



The
Postal
Museum

Event Supplier Tender

Brief and Invitation to Tender Document



Contents

Contents	2
Invitation	3
TPM Events Objectives	3
Instructions to Applicants	4
Equality, Equity, Diversity, Inclusion	4
How to submit	4
Tender Stages	5
Anticipated timeline	5
Tender weighting	6
Appendix 1: Venue Site Visit	7
Appendix 2: Client Proposal Task	8
Event brief	8
Client	8
Appendix 3: Initial Qualification & Screening Questions	9
Organisation Details	10
Initial Screening questions	11
Appendix 4: References	13
Appendix 5: Event Observation	14
Event Parameters	14
Assessment Criteria	14

Invitation

The Postal Museum (TPM) invites applications from experienced suppliers to join its accredited supplier list to deliver high-quality event services. We seek partners in the following categories: catering (including specialist catering), production, entertainment, décor, and floristry.

These services will support a diverse calendar of commercial and public events, including (but not limited to), conferences (full venue buyouts), private guided tours and talks, Bar Mitzvahs and Bat Mitzvahs, product launches, brand activations, standing receptions, and formal seated dinners.

Selected suppliers will be appointed on a three-year concession basis, subject to a performance review at the end of the first year.

TPM is looking for collaborative, creative, and commercially driven partners, committed to delivering exceptional guest experiences. Selected suppliers will demonstrate a proactive approach to business development, work in partnership with the venue to drive sales, create compelling offers, and secure new business opportunities. A key expectation is for suppliers to actively support the venue's marketing efforts and contribute to its reputation as a unique and high-quality event destination.

Applicants must be able to provide a range of competitively priced packages tailored to different event types and audience needs. All tariffs must remain fixed for the first six months of the agreement.

In return for promotion and recommendation by TPM, all accredited suppliers will be required to pay a 10% commission (exclusive of VAT) on the final invoiced amount per booking. Suppliers must ensure full transparency, declare income before each event, and guarantee timely payments.

Please note that inclusion on the accredited supplier list does not guarantee work. Where a client selects a supplier, contracts will be formed directly between the supplier and the client.

TPM Events Objectives

Events at TPM play a vital role in supporting our charitable mission.

Our key objectives are to:

- Generate commercial income to contribute to the long-term sustainability of the museum's wider purpose.
- Establish TPM as a leading provider of unique, innovative, and playful event spaces.
- Attract a diverse range of clients and deliver a wide variety of event types.
- Ensure the museum's reputation for delivering high-quality, memorable experiences that drive repeat business.

The museum's events approach is rooted in our brand values: Openness, Generosity, Innovation, Curiosity, and Playfulness.

These values should be reflected not only in how events are delivered, but also in how suppliers engage with clients, audiences, and the museum team.

An important focus for the coming year is to enhance the visibility and reputation of the museum's event spaces through the development and delivery of joint marketing initiatives with our supplier partners.

We are also deeply committed to principles that go beyond commercial success:

- **EEDI:** Equality, Equity, Diversity and Inclusion form part of our values and our values underpin everything we do. As part of onboarding, successful suppliers will be expected to engage with our EEDI policies and practices.
- **London Living Wage:** TPM is a London Living Wage employer, and we require all suppliers to ensure that any staff working on-site are paid at least the London Living Wage.
- **Environmental Sustainability:** We are committed to achieving net zero emissions by 2040. As part of this commitment, we are currently working to understand and reduce our environmental impact. We expect our suppliers to support us in this journey.

For more information on the Museum's strategic plans and commitments, please refer to [The Postal Museum Forward Plan 2023–2029](#).

Instructions to Applicants

These instructions are designed to ensure that all applicants are treated fairly, consistently, and transparently throughout the selection process.

Equality, Equity, Diversity, Inclusion

As an organisation that values diversity and inclusion, TPM is actively seeking to broaden and diversify its list of accredited suppliers. We strongly encourage submissions from smaller businesses, underrepresented groups, and those who may not have previously worked within heritage or museum venues. All eligible suppliers will be assessed equally on the quality, creativity, and value of their offer.

While TPM is committed to openness and clarity, we regret that we are unable to provide individual feedback to suppliers who do not progress to the second stage of the process.

How to submit

Email your application with relevant attachments to elizabeth.singleton@postalmuseum.org

Please name your email: TPM Tender Application_ Company Name_ Service provider (e.g. catering)

Please name your attachments: Company Name_ Service Provided_ Appendix number

Applications will be accepted in:

- PDF Files
- All Microsoft Office file formats
- JPEG images

Tender Stages

There are two stages to the tender process, as specified below.

Stage One: Venue Site Visits, Initial Screening Questions and Client Proposal Task

This stage focuses on assessing suppliers against key baseline criteria and understanding their creative approach. It will include:

- Venue site visits with the TPM Events Team, details outline in [Appendix 1](#).
- Submission of a client event proposal, responding to the brief outlined in [Appendix 2](#).
- Completion of initial screening questions in [Appendix 3](#).
- Providing two references in [Appendix 4](#).

Responses will be reviewed to determine alignment with TPM's values and event vision and approach.

Stage Two: Observations & Further Evaluation

Suppliers shortlisted from Stage One will be invited to take part in a more detailed assessment, which includes:

- Live event observations outlined in [Appendix 5](#).
- Submission of further tailored questions, relevant to the supplier's service area (e.g. catering, production). To be provided upon progression.

This stage is designed to explore how well the supplier fits into a long-term, collaborative partnership with TPM.

Anticipated timeline

The anticipated timeframe for the full tender process is approximately nine weeks from launch to final supplier selection.

However, The Postal Museum reserves the right to pause, amend, or withdraw the process at any stage, should it be deemed necessary due to changing business needs, whether on the part of the venue or the participating suppliers.

All applicants will be notified promptly should any significant changes to the timeline or process occur.

Stage:	Timeline:	Activity:
Stage 1: Venue Site Visits, Initial Screening Questions and Client Proposal Task	01/08/25-26/08/25	<ul style="list-style-type: none"> - Venue site visits (04/08/25-22/08/25) - Client proposal task, as per provided brief (outlined below) - Initial screening questions and references
	Important dates:	
	22/08/25	Last date for receipt by venue of clarification requests following venue site visits
	25/08/25	Venue clarification document shared with all suppliers
Shortlisting:	w/c 01/09/25	Applicants informed of decision
	05/09/25	Successful applicants provided with additional information for Stage Two.
Stage 2: Event observations & further questions	08/09/25-26/09/25	<ul style="list-style-type: none"> - Venue to attend live supplier event within time frame - Further questions and documentation (e.g. financial matrixes)
	Important dates:	
	15/09/25	Last date for receipt by venue of clarifications requests for 'further questions'
	26/09/25	Deadline for further questions task
Shortlisting:	w/c 29/09/25	
	03/10/25	Suppliers informed of decision
	w/c 06/10/25	Expected new list announcement

Tender weighting

Stage 1 Criterion	Weighting
Approach to the task	50%
Evidence of providing services that align with TPM's vision, values and approach for Events	50%
Total:	100%
Stage 2 Criterion	
Evidence of the supplier's safe and efficient operating practices (including policies and procedures).	33%
Evidence that the supplier's management structure and delivery staff are able to respond to requests and deliver on high quality events	33%
Commitment by the Supplier to help market and sell TPM Venues.	33%
Total:	100%

Appendix 1: Venue Site Visit

During the initial three-week period of tender, we invite all applicants to arrange a venue site visit with the TPM events team. This is an opportunity to see the venue, receive a general event operations induction, including rules on site, and an opportunity to experience the Mail Rail train.

The expected length of the site visit will be between 1-1.5 hours (depending on the train). The site visit will play a crucial part of the initial Client Proposal Task [Appendix 2](#).

The venue can offer site visits Monday-Friday 09.00-17.00 (mornings preferred) from 4th – 22nd August 2025.

To book a visit please email venues@postalmuseum.org and the events team will confirm a time slot where available. **Please only attend a site visit once confirmed by the venue.**

Please note:

- The Mail Rail train has accessibility requirements - more details can be found here [Mail Rail - The Postal Museum](#). However, it is important for at least one of the supplier's group to experience the train to gain a full impression of what the venue offers.
- The venue cannot answer any questions during the site visit. The venue will follow up with a clarification document answering any questions raised during the site visits with all suppliers following the cut-off date (25th August 2025) or final site visit – whichever is sooner.
- Depending on availability, you may attend a site visit with other suppliers.

Appendix 2: Client Proposal Task

Following the venue site visit, all applicants are invited to submit a client event proposal in response to the brief outlined below.

This proposal will help us understand how you interpret the museum's event spaces, your creative approach, and how your offer aligns with our audience, brand values, and operational requirements.

We understand that you may not have previously worked at TPM and, therefore, may not have access to venue-specific branding materials, such as images. This will not disadvantage your submission — we are primarily interested in your concept, creativity, approach to delivery, and understanding of the brief.

Please ensure your proposal includes key elements such as:

- The steps you would take to pull the proposal together.
- Suggested event concept or style.
- Example services or packages.
- Outline pricing.
- Any creative or logistical considerations you would take into account when working within the venue.

Event brief

- Date: 13th November 2025
- Timings: 18.30-00.00
- Venue: Mail Rail
- Format: Drinks reception with catering (not specific)
- Expected numbers: 175 guests

Client

- Growing AI company which has seen significant brand growth in the last few years and significant growth in their London office, staffing has tripled in the past year.
- The client wants this to be a celebration of what's been achieved, particularly in the last year - a treat for the team.
- The client is not an event manager for the company. This is the first time they are hosting an official party for staff.
- They are open to suggestions, but difficult to pin down. They can make the decisions. There isn't a budget.
- They have a good relationship with the Sales Manager (Elizabeth)

Appendix 3: Initial Qualification & Screening Questions

The questions outlined below form an initial qualification check to ensure that applicants meet the minimum requirements needed to progress to the next stage of the tender process.

At this stage, supporting documentation is not required. Further detail, including document submission and additional questions, will be requested in subsequent stages.

Upon appointment, successful suppliers will be required to complete a comprehensive induction process, which will include the following:

- Agreement to the museum's Service Provision Supplier Terms & Conditions
- Confirmation of compliance with key TPM policies, including:
 - Dignity at Work
 - Sexual Harassment
 - Equality, Equity, Diversity and Inclusion (EEDI)
 - [Environmental Sustainability Framework](#)
- A Health & Safety induction, delivered in partnership with TPM's Estates and Visitor Experience teams
- An AV induction (for relevant suppliers)
- Submission of Risk Assessments and Method Statements (RAMS)
- Provision of relevant and up-to-date insurance documentation
- Completion of financial due diligence checks

Suppliers will only be permitted to operate onsite once all required agreements are in place and approvals have been granted by the relevant internal stakeholders.

Organisation Details

Company Name:	
Registered Office address:	
Main/ principal areas of business activity:	
Name of Parent or Holding Company (if applicable)	
Has the company ever traded under another name? (If yes, please specify with dates)	
Type of business (i.e. Sole Proprietor, Partnership, Private Company, PLC)	
Company Registration Number (if applicable)	
VAT Registration Number	
Main Contact: Email: Phone number:	
Company Website:	
Company Social media handles:	

Initial Screening questions

Please respond to the following **Yes/No** questions. If you are shortlisted for Stage Two, you will be asked to provide supporting documentation and further detail.

Financial standing

Have you traded for at least 12 consecutive months?

Yes **No**

Have you, or any company directors, been subject to bankruptcy, insolvency, or liquidation proceedings in the past five years?

Yes **No**

Are there any ongoing legal, financial, or contractual disputes that could impact your ability to deliver services?

Yes **No**

Can you provide a copy of your latest audited financial statements, if requested?

Yes **No**

If no, can you provide recent management accounts including profit & loss account, balance sheet and cash-flow statement, if requested?

Yes **No**

Insurance

Please certify whether you already have, or can commit to obtaining the levels of insurance cover as indicated below (if successful in your application).

Public Liability Insurance: £5m

Yes **No**

Employers Liability Insurance: £5m

Yes **No**

Professional Indemnity Insurance: £2m

Yes **No**

Freelancers Insurance (if applicable):

Yes **No**

Policies

Are you a London Living Wage employer, or do you commit to paying the London Living Wage to all staff working on events at The Postal Museum?

Yes **No**

Does your company hold an Equal Opportunities and Disability Employment Policy?

Yes **No**

Does your company hold an Equality, Equity, Diversity and Inclusion (EEDI) Policy?

Yes **No**

Do you source staff from 3rd Party Agencies?

Yes **No**

Do you sub-contract to any companies?

Yes **No**

Environmental Responsibility

Do you have a formal Environmental or Sustainability Policy in place?

Yes **No**

Do you have practices in place to manage and minimise waste during event delivery?

Yes **No**

Do you actively engage in corporate social responsibility or community-focused initiatives?

Yes **No**

Have you taken steps to measure or reduce your carbon footprint?

Yes **No**

Do you consider food miles, ethical purchasing, and sustainable sourcing when selecting products or suppliers?

Yes **No**

Do you work with subcontractors or suppliers who are aligned with your environmental and ethical standards?

Yes **No**

Appendix 4: References

As part of your submission, please provide two references from venues where you currently deliver, or have recently delivered, event services.

Where possible, we ask that you select venues that you feel are most comparable to TPM in terms of event style, audience, or setting. While this may include other museums or heritage sites, we also welcome references from other distinctive or non-traditional venues that demonstrate your ability to operate in unusual and unique spaces.

Please note, while it is unlikely that references will be contacted during the preliminary stage, TPM reserves the right to contact referees at any point during the tender process.

Reference 1	
Company Name	
Contact Name	
Position in Company	
Contact number	
Email address	
Brief Description of your relationship / services with the company	

Reference 2	
Company Name	
Contact Name	
Position in Company	
Contact number	
Email address	
Brief Description of your relationship / services with the company	

Appendix 5: Event Observation

To support our observation, we request a copy of the event run sheet or operational plan (with any sensitive or client-specific information redacted).

Event Parameters

- 150–300 guest drinks reception.
- To include the event provisions of at least 2 suppliers.
- Where possible, the event should be held in a unique or unconventional venue, ideally one that shares similar operational challenges to the museum's Mail Rail space — particularly those involving tight setup timeframes and logistical constraints.
- For catering suppliers, a sample menu reflecting the food and drink being served at the event should be available for the observation.

Assessment Criteria

Our evaluation during the event observation will be guided by the following criteria;

- Complexity and ambition of the event.
- Overall guest experience and 'wow' factor (where possible to attain).
- Efficiency of setup within a restricted timeframe.
- Quality of service delivery across all touchpoints.
- Collaboration with other suppliers and stakeholders on-site.
- Adherence to health and safety protocols.
- Responsiveness to venue rules and operational constraints.
- Clarity and professionalism in communication with the venue team.

Further guidance, with weighting, will be provided to suppliers that progress to Stage Two.

Should TPM be unable to attend a suitable live event during the observation window, we may follow up with targeted questions to better understand your approach to planning and delivery, focused strictly on the framework outlined above.