

Additions and clarifications

Due to internal staff capacity, we have decided to extend the timeline of this tender. The deadline for applications is now 11.59pm on the 11th of February. We will be holding interviews in the week beginning the 2nd March.

We would like to confirm the total budget for the project is £252,000.

The full programme and deadline for installation will be confirmed with the contractor for the main Cascade works. We are now looking at a deadline of November 2027 but there is flexibility in the timeline.

Frequently asked questions.

1. If appointed, would the consultant be starting at the end of RIBA 3 using the design developed by the previous designer? Or would the consultant be picking up at the end of RIBA 2 and developing a RIBA Stage 3-level design?

Our interpretation plan takes us to the end of RIBA 3 the plan sets out what interpretation we will deliver and where. It also sets out example designs for each type of physical interpretation (e.g. A design for benches).

We have committed to creating and installing interpretation in certain formats at certain locations. This is mapped out in the summary plan but for instance, we have committed to creating an interpretation hub in the sensory garden area. Although we have designs for each format of physical interpretation, we recognise that tender applicants will have their own design language and expertise to bring to the project, so we are not tied to these designs. Upon contract, we will share the full interpretation plan, and designs can be adapted or overhauled as the consultant sees fit.

2. We would be very interested to learn more about the digital component of the brief and whether this element would be tendered separately following appointment of the design contractor, or whether you are expecting the design team to have digital expertise or already be in partnership with a digital contractor?

We are not tendering separately for the digital element of the project. We ask that applicants set out either how they will deliver digital interpretation internally or, if they are planning to outsource digital, who they will be working with.

3. Did your original tender include a break clause at Riba 3? Or was it always the case that you had to go out to tender for RIBA 4-7 stages?

It was always the intention for Chatsworth and the NLHF that we would tender twice for this project –at development stage and delivery stage. This was because we were aware that at the beginning of the development stage, we couldn't confirm the full scope of the project through to the end of delivery. Retendering has given us a value pause to take stock and have conversations with the wider interpretation industry.

To confirm, this is an open tender open to all parties.

4. Is the summary interpretation all the RIBA 3 information available?

We have chosen to summarise the full interpretation plan at this stage, so the summary document currently availability as part of the application pack sets out our interpretation needs without covering initial designs. The reason for not publishing the full plan is that whilst we have agreed that with NLHF the amount, type, and placement of interpretation (the table in the summary sets out this list of physical interpretation), we wanted to remain open to the creative responses of all applicants.

5. In the brief that there was mention of an accessibility workstream as well. Has this been commissioned or is it still something you plan to appoint someone for?

We worked with Direct Access to create an access audit of our site during the development stage of our project. The accessibility workstream is now being handling in house to act on those recommendations. We can share the audit with the contracted interpretation consultant to aid in planning.

6. There is mention of integration of some interpretation into benches. Can you clarify, is the intent to design how products might be integrated into existing benches or are you asking us to design and supply benches with this feature?

It would be a combination of the two. Some spaces would require (and have space for) new seating options. Other spaces already have some benches that we can take advantage of and adapt in the interest of sustainability and budget. It's approximately a 50/50 split between the two.

7. Is it possible to send a copy of your access audit?

At application stage, because the audit covers areas outside of interpretation, we aren't sharing the audit. This will be shared as part of the onboarding pack when the consultant is contracted.

8. In terms of existing wayfinding is it possible to send some images of these please?

This is the current wayfinding. We have recently undergone a rebrand that is being filtered throughout Chatsworth and the Devonshire group. Our current wayfinding in the garden has yet to be updated but should be considered in the designs.



9. Is it possible to send some images of existing benches?

See below for the most common style of benches on site – we mainly have very simple unobtrusive styles. It would be useful if new seating including back and arm rests.

10. Is it possible to send some images of the Stand Wood Hub - (adaptation of existing structure)



This is the only hub that currently exists (with the plan to update to include Cascade content). The hub is in line with the new brand. It should be considered in the Cascade interpretation but not all hubs need to match this style exactly.

11. As above but reference on summary interpretation plan to (furniture) eg, kitchen garden.

There is no interpretation currently in this area, this will be new for the project.

12. Within the areas highlighted as 'hub' is there an expectation as to the level of information/interpretation at these points. ie is there seating/covered areas/panels/maps?

The hubs will be developed in the next stage of the project. The subject matter is set out in the interpretation plan to ensure we evenly cover the full list of narratives. The hubs will be our main points of contact with visitors but how we communicate the narratives can be developed.

13. Where digital interpretation/audio is required - is there any existing infrastructure for services/data/electricity for example, the kitchen garden.

We do not currently have infrastructure for digital and connectivity can be an issue in the garden so we will need to look for a solution to this in the delivery stage. During the development stage we looked at the potential of using **Infopoints** that don't rely on network to share information. We are aware that digital options develop very quickly and there are many routes we can take here so are not tied to one solution.

14. What is the expectation with regard to creative work for the tender? Are you looking for initial ideas?

Initial creative responses would be helpful, but we understand that these will be indicative rather than fully developed. Please also provide examples of previous projects that might be relevant.

15. As above regarding costs.

Please give an estimated break down of costs regarding production, design, engagement etc. We understand that this can only be an estimated figure at this time and will need further development.

16. Finally, is there an incumbent agency that are already on board and have created the interpretation plan? If so, are they tendering for the project?

We worked with a consultant to write our interpretation plan at development stage. It was always the intention for Chatsworth and the NLHF that we would tender twice for this project – at development stage and delivery stage. This was because we were aware that at the beginning of the development stage, we couldn't confirm the full scope of the project through to the end of delivery. Retendering has also given us a valuable pause to take stock and have conversations with the wider interpretation industry.

To confirm, this is an open tender open to all parties. All applications will be treated confidentially.

17. How many people from LEVEL centre, Minerva and Derbyshire Mind collaborated on the interpretation consultation and if they were paid/ their day rates etc?

For the co-created element of the project, we will work closely with our Cascade Learning and Engagement Manager who is running an engagement programme that will sit alongside the co-created interpretation. For our work with Minerva Learning Trust, The Level Centre and Derbyshire Mind, we will cover travel and access costs (eg. Coaches, mileage claims and providing refreshments).

Facilitation costs for workshops will be covered by a separate budget with an estimated two workshops with Minerva Learning Trust and four with the Level centre. The amount and format of workshops with Derbyshire Mind is still in development. If interpretative planning includes further workshop time with the groups, this is welcomed but we will need to consider this within this budget. Consultant time attending, planning and reacting to the findings of the workshops should be covered in this budget.

17. Is VAT included or excluded from the budget? We assume the budget should include inflation and contingency, and that these have not already been accounted for in other budget pots for the wider project.

The budget is excluding VAT. Please consider a contingency when looking at budget but this can sit separately to the £252,000.

18. Is there a maximum file size that we need to be aware of when emailing our submission to you as an attachment? Would a download link be acceptable if the submission exceeds maximum sizes?

As far as I am aware, if you are able to send the document, via email, I should be able to download this. If the file is too large to attach, please use WeTransfer to send the document and email me to let me know. We cannot access Dropbox or Google Docs.

19. Will interviews be held in person or online?

They will be held online.

20. When assessing tender returns for Cost, please advise on the calculation that will be used to compare tenderers?

We will use the following weighting evaluation criteria that includes assessment of costs.

CRITERIA	Examples	Weighting
Cost	Commercial comparison. Cost demonstrates value for money and responsible use of public funds.	20%
Relevant Experience	The degree of experience demonstrated in order to successfully complete the work.	20%
Scope / Approach	To what extent are the methodology and methods appropriate to the requirements set out in this brief Ability and willingness for collaboration with teams at Chatsworth.	20%
Confidence / Fit	To what extent the proposal demonstrates an understanding of the issues related to this brief. Demonstrated mutual values, inclusion and diversity policies.	10%
Programme	A clear, logical and deliverable plan that aligns with the stated milestones.	10%

	How well the has bidder structured a team in order to successfully manage the contract and deliver the required work to the budget and timetable required.	
Quality of response	All the required sections fully completed.	10%
Sustainability	Close alignment with the Sustainability criteria documented in section 1.2 The commitment to sustainable, safe, fair and inclusive working practice of the supplier.	10%

21. Are tenderers required to infill and return the form at the end of the Supplier Code of Conduct?

No, this is included in the application pack for your information, but we don't need this signed until contracting.

22. Are oral histories already gathered or does this need to be done as part of the scope of the Interpretation Consultant?

The oral history project is running as a separate strand of the project and doesn't need to be included in the scope of this tender. The results of the project will be made available for use in the interpretation.

23. In the Summary Interpretation Plan on P10, wayfinding (blue dots) have not been included on the plan diagram. Is the interpretation consultant to include for the design and installation of wayfinding and signage required for the project, or is this being designed and installed by others?

Wayfinding will be included in this project from design to installation. Final wayfinding locations are to be decided so they are not included on the map.

24. Will the interpretation consultant manage the writing of the content?

Yes, with support from the team at CHT, we would like the consultant to create the written content for the interpretation. We can arrange access to our research and archive for information and images.

