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Tender

Leisure Management Operator Services

The Royal Borough of Kingston upon Thames

F02: Contract notice

Notice identifier: 2024/S 000-016599

Procurement identifier (OCID): ocds-h6vhtk-04552d

Published 28 May 2024, 11:58am

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kingston upon Thames

Guildhall 2

Kingston upon Thames

KT1 1EU

Contact

Ms Sara Walton

Email

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Telephone

+44 2085475000

Country

United Kingdom

Region code

UKI63 - Merton, Kingston upon Thames and Sutton

Internet address(es)

Main address

<http://www.kingston.gov.uk>

Buyer's address

<http://www.kingston.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Leisure Management Operator Services

Reference number

DN719464

II.1.2) Main CPV code

- 92610000 - Sports facilities operation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kingston is releasing the opportunity to market for the provision of Leisure Management Operator Services for six leisure facilities:

- The Malden Centre
- Weir Archer Athletics & Fitness Centre
- Tolworth Recreation Centre
- Kingston Leisure Centre
- Chessington Sports Centre
- Albany Outdoors

It is anticipated the management contract will be for a period of 10 years with the option of an extension of up to five years at the Council's discretion.

There will be a staggered start to the contract as follows:

- October 2025: Chessington Sports Centre and Albany Outdoors
- April 2026: The Malden Centre, Weir Archer Athletics & Fitness Centre, Tolworth

Recreation Centre

- Spring 2027: Kingston Leisure Centre (new build facility scheduled to open).

The Council is using the Competitive Dialogue Procedure under Regulation 30 of the PCR for the procurement of this Contract as it considers that it can best meet the Council's objectives for the service requirements and commercial terms in accordance with Regulation 26(4)(a)(i) to (iii).

Bidders are expected to have a major role in defining the solution which cannot be specified at this stage, as the Council is unable to assess without in-depth dialogue on what the market can offer.

II.1.5) Estimated total value

Value excluding VAT: £120,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 92000000 - Recreational, cultural and sporting services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

The Royal Borough of Kingston is releasing the opportunity to market for the provision of Leisure Management Operator Services for six leisure facilities.

Embedding outdoor facilities as a key component of the overall leisure offer provides an opportunity to ensure that the new contract will deliver an integrated solution which simplifies access to the range of facilities across the Borough, improving the experience for residents and increasing access. It will also support development of a comprehensive plan for investment in outdoor provision which complements the indoor offer and is aligned to local priorities for sport and physical activity. Through the procurement exercise the Council will seek to identify the optimal solution to manage and maintain its outdoor facilities. This will need to strike the right balance, ensuring the model delivers enhanced

benefits for residents whilst also effectively managing operational and commercial risk, taking into account the Council's existing arrangements for facilities management, grounds maintenance and pitch bookings. The Council would like to understand what experience, if any, bidders have of managing outdoor court and pitch bookings and to provide cost proposals to enable them to understand the implications on the management fee and contract so that these could potentially be included in the contract in the future.

At Albany Outdoors, a Community Infrastructure Levy funding has been secured to develop an above ground outdoor 8m x 8m pool with an integrated dynamic flow. The successful bidder will be required to take on management responsibility for it as part of the overall site when it has been delivered. Therefore, bidders will be required to provide a costed proposal for taking on management responsibility assuming the Council has finalised the delivery programme and detailed technical specification for it during the tender period.

In addition there is the potential for the inclusion of outdoor leisure assets, including courts, pitches and ancillary facilities.

The contract and its associated schedules (including the Services Specification) will follow the principles of Sport England's Leisure Services Delivery Guidance.

It is anticipated the management contract will be for a period of 10 years with the option of an extension of up to five years at the Council's discretion.

The Council is using the Competitive Dialogue Procedure under Regulation 30 of the PCR for the procurement of this Contract as it considers that it can best meet the Council's objectives for the service requirements and commercial terms in accordance with Regulation 26(4)(a)(i) to (iii).

Bidders are expected to have a major role in defining the solution which cannot be specified at this stage, as the Council is unable to assess without in-depth dialogue on what the market can offer.

It is our intention to discuss during dialogue solutions across the scope of the service requirements to identify efficiencies and service improvement opportunities that could be included in the final service delivery plans. The Council is also interested in exploring the agency model as a non-mandatory variant option.

The procurement documents will be available for unrestricted and full direct access, free of charge at <https://procontract.due-north.com/>

Selection criteria and evaluation criteria as stated in the procurement documents.

II.2.5) Award criteria

Quality criterion - Name: Programming & Approach to Customer Pricing / Weighting: 4

Quality criterion - Name: Asset Management, Compliance and Cleaning / Weighting: 8

Quality criterion - Name: Environmental Sustainability and Carbon Reduction / Weighting: 4

Quality criterion - Name: Delivering Active Communities: Sports Development, Health & Wellbeing and Outreach Work / Weighting: 14

Quality criterion - Name: Marketing, Customer Care and CRM including Digital Customer Experience / Weighting: 6

Quality criterion - Name: Staffing, Recruitment, Training, Development and Volunteer Coaching Network / Weighting: 4

Quality criterion - Name: Financial Management, Reporting and IT Systems / Weighting: 8

Quality criterion - Name: Contract Mobilisation / Weighting: 2

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £120,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

180

This contract is subject to renewal

Yes

Description of renewals

It is anticipated the management contract will be for a period of 10 years with the option of an extension of up to five years at the Council's discretion.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

Selection criteria as stated in the procurement documents.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The Council intends considering alternative proposals from Tenderers as to how this project could benefit from an agency model structure or similar.

For clarity, tenders including any variant option on agency model structure or similar will be evaluated based on the shared evaluation criteria and requirements and as set out in the Financial Response Template.

Should the Council wish to discount the agency model structure or similar during the dialogue stage, they reserve the option to do so. The Council will not accept any substantive changes to the balance of risk accepted in the Preferred Bidder's contract, as derived through the competitive dialogue process

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-013471](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

27 June 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

8 July 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

In accordance with the Public Contracts Regulations 2015 the Council will incorporate a minimum 10 calendar day standstill period at the point information on which the contract award decision is communicated to tenderers.