

INVITATION TO TENDER (OPEN PROCEDURE)

FOR

Design and Build contractor to refit the Café at Fleet Air Arm
Museum

Annex A - Specification

The National Museum of the Royal Navy
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Portsmouth
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ISSUE: 001

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Annex A

1.0 Project Background

- 1.1 The Fleet Air Arm Museum (FAAM) is part of the National Museum of the Royal Navy. The Fleet Air Arm Museum is located at the following address: Fleet Air Arm Museum, RNAS Yeovilton, Ilchester, Somerset, BA22 8HT.
- 1.2 The purpose and scope of this ITT and its supporting documents is to explain in further detail the requirements of the NMRN and the procurement process for submitting a tender proposal.
- 1.3 This project is being undertaken by National Museum of the Royal Navy Trading, a trading subsidiary of National Museum of the Royal Navy.

2.0 Key Goals

- 2.1 NMRN is seeking to appoint a Design and Build contractor to redesign and fit out the public facing areas of Warnefords Café at Fleet Air Arm Museum (FAAM) in Yeovilton, Somerset.
- 2.2 NMRN has recently established a 3-year catering strategy, with the primary purposes of ensuring post COVID recovery, year on year profit growth and enhanced experience of NMNR visitors. This project forms part of the wider FAAM catering strategy which has the overall financial goal of growing Spend Per Visitor from £2.41 to £2.77 and conversion rate from 25% to 28%.
- 2.3 The Tender is specifically for the renovation, design and build of Warnefords Café, although this project must include a solution to provide access to the adjacent Learning Centre – it is expected that this will be achieved using bi folding doors or a similar method. The Learning Centre is proposed to increasing covers and related capacity during peak periods.

3.0 Warneford's Café

- 3.1 The current café has space for 60 covers. Your proposal does not need to increase upon this number but should not decrease it.
- 3.2 The space next door to the café is used predominantly as a learning centre, this has space for an additional 70 covers. It is proposed that when not in use, this room will be used as an overflow facility for the main cafe.

- 3.3 Two members of staff are allocated to the café during peak season, one member of staff is allocated during off peak season.
- 3.4 The café is located on the ground floor in Hall One which is the first main hall visitors enter into when visiting FAAM.
- 3.5 The Warnefords Café and adjacent Learning Centre can be seen in the context of the entire Museum footprint as part of the overall site plan. (See annex I)

4.0 Redesign points for consideration

- 4.1 The look and feel of the café needs modernising – we want to create a warm, vibrant space within the wider context of the aircraft hangar setting, where people will want to dwell and enjoy as part of their overall visit. We want to emphasize a healthy eating lifestyle. Please refer annex H, visual record.
- 4.2 The café is currently concealed behind a number of non-load bearing stud walls. Removal of these partitions would make it a more attractive facility overall from the outside and enable visitors to find the café a lot easier than at present. In addition, it would also provide a wonderful visual backdrop for customers sitting having refreshments within the café. Therefore, thought should be given to possibly incorporating transparent wall/door structures that will not unduly increase noise between areas. The Museum has obtained an indicative quote for removal of set partitions and erection of suitable glass walling with doors; this quote can be provided and included in your submission if desired.
- 4.3 We want to create an overflow area in the space next door to Warnefords café, creating an entrance into this space either via patrician wall or double doors.
- 4.4 We want our new café to enable us to present the offer in an attractive and easily accessible way. The counter needs to be wheelchair accessible and facilitate open cake displays.
- 4.5 The visitor journey must be considered as part of the redesign – there should be ample space for visitors to queue comfortably and potentially make some impulse purchases as they approach the counter/till area.
- 4.6 We envision a mixed combination of seating areas. The furniture should be flexible, easily cleaned and comprise a mix of dining height tables and chairs in various styles (2 / 4 / 6) and colours in conjunction with low level seating, possibly banquet seating and suitable for customers in wheelchairs.
- 4.7 Movable chairs should be stackable to aid ease of cleaning. Square and rectangular tables, benches in areas can be used; (that can be split into 2) are required to allow flexibility of space. The layout of the area must allow the team to fully flex the seating areas.
- 4.8 A change to the café flooring (new laminate preferred), ceiling and lighting will need to be considered as part of the work. The current ceiling architecture must be removed and made good as part of any solution.
- 4.9 Sockets should be provided for customers to encourage visits and increase dwell time.

- 4.10 Children should be encouraged with the provision of highchairs and a standalone microwave for re-heating baby foods, and Children's menu / products (requires separate built-in point).
- 4.11 An easy place for customers to pick up condiments needs to be factored in.
- 4.12 A space for recycling and general waste to be factored in.
- 4.13 NMRN has a vast collection of images and objects that can be utilised as part of the design to give it a real sense of place – the museum has a collections team who can assist the successful contractor with selection.
- 4.14 Other decoration to create a warm environment should be considered.
- 4.15 Please note, the back of house, non-public facing areas are not included in this design and build tender.

5.0 Menu Brief

- 5.1 The menu will mainly be bought in produce, attractively presented for customers to select. Hero products will be sourced locally and coffee high quality. We have included this detail as any proposal will need to include front facing serving solutions for products like these and those that are similar in nature.
 - **Hot Drinks** – Coffee (automatic Barista machine), Tea selection; hot water boiler, premium chocolate and visual to the customer.
 - **Cakes, Biscuits, Cookies & Flapjacks** – mainly bought in though some could be bought in frozen and baked on site.
 - **Afternoon tea** - selection of scones, jam & cream.
 - **Ice Cream** – locally sourced, and ideally not sold in local supermarkets where price points can be compared and higher prices achieved.
 - **Sandwiches, Baguettes, and Panini's.**
 - **Cold Drinks** – Juices, soft drinks smoothies, waters.
 - **Alcohol** - white and red wine (187ml bottles), and limited range of local beers.
 - **Children's offer** – menu items identified for children, special sized portions (Lunch Boxes and sausage Roll type).
 - **Hot Food** - Pasties, soup of the day, served with crusty bread.
 - **Confectionary.**

We envisage servery on crockery and or high-quality disposables available for external use.

- 5.2 Quality standards should be those achieved by other highly rated visitor attraction cafes such as:

- Gluten free; vegan and vegetarian options
- Scones baked fresh
- No low margin confectionary
- Bottled cold drinks preferably glass
- Bean-to-cup coffee
- Quality tea served in mugs (teapots for afternoon tea) not stainless steel

6.0 Equipment

6.1 In order to deliver our vision and menu and in order to keep staffing to current levels, we believe that the following equipment will be required:

- A new counter
- Multi Deck for grab and go items
- Condiments and waste counter
- Patisserie unit
- Hot water boiler
- Under counter refrigeration
- Food warmer
- Under or rear counter dishwasher
- Padded seating
- New tables

6.2 A bean to cup machine will be procured separately to this contract. However, your proposal should include flexibility and space for this machine as well as crockery service / storage.

6.3 Warnefords Café already contains a range of equipment which is listed here to give context to what is already available. In addition, we also have a secondary kitchen (Swordfish Restaurant) with additional equipment. It is integral that any proposal includes the purchase of new equipment though we are open to some of the equipment below being repurposed if suitable. Removal and install fee's related to any re-purpose should be included in the quote. Current Equipment includes: -

Oven- 'Electrolux Air- o- Steam touchline 10 Grid Electric Combi'
Model- A0S101ETKI

Pie Warmer- 'CPC Electric heated pie cabinet'
Model- CPCORN

Sandwich Fridge- 'Tabletop refrigerated display Victor Sorrento'
Model- S0R100F3Y

Gas Burner-‘Imperial 8 Burner Gas Hob’
Model- IR8

Dishwasher No.1-‘CLASSEQ Hydro 957’ – we feel due to current positioning a Under or rear counter dishwasher is still required. Model- H957 A/DET

Dishwasher No.2- ‘Hobart passthrough dishwasher’ – we feel due to current positioning a Under or rear counter dishwasher is still required. (Unable to find exact model)

Bar Fridges-‘Polar refrigeration G-series’ X2
Model- GL011

Victor display fridge
Model - PAR 3B3

Victor x3 display chiller
Models - Car1b 73.712 (s)

Victor Hot plate
Model - Car1b 3 1b12zq (s)

Soup dispenser / hot warmer
Model unknown - Victor no model number (model plate warn)

Buffalo Panini Top Counter-Model- DM902-02

Please note all equipment can be sighted and measured as part of a site visit, likewise we can measure and photograph any specifics if these are helpful. Contact: andrew.haslock@nmrn.org.uk, copied to tenders@nmrn.org.uk.

6.4 FM considerations –The Museum has preferred contractors, who know the site well for Fire detection/alarm, electrical supply and distribution and HVAC systems. Contact details can be provided. There is no documented asbestos within the café or associated partition walls. Details and enquiries pertaining to any structural/services aspects of this project can be directed to the Facilities Manager Andrew Haslock – contact: andrew.haslock@nmrn.org.uk, copied to tenders@nmrn.org.uk.

7.0 Indicative layout

7.1 An indicative layout for the new café has been produced which suppliers are welcome to use to understand the current space and how it could be laid out. This drawing is found under **annex K**. We are open to

alternative suggestions and challenge as part of this process, but have developed this indicative layout and would ask tenderers to proceed on this basis unless a sound rationale can be presented for change.

7.2 A scan of Warnefords Café has also been produced and is [found here](#)

8.0 Key Dates and Milestones.

- 8.1 The contract will be awarded in the first week of January following conclusion of the mandatory standstill period (refer ITT).
- 8.2 The fit out must be completed by 23 March. Any contractor unable to meet this date should not tender for this contract.

9.0 Further information on FAAM:

9.1 Visitor numbers and audience

- FAAM pre-COVID visitor numbers were circa 80,000, projected visitor numbers for 2022/23 are circa 70,000.
- FAAM is seasonal, with high visitor numbers during the summer and especially through the July/August school holidays, where the museum can drive up to 1,000 visitors per day.
- Post covid, the vast majority of visitors have pre-booked their visit online – we anticipate this trend continuing into 2022/23 and beyond. Tickets are for the day and time slot booked only.
- Majority of visitors tend to book for morning and early afternoon slots, after 2pm is typically the quietest time of the day.
- Visitors at FAAM are higher spend audience in comparison to other NMRN sites.

9.2 Groups and venue hire catering

- We anticipate building back up to 4 coach groups per week, catered for by the café.
- Coach groups typically visit early morning and/or late afternoon.
- We would anticipate servicing simple refreshments for the coach groups in the overflow space next door to current café.
- FAAM has a number of spaces available to hire – for bigger dinners and receptions (capacity 400), the catering would be outsourced to a contractor who typically take dirty items away with them at the end of the event.
- For smaller daytime meetings and conferences, it is anticipated that the in-house team would facilitate simple catering from the café.

9.3 More information about our sites can be gained from our website www.nmrn.org.uk.

10.0 Additional Information

10.1 The contractor must demonstrate how it will abide by both the security and health and safety regulations of both Museum and RNAS Yeovilton in addition to any national regulations. This includes ensuring the Museum continues to comply to the 'SHEF' agreement (see ANNEX J).

10.2 - The following appendices will also assist your submission: -

Annex H – Visual Record (showing current appearance).

Annex I – Museum Floor Plan – Showing Warnefords and adjoining Learning Centre.

Annex J – Fleet Air Arm Museum / RNAS Yeovilton SHEF Agreement.

Annex K – Proposed orientation