NML World Museum Chinese Ceramics Display AV Questions & Answers

Q - The structure is to be self-supporting within the space, including the false ceiling?  
A - Yes this is correct

Q - Fixing to the existing interior surfaces other than the floor is or is not possible?  
A - We would like to avoid fixing to the fabric of the building (floor and building walls). There are already walls built on gallery which surround the display area which can be fixed to, as you can see on the 3d model

Q - Are existing lighting tracks and fittings mentioned to be disabled, removed or reused?

A - The existing lighting track will remain in place. The light fittings can be disabled, removed or reused as required. They can be repositioned on the track if required

Q - Please could you confirm all necessary services within the building are client’s scope including but not limited to:

* 1. power
  2. data
  3. heating/cooling
  4. cleaning lights
  5. emergency lighting
  6. fire detection and suppression

A - Yes these are all the client’s scope

Q - Is all the set-work to be included by us or by a third party?  
A - A third party will be responsible for the set works

Q - If set-work is to be provided by a third party, do we need to include provision for projection surface finishes?  
A - The set works contractor will be responsible for the projection surface finishes, but will be advised by NML and the AV contractor on the specification

Q - Is any truss or space-frame support structure, to create a false ceiling and equipment mounting, to be included in our cost or will be provided by the client to our specifications?  
A - This will be provided by the set works contractor to the specification required by AV contractor

Q - Who will provide display cabinets?  
A - NML will be responsible for providing these

Q - Are display cabinets internally lit? If so do we assume control of the lighting?  
A - They will be internally lit, but the lighting for the cases is not part of this tender. The reveal element of the display has been removed

Q - Please confirm the number and size of display cases along with split of recessed into the set versus free standing, this would be relevant for costing for the reveal  
A - Reveal element is no longer part of the tender

Q - Is anything else other than objects to be lit - signage/graphic etc.  
A - There are no other elements that require lighting

Q - Is there good on-site access i.e. loading dock, off-road parking etc.?  
A - Yes we have a car park at the back of the museum which we can book out for contractors. We also have a raised loading bay at the back of the museum. See access doc for details

Q - Is the area for the proposed display accessible by cargo lift?  
A - Yes see access doc for details

Q - Are there any height, width or weight restrictions for equipment in the space?

A - Please refer to the building access doc which supplies max weight and dimensions for the goods lift. Any equipment being brought to site would need to be approved by NML in advance

Q - What are the proposed working hours?  
A - Our normal working hours are 9am to 5pm, Monday to Friday. We can request extended working hours as required, though this is dependent on approval from the venue gallery manager

Q - Is access restricted during certain hours?  
A - There are no access restrictions to the gallery during the working hours. Access to the loading bay and goods lift is agreed in advance with the gallery managers to ensure that there are no clashes with other deliveries.

Q - Is HD or 4K resolution required?

A - The films have not been produced yet and the resolution is not confirmed. The format will be agreed by NML, the AV appointed contractor and the animator. For this tender, companies are welcome to provide two options to allow for both formats.

Q - Who will provide the content? Internally or specialist third party?  
A - We are working with an external creative producer and animator to provide the animations. The audio has already been created by external contractors

Q - Will the content provider tailor their content or should we include that in hardware, software and programming i.e. mapping, masking, re-formatting etc.  
A - You should include tailoring of the content within your deliverables (mapping, masking and re-formatting). The content creator and the AV contractor to work together to ensure a smooth

Q - What format is the video content?

A - We don’t know if the videos will be HD or 4K yet. The films have not been produced yet and the resolution is not confirmed. The format will be agreed by NML, the AV appointed contractor and the animator. For this tender, companies are welcome to provide two options to allow for both formats.

Q - Is it a single video source playing or six separate sources (one for each display area)?

A - There would be separate sources running on each projector to make up a visual that fills up the room

Q - You have asked for six channels of audio plus the sub, will you be providing seven separate sources and what format will they be?

A - Yes, we have these as WAV files and BIN files

Q - How do you currently control the displays (start/stop etc)? In this situation, is it intended that the display will automatically begin at a certain time?

A - Yes, this is included in the tender. We need the audio visual to be set to a timer so it comes on and turns off at the same times each day. There also needs to be a flexibility for our inhouse team to adjust the timings for late night events.

Q - I understand that there is to be equipment storage behind the panels. Please can you tell me exactly where this will be?

A - As shown on the 3d model, there is space in-between the projector walls and the existing gallery walls. This is the araea we’d identified for equipment storage

Q - We assume that the audio system will require capabilities to allow for 7 feeds/channels of audio input, to provide for the 7 different output channels, and not just one audio feed sent simultaneously to 7 output areas?

A - Please allow for separate output channels for audio.

Q - Please can you provide the height from the top of the projection walls to the ceiling of the area/building, to gauge how big a space we have for speaker mounting above the walls? And are the projectors to be ceiling mounted  in line with the top of the walls, so for example if pendant speakers were specified, we need to ensure they don't obstruct any projection lines if the top of the projection walls are at ceiling height?

A - Projector walls are 3.5 metres tall. The main gallery ceiling is approx 2 metres above this so there is plenty of room. We would want to work with the AV hardware contractor to agree the design of the setworks/ truss work to ensure that it meets the requirement of the AV equipment. Therefore the positioning of the projectors is not fixed yet and we can design the truss accordingly.

Q - Please can you provide information as to details and location of incoming mains supply to the area? If this is already installed or should this be aloud for in the costings document

A - NML will be responsible for ensuring that the necessary mains supply is in place, so this does not need to be included in the tender.

Q - Please can you provide the make up/structure of the ceiling? Is there a gird to currently mount projectors? Or a sub-grid may have to be fabricated to projector positioning.

A - A sub grid will need to be produced for the projectors to be installed. This will be the responsibility of the setworks contractor (not part of the AV tender)

Q - What are the dimensions of the void behind the projection walls between these walls and the edge of the exhibition room? Is this suitable for housing equipment, for example in the corner behind the curves? How close is there possibility for/provision already for a control room if equipment cannot be housed locally?

Is the exhibition/display area already built? Or to be newly constrcuted inside an already exisitng operational gallery?

A - The set works are not built yet. It is proposed that the equipment rack is housed behind the projection walls

Q - The proposed completion date for the gallery is 19/03/2021 (which understandably may be inhibited due to national lockdown restirctions?), but is there a date for installation to comence and if the museum and gallery will be closed or operational over this period?

A - The date to commence installation is 8th March. We are currently reviewing the impact of the lockdown but we are working to the existing programme as things stand. The AV installation is 8th March to 19th March, with the display opening to the public on 27 March. If the venue to open to the public at this time, we would close the gallery off during installation

Q - On scenes 2 and 6, now not having a reveal, will the furniture and props be ‘3D’ and will you want those lit/projection mapped as part of the story? And in scene 5, how much of the fireplace will be real or projected? We’re considering shadows from the mantel and what lighting to propose.

A - In scenes 2, 5 and 6, some of the furniture will be 3D props and will need to be projection mapped as part of the story. This includes the fireplace, though we don’t have the exact details on this yet. We are aware of the shadows that 3D props could cause in relation to the position of the projectors so would ask AV contractors to include in their proposal their suggested maximum depth for props and finishing of the edges (e.g. 5cmD, round edges only) to guarantee desired results (e.g. no shadows caused by props)

Q - Will you prioritise cost in consideration of the increased potential of a visitor breaking the projection beam / casting a shadow or a reduction in resolution?

A - You should offer the solution that you believe will help avoid shadows without affecting resolution. The quality of the display solution is our priority, but cost is of course an important factor.

Q - You have suggested a lens ratio. If we have a solution that falls outside of your suggested ratio; will this be deemed acceptable?

A - We believe ultra-short lenses are essential to minimise shadows, though we are open to all solutions and suggested ratios as long as the contractors explain and demonstrate how their proposed solution will address and guarantee desired results.

Q - Do we need to integrate with any emergency systems in place at the museum?

A - No integration required

Q - You mention using existing cabling in the tender documents, is this the case or will all be new? If existing is to be used please can you tell us what these are going to be?

A - Please quote on new cabling you require.

Q - Can you please confirm  the size of the object window that will be used to reveal the objects. This is for all 6x objects please.

A - Here are the approximate sizes of the vitrines. These could be adapted to fit the proposed approach to the reveal, eg adapted to fit screen sizes if this was required:

Vitrine 1 – 400w x 400d x 700h

Vitrine 2 – 260w x 260d x 300h

Viritine 3 – 300w x 300d x 500h

Vitrine 4 – 400w x 300d x 700h

Vitrine 5 (x 2 as it’s a pair of objects) – 260w x 260d x 450h

Vitrine 6 - 400w x 200d x 400h

Q - In the H&S Questionnaire question 15 you refer to medium plus activities. We carry out risk assessments for all our activities, but please could you specify what you mean by “medium plus”.

A - Please ignore this reference.

Q - The height of the main ceiling in relation to the top of the projection walls was given in your responses, but do we know the height of the exhibition display outer walls in relation to this too? And also the make-up of these walls?

A - The outer walls have a vertical height of approx. 4.5 - 5 metres with a plaster finish on a brick/concrete sub-structure

The main gallery ceiling is barrelled not flat so no services can be hung from the building ceiling.

Q - In terms of the video content itself, will each projector just be projecting one video or will this be multi-layered? (just to determine the spec of the media server)

And also the tender brief mentions a creative producer and animator will be brought in by the museum, so will this team also be responsible for the video mapping of the content, or will these need to be factored in to the AV contractor’s programming/commissioning schedule?

A - The content will be developed and rendered as one big canvas. The end result of the projection should create a seamless 360 image. To achieve this result, as several projectors will be required to cover the whole space, the AV contractor will need to blend the edges of the content of each projector (this should allow you determine the spec of the media server, which should also be able to handle high resolution content).

You should include tailoring of the content within your deliverables (mapping, masking and re-formatting). The content creator and the AV contractor to work together to ensure a smooth delivery