

HMS VICTORY

INVITATION TO TENDER FOR AUDIO GUIDE HARDWARE, NARRATION / SOUND RECORDING AND INSTALLATION

Summary Instructions and Details of Contract:

SUBJECT	DETAIL
Contract Description:	To provide a new audio guide system (hardware, narration / sound recording and installation) to HMS Victory which is located at Portsmouth Historic Dockyard
Programme:	Phase 1 of the installation to be complete by 16 th December 2016. Subject to feedback and authorisation, Phase 2 works delivery programme to be agreed at the point of instruction.
Client Representative:	HMS Victory Project Manager – Peter Vickerstaff Email: Peter.vickerstaff@uk.arteliagroup.com Tel: 07894 478751
Date of Tender Return:	Tenders must be submitted in accordance with this Invitation To Tender (ITT) to the Historic Ships Team, NMRN at the email address HST.procurement@NMRN.org.uk and a hard copy to National Museum of the Royal Navy, HM Naval Base (PP66), Portsmouth, Hampshire, PO1 3NH by: 31st October 2016
Last Date for Clarifications	24th October 2016
Schedules:	Schedule 1 – Project Overview Schedule 2 – Scope of Works Schedule 3 – Evaluation Criteria Schedule 4 – Tender Response Document Schedule 5 – Pricing Document Schedule 6 – NMRN Terms and Conditions Schedule 7 – Form of Tender

INSTRUCTIONS TO TENDERERS

- 1.1 **Invitation to Tender.** The National Museum of the Royal Navy (NMRN) [the “Client”] invites tenders for the hardware, narration / sound effects and installation of a new Audio Guide System for HMS Victory in accordance with this Invitation to Tender (ITT) and the attached Schedules [“the Tender Documents”]
- 1.2 **Project Overview.** An overview of the project is contained in **Schedule 1**
- 1.3 **Submission of Tenders.**
- 1.3.1 Tenders must be submitted by the means specified and by the date stated in the tender documents
- 1.3.2 The Tender must remain open for acceptance for a minimum period of 90days.
- 1.3.3 The Tender must not be qualified in any way.
- 1.3.4 You must submit your response with the Form of Tender attached at **Schedule 7**. It must be submitted in the manner and by the deadline specified in the tender documents.
- 1.3.5 Failure by a Tenderer to complete all questions fully and in accordance with all requirements therein may result in the Tenderer’s submission being rejected.
- 1.3.6 The Tenderer must, without undue delay, inform the Client of any changes to the information provided in response to any questions in this questionnaire that may arise at any time during the Tenderers participation in this tender process.
- 1.4 Tenderers are required to complete in full the Form of Tender included with the Invitation to Tender and return electronically to the following email address:
- HST.procurement@NMRN.org.uk
- 1.5 Electronic tenders must be emailed NO LATER THAN 12 NOON ON 31st October 2016. No tender will be considered if it received after 12 noon on that date.
- 1.6 **Tender Response (Scored as Schedule 4).**

Each quality question / part should be answered separately without cross-reference to any other question.

Answers to any questions that require reference to legislation shall specifically refer to UK legislation or codes of practice.

The Client reserves the right to require evidence or additional evidence in relation to any answers given to questions in this submission.

All questions must be answered in English and have a font size no smaller than equivalent to 10pt Arial and submitted as a pdf document. If there is a need to compress files please use WinZip. The tenderer shall provide 2No Hard Copies of the complete submission and a Soft copy on a CD or Memory Stick with the document suitably saved in logical files that are named according to the questions they refer to.

The responses submitted by the Tenderer shall, if they are successful in being awarded a Contract, be carried forward into the operation of the Contract. Tenderers must therefore ensure that the fees submitted in the Tender Price section reflect the commitments given in this Quality Submission.

2.0 TIMETABLE & PROCESS

- 2.1 Place Advertisement: 30th September 2016
- 2.2 Tender Return: 31st October 2016
- 2.3 Review by NMRN: 31st October 2016
- 2.4 Stand still period (10 days): until 10th November 2016
- 2.5 Appointment: 11th November 2016
- 2.6 Completion: 16th December 2016. Any post-completion alterations / modifications to be completed by late February 2017.
- 2.7 Additional work items (see Schedule 5): Delivery programme to be agreed upon instruction

SCHEDULE 1 – PROJECT OVERVIEW

- 1.1 The National Museum of the Royal Navy (NMRN) is based within Portsmouth Historic Dockyard (PHD). The NMRN came into being to tell the entire naval story, past present and future; the story of a Service that has literally sculpted the history, culture and the people of Great Britain. The NMRN has a simple vision, ‘to be the world’s most respected Naval Museum, underpinned by a spirit of enterprise and adventure”, and; its goal is, “to promote the traditions and public understanding of the Royal Navy and its constituent branches, past, present and future”.
- 1.2 Lord Nelson's flagship HMS Victory has recently undergone a change to its visitor experience. The visitor route within the ship has been extended and the interpretation of both to the ship itself and the events leading up to, including and following the Battle of Trafalgar has been improved.
- 1.3 In order to further articulate the history and construction of the ship together with the environment the sailors had to endure on the various decks, the NMRN wish to introduce a new Audio Guide System to provide the narrative and sound effects to further improve the visitor experience.
- 1.4 The NMRN wish to introduce an English narration with background sound effects on the ship by the 16th December whilst visitors are shown around the ship on guided tours. This encompasses phase 1 of the proposed works.
- 1.5 It is hoped that from mid-December 2016 the new Audio Guide system can be trialed under these controlled conditions and feedback obtained by the tour guide present. Further improvements can then be recommended and implemented, together with a programme of expanding the system to include the translation and narration into a number of foreign languages. This is defined as Phase 2 works and should be completed in February 2017 ahead of the ship reverting to a free flow (non-guided tour) environment.
- 1.6 As a primary ongoing concern to the NMRN during this trial period the system will also be monitored for any associated health and safety issues, i.e. trips, falls or banging of heads whilst using the system to see if the Audio Guide distracts the visitors unnecessarily from being mindful of their environment. This may result in additional H&S warnings given by the narrator or a review of the hardware i.e. whether a headset over one or both ears is most practical or whether in fact a handheld device held to the ear is most practical.
- 1.7 In addition the ship will be undergoing an extensive conservation programme which is likely to take two decades to complete and will centre on the ship's hull structure and supports along with the impressive masts, rigging and bowsprit. It is intended that the new Audio Guide system will also be regularly updated to highlight current conservation works as part of the visitor experience.

SCHEDULE 2 – SCOPE OF WORKS

1.1 Phase 1 works:

- 1.1.1 The NMRN require 400 No. Audio units together with sufficient charging racks to allow 200 No. units to be charged at any one time. These units should be simple to operate as possible, pose the least distraction in terms of activating the audio and be as light and portable as possible to allow ease and comfortable use for the duration of their tour of the ship (on average approximately an hour and a quarter). Due to the number of hazards on the ship, from trips, the various stairs and low beams throughout, a key concern to the NMRN is minimising any health and safety issues. This concern is reflected in the evaluation criteria of this tender.
- 1.1.2 It is envisaged that the narration of the main tour will last approximately 50 minutes consisting of 43 sound clips in English. To ensure accuracy the NMRN and their Interpretation Consultant wish to participate in the recording process.
- 1.1.3 The wheelchair tour narration will be for approximately 15 mins of audio in three tracks. One of these audio clips will consist of combined edited highlights version from the main tour to form a long narrative of approximately 10-12 minutes.
- 1.1.4 Some sound effects in and amongst the dialogue, especially during the battle sequences, but not a full 'surround-sound' experience.
- 1.1.5 In addition to the main narration voice (possibly a strong female voice to contrast with the main characters) around 9 separate voices to portray the following characters:
 - Vice-Admiral Nelson
 - Captain Hardy
 - Able Seaman John Brown
 - Lieutenant Roteley
 - Midshipman Pollard
 - Surgeon Beatty
 - Midshipman Roberts
 - Lieutenant Yule
- 1.1.6 The script for the narration will be provided by the NMRN upon instructing the works.

- 1.1.7 Each sound clip to be activated by inputting a number code or targeting a localised Passive Infrared beacon to various areas within and exterior to the ship. Systems based upon automatic activation of the audio clips upon entering a new area is thought to be potentially dangerous and could increase the accident rate on the ship. Please note that no additional wiring (other than to charging units to be located within the hold area) will be permitted on the ship. Should the proposed system involve battery operated beacons, the lifespan of the batteries required should be no less than 12 months. As part of the on-going Planned Maintenance Works by the NMRN, battery replacement can be undertaken annually but batteries should be of a standard, off the shelf type and not require any bespoke purchase agreements or suppliers. All external static battery operated devices such as beacons (approximately 7 No. in total) should be located within waterproof cases provided by the supplier.
- 1.1.8 Any mounts required for the display of number codes or beacons will be undertaken by the NMRN and be appropriate to the area in question. Due to the unique nature and use of the ship, it will be necessary for these displays to be removed and stored from time to time whilst special events are being held.
- 1.1.9 The approved supplier should allow for the pre-programming of the narration / sound effects, the installation and testing of the system, together with all necessary staff training by the 16th December 2016.
- 1.1.10 It is envisaged that ongoing trials of the system in use will be undertaken throughout out late December 2016 and January 2017 in order for system performance to be reviewed, any changes to the narration to be implemented and any trials of different headsets to be undertaken. These reviews and improvements are to be undertaken in conjunction with but not reliant upon the authorisation of the phase 2 works. The costs associated with these reviews and alterations will be based upon the tender breakdown in the Priced Schedule (Schedule 5) and agreed with the client in advance. Full procurement of the approved headsets, for instance, may be delayed until the outcome of these trials is known.
- 1.1.11 One year's periodic maintenance, training and technical updates (if required).

1.2 Additional works

- 1.2.1 In addition to the post-installation reviews and feedback exercises above, and subject to satisfactory performance and delivery of the main works, the successful contractor may be instructed to undertake any or all of the following activities.
- 1.2.2 Translation and narration of the script (provide by the NMRN) into other common languages (i.e. French, Spanish, Italian, German, Russian / Polish and Chinese - please note this list is to be confirmed).
- 1.2.3 English narration of a child friendly script (duration to be approximately 15 minutes of additional dialogue). This will utilise some dialogue from the main character dialogue produced in phase 1.

- 1.2.4 English narration of a more detailed, technical / historical script to be listened to in addition to the main tour audio, duration 15 minutes.

SCHEDULE 3: EVALUATION OF TENDERS

1.1 Tender submissions will be judged on both Quality and Cost using a ratio of:

60% Quality and 40% cost

1.1.1 Quality Criteria.

The quality criteria are made up of four parts as indicated below:

Part	Quality Criterion	Assessed by	Criteria
Part One	<p>Suitability of the proposed system. N.B. Due to known issues with visitor orientation and the regular changes in the visitor route (due to on-going maintenance and conservation works) a numbered / keypad system is not considered to be the most suitable system as the numbers will regularly become non-sequential and lead to confusion.</p> <p>Impact upon the visitor experience and ship environment. i.e. no wiring will be permitted on the ship other than by the NMRN Maintenance team for installation of power to the on-board charging point, to be located adjacent to the hold exit.</p>	Ease of use and future updatability.	40%
Part Two	Deliverability	Hardware in stock and availability	25%
Part Three	Health and Safety issues	Perceived practicality in use in a challenging environment	25%
Part Four	Quality of narration / sound effects	Examples to be provided	10%

- 1.2 It is essential in your application that you provide evidence and proven examples in each of the selection criteria in so far as you are able. These responses will be further discussed with those candidates invited for interview.
- 1.3 The scoring guidance for this quality criterion will be as follows:
- Excellent Assessment - Score 9: An excellent response that fully meets the requirements. Full and comprehensive supporting details provided.
 - Very Good – Score 7: A very good response that meets the requirements. Very good supporting details provided
 - Satisfactory – Score 4: A response that meets the requirements. Sufficient supporting details provided.
 - Nil Response – Score 0: no response received.

SCHEDULE 4 - TENDER RESPONSE DOCUMENT

1.1 Applicants Organisation (Pass/Fail).

Name of Organisation:

Contact name for enquiries about this Tender:

Company Address:

Post Code:

Telephone Number:

Email Address:

Website address (if any):

Company Registration number:

VAT Registration number

Registered address if different from the above

Is your organisation:

- A public limited company
- A limited company
- A partnership
- Other (please specify)

Name of (ultimate) Parent Company if this applies

Companies House Registration number of parent company (if applicable)

- 1.2 **Insurance (Pass/Fail).** Please provide confirmation that you have or, if successful, will procure the following minimum levels of insurance:
- Public Liability (minimum value £10million) YES/ NO/ Will Obtain
 - Employers Liability (minimum value £10million) YES/ NO/ Will Obtain
 - Are there any special conditions or exclusions on the Policy? If yes, please give details:
- 1.3 **Financial Information (Pass/Fail).** Financial viability may be checked via an independent agency currently Dunn & Bradstreet
- 1.4 **Technical Capacity (Scored – Schedule 3).** Please provide a project specific proposal that demonstrates your capacity and ability to provide a suitable Audio Guide System for this commission including a statement on what equipment will need to be procured separately or manufactured specifically to fulfil the phase 1 delivery date.
- 1.5 **Interview / demonstration.** For those candidates who are invited to interview and demonstrate their system, the submission information provided in **Schedule 3** will be explored further and marking thereof reinforced.
- 1.6 **References.** Please list the name and address, job title, email and telephone contact details for the three examples provided in **Schedule 3** (item 1.2).

SCHEDULE 5 – PRICING SCHEDULE

1.1 Please provide lump sum costs against each of the items in the following schedule:

Ref	Item	Cost
1	<u>400 audio</u> units with headphones, and lanyards. Note: full specification / delivery of headphones to be confirmed following review and trials with the client.	
2	Depending on the system proposed, 42 No. points or beacons points to be arranged on freestanding plinths (constructed by others). Please note that 8 beacons will be located in weather exposed areas and be subjected to a range of environmental conditions. Additional Beacons to suit language and audio selection.	
3	Charging base units sufficient for 200 units	
4	English narration (script provided by the NMRN) split into approximately 43 audio clips, 65 minute duration.	
5	Background sound effects to be overlaid on the about audio clips	
6	Pre-programming, uploading and set up of the above system in Portsmouth to be complete by the 16th December	
7	Training associated with programming and uploading additional audio tracks onto the system by NMRN staff.	
8	6 No. induction loops for the hard of hearing	
	Total	
	Additional requirements (to be instructed <u>separately</u>)	
A	Translation and narration of the script (item 5) into other common languages (i.e. French, Spanish, Italian, German, Russian / Polish - please note this list is to be confirmed). Please cost per language.	

B	<u>Cost for additional charging base units</u>	
C	English narration of a child friendly script (duration to be approximately 30 minutes)	
D	English narration of a more detailed, technical / historical script (to be listened to in addition to item 5 above), duration 30 minutes	
E	Please provide a cost for addional narration to update the tour in regards to the ongoing conservation works (say 10 minutes worth of additional content)	
	Maintenance and training days	
	Total	

SCHEDULE 6 – NMRN TERMS AND CONDITIONS

- 1.1 **Payment Terms:** Unless stated otherwise, payment terms will be 30 days from receipt of invoice. Invoices are to be submitted to the Client, who will review and approve them for processing.
- 1.2 **Invoicing:** Invoices should be emailed to finance@nmrn.org.uk and cc'd to the HST procurement email address HST.procurement@NMRN.org.uk for review and approval.
- 1.3 **Invoicing:** All goods and services must be procured using a system generated order number, including those based on contracts. This order number must be clearly shown on each invoice, if we receive an invoice missing this we will return it, unpaid, to the supplier and request that they contact the staff member who placed the order to obtain one.
- 1.4 **Contact Information:** Depending upon the works package or material supply, a suitable short contract based upon the NEC Suite of Contracts will be used. Any contract amendments will be discussed and agreed between the contracting parties prior to the award of contract. Should you have any queries or wish to have an informal discussion about this role then please contact Andrew Baines, Director of Historic Ships on 023 9272 7565

SCHEDULE 7 FORM OF TENDER

Audio Guide System – HMS Victory Project Manager

To: National Museum of the Royal Navy, HM Naval Base (PP66), Portsmouth, Hampshire, PO1 3NH

Email: HST.procurement@NMRN.org.uk

Date: _____

1.1 I/We the undersigned, hereby tender and offer to provide the Contract as listed below which is more particularly referred to in the Invitation to Tender supplied to us for the purpose of tendering for the provision of the Contract and upon the terms thereof.

1.2 Our Lump Sum offer for this Service (phase 1) is:

£_____ plus VAT

Amount in Words: _____

1.3 Attached to this Form of Tender are the following:

1.4 Our response to the information set out in **Schedule 3 and 4**.

1.5 The completed Pricing - **Schedule 5**.

1.6 I/We confirm that we accept the NMRN Terms and Conditions as issued with the Invitation to Tender.

1.7 I/We undertake in the event of acceptance of our Tender to execute the Contract within 21 days of such acceptance (or otherwise as agreed with the Client) and in the interim provide the Contract in accordance with the terms and conditions.

1.8 I/We understand that the Client reserves the right to accept or refuse this Tender whether it is lower, the same, or higher than any other Tender.

1.9 I/We confirm that this Tender will remain valid for 90 days from the date of this Form of Tender.

- 1.10 I/We confirm that the undersigned are authorised to commit the Tenderer to the contractual obligations contained in the Invitation to Tender and the Contract.

Signed _____

Signed by (complete the table below):-

Date: _____

Name(s): _____

Position: _____

For and on behalf of (name of
organisation): _____

Contact Tel Nr: _____

Contact Email Address: _____

Address: _____

APPENDIX A

Ships plans with audio points