



Department
for Culture,
Media & Sport

GOV/ART/COL

Market Consultation

Framing Services and Materials for the
Government Art Collection

Project: 104963

Version Number: 1
Date: 29/05/2026

1. INTRODUCTION

- 1.1. This information note and accompanying information (**Annex 1** - Specification and **Annex 2** - Questionnaire) is being made publicly available to any organisations which are interested in providing Framing Services and Materials for the Government Art Collection.
- 1.2. For avoidance of doubt **THIS IS NOT** a call for competition.
- 1.3. This is a market consultation. The purpose is to advise suppliers of the forthcoming Department for Culture, Media and Sport (DCMS) procurement and seek feedback from potential suppliers on the Specification using the Questionnaire. This may inform the final specifications and/or procurement approach to the services.
- 1.4. This builds on a commitment to engage with the market, by sharing information and seeking input from the market to enable us to develop the final requirement and tender documentation in a fair and transparent manner. This exercise is to ensure that all tenderers have a clear understanding of the Department's requirement and help reduce the number of questions that may be raised in the Tender Period.

2. BACKGROUND

- 2.1. For over 125 years, the Government Art Collection ("the GAC") has championed British art, history and culture around the world. The GAC promotes British art, culture and creativity through displays in UK buildings and worldwide. It is the most widely distributed collection of British art, with displays in over 125 countries, and makes an important contribution to the UK's cultural diplomacy through being seen by thousands of visitors to these buildings each year.
- 2.2. Established in 1899, the Collection is a national collection of historic, modern and contemporary British art that is displayed in government buildings in the UK and around the world. These locations include 10 and 11 Downing Street, government departments, embassies and the residences of British Ambassadors, High Commissioners and Consulates-General in over 125 countries worldwide.
- 2.3. The works are seen by thousands of visitors, promoting British art and contributing to cultural diplomacy and delivering an expression of the UK's soft power. Staff from the Collection curate displays of art in government buildings at home and abroad, oversee the transport, and handle the conservation of each of its 15,000 works.
- 2.4. The Collection is also increasingly active in public engagement, with a particular expertise for placing and protecting works in non-museum environments, to which the framing programme makes a major contribution. Over the next 12 months, GAC will place 2000 works on paper in 900 NHS hospitals and state schools nationwide.
- 2.5. Bespoke frames are used as part of the Collection's preventative conservation programme to avoid damage or deterioration to objects while they are on long-term placement in non-museum, working environments around the world, and in addition, constitute an important complimentary aesthetic to GAC art displays.

2.6. A full specification of the expected requirements are included in **Annex 1** below.

3. REQUIREMENT

3.1. DCMS is seeking feedback on two sets of specifications in this document. These are for:

- **Lot 1 - Outsourced Framing Services:** Delivery of bespoke framing services as outlined within the attached specification.
- **Lot 2 - Materials for inhouse Framing Services:** The provision of materials for in-house framing as outlined in the attached specification.

3.2. Requirements of the supplier:

3.3. It is anticipated that the procurement will be conducted using an Open Procedure in accordance with the Procurement Act 2023, ensuring a competitive and transparent award process.

3.4. Suppliers will be required to deliver the goods/services specified in **Annex 1**.

3.5. Ahead of this potential procurement, DCMS encourages interested suppliers to register on our e-Sourcing portal, Atamis, to participate in this procurement. Suppliers who are already registered will not need to register again and can use their existing username and password. The Atamis Portal registration link: <https://dcms.my.site.com/login>

3.6. Suppliers wishing to participate in the procurement must also register as a Supplier on the Find a Tender website (aka the Central Digital Platform - <https://www.find-tender.service.gov.uk/Search>). Following this market engagement Suppliers should monitor the Find Tender website for advertisements for this opportunity.

4. GUIDANCE FOR COMPLETION OF QUESTIONNAIRE

- (i) The questionnaire at Annex 2 which forms part of this consultation is to support the future procurement of framing services for the GAC by exploring the market interest on this project, as well as to identify critical success factors and potential barriers for a future formal procurement process.
- (ii) To maximise the success of this subsequent procurement process we request that suppliers are open and honest in their responses and provide as much detail as possible.
- (iii) Participation in this market consultation is voluntary. It is not required to provide an answer to every question if questions are not relevant.
- (iv) The Department wishes to encourage participation at this stage in order to ensure a wide number of responses. This market consultation process does not form part of the formal procurement process. When and if the formal procurement process commences, any interested supplier will need to take the actions communicated by DCMS at that time in order to participate in the procurement. All supplier bids will be evaluated on the same basis.

- (v) The completed questionnaire should be returned via email to commercial@dcms.gov.uk quoting '**104963 - GAC Framing Services and Materials RFI**' **no later than 12:00 noon Wednesday 24th June 2026.**
- (vi) The Freedom of Information Act 2000 (FOIA) applies to the Department. You should be aware of the Department 's obligations and responsibilities under the FOIA to disclose, on written request, recorded information held. Information provided by you in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, may therefore have to be disclosed in response to such a request, unless the Department decides that one of the statutory exemptions under the FOIA applies. The Department may also include certain information in the publication scheme which it maintains under the FOIA.
- (vii) In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, the Department may consider it appropriate to ask you for your views as to the release of any information before a decision on how to respond to a request is made. In dealing with requests for information under the FOIA, the Department must comply with a strict timetable and the Department would, therefore, expect a timely response to any consultation within two working days.
- (viii) You may provide information which is confidential in nature and which you may wish to be held in confidence. You must give a clear indication which type of material is to be considered confidential and why it is considered to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as "commercial in confidence" will no longer be appropriate. In addition, marking any material as confidential or equivalent should not be taken to mean that the Department accepts any duty of confidentiality by virtue of such marking. Please note that even where you have indicated that information is confidential the Department may be required to disclose it under the FOIA if a request is received.
- (ix) The Department cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.
- (x) In certain circumstances where information has not been provided in confidence, the Department may still wish to consult with you about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party.
- (xi) The decision as to which information will be disclosed is reserved to the Department notwithstanding any consultation with you.
- (xii) Whilst the Department expects to proceed to procurement in due course, there is no obligation to do so as a consequence of this early market engagement activity.
- (xiii) The publication of any documents at this stage is intended to provide potential suppliers with the opportunity to view and comment on a draft specification and proposed procurement routes for the requirement. The Department does not intend to be bound by any information at this stage. The Department makes no commitment to accept recommendations or suggestions. Once published, the Invitation to Tender will contain the final requirements in relation to this service. All previous versions, including any documents published at this stage should be disregarded.

- (xiv) The Department of Health and Social Care (The Department) will make the final decision whether to proceed to a formal procurement and if so, on the content of the Invitation to Tender documentation having considered feedback.

Kind regards,
Department for Culture Media and Sport
Commercial Directorate
100 Parliament Street, London SW1A 2BQ

ANNEX 1 - SPECIFICATION

The procurement is anticipated to award contracts across two Lots:

1. **Lot 1 - Outsourced Framing Services** - up to 3-4 contracts may be awarded, each up to £300,000 (excl VAT) in value over a 3 year term. These will be used to deliver framing services including, but not limited to, those set out below.
2. **Lot 2 - Materials for inhouse Framing Services** - 1 contract up to £500,000 (excl VAT) in value over a 3 year term. This will be used for the provision of materials for framing services delivered internally by GAC.

Lot 1 - Outsourced Framing Services Specification

During the contract term, the GAC may commission a variety of framing services from the successful supplier(s). The requirements will be bespoke to each individual frame that is commissioned from the supplier(s).

The requirements may include the production of frames for artwork in accordance with, but not limited to, the following specification:

Materials:

- **Frame Section**
 - A range of frame sections should be available, to be made of wood or metal to ensure continuity of appearance, strength and durability.
 - Wood grains must be free from knots, distracting patterns and splits on the frame faces, and when framing series, be consistent across all works.
 - Frames must be square with no perceptible bowing of the frame section, and when laid flat no warping occurs in the horizontal plane.
 - Corner joints are to be strongly mitred with no gaps, ensuring long term use.
- **Frame Styles**
 - GAC artworks date from 16th to 21st Century so a wide range of frame profiles should be offered appropriate to framing works from all periods
- **Finish**
 - Finishes should be high quality, stable and repeatable; drip free, evenly and cleanly applied.
 - No excess glue or fingerprints are to be left on the inside or outside of the frame.
 - Corners and all edges are to be sharp and not rounded off, and all surfaces of frame are to be smooth.
- **Glazing**
 - Glazing should be available in a range of options from high-spec museum glazing (shatterproof, non-reflective, anti-UV, anti-static and of museum quality, and of appropriate type for each framed object;
 - Frame rebates should allow for insertion of artwork into frame, with sufficient tolerance to allow for any glazing expansion.
 - Glazing must be planar, unmarked and scratch free, and free from any other flaws.
- **Internal specification**

- All materials in contact with the artwork such as mounts, fillets, hinges etc should be museum grade, acid free, be Oddy compliant and produce no byproducts detrimental to the artwork.
- **Backboard**
 - Backboard to be robust with an additional barrier to prevent acid migration or moisture onto the support or artwork.
- **Tropicalisation**
 - GAC works are exposed to high-humidity conditions. Where tropicalisation is requested, the work should be fully isolated within the frame using water impermeable barriers such as Marvelseal or aluminium tape on the reverse of the frame, without compromising the conservation environment for the object.
- **Framers labels**
 - Labels should describe glazing used, an order number for future reference, and brief conservation and glazing care advice.
- **Subframe**
 - Bespoke sized frames that exceed dimensions of a small outsize frame will require a subframe that is fixable and includes cross brace/s to ensure the frame stays square and true.
- **Fixings**
 - A range of secure / security fitting options should be available, always hanging from two wall fixings (or split battens where appropriate) to be provided with the framed work.

Orders and Delivery:

- **Reception**
 - Works should be carefully unpacked, and any discrepancies to objects, object number or edition numbers should be flagged to GAC immediately. Any damage should be flagged to GAC immediately.
- **Storage**
 - GAC artwork, whether framed or unframed, should be kept in dry secure and safe storage with valid UKRG facilities report and security supplement. Accurate location records should be kept at all times while on the framer's site.
- **Handling**
 - All objects, whether framed or unframed, should be handled by technicians experienced in handling museum objects. Framers should check if empty frames should be returned to the Collection before disposal.
- **Timescale**
 - Orders should be completed for the agreed timescale from receipt of the purchase order. On occasion the supplier will be required to deliver frames on a shorter time scale to meet deadlines.
- **Packing for transport**
 - Each frame will be transported individually wrapped with suitable protective material such as bubble wrap, with particular attention paid to the corners and with the GAC number clearly written on the outside of the packaging.
- **Approval**

- Frames will not be deemed accepted until they are checked by GAC staff. Frame body and corners must not be scratched, bruised or chipped. Glazing must not be scratched or scuffed. Should any frames be deemed unacceptable we will expect a replacement within an agreed timescale.

Sustainability:

- **Sourcing**
 - All wood and paper products used must be sustainably sourced from responsibly managed forests that have been verified by one of the independent organisations that develops standards of good forest management such as The Forest Stewardship Council (FSC) or The Pan-European Forest Certification Council (PEFC).
- **Recycling**
 - Framer to have effective procedures for recycling discarded framing materials where possible.
- **Frame renovation**
 - Framer to renovate existing frames to condition agreed with GAC where GAC have requested this instead of production of an entirely new frame.

Management:

- **Monitoring and tracking of work**
 - Robust procedures and processes should be documented and actively enforced to ensure art work from the GAC collection can be tracked through from collection, outbound transportation (from GAC), frame production, and delivery (back to GAC)
- **Security**
 - Appropriate security procedures should be documented and actively enforced to ensure art work from the GAC collection is secure during transport and performing of the framing services
- **Location of the services**
 - Services may be performed at the Suppliers address or GAC (located at Old Admiralty Building, Admiralty PI, London SW1A 2BL)

Orders of work will be confirmed via the implementation of Statements of Work. Upon entering into a contract with GAC, there is no guaranteed quantity or value of work from GAC. Statements of Work/Orders will be confirmed as needed.

For the avoidance of doubt, these contracts do not form an exclusive means through which GAC may commission framing services. Other contracts and suppliers may be used as deemed appropriate by GAC and in its sole discretion.

Suppliers under Lot 1 - Framing Services would be required to adhere to the following Key Performance Indicators:

KPI	Measure	Target
SOW Proposal Timeliness	Percentage of completed Statement of Work (SOW) proposals returned by the Supplier to GAC fully	100% of completed SOW proposals are submitted to GAC within 5 working

	populated within the agreed timeframe.	days , or within a longer response period as otherwise agreed with GAC.
Service Quality/Acceptance	Percentage of Services/Works accepted by GAC upon first inspection/delivery.	100% of Services/Works shall be performed to the satisfaction of GAC.
Invoice Compliance	Percentage of Invoices submitted by the Supplier that contain all required information.	100% of Invoices submitted should contain all required information (e.g., accurate SOW reference, cost breakdown, and required statutory/financial details).

Lot 2 - Materials Specification

During the contract term, the GAC may deliver some framing services ‘inhouse’. GAC therefore may need to commission a variety of framing materials to enable this. The materials required will be bespoke to each individual frame.

However these materials are anticipated to include, but not limited to, the following specification:

- Museum standard conservation glazing - provided in sheet form and cut-to-size, in both glass and acrylic, in different thicknesses to provide appropriate glazing for different sized works;
- Museum standard mountboards, both in sheet form and cut-to size, with a choice of thickness and colours (including a range of white);
- Window mount cutting service;
- A range of security fittings (e.g. Ryman, Springlock)
- Tropicalising materials for high humidity environments;
- Framing points and other fasteners to construct sturdy frames;
- Hinging tape - museum / conservation grade;
- Backboard range - museum grade; cut-to-size and in sheet form; suitable for different sized works and high humidity environments;
- Frame mouldings, including the following, for variously sized works:
 - Square wood (pre-finished) in a range of colours;
 - Black reverse (pre-finished) with a gilt site edge , either integrated or as discrete slip;
- Clear ordering and prompt delivery / returns service (2 working days from ordering);

Materials will be purchased as needed via the implementation of Statements of Work. Upon entering into a contract with GAC, there is no guaranteed quantity or value of orders from GAC. Statements of Work/Orders will be confirmed as needed.

For the avoidance of doubt, these contracts do not form an exclusive means through which GAC may commission framing services. Other contracts and suppliers may be used as deemed appropriate by GAC and in its sole discretion.

Suppliers under Lot 2 - Framing Materials would be required to adhere to the following Key Performance Indicators:

KPI	Measure	Target
SOW Quote Timeliness	Percentage of quotes returned by the Supplier to GAC within the agreed timeframe.	100% of quotes are submitted to GAC within 48 hours , or within a response period otherwise agreed upon in writing with GAC.
Delivery of Materials Timelines	Percentage of deliveries made within the agreed timeframe.	100% of deliveries made within 48 hours of order.
Invoice Compliance	Percentage of Invoices submitted by the Supplier that contain all required information.	100% of Invoices submitted should contain all required information (e.g., accurate SOW reference, cost breakdown, and required statutory/financial details).

ANNEX 2 - QUESTIONNAIRE

NAME OF SUPPLIER:

Name of authorised representative in block letters:

Position:

Date:

Signature:

(This should be completed by the Supplier or an authorised representative in his / her own name and on behalf of the company / organisation completing this questionnaire)

Please do not sell your organisation, this is just to understand your interest in the project and gather feedback.

5. GAUGING THE LEVEL OF INTEREST

5.1. Are you interested in this project? If so, which Lot? (Lot 1 - Framing Services, Lot 2 - Provision of Framing Material, Both)

Enter text here

5.2. If you have answered yes to the above, what option applies to you?

- a) We can currently provide a solution that meets the requirements in full
- b) We currently provide a solution that could meet the requirements in full if developed further with the Department/Buyer
- c) We can develop a new solution to meet the requirements

5.3. Is your organisation considering submitting a tender for this project? If not, is there any reason why? Could the Department take any steps to encourage greater participation?

Enter text here

6. REQUIREMENTS

6.1. Do the Requirements and Specification provide you with a clear understanding of the Service being procured? Is it structured in a clear and straightforward way? Would you require any additional information in a full specification?

6.2. Are there any features of the service that are of concern to you and why? How might these be addressed?

6.3. Are there any components of the requirements that you feel, if removed or altered, would result in the Authority achieving the same deliverables/outcomes but at greater efficiency?

7. COMMERCIAL

7.1. The Authority intends to use an open procedure (competitive procurement) to identify suitable suppliers. What are your views on this procurement route? Do you feel that it is appropriate?

7. SOCIAL VALUE

DCMS aims to secure additional social value through the procurement of these services in accordance with [Procurement Policy Note 002](#). We have selected the following criteria:

- **Mission:** Make Britain a clean energy superpower. to cut bills, create jobs and deliver security with cheaper, zero-carbon electricity by 2030, accelerating to net zero.
- **Outcome:** Sustainable procurement practices: reducing carbon footprints, minimising waste, and promoting the use of clean energy and green technologies.
- **Model Award Criteria:**
 - Deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions and use of clean energy and green technologies
 - Influence staff, suppliers, customers and communities through the delivery of the contract to support climate and nature protection and improvement

7.1. Do you think this Mission, Outcome and Model Award Criteria (MAC) are suitable and achievable? If not, please provide reasons.

7.2. Do you think there are other Missions, Outcomes and MACs that could be added from Procurement Policy Note 002?

- 7.3.** Do you consider this a barrier in your intention to apply for this service? *(Please note as a GAC is part of a Central Government Department, a minimum of 10% of the evaluation criteria in the procurement must relate to Social Value Mission, Outcome and Model Award Criteria (MAC) defined under Procurement Policy Note 002)*

8. CRITICAL SUCCESS FACTORS

- 8.1.** What are the key critical success factors for the successful provision of framing services or materials?

- 8.2.** What are the major barriers to success? How might these be overcome?

9. OTHER FEEDBACK

- 9.1.** Please use this section to provide any additional information or questions which you feel might be of value or to highlight any additional items that need to be taken into consideration.