



Tender Documentation

The Kitchen Project

Showcase Brief

Submission Return Date:

17:00 20 September 2026



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Fund**

Section 1: Introduction

1.1 About the Food Museum

The Food Museum is the only museum in the UK dedicated to exploring the history of food. Our work is guided by a mission to connect people with where their food comes from and the impact of our choices: past, present and future.

Our visitor experience is structured around the strapline of 'Grow, Make and Eat'. It provides a structure for the interpretation of 84 acres of land, 17 historic buildings and a collection of 40,000+ objects.

1.2 The Kitchen Project

The Food Museum was awarded funding from The National Lottery Heritage Fund and Mid Suffolk District Council in 2025 to deliver The Kitchen Project. This major 5-year project (2025-2030) will support us to reach new audiences and to enhance the visitor experience.

As part of the project we are conserving and transforming two historic buildings at the centre of the site – The Factory and The House. New permanent interpretation within these spaces will support a coherent visitor experience which meets visitor expectations of a food museum. It will reflect the concerns, interests and experiences of a wide range of people and help us grow our audiences and deliver our mission more effectively.

Please see our [Vision & Development Plan 2023-2030](#) for further information

Section 2: Project Brief

2.1

Scope of brief

The museum is seeking to commission a showcase contractor to design, manufacture, deliver and install a range of showcases for The Factory and The House. These cases must be of the highest quality construction with conservation grade materials and to security standards which meet the requirements for the Government Indemnity Scheme (GIS).

The successful showcase contractor will need to work closely with the networks contractor. This will be particularly important for the integrated showcases in The Factory.

This section should be read in conjunction with supporting design information in Appendix A.

The Factory

This exhibition will be housed across the ground floor of a restored Victorian factory (The Robert Boby Building). This exhibition will explore how food is made and marketed in an industrial setting (from the farm gate/fishing boat to the front door) and will cover 12 products in detail.

Each of these will have their own display island with repeating elements: a large-scale lightbox with integrated product display shelf to one side and a display table which runs alongside the reverse of the lightbox which will house a 24-inch touchscreen monitor.

Depending on the nature of each product, the table will hold an integrated showcase for original objects (showcase contractor brief) and/or be a surface for manual interactives and graphics (part of networks contractor brief). Some of the islands also have freestanding showcases (showcase contractor brief).

The House

This exhibition will be staged across a series of rooms within the Grade II* listed Abbot's Hall and will interpret how food is made in a domestic setting (from the front door to the table). Display methods will be a mix of secure display showcase/s (showcase contractor brief) combined with large-scale display shelving with open/protected areas depending on the nature of the objects being displayed (part of networks contractor brief).

2.2 General standards and requirements

Display cases should be designed to protect the contents, be robust and able to be securely fixed to structural elements of the display as appropriate to their contents, overall weight and position.

All showcases should meet the minimum Government Indemnity Scheme specification for non-national Museums. (<https://www.artscouncil.org.uk/supporting-arts-museums-and-libraries/supporting-collections-and-cultural-property/government-indemnity/government-indemnity-scheme-guidelines-non-national-organisations>)

Glazing will be anti-bandit laminated, at least 11.3mm thick or greater, meeting BS 5544 and BS EN 356 P3A. It will be environmentally sealed. A compartment for humidity stabilisers should be provided – accessible separately where possible.

Access into the display compartment of each showcase will require a minimum of two locks, concealed or protected by location. Showcases must be able to be fitted with alarms during installation or at a later date, as required.

Opening mechanisms should be designed and positioned to be opened safely by one person and involve the minimum of disruption to associated displays. The removal of fascia, skirting or other small access panels to access locking mechanisms is acceptable, but the removal of objects, plinths or other large components to allow case access is not.

Internal dress panel linings must be Oddy tested to ensure they are suitable for use in an enclosed space with museum objects.

We have provided a schedule of cases in line with our exhibition planning and design - see Appendix B. This represents our understanding of the project's requirements at this point. You are welcome to suggest similar or more appropriate alternatives. We have given you our preferred dimensions and approaches but if your proprietary system diverges from these in a small way and to follow it would be more cost effective, please highlight this in your tender. Please note that the tabletop cases cannot drop back when opening as there is a lightbox directly behind them.

2.3 Programme and appointment conditions

The showcase contractor will be a direct appointment by the Food Museum.

The project is being delivered in phases. The Factory exhibition installation including networks and showcases is due to commence from January 2027. Practical completion of

setworks is anticipated for mid-February ahead of object installation. The exhibition opening is planned for March 2027.

We will be appointing a setworks contractor by the middle of October and anticipate that you will work closely with them to achieve the desired installation during this period.

Work to The House is also underway but on a longer timescale. Your key installation period would be May–June 2027. The opening is planned for early July 2027.

Summary:

Area	Anticipated date of installation
The Factory	January–February 2027
The House	May–June 2027

2.4 Drawings

Please see Appendices A and B for the schedule of cases, anticipated specifications and a series of drawings showing setwork designs and case positions.

A sample object list with images can be found at Appendix E.

Section 3: General Information

3.1. Project Information

Your main point of contact for the tender and project delivery will be Lisa Harris, Collections Manager, lisa@foodmuseum.org.uk

Other main contacts on the project team are:

Phaedra Corrigan, Exhibition Designer, phaedra@phaedracorrigan.com

The networks contractor (TBC)

3.2 Basis of appointment

The showcase contractor will be a direct appointment by the Food Museum.

The showcase contractor will need to work closely with the networks contractor and the exhibition designer.

Although the Food Museum makes no commitment of any additional work beyond the scope of the project detailed in this document, we may wish to retain the services of the successful contractor as our preferred provider for any potential further works for a period of three years from the completion of the project.

3.3 Management of Contract

Upon appointment the contractor will be required to sign a contract based upon the industry standard for their practice. The Food Museum manager responsible for this contract will be Lisa Harris, Collections Manager.

3.6 Payment and invoicing

All invoices must quote the Food Museum purchase order and be submitted subject to a payment schedule which will be agreed upon appointment. Our payment terms are 30 days following sign-off or receipt of accepted design. They should be addressed to finance@foodmuseum.org.uk

3.7 Site regulations, health and safety and security

All contractors and their staff operating on the Museum site to deliver this contract need to be familiar with and adhere to the requirements laid out in our 'Information for Contractors' document' – see Appendix D.

Upon appointment the successful contractor will be required to supply RAMS documentation.

3.8 Insurance

The successful showcase contractor will be required to supply copies of their professional and public liability insurances.

Section 4: Tender Process

4.1 Summary tender timeline

Action	Date
Issue tender	13 August 2026
Final date for questions or clarification	3 September 2026
Tender return date	20 September 2026
Tender assessment	2 October 2026
Appointment	9 October 2026

4.2 Visiting the Museum

The Factory is currently being redeveloped so access is only available via appointment. Appointments should be between the hours of 10am-4pm, Monday-Friday. Please contact lisa@foodmuseum.org.uk if you require access.

The rest of the museum site, including The House (currently known as Abbot's Hall) is available during normal museum opening hours.

4.3 Questions and Clarifications

Any questions which have arisen from consideration of the tender documents should be directed to lisa@foodmuseum.org.uk.

4.4 Award Criteria

As an organisation responsible for the expenditure of public monies, the Food Museum seeks value for money in all its contracts. Keen pricing for the tender is anticipated, and the Food Museum will be seeking the most economically advantageous tender bearing in mind the award criteria.

Each criterion will be marked out of 5.

Quality:

- Technical compliance including security, conservation and accessibility
- Aesthetics, including visual design and quality of materials/finishes, while complementing the exhibition and enhancing the visitor experience
- Sustainability such as sustainable materials, construction or operational practices

Value for Money:

- Price per case, including details of how they were arrived at - please complete and submit the table of costs at Appendix C.

Project Approach:

- Understanding of the project requirements, priorities and ethos
- Approach to working with networks contractor
- Programme

4.5 Tender Return

The purpose of the tender submission is to enable the selection of suitable showcase contractor. In order that the Food Museum has the correct information from which to select a contractor, comparability of information in the proposals is important. We therefore list the minimum elements that each submission should address.

Please complete the table of costs in response to the schedule as part of your tender submission. This can be found at Appendix C. Please note: All costs/fees should be exclusive of VAT. You should include any meetings (on-site and online), administration and expenses needed for the successful completion of the project.

Please also supply the following information:

- Response to the brief setting out why you are the company best suited to deliver this project, including how you would work with the Food Museum and networks contractor to deliver the project.
- A programme for delivery of this project.
- Evidence of your commitment to sustainability. This should include measures you will take to increase positive environmental impacts and reduce negative environmental impacts caused by the project.
- A brief outline of your previous relevant experience (3 projects maximum) with contact details of at least two recent clients who can act as references for your work.

Tenders must be sent by email to arrive by 17.00 on 20 September 2026 to lisa@foodmuseum.org.uk

It is up to the tenderer to ensure their submission arrives on time. We regret that tenders received late cannot be considered.

Appendices

A. Design information

- A1. General arrangement plan showing setwork and case locations in The Factory
- A2. 3D view showing setwork and case locations in The Factory
- A3. Power and Data General Arrangement in The Factory
- A4. Setwork drawings – The Factory
- A5. Showcase drawings – The Factory
- A6. Showcase drawings – The House

B. Showcase schedule

C. Table of costs for submission as part of tender (see below)

D. Information for Contractors

E. Sample Object list with images

Please contact lisa@foodmuseum.org.uk for a download link to Appendices A, B, D and E

Appendix C

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