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Planning

## Venue Booking System

London Borough of Hounslow

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-060fe3

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## Scope

### Description

Hounslow Council wants to implement an online bookings and payments system for commercial, corporate and community events across its venues.

This market engagement seeks to understand potential suppliers, what they offer and outline costs. This will be used to inform the next steps in procuring a new system.

Venues in scope initially are:

Hounslow House

Boston Manor House

Hogarth's House

Chiswick Town Hall

Feltham Assembly Hall

Isleworth Public Hall

Heston Village Hall

However, there are several other venues which, over time, the Council will likely want to be brought into the system.

Interested parties should submit expressions of interest to [procurement@hounslow.gov.uk](mailto:procurement@hounslow.gov.uk) contact by 10th February 2026 . Please use email subject 'Booking System Market Engagement'.

Expressions of interest should include:

If the requirements below can be fully met by your solution

An indication of set-up and recurring annual costs, including number of licences included and cost for additional licences

Timeline for system set-up, and associated training

Approach / costs of bringing new venues onto the platform

Evidence of successful relevant delivery elsewhere.

System Requirements

Diary showing availability across all venues

Ability to request bookings, subject to further approval

Ability to pay online

Invoicing and payment processing - ideally linked to council systems

Generation of proposals

Booking preapproval system

Ability to set follow up actions and reminders

Generation of contracts - electronic signing

CRM/contact management facility for all customers

Marketing capability for outreach activity to past users

Produce Banqueting Event Orders

Generation of reports (e.g. pace and market segments)

Ability to offer subsidised rates

Ability to reallocate smaller bookings to appropriate other spaces, should a preferable booking option arise

Ability for customer accounts, keeping a record of preferences and previous activity

Receiving holding and damages deposits

Allowing choice of optional set ups of tables and chairs per site and other requirements

Uploading of Risk Assessment requests and other due diligence such as PLI

Client satisfaction surveys

### **Contract dates (estimated)**

- 1 August 2026 to 30 July 2029
- 2 years, 11 months, 30 days

### **Main procurement category**

Services

### **CPV classifications**

- 48000000 - Software package and information systems

- 79952000 - Event services

## **Contract locations**

- UKI75 - Hounslow and Richmond upon Thames

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## **Engagement**

### **Engagement deadline**

10 February 2026

### **Engagement process description**

Interested parties should refer to the description in this notice for an outline of requirements and what we are seeking as a response to them. This will help the authority to determine the most appropriate procurement route to meet our requirements.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Contracting authority**

## **London Borough of Hounslow**

- Public Procurement Organisation Number: PQYY-1684-DYLV

Hounslow House, 7 Bath Road

Hounslow, London

TW3 3EB

United Kingdom

Email: [procurement@hounslow.gov.uk](mailto:procurement@hounslow.gov.uk)

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public authority - sub-central government