Tender Overview

Tearfund is a Christian charity which partners with churches in more than 50 of the world's poorest countries. We tackle poverty and injustice through sustainable development, by responding to disasters and challenging injustice. We believe an end to extreme poverty is possible. We partner with local churches and organisations who have a crucial role to play in the places worst affected by poverty. For more information on the work of Tearfund, please visit our website at www.tearfund.org or contact us directly.

Tearfund is inviting proposals from vendors to supply print and fulfilment services across two lots.

Bidders are invited to submit proposals for an individual lot or both lots. Each lot will be evaluated independently.

Lot A:

Fulfillment of Supporter resources (also referred to as Orders) - for example, water bottles, t-shirts, giving envelopes and posters.

Lot B:

Direct mailings to UK-based Tearfund supporters across various supporter journeys to introduce different areas of our work or to update consent for marketing communications.

For bid submission and any questions please contact us using the information below.

Tender Information	
Date of tender launch:	**06 November 2026**
Deadline for submission of tender:	**04 December 2026 @ 17:00**
Duration of the agreement	**1 year**
Extension Period	**1-year extensions up to a maximum total of 3 years of extensions subject to satisfactory performance**
Estimated Value of the Contract	**Lot A: c. £10,000 p/a** **Lot B: c. £30,000 p/a**
Contact Person:	**Paul Stanbrook**
Contact email address (for questions only):	**procurement@tearfund.org**

Background

Tearfund has been in existence for over 57 years with a loyal supporter base that contributed to a healthy revenue of over £69 million for 2025/26. Tearfund has built up a good reputation with suppliers

working in a fair, transparent and professional manner, ensuring the development of strong working relationships. Tearfund is looking for a supplier to facilitate the continuation of close links with our supporters.

The total contract value indicated above is Tearfund's best estimate of likely spend at the current time. Printing and fulfilment requirements are likely to fluctuate over the duration of the contract and may increase or decrease based on demand. For example, spend may increase if Tearfund events were to expand, whereas a change in welcome journey volumes could see a decrease in spend.

Therefore, the Supplier is not guaranteed any spend on this contract and Tearfund is only obliged to pay the Supplier once a purchase order has been received by the Supplier, the work on the purchase order has been completed, the Supplier has invoiced Tearfund the amount on the purchase order and Tearfund has verified the work completed and invoice details.

General Specification

It is envisaged that Tearfund may require on average 700 letters and 300 welcome packs to be delivered each month. However, this is a very early stage estimate and may vary dramatically between months.

The main bulk of this contract will involve direct mailing to UK-based Tearfund supporters regarding the need to obtain their renewed consent for marketing communications - namely around GDPR consent.

The Supplier must have a minimum of 2 years experience working in printing and fulfilment services.

The Supplier must provide the following main services:

- Editing and formatting of electronic documents sent by Tearfund
- Lasering of letters, other inserts and envelopes
- Enclosing of envelopes with required documents
- Mailing of letters
- Fulfilment of supporter resources

Tearfund will provide the supplier with all stock for all of the main services outlined above, which they should then process as required.

The Supplier must be able to meet the lead time of the next working day - this being the time from receipt of purchase order by the Supplier to the day of mailing out of the letter or supporter resources to the supporters.

The Supplier must provide an electronic and hard proof of the items forming the mailing to the designated member of staff at Tearfund and obtain approval prior to beginning the initial print run of a new item or rebranded GDPR letter or welcome pack.

The Supplier must have an online portal which provides up-to-date management information. This should include but not be limited to: stock received from Tearfund, stock levels, orders placed by Tearfund, status of orders for GDPR, Welcome and Supporter Resources, breakdown of orders sent to Tearfund supporters including details of recipients, percentage of spoils, pallet storage number of items stored and pallets used, and other statistics as determined during development.

This data provided on the portal must also be accessible in a monthly report detailing the previous month's data.

Reporting on monthly data must be provided through the portal with separate reports for GDPR, Welcome and Supporter Resources.

Once stock has been received, this should be updated on the portal within 48 hours.

The Supplier must provide a transparent insight to Tearfund with regards to work completed and a full breakdown of pricing charged (irrespective of whether the work is undertaken by the Supplier or a sub-contractor of the Supplier).

The Supplier must gain written agreement before passing work to a sub-contractor to complete.

Data for order & mailing fulfillment to be provided by Tearfund to the Supplier using the Supplier's secure API. The API should also be capable of providing status updates on orders.

The Supplier must have satisfactory data protection systems in place to ensure the safe transfer and storage of all data.

The Supplier must provide an account manager for Tearfund who will act as the key point of contact and will be able to be accessed by Tearfund by phone and email on a day-to-day basis.

The Supplier must sign an agreed Service Level agreement - a draft is shown in Appendix 1 at the end of this document

The Supplier must be prepared to meet with Tearfund for contract review meetings on a quarterly basis.

Each specific workstream (Welcome, GDPR, Orders) must be invoiced separately and be clearly itemised.

The Supplier may also be required to provide ad-hoc services for other direct mailings.

Wherever possible the Supplier must try to reduce any negative impact on the environment.

Samples from the top ranked supplier will be required before any contract is finalised.

Lot A: Supporter Resources Fulfillment (also referred to as Orders) Specification

Tearfund has a number or resources that are available for Supporters to order.

- The orders will be collated each day from our Supporter Database and the data transferred to the Supplier.
- The Supplier will provide same day fulfilment for general orders but there will be greater lead times for larger orders, as agreed with Tearfund.
- All orders will be sent out by the most economic service (for e.g. with 2nd class postage if Royal Mail), unless otherwise specified.
- Our preference is that any materials used to pack resources are environmentally friendly.
- New resources will be sent directly to the Supplier from Tearfund's selected printers and should be added to the online portal within 48 hours.
- Any items sent out via Royal Mail should be docketed onto Tearfund's Royal Mail account
- There will be points in the year where resources will be sent out during a set time period, e.g. Lent. This will require the resources to be available to be sent out as quickly as possible.

Lot B: Direct Mailing Fulfilment Specification

1. GDPR Fulfilment Specification

There are 2 main GDPR letters that will both consist of:

- Overall size: 210 x 487mm. Printed 4 colour process, one side only. Micro per in one position
- Folded size once personalised: 210 x 148mm
- Must be printed 4/4 on 100gsm Revive uncoated (100% recycled, FSC certified). UPM Fine FSC uncoated is also acceptable.
- Machinable envelope (size C5X) overprinted 4-colour overprint to face and flap, made from FSC certified, 100% recycled paper (e.g. Naturefirst)
- Seeking to compare digital or litho printing solutions. Any digital printing would preferably be run on an HP Indigo press.

2. Welcome Fulfilment Specification

There are 7 different welcome packs that are sent to Tearfund supporters at varying points across the supporter journeys. Fulfilment of these will involve:

- Receiving and ingesting of data sent by Tearfund
- Lasering of letters, other inserts and envelopes
- Enclosing of envelopes with required documents/inserts
- Posting of letters
- New resources will be sent directly to the Supplier from Tearfund's selected printers and should be added to online portal within 48 hours
- Any items sent out via Royal Mail should be docketed onto Tearfund's Royal Mail account

Evaluation of Tenders

1. Company Info and Pass/Fail Questions - these should be answered directly on Coupa
2. Quality - Scored Questions - these should be answered directly on Coupa
3. Price - the main part of your pricing submission should be completed directly on the separate pricing schedule.

Pricing

Bidders should fill in all prices on the separate pricing schedule.
Please provide costs excluding VAT
Prices submitted as part of this tender must be valid for a minimum of 90 days from the date of submission prior to any contract being signed.

Appendix 1

Draft of Service Level Agreement (SLA) Outline

Parties: Tearfund and [Fulfilment supplier]

Main Contacts:
Tearfund
Names, emails, areas of responsibility

[Supplier name]
Names, emails, areas of responsibility

Purpose: A detailed overview to combine the agency's (Supplier) operational standards with strategic recommendations, quality control processes, and delivery expectations set out in previous contracts.

1. Response and Turnaround times

- For standard receipt of requests or responses to emails, we expect a response within **1 working day** (standard working hours, Monday-Friday 09:00-17:00) to ensure that we know that the enquiry has been received and is being worked on.
- For minor changes or revisions, we expect a response within **2 working days** (standard working hours, Monday-Friday 09:00-17:00).
- For project delivery, we expect delivery within **10 working days** (standard working hours, Monday-Friday 09:00-17:00) unless agreed within 24 hours of receipt of the project for a medium sized project and within **15 working days** (standard working hours, Monday-Friday 09:00-17:00) for a larger scale project.
- Emergency requests that are flagged in the email subject line as "emergency" should be responded to before close of business the same day and executed with **one working day** of receipt.

2. Quality Control

- **Accuracy Guarantee:** [Supplier] must perform a Quality Assurance check against the brief and copy received before every submission.
- Revision Limit: Standard pricing should include up to two rounds of revisions.However, any revision(s) required to fix an error made by [Supplier] this will **not** count toward this limit.

3. Project Updates

- The Supplier will update all Tearfund contacts via email on a weekly basis of tasks they are currently working on for us and what the status is of each item.
- The Supplier will also provide a status update in online monthly touchpoint meetings. Regular attendees of this meeting will be [Names]

4. Escalation Process

- As per our contract dated [date]: “In the event that any activity has not been completed or Tearfund considers that any activity has not been done to a satisfactory level, the reasons for this claim will be detailed in writing and sent to the Supplier, who must immediately make all necessary remedies and improvements without delay. If the Supplier is unable to make such remedy and improvement as demanded by Tearfund, or is unable to complete the scope of this agreement, a partial settlement will be made by Tearfund to the Supplier in lieu of work carried out to date.”
- Any decision to withhold payment will be made by primary Tearfund contacts and clearly communicated in written form which includes email to [supplier account contact]

Signatures

[Supplier]	**Tearfund**
Name:	Name:
Position:	Position:
Signature:	Signature:
Date	Date