

## **INVITATION TO TENDER (OPEN PROCEDURE)**

**Design and Refit Retail Wall Bays at Fleet Air Arm Museum**

### **Annex A - Specification**

The National Museum of the Royal Navy  
HMS Naval Base (PP66)  
Portsmouth  
PO1 3NH

## 1.0 Project Background

- 1.1 Fleet Air Arm Museum (FAAM) is part of the National Museum of the Royal Navy. FAAM is located at RNAS Yeovilton, Ilchester, 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 retail wall bays in the museum shop at Fleet Air Arm Museum (FAAM) in Yeovilton, Somerset.
- 2.2 NMRN has recently established a 3-year retail 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 retail strategy which has the overall financial goal of growing Average Transaction Value from £12.84 to £14.00 and conversion rate from 25% to 26%.

## 3.0 Museum Shop

- 3.1 The museum shop is situated at the main entrance/exit to FAAM. The shop shares the space with a small orientation space and payment desk where tickets purchased/checked and shop purchases paid for. The shop is made up of wall bays and free-standing units.
- 3.2 The shop has seven 1m bays along one wall, two of which are glass fronted and lockable, containing high value items. A second wall has a further eight 1m standard bays – two of which are shallower in order to accommodate a step in the wall. The wall bays have slat wall system to allow a range of fixtures including wood shelves, prongs and hooks. There is lockage storage in the base of each bay. There is also bench area in the corner of the shop between the two sets of wall bays, used by staff for unpacking and pricing. Electrical Trunking also runs above the current shop units, most of this is secured via wall mounts.
- 3.3 We would like to replace these wall bays with new 1m bays that reflect the industrial style of the aircraft hangar environment and freestanding fixtures. The bays should have integrated LED lighting to illuminate the product and lockable storage in the base. The bays should use the full height of the space and include a merchandising/display space for product at the top of the bay. The bays should have a system to allow

display of a range of product. The two glass fronted bays should be replaced by one glass fronted lockable bay for each wall. We would also like to include a chill unit on the back wall for display of drinks and local chilled produce. The bench space should remain located in the current corner location, serving access to the stock room via the rear door but made larger so it may be used as a till point in the future.

3.4 There are five additional bays in the space that we would like stripped out and disposed of as part of the project. These bays will not be replaced with retail fixtures.

3.4 The quote should include:

- 7 x bay units including 1 with lockable glass door along back wall. Units should be 1m wide and 280mm high.
- 1 x multi deck unit for back wall
- 8 x bay units including 1 with lockable glass door along right hand wall. Units should be 1m wide and 280mm high.
- New bench space
- A double chiller unit
- Glass or wood shelves
- Integrated vertical lighting
- Strip out and disposal of existing scheme
- Electrics (extended above both lengths of bays)

## 4.0 Product range

4.1 The wall bays will need to be flexible and robust enough to withstand regular product changes. The fixtures will display a wide product mix on shelves as well as hanging on prongs. The locked cabinets will display high value items such as models and jewellery.

4.2 The top selling product lines at the Fleet Air Arm Museum include: plane models and model kits, soft toys, a wide range of clothing – including hats and baseball caps, children's toys and alcohol.

## 5.0 Key Dates and Milestones

5.1 The contract will be awarded 24th March 2022 following the conclusion of the mandatory standstill period (refer ITT)

5.2 The scheme should be specified and equipment installation must be completed after the Easter holidays between 25th April and 23rd May 2022.

## 6.0 Additional Information on FAAM

### 6.1 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.
- Visitors at FAAM are higher spend audience in comparison to other NMRN sites.

## 7.0 Additional Information

- 7.1 The proposed contractor must demonstrate how it will abide by both health and safety regulations of both Museum and RNAS Yeovilton in addition to any national regulations. The includes ensuring the Museum continues to comply with the 'SHEF' agreement (see Annex J)
- 7.2 The Museum has preferred contractors, who know the site well for electrical supply and distribution etc. Contact details can be provided. There is no documented asbestos within this shop area or associated partitions. 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](mailto:andrew.haslock@nmrn.org.uk), copied to [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk).
- 7.3 Additional documents to assist with contractors response listed below:
- ANNEX G – Floorplan for proposed orientation
  - ANNEX H – Visual record (showing current appearance)
  - ANNEX I – Museum floorplan
  - ANNEX J – Fleet Air Arm Museum/RNAS Yeovilton SHEF Agreement
  - ANNEX K – Indicative measurements of walls in shop (NB: please use this plan as indicative guidance only. We suggest contractors take their own measurements upon site visit)