

V&A Dundee 2028

Access Consultant ITQ

September 2026

V&A

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Introduction

V&A Dundee is embarking on a major capital project known as V&A Dundee 2028 to transform visitor experience across its spectacular Kengo Kuma designed building and to mark the museum's 10th anniversary in 2028. The project will evolve from this extraordinary architectural context, celebrating the uniqueness of Kengo Kuma's only building in the UK. V&A Dundee has appointed Gibson Thornley Architects working with Studio Mutt to develop an innovative, dynamic, thoughtful and transformational approach to reimagine the museum's permanent Scottish Design Galleries, as well as creating a new, holistic approach to the visitor experience, retail and welcome moment in Locke Hall.

V&A Dundee Scotland's design museum was founded in partnership by V&A, University of Dundee, Abertay University, Dundee City Council and Scottish Enterprise with core funding from the Scottish Government. V&A Dundee holds a crucial role within the wider V&A family, reflecting its status as a globally significant museum recognised for its world-class collections and exhibitions programme. The UK Government are major supporters of V&A Dundee 2028.

The Access Consultant

V&A Dundee is seeking an Access Consultant with experience of providing design consultancy for museum, gallery, visitor attractions and/or cultural spaces. The consultant should also bring a good understanding of V&A Dundee's unique local context.

The consultant will advise the client, design team and consultants to ensure that V&A Dundee 2028 delivers the best possible experience for a broad range of visitors with different access needs, meeting the very highest standards in accessible museum design. The access consultant will support the client and design team to go above and beyond statutory requirements to create a truly inclusive experience. The consultant will use their technical and legislative knowledge, as well as an awareness of V&A Dundee's particular local context and our audiences to support the development of the project, assisting the design team to implement a creative and cost-effective access strategy at the heart of the design.

Project background

V&A Dundee opened in 2018 as a pivotal part of Dundee's regeneration, in a city with a population of around 150,000 people. V&A Dundee currently attracts 350,000 visitors per annum including 40,000 - 70,000 visitors to its paid exhibitions. Central to the museum's ongoing success and continuing contribution to regeneration is its ability to maintain and grow visitor numbers, which improves its business sustainability and impact in the city and beyond. The Scottish Design Galleries, ("SDG") form the largest part of the museum's free offer, which attracts 80% of visitors and are a crucial part of the visitor experience. Seven years of visitor and stakeholder feedback has shown the need to refresh and expand the scale and scope of the galleries to continue to meet, and surpass, visitor expectations. V&A Dundee must renew and expand the SDG to grow visitor numbers, build sustainable visitor income, improve visitor experience and access for all the Museum's audiences and communities.

In addition, museum learning, visitor feedback and satisfaction metrics have demonstrated there is a need to creatively rethink the use of space in the central atrium Locke Hall, working with the existing architecture to create a refreshed welcome, delivering distinct but porous zones for retail, seating, play and performance/events, as well as addressing current challenges with wayfinding. Visitors want to encounter objects and design stories sooner in their visit, so the project will explore how to bring the story of Scottish design into Locke Hall as well as re-imagining "Stories from the Building" – a display which uncovers the genesis of V&A Dundee and Kengo Kuma's building. The project will build on the success of design commissions in Locke Hall such as the kinetic suspended installation "Shylight" in 2025, to develop infrastructure to support future large-scale installations that capture our visitors' imaginations.

Project goals

We want to become

- A modern, meaningful and immersive museum experience, inspired by design from around the world
- Scotland's most welcoming place to reset, reconnect and reflect that offers learning and escape
- A place where design is enjoyable, and accessible for everyone, enriching everyday life across Dundee, Scotland and beyond.
- A national design museum that sparks joy, curiosity, creativity and champions design and designers
- A cultural home to discover new perspectives, enjoy time together and feel part of something from the everyday to the epic

V&A Dundee 2028 means we can

1. Transform the visitor experience so it feels richer, warmer, more playful, surprising, and inspiring
2. Grow love and loyalty by designing with and for audiences ensuring everyone finds something that speaks to them
3. Strengthen our reputation, reach and relevance to deepen our cultural, social and economic impacts
4. Increase our visitor numbers to grow and diversify our income
5. Re-energise our founder partnership, funding model and forge new local, national and international partnerships
6. Contribute to Dundee as a thriving creative and cultural centre and Scotland as a creative powerhouse

Approach to Access

Our Commitment

V&A Dundee aims to provide the widest possible access to its museum, exhibitions, activities and services to enable audiences from all sections of the community to enjoy use of the museum. As a design museum, we are committed to designing for all our audiences and providing a welcoming, accessible and engaging environment for everyone.

Our commitment is to consider access in everything that we do, building it into all planning for the future of the museum.

Recent estimates show that 16.8 million people in the UK have a disability, representing 25% of the territory's total population. However, in Scotland specifically, this figure increases to 28%. Dundee residents may be at an even higher risk of developing a chronic illness or disability, as almost 8% said that their general health was 'bad' or 'very bad.' This is notably worse than surrounding councils such as Fife (6.7%), Perth and Kinross (4.9%) and Angus (5.6%).

The most common type of disability people in Scotland reported having is physical disability (9.7%). This was followed by being D/deaf or having impaired hearing (7.1%), having a learning disability or developmental disorder (5.5%) and being blind or partially sighted (2.5%). On top of this, 21% of people have a long-term illness, disease or condition which requires treatment, such as epilepsy or diabetes.

Data taken from the Family Resources Survey 2024 and Scotland's Census 2022.

V&A Dundee recognises the importance of engaging with all people in our community and beyond, being accessible to all.

Our commitment to accessibility extends to our staff, volunteers, contract partners and interns as well as visitors.

We are committed to ongoing training in access for staff and volunteers.

Our Definition of Access

V&A Dundee believes that everyone has a fundamental right to engage with and enjoy our spaces and objects. However, we recognise that the museum has barriers to access and that our audience is a diverse group of people with a wide variety of needs.

At V&A Dundee we are committed to achieving equal access for all visitors, striving to remove barriers to access. This is an ongoing commitment, supported by an Access Group that has identified further changes that will be made, including as part of the 2028 capital project to reimagine the visitor welcome and Scottish Design Galleries.

We have identified that our main barriers to access may be:

- **Physical** – We recognise that physical barriers can prevent people from fully accessing and enjoying the museum experience. We aim to ensure that people with physical disabilities, older people, and those caring for others, including children and young people, can reach and appreciate all aspects of the museum.
- **Sensory** – We recognise that visitors with visual or hearing impairments, as well as neurodivergent visitors who may experience sensory overwhelm, can face barriers when engaging with our spaces. We aim to ensure that everyone can enjoy the museum's building, exhibitions and activities.
- **Intellectual** – We recognise that people have different learning styles and abilities. We will provide interpretation using a range of approaches and aim to ensure that people with learning difficulties can engage with and enjoy the museum and its collections.
- **Attitudinal** – We understand that people with access needs often encounter barriers created by attitudes and assumptions within the venues they visit. We recognise that staff attitudes play a vital role in ensuring everyone feels welcome, respected and safe. We are committed to fostering an inclusive culture and equipping staff with the

confidence and understanding needed to respond positively and appropriately to visitors with access needs.

- **Cultural** – We recognise that cultural and language differences can create barriers to access. We aim to consider the needs of people for whom English is not a first language, as well as those who may have limited knowledge of Scottish history, design and culture.
- **Financial** – We recognise that the ability to pay can be a barrier to access. We will seek to provide opportunities for people on lower incomes to access the museum and participate in its activities.

We are aware that other barriers to access may exist within the museum, on our website, en route to the museum and in the wider community and we will identify and take account of these in our planning wherever possible.

Project Access Ambitions

Improving our inclusivity to engage the widest audiences possible with design is integral to V&A Dundee's mission, vision and business priorities, and is therefore a core objective of the V&A Dundee 2028 Capital Project.

For major cultural institutions such as V&A Dundee, this context underscores the importance of embedding accessibility and inclusion across physical spaces, digital platforms, interpretation materials, and public programming. Ensuring that disabled and neurodivergent visitors can navigate, participate, and engage fully is not only a matter of compliance but a fundamental requirement for meaningful community relevance and equitable cultural access.

The project will transform the accessibility of our permanent gallery and visitor experience offer, making V&A Dundee an example of best practice in accessible museum design. The makeup of our local audience provides context for this ambition: Dundee locals report living with a disproportionately high rate of conditions that affect their mobility, sensory processing, cognition and daily functioning compared to those in other parts of the country.

The ethos of this project is that all forms of disabilities, impairments and neurodivergence are part of the inherent variety of the human experience. Barriers to access are not. V&A Dundee has the power to choose to remove those barriers, and this project marks an unmissable opportunity for us to do so. By embodying accessibility and inclusivity as a design principle, this project will increase the profile of Disabled people at V&A Dundee, through celebrating Disabled designers, makers and inventors as well as increasing accessibility for visitors and staff.

The design should therefore provide full access (physical, sensory, intellectual) to the objects, stories, interpretation and experiences, complying at all times with statutory regulations.

We expect the content, design and build of this project to go far beyond the minimum statutory requirements outlined above, working in consultation with Disabled and neurodivergent people to implement the very highest standards in accessible museum design.

Access Consultant Scope of Services

V&A Dundee require an Access consultant to work with the client and Project design team to achieve the following:

General

- 1.1 The Consultant will advise the Client, Design team and other consultants to ensure that the museum is accessible to a wide range of users. This advice will include, but is not limited to, ensuring access for people with hearing, sight or mobility impairments, cognitive or learning disabilities, and neurodiverse people.
- 1.2 The Consultant will be required to lead the accessibility strategy of the project including, but not limited to, advising the design and content teams on the following disciplines on behalf of the Client for the duration of the contract.
 1. Architectural, Exhibition, Retail and Visitor Experience Design
 - Physical layout and circulation
 - Graphics
 - Lighting
 - Colour and finishes
 - Acoustics
 - Seating
 - Audio-visual and multimedia
 - Hands-on interactives
 - Tactile displays
 - Audio-description
 - Immersive experiences including multisensory environments
 - Information & Communications Technology (ICT)
 - Showcase and object layout
 2. Text – the approach, layering, readability, cognitive inclusivity
 3. Mechanical and multimedia interactives
 4. Directional signage
 5. Physical aids to assist people with particular disabilities
 6. Learning and engagement programmes
 7. Visitor welcome and services provided
 8. Escape and evacuation procedures for disabled people
 9. Use of materials and finishes on non-gallery and gallery elements
- 1.3 The Consultant will be responsible for preparing and issuing to the Client and Project Manager an Access Strategy document for submission to Building Control.
- 1.4 The Consultant will be responsible for preparing and issuing to the Client an access statement as part of a Design and Access statement which will form part of the building warrant application.

- 1.5 Advise the Client, designers and consultants about the legal requirements of the Equality Act 2010 and other relevant legislation to ensure that V&A Dundee conforms to all legislation relating to disabled people
- 1.6 Where applicable, co-operate with and pass information to the Principal Designer in relation to CDM 2015.
- 1.7 Advise the client, designers and consultants to ensure the design delivers the best possible experience for disabled visitors, meeting the very highest standards in accessible museum design
- 1.8 The museum is open to proposals on how best to design and conduct the access consultation. We would expect that there would be different methods involved, depending on the elements evaluated and the specified target audiences. The Access Consultant is to advise on the most appropriate method.
- 1.9 The Access Consultant is to liaise with V&A Dundee's Capital Project Manager, Head of Visitor Experience, and Director of Audiences and Media, as well as the V&A Dundee Access Group to ensure consistency with access policies, the audience strategy and the implementation of findings.
- 1.10 Provide the design teams with information for plans and other documents that are necessary to obtain Building Control Approval, HM Fire Service Inspectorate approval and all other Statutory Authorities approvals for the designed works and Exhibition installation

RIBA Stage 2 Concept Design Period (– November 2026)

- 1.11 Review the client's Exhibition Design Access guidelines, ensuring they represent full statutory compliance as well as best practice for accessible museum and gallery display and visitor experience
- 1.12 The Consultant will attend an initial meeting with the Client to establish the Client's requirements for accessibility strategies for the project.
- 1.13 The Consultant will attend design workshop meetings to discuss the accessibility strategies and principles with the design team and Client
- 1.14 The Consultant will review the design proposals and provide accessibility advice to the Design teams, including an accessible text and graphics approach, to assist with the design development.
- 1.15 The Consultant will advise the Client and Design teams on intellectual, physical and sensory access issues associated with proposed multimedia and mechanical installations.

- 1.16 The Consultant will attend the end stage presentation and will review the Concept design and issue written accessibility related comments, concerns and suggestions to the project team
- 1.17 The Consultant will be responsible for preparing and issuing to the Client, Design teams and Project Manager a Draft Access Strategy document, highlighting any intellectual, physical and sensory access issues arising from the Concept Design
- 1.18 Assist the Client in establishing and facilitating a small consultative group of local Disabled people.

RIBA Stage 3 Spatial Design Period (November 2026 – March 2026 TBC)

- 3.1 The Consultant will attend design workshop meetings to discuss the accessibility strategies and principles with the design team and Client
- 3.2 The Consultant will review the design proposals and provide accessibility advice to the Design teams, including an accessible text and graphics approach, to assist with the design development.
- 3.3 The Consultant will attend the mid and end stage presentation and will review the developed design and issue written accessibility related comments, concerns and suggestions to the Client and the Project Manager.
- 3.4 The Consultant will attend meetings with the Design teams and the Client as required.
- 3.5 Advise the Client, and Design Team on, and suggest creative, cost-effective solutions for the intellectual, physical and sensory access issues associated with:
 - Exhibit/showcase layouts
 - Graphic design
 - Any proposed AV and multimedia installations
 - The extent of Acoustic attenuation required
 - The design proposals for specialist lighting installation
 - The design proposals for any other forms of specialist display technique that may be proposed
 - Design proposals for any multimedia and mechanical interactives
 - Design proposals for other digital products
 - Design proposals for other large scale immersive experiences
 - Room layout and fixed furniture
 - Flooring
 - Colour selection
 - Temperature
- 3.6 The Consultant will be responsible for preparing and issuing to the Client a Design and Access statement which will form part of the building warrant application.

RIBA Stage 4 Technical Design Period (April 2027 – November 2027 TBC)

- 4.1 The Consultant will attend the mid and end stage presentation and will review the technical design and issue written accessibility related comments and concerns to the Client and the Project Manager.
- 4.2 The Consultant will attend meetings with the Design teams and the Client as required.
- 4.3 The Consultant will be responsible for preparing and issuing to the Client and Project Manager a Final Access Strategy document for submission to Building Control.

RIBA Stage 5 Construction Period (Winter 2027 – Spring 2028 TBC)

- 5.1 Answer any practical queries that may arise during construction and installation of the gallery and non-gallery spaces.

ITQ Instructions

All submissions should be submitted electronically to Verity Bridge, Capital Project Manager verity.bridge@vandadundee.org by **9am 2 October 2026**

Please submit the following as part of your proposal

1. An itemised fee proposal
2. Proposed draw down schedule for payment of the fee
3. Quality Response to Questions 1 – 4 below, formatted as a single PDF document
4. Confirmation that you hold the required levels of insurance

1. Provide details of two examples of previous experience undertaking a similar role within a museum, gallery or cultural setting (maximum 1 A4 side per example)	40%
2. Provide your approach and methodology to delivering the services required for the project, including the following (maximum 2 A4 sides) • How you will create a successful relationship with the client • How you will work successfully with the design team	10%
3. Outline your approach to supporting the client and design team to ensure that Disabled people are consulted in the design development process (maximum 2 A4 sides)	10%
4. Detail your approach to your first 6 weeks in the role if awarded the contract (Maximum 1 A4 side)	10%
5. Price – please submit an itemised fee proposal	30%

Interviews

The highest scoring quotes may be invited to interview, to clarify details of their proposal. These are likely to take place in the **w/c 5th or 12th October 2026**

Clarifications

Please direct any queries or requests for clarification to Pip Mitchell, Capital Project Officer pip.mitchell@vandadundee.org before **12 noon, 23 September 2026**

Site visits

Suppliers are welcome to visit the site at any time during museum opening hours, 10-5pm daily. All areas within the scope of the project are currently open to the public. Information about accessing the building can be found here <https://www.vam.ac.uk/dundee/info/accessibility>

Evaluation

The scoring methodology that will be applied to assess the tender responses is below:

4	Excellent response demonstrating clear understanding and comprehensive ability to fulfil requirements, outlining added value, innovation and is equal to or improves on the specification.
3	Good response providing clear evidence of understanding and compliance and may evidence some elements of innovation.
2	Average response providing some indication of understanding and compliance.
1	Minimal or poor response providing little evidence of understanding or compliance.
0	Nil or inadequate response with little or no understanding of requirement or evidence of compliance.

The Tender Evaluation panel will be:

- Verity Bridge, Capital Project Manager
- TBC
- TBC

Appendix 1 DDL Standard Terms of Contract

Project Information

Project Summary



The

project will address the following areas, within two major work strands; the Scottish Design Galleries and Visitor Experience & Retail in Locke Hall.

- The Scottish Design Galleries
- Locke Hall
- Locke Hall Retail
- The “Cold Catch” (i.e. entrance vestibule) .

Scope of Project

1. Basebuild

Extension of SDG and relocation of entrance & exit

A key ambition of the project involves the extension of the Scottish Design Galleries into the Upper Foyer, and the relocation of the entrance and exit of the galleries. This is expected to involve alterations to existing fire safety installations, security installations and to the existing raised access floor.

Structural alterations

The project is expected to involve alterations to existing internal walls and partitions, and internal doors in the Scottish Design Galleries. Temporary structural works may be required to facilitate demolition.

Structural works may also be required in Locke Hall to facilitate new events seating and infrastructure to suspend or otherwise support monumental/architectural object display.

Structural works may be required in the Cold Catch associated with possible changes to the external door.

Mechanical and Electrical Alterations

Removal or modification of existing electrical and mechanical services, and some installation of new mechanical and electrical services is expected to be required across all areas within the project scope to facilitate the new designs.

2. Fit-out

Scottish Design Galleries

- All networks and display furniture
- Showcases, included new showcases and repurposing of existing showcases
- Lighting, including showcase lighting
- Graphics and graphics holders in line with the V&A brand guidelines
- Graphic artworking
- Digital media
- Hands-on and hybrid interactives
- Accessibility for a range of disability and mobility needs
- Finishes

Visitor Experience and Retail

- All visitor experience and retail furniture, fixtures and fittings
- Wayfinding and signage
- Graphic artworking in line with the V&A brand guidelines
- Lighting, including object and showcase lighting
- Mounting infrastructure for suspended objects
- Digital media
- Hands-on and hybrid interactives
- Accessibility for a range of disability and mobility needs
- Finishes

3. Exclusions

The following areas are not within the scope of the project or budget:

- Major structural interventions
- Major changes to air handling services
- Extensive upgrades to power and data

Indicative Programme

The indicative programme for the project is as follows:

RIBA Stage 2 – Concept Design	1 July 2026 – November 2026
RIBA Stage 3 – Spatial Design	November 2026 – March 2027
RIBA Stage 4 – Technical Design	April 2027 – November 2027

Main Contractor Procurement	Summer 2027 – Winter 2027
Construction	Winter 2027 – Spring 2028
Handover	Spring 2028 – Summer 2028

Statutory Permissions

The project will be subject to Landlord Consent from V&A Dundee's landlord, Dundee City Council and will be subject to a Building Warrant application. It is not anticipated that the project will require Planning Permission.

Insurances

The access consultant will be required to maintain a minimum of £1m PI, £1m PL and £5m employers' insurance for the duration of the contract.

Project Team

Professional Team

The professional team will be made up of the following:

- External Project Manager (Turner & Townsend)
- Contract Administrator (Turner & Townsend)
- Quantity Surveyor/Cost Consultant (Turner & Townsend)
- Access Consultant (this brief)
- Consultant Fire Engineer (to be appointed)

Design Team

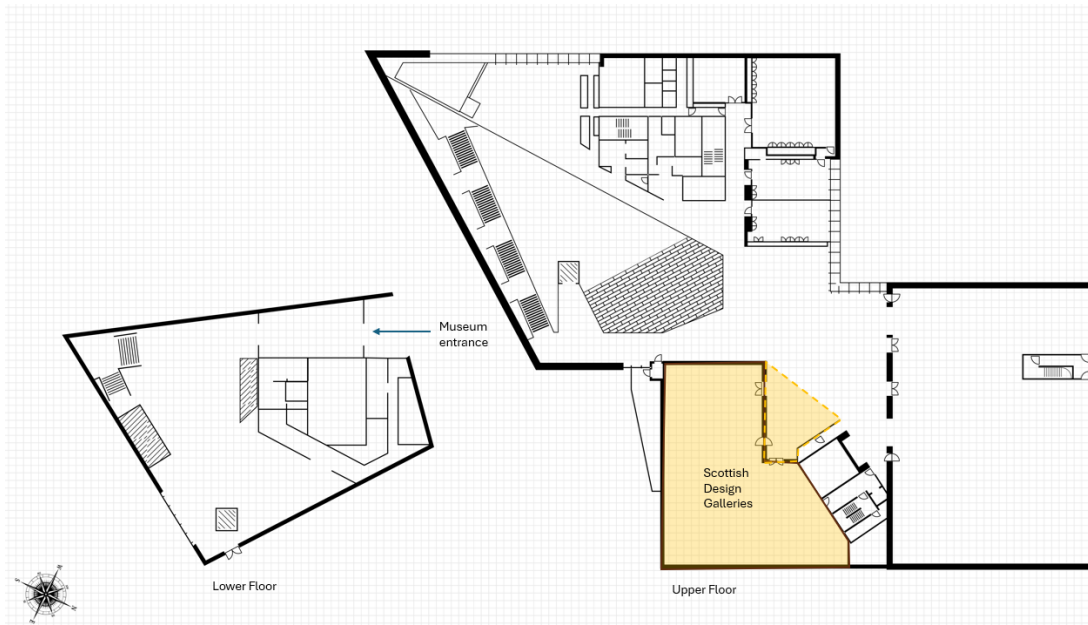
V&A Dundee have appointed Gibson Thornley Architects as lead designer, convening a multi-disciplinary team as follows:

Design Team	Services
Gibson Thornley	Lead Designer Principal Designer (CDM 2015) 3D/Spatial Design (Scottish Design Galleries)
Studio Mutt	3D/Spatial design (Visitor Experience & Retail)
O Street	2D/Graphic Design
Structure Workshop	Structural Engineering
Harley Haddow	M&E Design
Michael Grubb Studio	Lighting Design
The Story Engineers	AV Hardware & AV Software Consultant
Sandy Brown Associates	Acoustic Design

Project Areas in Detail

The Scottish Design Galleries (530m²)

The Space



The Scottish design Galleries, currently 530m², are located on the upper floor of the building. Currently the entrance and exit are on the North West side. The dotted line in the simplified plan above indicates the potential site of an 80m² extension of the gallery into the Upper Foyer. The ambition of the project is to relocate the entrance of the gallery onto the South West wall, visible from the lower floor of Locke Hall, the staircase and café - creating a larger welcoming entrance with display windows on the South West wall.

Vision

The galleries will celebrate Scotland's creative spirit through design, bringing design to life by sharing iconic and surprising stories from Scotland and its impact in the world. They will be welcoming, joyful, inspiring and inclusive– the exhibition design should establish a strong sense of arrival and create an environment with a sense wonder where visitors can journey through the galleries as stories reveal themselves. Visitors will be able to engage with the galleries through conversation and activity, and through moments of rest and contemplation. From every location across the gallery, we want visitors to be able to easily find a place where you can make and do, listen and touch as well as look, read and learn. The galleries will open up new perspectives on Scottish design, bringing in fresh and exciting voices through the interpretation. The content and design will work in tandem to create an immersive, 3-dimensional narrative environment that invites our visitors to discover the unexpected; beneath their feet, above their heads, through touch and sound.

Objectives

1. Expand SDG floorspace by approx. 80m²

Increased footprint will utilise existing first floor space in the museum's Upper Foyer improving visibility and access and V&A Dundee's ability to display world class loans from collections like the V&As. The expanded space will allow for improved and innovative exhibition design, more objects, impactful exhibits and interactive displays, increasing visitor satisfaction.

2. Transform the Scottish Design Galleries

Interventions in the SDG space will reimagine the gallery and involve a range of curatorial and display tools including but not limited to interactive and digital elements, new loans and commissions and improved storytelling and interpretation. The aim is to tell a wider range of Scottish design stories and allow for deeper engagement with a wide range of audiences including improved offers for young people and families. It is hoped there will be opportunity to consider a three-dimensional approach to the gallery design and display of objects, such as embedding objects within walls or within the flooring, while experimenting with the heights of displays and accessible object viewpoints, while considering a range of audience access needs.

3. Relocate SDG entrance, improve wayfinding and gallery branding

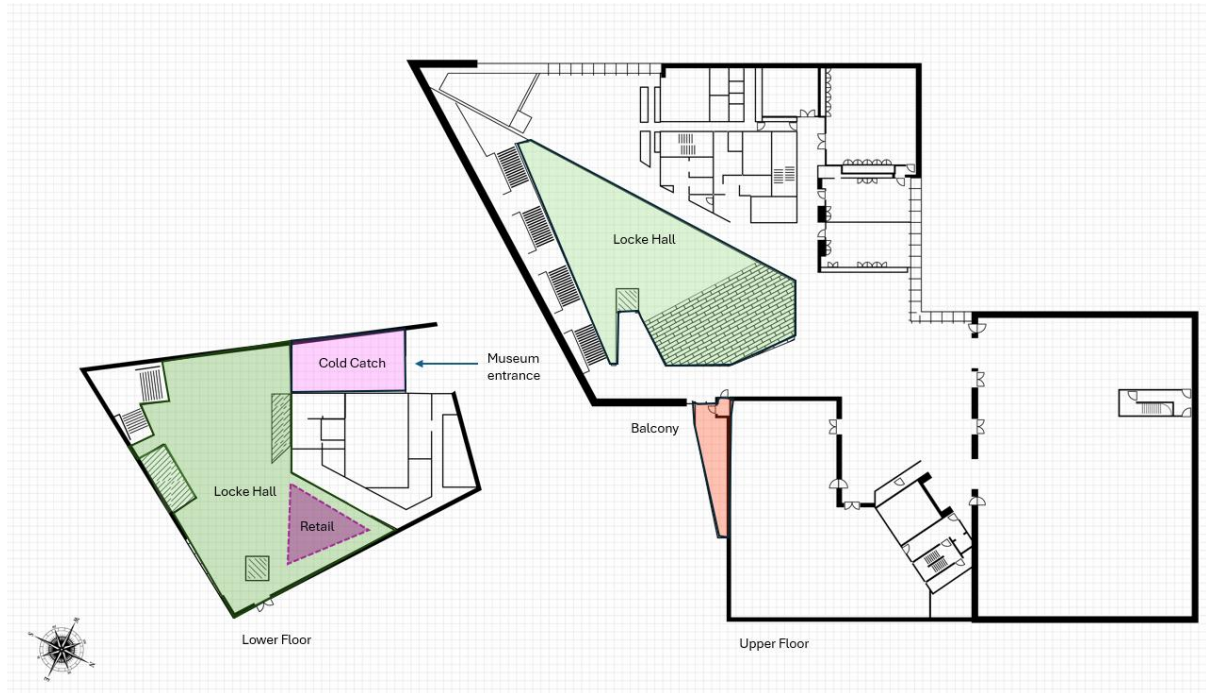
Clearer navigation for visitors into the SDG from the main museum entrance will be achieved by moving the SDG entrance to a more visible location and by improving internal signage and visitor journey. As well as changing its location, the new entrance will also be designed in an impactful way that is highly visible and welcoming, inviting visitors to step in, thus increasing footfall. The entrance experience on the first floor will evoke the intrigue and excitement of a department-store window, enticing visitors towards the gallery.

4. Create an active learning environment

The galleries will be an active learning environment which will feel welcoming and 'non stuffy'. They will encourage and facilitate in-depth reflection, discussion and teaching, surrounded by the collections. Getting hands-on within galleries is a key component to ensure Learners of all ages respond to the collection rather than just looking. The design needs to engender these behaviours and allow for learning programming to happen within the spaces, both formal and informal. 'Pockets' of space should be integrated into the design to allow for the gathering of groups (tours, school groups etc. of c. 15 people) within the galleries in a comfortable manner, with clear sightlines to the object displays. These should be treated in a holistic way to ensure they can be included in an effective manner without impeding the flow and access of other visitors within the galleries.

Visitor Experience (Cold Catch & Locke Hall)

The Spaces



This work strand encompasses the “Cold Catch” and Locke Hall.

Vision

The project will evolve our landmark welcome moment. The entrance and “Cold Catch” will act as powerful invitations, combining bold visuals with digital elements that reflect Scotland’s vibrant design culture. Visitors to Locke Hall will understand V&A Dundee’s mission and purpose as Scotland’s design museum. They will feel comfortable and confident, emboldened to direct their own experience through the space, find the information they need to plan their visit and feel welcomed by our knowledgeable Visitor Assistants. They will navigate assuredly between arrival and exit and places to interact, play, learn and relax to find the visitor journey that fulfils their needs.

The new design will work with Kengo Kuma’s cathedral-like architecture, proposing striking new interventions that play with scale to bridge the monumental and the human. The project will push the boundaries of the building’s capacity to display more objects and to be activated (e.g. through seating), while using opportunities such as doorways and windows to punctuate the visitor experience.

At the same time the spaces need to be practical, ensuring the Cold Catch works harder to keep the building warm, that visitor assistants can fulfil all aspects of their roles, that the design and layout helps income targets to be met and that the space works as an entrance and an exit, encouraging visitors to explore more of Dundee and return to V&A Dundee in the future.

Retail

The Space



The current shop occupies approximately 90m² at the North West side of Locke Hall, adjacent to the cloakroom and toilets. It is made up predominately of table-height moveable furniture, which due to the location within Locke Hall, has to be removed on a semi-regular basis to facilitate events hosted in the hall.

Vision

V&A Dundee 2028 will deliver a transformed retail environment within Locke Hall that will surprise, delight and amuse our visitors. We want the shop to be a design destination, comfortable and confident within the re-imagined Visitor Experience offer. A distinct design language and clever zoning will ensure that visitors can easily understand where the shop begins and ends. The new retail offer will employ a modular display system, ensuring we can easily create fresh, exciting product displays to respond to our changing public programme. The new design will help us to increase footfall and income.

Objectives

1. Re-consider the location of the shop to find a more permanent home in Locke Hall

Through holistic consideration of the visitor experience in Locke Hall, and how our Visitor Assistants and retail team use the whole space, the project will create a more permanent and distinctive retail area that clearly communicates its purpose to visitors.

2. Visual identity & impact

The shop will be inspiring and enticing, designed for visual impact,

with a clearly defined visual identity as a destination store for Scottish design. We will utilise the available height and wall space to create the impression of abundance. There will be much better provision for the display of prints in particular.

3. Retail theatre

Customisable floor fixtures and a modular, flexible display system will enable us to create captivating moments for retail theatre and playful pop-ups to showcase new product launches that celebrate new events and exhibitions.

4. Better storage

The new retail offer will use limited space creatively in order to provide improved, lockable storage on the shop floor.

5. A distinctive, multi-purpose cash desk

The new shop will feature a distinctively designed, accessible cash desk that customers can easily identify, while also providing essential storage and wrap surface.

Audiences

V&A Dundee holds a lot of information about its visitors, from pre-opening market studies estimating visitor expectations and demand, to monthly tracking studies in the museum. This information is used to understand our visitors better and used to inform planning processes underpinned by data to demonstrate progress.

Over the past 8 months V&A Dundee has worked with audience consultancy Fly a Kite on a new study which underpins our approach to transforming the visitor experience, growing love and loyalty and increasing visitor numbers. We are putting our audiences at the heart of decision making, drawing information from multiple sources to inform decisions and understanding better than ever what expectations our visitors have from a visit to V&A Dundee.

The Fly a Kite study was commissioned specially to prepare for the V&A Dundee 2028 project and has included staff workshops, stakeholder interviews, analysis of all our existing audience insight, a new Scotland wide omnibus survey and focus groups in the museum.

This work has resulted in new Audience Mindsets, clarifying differences in motivation from those who want a shared nice day out, to those who want to dive deeper into understanding the world we live in, to those who want an immersive hands-on experience, to those looking for relatable nostalgia and sense of fun. All visitors want an emotional connection and outcome from their visit.

In the last 3 years V&A Dundee has commissioned 2 access audits from Design for Everyone and Porphura, and has worked closely with DisOrdinary Architecture to develop the Design and Disability exhibition at V&A Dundee. These consultants have changed how we work but there is much more to be done to make V&A Dundee accessible and engaging for the broader community.

Design Thinking

Design thinking shapes the way we work and create at V&A Dundee.

Design has the potential and the power to improve lives and places in countless ways, including giving people the agency, skills and confidence to change the world around them.

Design is not simply about aesthetics or objects; it is a tool for empowerment and social change. When embedded thoughtfully into communities, design can help people shape the environments they live, work and learn in, ensuring that places reflect shared values and lived experiences.

V&A Dundee's design principles are:

- People-centred
- Innovative
- Relevant
- Inclusive

V&A Dundee's design principles when practically applied allow an equity of voices to be heard, understood and acted upon. Co-design principles are essential when designing for our audiences. If the extreme users' needs are applied to the final design, then the widest range of audience members' needs will be met.

Equality, Equity and Diversity

V&A Dundee and its Scottish Design Galleries are for everyone, open for audiences to visit for free. The current SDG have allowed V&A Dundee to reflect on and address key museum sector priorities across decolonisation, equalities and inclusion. This project to reimagine the galleries will present an incredible opportunity to further widen and diversify the stories, collections and designers represented in the Museum and improve accessibility. V&A Dundee has an EDI strategy and works to embed this across all areas of its operation. V&A Dundee is part of the Museum Transformers Programme, Delivering Change, (led by Museums Galleries Scotland) which works to promote access to communities often excluded from culture focusing on themes of anti-racism and anti-ableism, and is a LGBTQ+ Silver Charter accredited organisation. This project is another opportunity to improve physical accessibility, offering diverse communication methods, and creating inclusive programming and sensory experiences.

Environmental Sustainability

V&A Dundee has worked with sustainability charity Julie's Bicycle to produce a plan for decarbonisation and sustainable programme delivery which we implement at every stage of exhibition design, build and decommissioning to improve sustainability and reduce our carbon footprint.

The Museum itself, built in 2018, is built to be more sustainable by design:

- **Energy Efficiency:** The building uses a combination of ground source and air source heat pumps for heating and cooling. Thirty boreholes, each 200 meters deep, harness the earth's natural heat, while additional air source heat pumps on the roof supplement this system.
- **Thermal Mass:** The structure is primarily made of reinforced concrete, which has a high thermal mass. This means it can absorb and store heat, helping to maintain a stable internal temperature and reduce the need for additional heating and cooling.
- **Natural Ventilation:** The design includes natural ventilation systems to minimize the reliance on mechanical air circulation, further reducing energy consumption.
- **Building Management System (BMS):** The BMS continuously monitors and adjusts the building's systems based on internal and external conditions, optimizing energy use and maintaining ideal environmental conditions for the exhibits.

These features collectively contribute to the V&A Dundee's goal of being an environmentally conscious and sustainable museum for the 21st century.

Appendix A – Conditions of Contract for the Purchase of Goods and Services

1. Definitions

- 1.1. In these terms and conditions (the “**Conditions**”) between the recipient of the Purchase Order (the “**Supplier**”) and DESIGN DUNDEE LIMITED, a company incorporated under the Companies Acts with Company Number SC370598 whose registered office is at Whitehall House, 33 Yeaman Shore, Dundee, DD1 4BJ (the “**Purchaser**”), the words and expressions defined in the Schedule appended to these Conditions shall have the meanings set out there unless the context otherwise requires.
- 1.2. In interpreting these Conditions: (i) headings are for ease of reference only and shall not affect the construction of these Conditions; and (ii) where reference is made to a statutory provision this includes any statutory provision which amends, extends, consolidates or replaces the same or which has been amended, extended, consolidated or replaced by the same and any orders, regulations or other delegated or subordinate legislation made from time to time under it.

2. Basis of Purchase

- 2.1. The details of the Goods and Services are set out in the Purchase Order. The Purchaser agrees to purchase the Goods and/or Services as set out in the Purchase Order subject to these Conditions. The Supplier will be deemed to have agreed to provide the Goods and/or Services as set out in the Purchase Order subject to these Conditions on the earlier of the Supplier: (i) confirming to the Purchaser in writing or via email that it accepts the Contract; or (ii) beginning work on the performance of the Contract.
- 2.2. These Conditions shall apply to the Contract to the exclusion of any other terms and conditions put forward at any time by the Supplier.
- 2.3. Requests to vary the Contract must be submitted to the other party in writing. The Contract shall only be varied with the written agreement of both parties. Such written agreement may be via email.

3. Specifications and Quality

- 3.1. The Supplier shall comply with all relevant laws applicable to the Goods and/ or Services (including, without limitation, those relating to bribery, tax evasion, anti-slavery, human trafficking and health and safety). The Supplier shall pay all of its employees, agents and contractors, and shall procure that any subcontractor pays its employees, agents and contractors, at least the minimum national living wage. Any breach of this Condition 3.1 shall constitute a material breach of the Contract, and the Purchaser shall be able to terminate the Contract immediately on written notice. The Supplier shall indemnify the Purchaser against all actions, suits, claims, demands, losses, charges, costs and expenses which the Purchaser may suffer or incur as a result of or in connection with any breach of this Condition 3.1.
- 3.2. The Supplier warrants that, on delivery and for a period of 12 months from the date of delivery (the “**Warranty Period**”), the Goods shall: (i) conform in all respects with the Purchase Order and these Conditions; (ii) be free from defects in design, material and workmanship; (iii) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and (iv) be fit for any purpose that the Goods in question are commonly used for, any purpose held out by the Supplier, and any purpose made known to the Supplier by the Purchaser (whether expressly or impliedly).
- 3.3. The Supplier warrants that the Services shall be supplied: (i) to the Purchaser in accordance with the Purchase Order and these Conditions; (ii) using all due care and skill; (iii) using suitable experienced personnel who carry out their duties with due diligence and in accordance with good industry practice, using materials

of good construction and adequate strength which are free from defects in design, materials and workmanship; and (iv) using any individuals named in the Purchase Order as key personnel.

- 3.4. The Goods shall be delivered to, and the Services shall be performed at, the address specified in the Purchase Order during the Purchaser's usual business hours. Goods will be installed as specified in the Purchase Order. Any access to Premises and any labour and equipment that may be provided by the Purchaser shall be provided without acceptance by the Purchaser of any liability whatsoever. The Supplier shall indemnify the Purchaser in respect of any actions, suits, claims, demands losses, charges, costs and expenses which the Purchaser may suffer or incur as a result of or in connection with any damage, death or injury occurring in the course of delivery or installation to the extent that any such damage, death or injury is attributable to any act or omission of the Supplier.
- 3.5. The Supplier shall ensure that the delivery of Goods and performance of Services is completed by the relevant date(s) or milestone(s) contained in the Purchase Order or, where no date is specified, such date as the Purchaser may reasonably specify. Time is of the essence in respect of the Supplier's delivery of Goods and performance of Services under the Contract. If the Goods and/or Services are to be supplied instalments the Contract will be treated as a single contract and not severable. Failure by the Supplier to deliver any one instalment on time or at all, or any defect in an instalment shall entitle the Purchaser to the remedies set out at Conditions 4.2, 4.3, 10.2 and 10.7.
- 3.6. The Supplier shall ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry its obligations under the Contract.
- 3.7. The Supplier shall comply with all applicable law, including, without limitation, the relevant provisions in the Bribery Act 2010 and the Equality Act 2010.
- 3.8. The Supplier shall, at all times during the performance of its obligations under the Contract and for a period of ten (10) years thereafter, maintain written records to demonstrate its compliance with the Contract, and promptly provide copies of such records to the Purchaser on request.
- 4. Property, risk and the right of rejection**
- 4.1. Property and risk in the Goods shall pass to the Purchaser immediately after delivery has been satisfactorily effected, provided that such passing of property and risk shall not prejudice either the Purchaser's right to reject the Goods or any other rights that the Purchaser may have under the Contract. Notwithstanding the foregoing, where advance or progress payments are made by the Purchaser, property, but not risk, shall pass to the Purchaser as soon as the first of such advance or progress payment(s) has been made.
- 4.2. The Purchaser shall, without limiting its other rights and remedies, be entitled to reject any Goods which are not in accordance with the Contract, and shall not be deemed to have accepted any Goods until the Purchaser has had a reasonable time to inspect them following delivery or, in the case of a latent defect, within a reasonable time after the latent defect has become available. The making of payment (either in whole or in part) shall not prejudice the Purchaser's right of rejection. Upon rejection property and risk in the rejected Goods shall revert to the Supplier. Any Goods rejected by the Purchaser as described in this Condition 4.2 shall be returned to the Supplier at the Supplier's risk and expense.
- 4.3. Where Goods are rejected pursuant to Condition 4.2, the Purchaser may either, at its sole discretion and without prejudice to any other rights and remedies that might be available to it, claim a refund in respect of the rejected Goods or afford the Supplier reasonable opportunity to replace rejected Goods with Goods which conform in all respects to the requirements specified in the Contract.

- 4.4. On receipt of notice from the Purchaser that the Purchaser has rejected the Goods and is claiming a refund, the Supplier shall pay to the Purchaser in full any amounts paid by the Purchaser in respect of rejected Goods.

5. Price and payment

- 5.1 The price of the Goods and/ or Services (the “**Price**”) shall be as stated in the Purchase Order and, unless expressly agreed otherwise, all prices shall be: (i) exclusive of any applicable value added tax (“VAT”) (which shall be payable by the Purchaser subject to receipt of a VAT invoice); (ii) inclusive of all charges for packaging, shipping, insurance and delivery; (iii) inclusive of all duties, imposts or levies other than VAT; and (iv) fixed and not subject to any increase (whether due to inflation, increased exchange rates or otherwise) without the Purchaser’s written consent.
- 5.2 The Supplier shall raise invoices in accordance with the invoice timetable contained in the Purchase Order. Where no such invoice timetable is contained in the Purchase Order, the Supplier shall invoice for the Price in full on completion of all of its obligations under the Contract.
- 5.3 Provided the Goods and/ or Services have been supplied in compliance with the Contract then, unless otherwise agreed, payment shall be made by the Purchaser 30 days after a valid invoice is received.
- 5.4 The Purchaser may at any time, without limiting any of its other rights or remedies, set off any liability of the Supplier to the Purchaser against any liability of the Purchaser to the Supplier.

6. Intellectual Property Rights

- 6.1 The Supplier shall indemnify and keep indemnified the Purchaser in full and on demand against all liabilities, damages, actions, suits, claims, demands, losses, charges, costs and expenses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional cost and expenses) which the Purchaser may suffer or incur as a result of or in connection with any claim made against the Purchaser that its receipt and/ or use of the Goods and/ or Services infringes or allegedly infringes the Intellectual Property Rights of any third party.
- 6.2 Where the Services include the creation, development or otherwise of Intellectual Property Rights by the Supplier, the Purchaser shall own all such Intellectual Property Rights. The Supplier hereby assigns to the Purchaser absolutely with full title guarantee all its property, right, title and interest in such Intellectual Property Rights, including: (i) all statutory and common law rights (including but not limited to the right to bring, make, oppose, defend, appeal proceedings, claims or actions and obtain relief in respect of any infringement); (ii) the absolute entitlement to any registration of the Intellectual Property Rights; and (iii) all goodwill attaching to the Intellectual Property Rights. At the request of the Purchaser, the Supplier shall execute and deliver all such further documents and forms and perform such acts as may be required for the purpose of giving full effect to this Condition.
- 6.3 The Supplier acknowledges that all materials, equipment and tools, drawings, specifications and data supplied by the Purchaser to the Supplier (“**Purchaser Materials**”) and all rights in the Purchaser Materials are and shall remain the exclusive property of the Purchaser. The Supplier shall keep the Purchaser Materials in safe custody at its own risk, maintain them in good condition until returned to the Purchaser and not dispose or use the same other than in accordance with the Purchaser’s written instructions or authorisation.
- 6.4 This Condition 6 shall survive termination of the Contract.

7. Confidential Information & Data Protection

- 7.1. The Supplier shall keep all information provided by the Purchaser, its employees or agents in strict confidence. The Supplier shall only disclose such confidential information to those of its employees and agents who need to know it for the purposes of fulfilling the Contract, and shall ensure that such employees and agents comply with the obligations set out in this Condition as though they were a party to the Contract. If the Supplier is required to disclose the confidential information by law, any governmental or regulatory authority or by a court of competent jurisdiction, the Supplier must first inform the Purchaser of the legal or regulatory requirement and give the Purchaser an opportunity to object or challenge the requirement, unless the law prohibits such notice.
- 7.2. Both parties will comply with all applicable requirements of any applicable law or regulation relating to privacy and/or personal data, including, without limitation, the Data Protection Act 2018, Regulation (EU) 2016/679 General Data Protection Regulation (and any retained UK law version of such Regulation). The parties do not intend that data capable of identifying any living individual shall be shared or otherwise processed in connection with the Contract. If, however, it subsequently becomes necessary for such data to be shared or processed, the parties shall enter into a legally compliant written agreement relating to such sharing or processing, and shall not share or otherwise process any personal data until the written agreement is signed by both parties.
- 7.3. This Condition 7 shall survive termination of the Contract.

8. Spares, Usage and Storage

- 8.1. Without prejudice to any rights that the Purchaser may have under the Contract or by statute, common law or otherwise, the Supplier shall, promptly at the request of the Purchaser during the Warranty Period, supply and fit, free of charge, new spare parts required for the purposes of repair of the Goods.
- 8.2. The Supplier shall ensure that adequate instruction (including operation and maintenance instruction) is given to the Purchaser to ensure proper use and storage requirements of the Goods. The Purchaser's rights, whether under the Contract or by statute, common law or otherwise, will not be prejudiced simply by the Supplier's specification of a supposed life expectancy of any item.

9. Indemnity

- 9.1 Without prejudice to any rights or remedies of the Purchaser, the Supplier shall indemnify and keep indemnified the Purchaser in full and on demand against all liabilities, damages, actions, suits, claims, demands, losses, charges, costs and expenses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional cost and expenses) which the Purchaser may suffer, or incur, as a result of, or in connection with:
- 9.1.1. any damage to the Purchaser's and third parties' properties, or in respect of any injury (whether fatal or otherwise) to any person which may result directly or indirectly from the performance by the Supplier of its obligations, or the negligent or wrongful act or omission of the Supplier or its employees, agents, representatives or suppliers; and
- 9.1.2. any claim made against the Purchaser by a third party arising out of or in connection with the supply of the Goods and/ or Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the Contract by the Supplier or its employees, agents, representatives or Suppliers.
- 9.2. The Supplier shall maintain in force, with a reputable insurance company, a policy or policies of insurance

covering all the matters which are the subject of indemnities under these Conditions and shall at the request of the Purchaser produce the relevant policy of policies together with receipts or other evidence of payment of the latest premium due thereunder.

9.3. This Condition 9 shall survive termination of the Contract.

10. Cancellation

10.1. Without prejudice to Condition 10.2. the Purchaser, unless otherwise agreed in writing, shall be entitled to cancel the Contract in respect of all or part only of the Goods and/ or Services at any time prior to commencement of delivery of Goods or performance of Services in which event the Purchaser's sole liability to the Supplier shall be to pay to the Supplier the price for the Goods and/ or Services to the extent already supplied or performed and to reimburse the Supplier for any reasonable sums due by the Supplier to a third party in respect of Goods and/ or Services for which the Purchaser has exercised its right of cancellation which cannot be avoided by the Supplier.

10.2. The Purchaser shall be entitled to cancel the Contract or any part thereof, without prejudice to any other remedy the Purchaser may have, by giving written notice to the Supplier if:-

10.2.1. the Purchaser has rejected Goods pursuant to Condition 4.2; or

10.2.2. there is a material breach by the Supplier of any term of the Purchase Order and/or these Conditions which cannot be remedied or, if remediable, is not remedied within thirty (30) days of that party being requested in writing to do so; or

10.2.3. the Supplier takes any step or action in connection with the Supplier being made bankrupt, having a receiver appointed to any of its assets, making any arrangement with its creditors or ceasing to carry on business, or the Purchaser has reasonable grounds to believe that any of the foregoing events is about to occur in relation to the Supplier; or

10.2.4. the Supplier takes any step or action in connection with its entering administration, provisional liquidation or any composition or agreement with creditors (other than in relation to a solvent restructuring), being wound up (whether voluntary or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business, or the Purchaser has reasonable grounds to believe that any of the foregoing events is about to occur in relation to the Supplier; or

10.2.5. the Supplier suspends or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or

10.2.6. the Supplier's financial position deteriorates to such an extent that in the Purchaser's opinion the Supplier's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or

10.2.7. the Supplier suffers or permits a change of control (within the meaning of Section 1124 of the Corporation Tax Act 2010).

In the event of cancellation for any of the foregoing reasons the Purchaser shall not be liable for any unfulfilled commitment under the Contract.

10.3. Termination of the Contract, however arising, shall not affect any of the Purchaser's rights and remedies that have accrued as at termination.

10.4. Conditions that expressly or by implication survive termination of the Contract shall continue in full force and effect.

10.5. On the occurrence of any of the events described in Condition 10.2, or if the Supplier shall have committed a material breach of this contract and (if such breach is capable of remedy) shall have failed to remedy such breach within 7 days of being required by the Purchaser in writing to do so, or, where the

Supplier is an individual, if the Supplier shall die or be adjudged incapable of managing his or her affairs within the meaning of Part VII of the Mental Health Act 1983 or of Part V of the Mental Health (Scotland) Act 1984, the Purchaser shall be entitled to terminate this Contract by notice to the Supplier with immediate effect.

- 10.6. In addition to the rights of termination already specified under this Condition 10, the Purchaser shall be entitled to terminate this Contract by giving to the Supplier not less than 7 days' notice to that effect.
- 10.7. Cancellation in accordance with the terms of these Conditions shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereupon accrue to the Purchaser and shall not affect the continued operation of any Conditions that are described as surviving termination.

11. Free-issue materials

Where the Purchaser for the purpose of the Contract issues materials free of charge to the Supplier such materials shall be and remain the property of the Purchaser. Without prejudice to any other of the rights of the Purchaser, the Supplier shall deliver up such materials whether processed or not to the Purchaser on demand.

12. TUPE

The parties acknowledge and agree that the Transfer Regulations are not intended to apply to any person as a consequence of the commencement or termination, in whole or in part, of this Agreement or the provision of the Services.

13. Assignment and sub-contracting

- 13.1. The Supplier shall not without the written consent of the Purchaser assign the benefit or burden of the Contract or any part thereof.
- 13.2. Where written consent is given, the Supplier shall remain ultimately responsible for the performance of the Contract and shall ensure that the assignee and/or sub-contractor complies with the Conditions of the Contract. The Supplier shall supply the Purchaser with copies of the sub-contract or assignment documentation as requested at no cost to the Purchaser.
- 13.3. The Supplier shall be responsible for the acts and omissions of any sub-contractor as if they were the Supplier's own acts or omissions and shall indemnify and keep indemnified the Purchaser in full against all actions, suits, claims, demands, losses, charges and expenses against which the Purchaser may suffer or incur as a result of or in connection with any act or omission of any sub-contractor of the Supplier.

14. No waiver

No failure or delay by the Purchaser in exercising any right or remedy under the Contract or by law shall operate as a waiver of such right or remedy nor shall it prevent or restrict the further exercise of that right or remedy. No single or partial exercise or waiver of any such right or remedy shall preclude its further exercise or the exercise of any other right or remedy.

15. Severability

If any provision or part-provision of these Conditions and/or the Purchase Order becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this Condition shall not affect the validity and enforceability of the remaining provisions and parts of these Conditions and/or the Purchase Order.

16. Third Party Rights

Unless it expressly states otherwise, these Conditions do not give rise to any rights under the Contract (Third Party Rights) (Scotland) Act 2017 for any third party to enforce or otherwise invoke any term of these Conditions.

17. Force Majeure

If a party is prevented, hindered or delayed from performing any of its obligations under the Contract by any circumstance not within that party's reasonable control, the affected party shall notify the other party in writing as soon as reasonably practicable. The affected party shall not be in breach of the Contract or otherwise liable for any such failure or delay in the performance of such obligations provided that it uses best efforts to mitigate the effect of such circumstance. If the circumstance prevents, hinders or delays the affected party's performance of its obligations under the Contract for more than thirty (30) days, the other party may terminate the Contract with immediate effect by giving written notice to the affected party.

18. Governing Law and Jurisdiction

The Contract shall be governed by and construed in accordance with Scots Law and the Supplier hereby irrevocably submits to the jurisdiction of the Scottish courts. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of the Purchaser to take proceedings against the Supplier in any other court of competent jurisdiction, nor shall the taking of proceedings by the Purchaser in any one or more jurisdiction preclude the taking of proceedings by the Purchaser in any other jurisdiction, whether concurrently or not.

SCHEDULE: DEFINITIONS

Commencement Date	means the date detailed in the Purchase Order for the commencement of the delivery of Goods or performance of Services
Contract	means the contract between the Purchaser and the Supplier for the supply of Goods and/ or Services and which is constituted by the Purchase Order, these Conditions and the Schedule appended to these Conditions.
Goods	means the goods described in the Purchase Order and all results of the Services created by the Supplier.
Intellectual Property Rights	means any copyright and neighboring and related rights, patent, trade mark, service mark or trade name, design rights, database rights, utility models, rights to inventions, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights to use, and protect the confidentiality of, confidential information or any other similar right of whatever nature, whether registered or unregistered, present or future, together with any application and right to apply for and be granted, any renewals or extensions thereof, and rights to claim priority from, such rights and all similar rights or forms of protection which will subsist now or in future anywhere in the world.
Premises	the location where the Goods are to be delivered or where the Services are to be performed (as specified in the Purchase Order or as otherwise agreed in writing between the parties).
Supplier	means the person, firm or company to whom the Contract is issued.
Services	means the services described in the Purchase Order.
Purchase Order	means the quotation or other document setting out the Purchaser's requirements for the Contract.
Transfer Regulations	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended from time to time.

Appendix B – V&A Dundee Access Policy

V&A Dundee's Access Policy can be found here

<https://a.storyblok.com/f/181458/x/8ef300cdd2/v-a-dundee-access-policy.pdf>

Appendix C – FAQs

1. **Access Consultant ITQ document** – Is it possible to get a copy of the Access Consultant ITQ as a Word doc?
 - a. Word Doc versions of the ITQ are available on request until 12:00 noon on Wednesday 23 September 2026. Please email Pip Mitchell, Capital Project Officer, before the deadline to request a Word doc version – pip.mitchell@vandadundee.org
2. **Meetings and design workshops** - What will be the frequency of meetings and design workshops during each RIBA stage?
 - a. Please allow for a minimum of three meetings/workshops per design stage.
3. **On-site and remote working** - What workshops and design reviews will the Access Consultant be required to attend in person at V&A Dundee?
 - a. The Access Consultant's onsite presence will be required 2x per design stage (1 for workshops/facilitating audience consultation and 1 for end stage presentation).
4. **Digital accessibility** - Does the Access Consultant's remit include digital accessibility across relevant visitor touchpoints, including the website and pre-visit information, or is responsibility for wider digital accessibility held elsewhere?
 - a. The remit will include advising on the updated website's pre-visit information after changes made to the museum during the project. The remit also includes advising on accessibility of digital media within the galleries, e.g. on-site screen based digital interactives and any digital tools or experiences which may be proposed to enhance or enable access to and enjoyment of the spaces within the scope of the capital project (Scottish Design Galleries and Locke Hall).
5. **Digital inclusion** – Separate from digital accessibility, does the project intend to consider digital inclusion and exclusion across the end-to-end visitor journey/experiences, including where people may face barriers to accessing or using digital channels, or need non-digital alternatives?
 - a. In terms of digital accessibility, the scope of this project is limited to those digital tools or experiences which may be proposed to enhance or enable access to and enjoyment of the spaces within the scope of the capital project (Scottish Design Galleries and Locke Hall). This could include, for example, digital maps, large print guides, audio-guides and audio-

description. It will be part of the Access Consultant's remit to advise on the selection, format and function of any such digital tools or experiences proposed, including where non-digital alternatives are needed.

6. **Insurance** – The ITQ specifies £5m employers' liability insurance. Does this requirement also apply to an independent consultant with no employees?
 - a. This requirement does not apply to sole traders.