



Tender Documentation

The Kitchen Project

The Factory and The House Networks Brief

Submission Return Date:

9pm Sunday 4 October 2026

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 Food Museum would like to commission a specialist networks contractor responsible for the manufacture, supply and installation of networks, lighting, and graphics, as well as manual interactives, for The Factory and The House.

We are accepting tenders for networks and manual interactives as a complete package or for one element only (i.e. just networks or just manual interactives). Networks contractors may submit as the lead contractor with a graphics production and/or manual interactives sub-contractor.

Showcases are out of the scope of this brief and are being procured separately. The successful networks contractor will work closely with the showcase manufacturer. This will be particularly important for the integrated showcases in The Factory.

The networks contractor will also coordinate with the manual interactives contractor, if these packages are appointed separately.

This section should be read in conjunction with supporting design information and schedules in **Appendices A and B**.

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 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 may additionally hold an integrated showcase for original objects; digital interactives; manual interactives; and/or graphics. Some areas will additionally have large objects which are either freestanding (e.g. milk delivery van) or require individual showcases (e.g. Roman olive oil amphora). Freestanding objects require low-level plinths; please see attached schedules.

A second component of The Factory is a compare-and-contrast section against the far wall. This will feature an Edwardian grocer's shop (pre-existing object, part of the Food Museum collection) alongside a re-creation modern self-service supermarket with shelving, two self-scan checkouts, and real product packaging adapted for handling. This area will utilise pre-existing supermarket shelving and checkout casings. The checkouts will have a small-scale screen which will bring up additional content about the product being scanned (text, images, audio-visual). There is additionally a large central screen, mounted onto a moveable wall, which will be used for a range of content delivery.

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). Different themes are explored across each room with some recurring elements, for instance, large-scale display shelving for objects (with open/protected areas depending on the nature of the objects) and a central table for display and/or hands-on activities with creative prompts.

2.2 General standards and requirements

As both exhibitions are permanent it should be assumed they will be in situ for a minimum of twenty years. Materials and construction should therefore be exceptionally durable, robust and be able to preserve their finish to a good level. It should be possible for these to be maintained, repaired and, if needed, partially replaced over the longer term. Some areas are likely to experience greater wear and tear than others, for example, the Play Kitchen in The House.

Shelf and mounting systems may be holding large and heavy objects, such as large pieces of kitchen equipment and industrial technology made of metal, so need to withstand heavy weights without buckling.

Showcases will be lockable, alarmed, and fitted with anti-bandit to meet Government Indemnity Standards (GIS). Cases will feature separate compartments for humidity buffers; these should ideally be accessible without having to open the showcase. Showcase construction is outside the scope of this contract, however, the networks contractor will work closely with the showcase contractor to ensure all technical, practical and aesthetic requirements are met and to coordinate installation schedules.

2.3 Project Scope

For networks:

Main contractor duties including site management

Production management including budget and programme management

Fabrication and installation of exhibition structures

Integration of showcase elements, working closely with showcase manufacturer

Graphic production (graphic design managed by Food Museum)

Managing and Mitigating Health & Safety including RAMS

+ Manual interactives and props design, construction and installation [if bidding for networks and manual interactives]

OR

working closely with the manual interactives and props manufacturer around programme, compatibility and installations [if bidding for networks only]

For manual interactives and props only:

Design, construction and installation of manual interactives and props, in close coordination with exhibition designer and networks contractor.

Programme management, working within the detailed programme to specified by networks contractor.

Section 3: General Information

3.1 Project information

Client legal name: The Food Museum Ltd

Address: Crowe Street, Stowmarket, Suffolk, IP14 1DL

Phone: 01449 612229

3.2 Programme

Practical completion for The Factory is to take place on or before **19 February 2027**. Practical completion for The House is to take place on or before **4 June 2027**. An outline programme can be found at **Appendix E**.

Full coordination with the client (Food Museum), exhibition designer (Phaedra Corrigan), graphic designer (Gareth Nicholls, Studio Graphique), showcase contractor (to be appointed), AV hardware contractor (Electrosonic). Some interaction with The Factory architects (Modece) may be required.

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 Nathalie Morris, Head of Interpretation.

Main points of contact will be Nathalie Morris and exhibition designer Phaedra Corrigan.

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

3.4 Costs

The estimated total budget for this project is **£380,000** which may be broken down in the following ways:

Networks (including graphic production) and manual interactives/props: **£380,000**

OR

Networks only (including graphic production): **£360,000**

Manual interactives/props only: **£20,000**

3.5 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. These should be addressed to finance@foodmuseum.org.uk

3.6 Site regulations, health and safety and security

All the contractor's 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.

3.7 Defects Liability Period

The defects liability period will be 12 months from Practical Completion.

Section 4: Tender Process

4.1 Key Dates

Action	Date
Tender Issued	2 September 2026
Site visit (optional)	Monday 14 September (am) 2026 and Wednesday 23 September 2026
Questions and Clarifications deadline	25 September 2026
Submission deadline	4 October 2026
Tender evaluation and shortlisting	5–9 October 2026
Contracts agreed	16 October 2026
Contract commencement	19 October 2026
Kick-off meeting	w/c 19 October 2026

4.2 Site visits

Site visits are offered on Monday 14 September (am) and Wednesday 23 September (pm). Please email Nathalie Morris to confirm attendance.

4.3 Questions and clarifications

Any questions which have arisen from consideration of the tender documents should be directed to Nathalie Morris and Phaedra Corrigan.

4.4 Award criteria

Each criterion will be marked out of 5. Weighting criteria are in brackets.

Quality (5)

- understanding of the project requirements, priorities and ethos
- materials and sourcing
- approach to sustainability

Price (4)

Fees including details of how they were arrived at [please completed the separate pricing schedules as part of **Appendix B**]

Value for money

Project management (4)

Internal project management and quality assurance systems

Structure and style of the overall approach including communication and relationship with client

Management of subcontractors [for networks contractor]

Approach to working with showcase manufacturer [for networks contractor]

Experience, skills and references (3)

Evidence of recent relevant projects and experience of the team

4.5 Tender return

Tenders must be sent by email by **9pm on Sunday 4 October 2026** to

nathalie@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.

4.6 Interviews

Interviews will be held in person at the Food Museum, or online. The interview must be attended by the staff responsible for the day-to-day delivery of the contract. Tenderers are to confirm in their tender any preference for the time of the interview. The Food Museum cannot guarantee to accommodate preferences.

There will be up to 60 minutes available for the interview depending on if this is for networks and manual interactives, networks only, or manual interactives only.

Section 5: Tender Information

5.1 Requirements of the tender submission

The purpose of the tender submission is to enable the selection of a suitable networks and manual interactives 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.

5.2 Response to the brief

Please state at the start of your submission if you are submitting for:

- a) Networks and manual interactives
- b) Networks only
- c) Manual interactives only

Responding to the brief, tenderers should set out why they, and any subcontractors, are the company best suited to deliver this project. You should set out your approach in words and use sufficient imagery and examples to communicate your intent and ability.

5.3 Costs

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

The budget submitted should be exclusive of VAT and inclusive of all elements necessary to complete the project, for example:

- Materials
- Construction
- Prelims
- Prototypes
- Expenses and disbursements
- Delivery/transportation
- Installation
- Project administration

The fee should include all the meetings (on-site and online) needed for the successful completion of the project. It is anticipated that regular meetings should be held at the Food Museum and the contractor, through their experience, will anticipate meetings needed elsewhere as needed for the successful completion of the project (e.g. contractor offices, workshops).

Time-based rates for each category of personnel should be provided in the event that specific additional duties are required. These rates should remain fixed until the end of the project.

Time charges will only ever be applicable if agreed beforehand and confirmed in writing by the Food Museum.

Although the Food Museum makes no commitment of any additional work beyond the scope of the project detailed in this document, we 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.

5.4 Payment schedule

The tenderer is required to include a suggested fee draw-down schedule in the tender. This will form the basis for discussion with the appointed contractor.

5.5 Team, working methods and client relationship

Tenderers should explain how they would work with the Food Museum and any subcontractors to deliver the project.

Setworks tenderers should also explain how they will work with the showcase contractor, particularly in relation to The Factory.

Please detail project lead and key staff including CVs of experience and the role in the organisation/s. Please also show other commitments (or potential commitments) over the project duration.

5.6 Programme

Tenderers are requested to expand on the programme in the tender package and provide their detailed programme for this project.

For setworks tenderers, this should include consideration of pinch points and interdependencies with the showcase manufacturer, particularly in relation to The Factory.

5.7 Environmental Sustainability

Tenderers should demonstrate, as they see fit, that they have a commitment to sustainable design principles. This should include measures you will take to increase positive environmental impacts and reduce negative environmental impacts caused by the project.

5.8 References

Three relevant project references from the past five years (to include dates, services provided, budget and any other relevant details) should be provided with up-to-date names and telephone numbers of contacts.

5.9 Environment and Health & Safety Legislation and Regulations

Please submit as you see fit to satisfy the Food Museum that you are competent to administer all legal, health, safety, welfare and environmental requirements.

5.10 Insurances

Please enclose copies of your Employer's Liability and any Professional and Public Liability insurance that you hold.

Appendices

Please contact Nathalie Morris for a Dropbox link to Appendices A-D

A. Design Information

- General arrangement plans and sections to include:
 - Graphics locations
 - Setworks locations
 - Manual interactives/props locations
- Power and data plan
- Detail layouts 1:20

B. Schedules:

- Graphics schedule
- Setworks schedule
- Manual interactive/prop schedule

C. Briefs and Information:

- Graphic concept document
- Interactive briefs
- Setworks briefs
- Materials and specifications

D. Site Information:

- Information for contractors

E. Programme

Action	Dates
Kick-off meeting	w/c 19 October
On-site installation, including showcase and AV hardware installation (The Factory)*	18 January–19 February 2027
Practical Completion (The Factory)	Friday 19 February 2027
Object installation* and AV content testing	23 February-19 March [4 weeks]
The Factory opens	w/c 22 March

On-site installation including showcase and AV hardware installation (The House)	April–4 June 2027
Practical completion (The House)	4 June 2027
Object installation and AV content testing (The House)	7 June–16 July [6 weeks]
The House opens	w/c 19 July

*Some networks installation will need to be coordinated with large object installation (Boby Mustard dresser)