



Invitation to Tender | AV Software Brief: Old Town Hall Arts Centre and Community Hub

Footsteps through the building

1. Project Overview

The Old Town Hall is positioned in the marketplace at the centre of Bourne, a small market town located on the A15. The town is situated on the Fen Margins, 22 miles from Grantham, 11 miles west of Spalding and 15 miles north of Peterborough.

Built in 1821, the Old Town Hall has resided over community life in Bourne for over 200 years. The building's classical Georgian architecture has been celebrated as an example of ingenious design in the face of limited space. Unable to build outwards, prominent Lincolnshire architect Bryan Browning turned his focus inwards. He recessed the building's horseshoe flight of stairs and framed them with two Doric columns, creating what Nikolaus Pevsner described as the 'most impressive civic building in Bourne'.

Notably, the Old Town Hall has been supported by the local community from its inception. A substantial sum of money raised to build the hall in 1821 came from donations made by 123 members of the public, all of whom are known by name thanks to the donor board displayed in the old courtroom.

Interpretation at the Old Town Hall will inspire visitors to connect with the building's rich heritage and uncover previously untold stories as they explore. The interpretation will take visitors on a trail of discovery, sharing the stories of the Old Town Hall, its occupants and local community through creative, unexpected and imaginative delivery methods that reflect the building's new identity as an Arts Centre and Community Hub.

Make Things Happen Ltd. invites suitably qualified suppliers to submit a tender for the provision, installation, and commissioning of audiovisual software for Old Town Hall, Bourne.

The appointed contractor will be responsible for the supply of all specified AV software, full system integration, on-site installation, testing, and final handover in line with the project programme. **Software is to allow for customised interfaces to ensure content is positioned within comfortable reach of wheelchair users.**

2. Footsteps through the building | AV1.2, 3.2 + 5.2

1 no. 47" touchscreen (portrait orientation) and 2 no. 32" touchscreen (landscape orientation) will be positioned at 3 locations across the building: reception, first floor foyer and the retiring room – please refer to the attached documents for further information on placement and location:

- The Old Town Hall_AV Schedule
- MTH_Stage GA Plans_Tender July 2026
- MTH_Stage 4_Detail Drawings_Tender July 2026

2a. Welcome Screen | AV1.2

Home screen presents two options to visitors: **Our Story + What's On**

Our story – this area of the touchscreen will present the story of Old Town Hall's heritage with each of the three locations focusing on a different point in time of history:

1. **Images and dramatic audio:** in 1890, the local fire brigade took over part of the ground floor, storing their fire engine here. During their residency the clock tower of the building caught fire, with witness accounts recalling the team's valiant attempts to stop the flames from engulfing the entire building. It was Chief- Officer North of the fire brigade who fought the flames of the burning clock tower in the 1930s.
2. **QR code** for visitors to pick up and continue the trail.
3. **What's on** – an interactive calendar page where promotional artwork for upcoming events can be displayed under the month of the year they will be taking place. When the artwork is clicked on, visitors can see further information: title of show, age suitability, dates and how to book.

2b. Founders and foundations | AV3.2

Home screen presents two options to visitors: **Our Story + What's On**

Our story - *this space will introduce the architect Bryan Browning, the donors who made the building of the town hall possible and the vision for the Old Town Hall.*

1. **Donor pages:** profile pages for many of the 123 donors who donated funds to build the Old Town Hall in 1821 will be shared through a digital presentation of the donor board will allow visitors to click on a name to discover more about the person behind the name.
2. **Town clock:** a timeline of the clock restoration relying on images will trace its prominence, demise and restoration as well as sharing images of the clock mechanism restoration.
3. **What's on** – an interactive calendar page where promotional artwork for upcoming events can be displayed under the month of the year they will be taking place. When the artwork is clicked on, visitors can see further information: title of show, age suitability, dates and how to book.

2c. Retiring room | AV5.2

This was a private space where judges, jurors, or legal professionals could withdraw to discuss matters privately during a trial. As part of the arts centre, it will become a green room for performers and a place to explore the history of Old Town Hall for general visitors.

1. **Page turn** – allow visitors to explore articles detailing trials at Old Town Hall
2. **More information** – a tab that enables visitors to read and hear transcripts of articles alongside supporting additional interpretive.

2d. Audio recordings and edits of supplied material

Audio recordings – recording of 3 no. scripts provided by the client team. Allowance for 2 no. voice actors (one female, one male) to deliver multiple character voices. A sample script can be supplied if required to cost.

Audio edits – allowance for edit of 3 no. Audio clips of no more than 3 minutes, original material supplied by client.

2e. Lockdown software for tablets

3 no. interactive tablets and chargers will be lent to visitors for use in the building. We require software application to these tablets so that they can be securely locked down to the specific software specified for use in the building (Bloomberg Connects) and not provide access to internet use.

3. Assets Provided

- Adherence to Heritage Fund Digital Guidance is essential for this project: [Heritage Fund Digital Guidance Good Practice guide](#)
- Logos and branding (if applicable)
- Illustrated characters
- All text
- Archive imagery and pdfs
- Transcripts for audio recordings

The contractor is responsible for proposing a fully compliant, integrated AV solution. Suppliers are encouraged to recommend alternative or enhanced technical solutions where these improve performance, reliability, accessibility, or value, provided they meet or exceed the requirements outlined in this brief.

Any deviations from the stated specification must be clearly identified and justified within the tender submission.

4. Budget

- £15,000–£18,000 (ex VAT)

5. What to include in your tender proposal

5.1 Executive summary – a concise overview of the proposed solution and its key benefits.

5.2 Technical proposal

- Detailed technical specifications
- Accessibility features
- Integration requirements
- Security controls

5.3 Project plan & timeline (set against timeline outlined in the brief)

- Development phases
- Prototyping and testing schedule
- Training (if necessary)
- Delivery schedule

5.4 Quality Assurance and Testing

- Testing strategy
- Performance testing
- Security testing
- Bug-tracking and resolution processes

5.5 Licensing & Commercial Model – suppliers must provide:

- Licensing model
- Third-party dependencies
- Renewal terms
- Any usage-based pricing

5.6 Support, Warranty & Maintenance

- Warranty terms
- Service level agreements (SLAs)
- Maintenance schedules
- Support channels

5.7 Pricing Proposal

- Itemised cost breakdown
- Volume pricing
- Optional extras
- Warranty and support pricing

5.8 Company Profile & Experience

- Relevant case studies
- Key personnel
- References

6. Timeline & Milestones

- Start Date: September 2026
- Software outline approval: October 2026
- Initial layouts: November 2026
- Final Delivery: January 2026

8. Feedback & Revisions

- Revision Rounds: Up to 3 rounds
- Feedback Process: Via email or shared digital platform with tracked comments
- Turnaround Time: 3–5 working days per revision

7. Budget & Payment Terms

Payment Schedule:

- 20% project initiation
- 30% on approval of integrated animation
- 40% on installation and completion
- 10% retention for 6 months

9. Tender submission deadline – 09.09.26

10. Evaluation of tenders – tenders will be judged equally against the following criteria:

- 70% quality
- 30% price

With quality scoring based on:

- Quality and reliability 40%
- Supplier experience and capability 30%

- Compliance with technical requirements 20%
- Accessibility and usability 10%

11. Contact Information

- Project Lead: Philippa Potgieter Hurst
- Email & Phone: philippa@makethingshappendesign.com
- Preferred Communication: email and scheduled video calls