**National Army Museum Trading Limited**

July 2023

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**1. Introduction**

The National Army Museum (NAM) was reopened in March 2017 by her Majesty the Queen after a three-year closure, for the Museum’s £23.25m Building for the Future Project (BFTF). As part of the BFTF project the Museum’s soft play (Play Base) was designed and built, for children aged 0-7 and their guardians. Play Base features a number of interactive and learning based elements, closely linked to the themes of the Museum.

The Play Base space and equipment now needs updating and refreshing. The core play frame and equipment structure will remain as is and this project will focus on replacing worn materials and equipment whilst also seeking to update the space. There is the scope within this brief to remove and replace some smaller structural elements in order to better meet the needs of our Play Base visitors. The Museum wishes to appoint a suitably qualified and experienced company to work with the existing space and equipment to produce an updated design and install new equipment, which continues to link with the themes of the Museum whilst meeting the needs of our Play Base visitors.

Play Base is a both a commercial and learning outcome based space which must also reflect the Museum’s purpose, mission, vision, brand and values. As such the company appointed must be able to updated the space in a way which reflects these key objectives and delivers as engaging, learning-led space, which meets the needs of the Play Base audience demographic, and ensures the space remains commercially viable.

If you want to help us deliver this project, and are interested in tendering for this opportunity, this document provides the following information:

* Background to Play Base
* Our Vision for Play Base
* Audience
* Scope of works
* Schedule
* Budget
* Tender Process

We would welcome your application to work with us.

**2. Background to Play Base**

The National Army Museum has built a reputationally strong and loyal early years audience through its very popular Play Base, which opened in 2017.

Play Base is an immersive and interactive space for children aged 7 and under. It offers a variety of fun and engaging activities, brought to life though spaces and equipment centred around learning-based outcomes, which are as follows:

* An Assault Course
* Command Liaison Vehicle
* Cookhouse
* Quartermaster Store
* In the Field

The Play Base offer is structured around set session times and an accompanying adult needs to be in the space, with the child/children and supervise them throughout the session.

Additionally, Play Base is operated by National Army Museum Trading Limited (NAMTL) as a paid entry space, and provides an important revenue source for the Museum.

**3. Our Vision for Play Base**

It is important that Play Base retains its current audience, and that the Play Base space continues to have learning outcomes. Additionally, it is important that changes made to Play Base will allow the Museum more flexible ways. For example, to deliver Special Educational Needs and Disability (SEND) sessions and designing and building sensory based equipment and interactives.

**4. Audience**

Play Base is a paid entry space for children aged 0 – 7 and accompanying adult(s).

As part of the National Army Museum’s audience segmentation, our Play Base visitors sit in the ‘Transactors’ segment, these visitors can be parents, guardians and nannies who come to the Museum to entertain their children. They see the Museum as a social outlet where the children can develop and express themselves.

A Play Base visitor survey was conducted in April 2023, to gain more insight into Play Base visitor’s motivations, for visiting and better understand the audience mix. Key findings were that 64% of the visitors surveyed, came to Play Base through finding out about it, through word of mouth. 63% of those surveyed attended with children aged 0 – 3 and 55% attended with children aged 4 – 6. For 71% surveyed, cleanliness and hygiene were the most important consideration for visiting Play Base. When asked about the activity offer, 46% wanted interactive activities, 26% wanted sensory activities and 19% wanted SEND sessions.

**5. Scope of Works**

NAM and NAMTL is seeking to appoint a company to design, build and install a refreshed physical structure, which will sit alongside the existing structure, in the Play Base space.

The appointed company will need to demonstrate an understanding of the role of learning in a soft play environment, commercial requirements, and the inherent safety requirements needed, in a soft play space. They will need to deliver a creative and innovative solution to the continued usage of some core parts of Play Base, whilst at the same time designing and installing new equipment, which complements the current structure.

The appointed company will need to engage with the Museum’s purpose, mission and vision and this will need to be reflected in ways appropriate to children of up to 7 years of age, in a soft play setting.

**5.1 Design, Build and installation**

The appointed company will be required to:

* Develop the design, utilising the guidelines, design brief and subsequent client (NAM and NAMTL) feedback, on the use and requirements of the space.
* Coordinate any design, build and installation work, including soft play equipment and frame, audio visual and interactives (both technical and non-technical).
* Consider safety and follow all NAM safety requirements and regulations. The design and build must be assessed for safety and risk throughout the period of design and build.
* Provide Public Liability Insurance, Risk Assessments, Method statements and Warranties for all equipment and frameworks installed.
* Produce draft and final Play Base design and layout plans for approval by NAM and NAMTL, undertaking site visits, as necessary.
* Source and lead on any sub-contractors, which may be required for design, build or installation. Sub-contractors will be subject to NAM and NAMTLs approval.
* On installation and re-opening to the public, carry out snagging and rectify any faults or problems with the works.

**5.2 Project Management**

* Prepare a detailed programme, including key timelines, for the delivery of the project, ensuring that the soft play can be open to the public by the dates set out in the brief.
* Work with NAM and NAMTL to set up face to face meetings and email reporting, to ensure NAM and NAMTL is kept up to speed with progress.
* Ensure all contractors and sub-contractors, working in the Museum, comply with the NAM’s Code of Conduct for Contractors. This includes providing proof of Public Liability Insurance, Risk assessments and Method statements.
* On installation, carry out snagging and rectify any faults or problems with the works.
* Prepare a final budget for the project based on the agreed design, build and installation.
* Maintain up-to-date records of the project costs.

**5.3 Health and Safety and Quality Control Provisions**

All elements of the Play Base refreshment design and build are to be:

* Compliant with relevant statutory and non-statutory requirements.
* Structurally sound to a standard suitable for the environment and adhering to all Health and Safety regulations.
* Constructed of highly durable materials and able to withstand intense usage. Play Base has five sessions a day, 6 days per week with up to 30 children in a session.
* Constructed of fire-retardant materials.
* Readily accessible to the staff based in Play Base, when operational.
* Accessible and easy to clean, maintain and repair.
* Secure and tamper proof.
* Smooth or bevelled with no sharp corners or edges.
* Equipment properly ventilated, with provisions made for access to maintenance, cleaning and repair.
* A high-quality appearance, with a suitable colour, design and structural match for current equipment and play frames, which are remaining as part of the structure.
* Acceptable lifespan until the soft play space, equipment and play frames requires refurbishment. Manufacturer warrantees and guarantees to be provided to NAM and NAMTL, where applicable.
* Designed with the audience in mind and versatile enough, to be used by children 0-7 years of age.

**5.4 NAM and NAMTL’s requirements in fulfilling these services**

This project consists of 3 strands, design, build and installation. NAM and NAMTL require a company who with the ability to deliver the whole project and as such we would welcome quotations which include the use of subcontractors. All references must be provided as part of the tender submission and the main contractor must manage these sub-contractors.

As a start you will have:

* Previous experience and success in designing, building and installing soft play spaces.
* Ability to translate a brand, purpose, mission and vision into a physical setting.
* Ability to produce a high-quality design and build whilst meeting tight deadlines.
* Previous experience of developing and creating soft spaces, with learning-based outcomes.

On appointment NAM and NAMTL will provide:

* Initial design brief documentation, including initial proposed refreshment design ideas.
* Previous Play Base images and assets.
* Brand and house style materials.
* Play Base visitor survey feedback.
* Audience Segmentation Model
* Relevant contractor rules and regulations for working on site at the Museum.

**6. Budget**

The available budget for this project is £10,000 exclusive of VAT and should include fees. All costs for individual elements detailed in the response must be fully disclosed with all calculations.

Quoted fees must include all of the following;

1. Professional fees
2. Development, research, and manufacture costs
3. Build and Installation costs
4. Travel and expenses
5. Accommodation
6. Disbursements
7. An estimate of any contingency
8. All third party fees
9. Report, printing and presentation costs
10. All other expenses and costs required in the delivery of the project
11. The fees should indicate if they include or exclude VAT

**7. Copyright**

It must be noted by the contractor that all rights (including ownership and copyright) in any reports, documents, specifications, instructions, plans, drawings, patents, models or designs whether in writing or on other media:

1. Provided or made available to the contractor by NAM shall remain vested in NAM.
2. Prepared by or for the contractor (or any subcontractors employed or contracted by the contractor) for use, or intended use, in relation to this project will be assigned to and shall vest in NAM absolutely.

The contractors should therefore allow for such vesting rights to be included within the fee bid.

**8. Schedule**

NAM and NAMTL would like to discuss the delivery schedule in detail with the appointed company as part of the discovery phase. However, the following list provides some indicative delivery milestones.

* W/C 21st August 2023 – Appoint Company
* W/C 28th August 2023 – Project kick-off, commencement of design development and handover of design brief documentation, Play Base images and assets, Brand and house style materials, Play Base visitor survey feedback and Audience Segmentation Model
* September 2023 – Meetings with NAM staff as required
* October 2023 – NAM and NAMTL sign off on design and build
* 10th December 2023 – Play Base closes to the public
* WC 11th December 2023 – Build and installation begins.
* 2nd January 2024 – Play Base handed back to NAM and NAMTL

**9. Project Team**

**Project Sponsor Team**

Dawn Watkins – Assistant Director (Enterprise)

Tracey Weller – Head of Learning

Jamie Hunt – Family Learning Producer

Helen Kibblewhite – Head of Facilities

**Project Manager**

Kathryn Haggerston – Head of Commercial

**10. Tender Process**

**10.1 Tender requirements**

Proposals should comprise the following.

**10.1.1 Response to Brief**

Response to the brief should demonstrate:

* An illustrative response to the brief with any thoughts about further development.
* A clear methodology statement for the development and delivery of the works detailed in Section 5
* An outline work plan identifying key milestones and sign off points informed by this brief.
* Confirmation of team members, including sub-contractors if relevant.
* Cost plan detailing the design and build costs, tasks, materials and staff responsibilities, daily and hourly rates and expenses.

**10.1.2 Tenderers Project Team, Qualifications and Experience**

Provide details of three relevant projects that demonstrate qualifications and experience. For each project, include a description of the project, you, your company’s and/or sub-contractors’ role, client, budget and project dates.

**10.1.3 Fee**

The fee is to be a fixed sum for the provision of all Works as outlined in the Scope of Works.

The Fee is to include all expenses. This will include travel costs, accommodation, disbursements, reports and all other expenses and costs required in the provision of the Works. The fee should exclude VAT at the prevailing rate.

**10.1.4 Instalment Payments**

Provide a suggested fee drawdown schedule in your response. NAM reserves the right to amend any suggested drawdown schedule.

**10.1.5 Insurance**

Please provide copies of up-to-date insurance - NAM requires Public

Liability with a minimum of £10 million, Employers Liability with a minimum £10 million and Professional Indemnity Insurance to the value of £2 million.

**10.1.6 References**

Provide reference details of three recent contracts that are relevant to this project. Include the name and contact details of the clients’ representatives who could be approached for references. References will be taken up before confirmation of appointment.

**10.1.7 Financial**

Please provide a copy of the company’s published accounts for the last three years.

**10.1.8 All company documentation as requested below:**

* The completed Form of Tender (Appendix A)
* The completed Certificate of Bona-Fide Tender (Appendix B)
* The completed Supplier Statement (Appendix C)
* All forms (Appendix A, B, C) should be signed by the Tenderer or, in the case of a Company by the Secretary or other authorised person
* Any other information that is required to clarify the tender.

**10.2 Tender Submission**

Please submit all responses to this tender electronically to [tenders@nam.ac.uk](mailto:tenders@nam.ac.uk) Tenders should comprise of content as outlined below:

* National Army Museum Soft Play Refreshment - Design and build Proposal.
* The completed Form of Tender (Appendix A)
* The completed Certificate of Bona-Fide Tender (Appendix B)
* The completed Supplier Statement (Appendix C)
* Any other information that is required to clarify the tender.

**10.3 Tender Return**

* Tenders must be submitted no later than 1200hrs on 04 August 2023 via email to [tenders@nam.ac.uk](mailto:tenders@nam.ac.uk)

The subject of the email should state “Tender – National Army Museum Soft Play Refreshment – Design and Build”.

Any submission received after the deadline will be disqualified.

**10.4 Tendering Costs**

NAM will not be responsible for or pay for any costs or expenses that are incurred by any tendering consultant in preparing and submitting their tender.

**10.5 Contract Award Criteria**

The tender board may consist of the following NAM representatives:

* Head of Commercial
* Assistant Director (Enterprise)
* Head of Learning
* Family Learning Producer
* Head of Facilities

Tenders will be assessed on the following criteria:

* Response to brief **25%**
* Qualifications and Experience **30%**
* Project Team and Resourcing **20%**
* Fee  **25%**

Each proposal will be given a score. A proposal considered to be unsuitable shall be rejected at this stage if it does not respond to important aspects of the brief. NAM and NAMTL shall notify unsuccessful tenderers of the rejection of their proposal after completing the selection process.

Tenders will be awarded on the absolute discretion of the Board of NAMTL, in accordance with internal policies and statutory regulations. NAMTL is not required to accept the lowest priced tender.

The decision will be final and binding, no correspondence will be entered into.

**10.6 Tender Programme**

The key dates in relation to this tender exercise are detailed below.

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Brief issued | 11 July 2023 |
| Tender submission deadline | 12:00hrs 4 August 2003 |
| Notification shortlisted candidates | 9 or 10 August 2023 |
| Interviews | 14, 15 or 16 August 2023 |
| Appointment of chosen company | 21 August 2023 |
| Initial project start up meeting – agreement of timings going forward | w/c 31 August 2023 |

The above programme is indicative of NAM’s timescales.

The forward programme will be developed in discussion with the appointed company.

**10.7 Enquiries**

Any enquiries arising must be submitted in writing via email to:

Kathryn Haggerston, Head of Commercial, National Army Museum

Email: khaggerston@nam.ac.uk

Enquiries should be submitted by 1700hrs on 21 July 2023, these will be collated, and responses shared will all companies who have submitted an enquiry or expressed an interest in this project w/c 24 July 2023.

To arrange a site visit, contact Dawn Watkins, Assistant Director (Enterprise) [dwatkins@nam.ac.uk](mailto:dwatkins@nam.ac.uk) .Please provide your preferred date and time, along with the names of all people attending (maximum 3) and, where applicable, vehicle details. Note parking is subject to availability. Site visits for will take place on the following dates:

17th July 2023, 10.00 – 13.00  
24th July 2023, 12.00 – 16.00  
31st July 2023, 10.00 – 13.00

Please allow 2 working days notice for a site visit and allow an hour for each visit.

**Annex A: Form of Tender**

Tender for: National Army Museum Play Base refreshment – Design and Build project.

To: The Council and Chair of the National Army Museum Trading Limited

Sirs,

I/We the undersigned, having examined the enclosed tender documents and Appendices, do hereby offer to execute and complete in accordance with the said documents the works described therein:

For the sum as listed in the attached document:

Tenderer Reference:

I/We hereby affirm our agreement to enter into a contract with the Council of the National Army Museum for the due performance of the Works in the form described by the above said documents.

I/We have completed the Certificate of Bona-Fide Tender included in this document.

I/We understand that the Trustees are not bound to accept the lowest or any tender which may be received nor or responsible for any cost incurred in the preparation of any tender.

I/We declare that this offer is to remain open for acceptance for a period of 60 days from the date fixed for the receipt of tenders.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In the capacity of

Duly authorised to sign the tender on behalf of:

Date:

**ANNEX B: CERTIFICATE OF BONA-FIDE TENDER**

Tender for: Tender for: National Army Museum Play Base refreshment – Design and Build project.

I/We certify that this is a bona-fide tender and that I/we have not fixed or adjusted the amount thereof by or under in accordance with any agreement or arrangement with any other person.

I/We also certify that I/We have not done and I/We undertake that I/we will not do at any time any of the following acts:

1. Communicate to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender except where the disclosure, in confidence, of such amount(s) was necessary to obtain insurance premium quotations required for the preparation of the tender.
2. Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
3. Offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or have caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above.

In this certificate the word “person” includes any person and any body, association, corporate or un-incorporated; and “any agreement” includes such transaction, formal or informal, and whether legally binding or not.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In the capacity of

Duly authorised to sign the tender on behalf of:

Date:

**ANNEX C: SUPPLIER STATEMENT**

We certify that the information supplied is accurate to the best of our knowledge and that we accept the conditions and undertakings requested in the assessment. We understand that false information could result in our exclusion from the Tender process or the Approved Suppliers List at any time, even after initial inclusion. We also understand that it is a criminal offence to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body and that any such action will empower such body to cancel any contract currently in force and will result in exclusion from the Tender and / or the Approved Suppliers List.

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: (in BLOCK LETTERS) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

for and on behalf of: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form should be signed by a Director, Partner or other authorised signatory of the organization and returned as part of the Tender Response