or graphics panels.	
Radio player system and Installation	Includes system documentation and training of FOTS and NPS staff on system use/common troubleshooting.	
Audio production	Includes production of audio content, radio components, license fees, and programming for Radio Cataloochee	
Shipping of all exhibits		
Installation of all exhibits	Includes labor and installation travel costs associated with Required Services. Note photo documentation requirement in Section 2.F.c.	
	Total Cost	