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Tender

Customer Relationship Management System for the Leisure Sector

West Lancashire Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-018157

Procurement identifier (OCID): ocds-h6vhtk-03dca0

Published 26 June 2023, 4:29pm

Section I: Contracting authority

I.1) Name and addresses

West Lancashire Borough Council

52 Derby Street

Ormskirk

L39 2DF

Contact

Ms Catherine Kirwan

Email

procurement@westlancs.gov.uk

Country

United Kingdom

Region code

UKD47 - Chorley and West Lancashire

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=37e693a2-3514-ee11-8123-005056b64545>

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/Advert/Index?advertId=37e693a2-3514-ee11-8123-005056b64545>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Relationship Management System for the Leisure Sector

Reference number

DN676508

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

West Lancashire Borough Council is seeking interest from suppliers of customer relationship management (CRM) systems for the Leisure Services Department.

WLBC respectfully request bidders to provide an early indication if they are intending to bid for the contract by indicating on the CHEST and emailing ProcurementInstructions@westlancs.gov.uk. Any queries should be sent to the same email at the earliest opportunity.

The current facilities are as follows:

1. Nye Bevan Pool, Skelmersdale
2. Park Pool, Ormskirk
3. Burscough Racquet & Fitness Centre

The facilities are currently operated on behalf of the Council by a leisure management contractor. The Council intends to operate and manage the facilities in-house from 1st October 2023. The Council requires the new CRM system to be implemented and fully functional by that date, including all necessary training and testing.

The Council is also working on a leisure transformation programme and intends build two new leisure facilities in Skelmersdale and Ormskirk. These new facilities will replace the existing facilities in Skelmersdale and Ormskirk. As part of the transformation programme the Council will also refurbish Burscough Racquet & Fitness Centre. With this in mind the CRM system should be portable and capable of being transferred to the new facilities once they are constructed.

The proposed term of the contract is three years with the option of 2 x 2 year extension although this may change.

Interested organisations should be suitably qualified and be able to demonstrate relevant experience in the supply, delivery, database migration, installation, training, commissioning, and ongoing support in a leisure industry leading solution.

The platform should be a vendor or 3rd party hosted solution within the UK that demonstrably meets industry recognised information security and technical requirements.

The minimum overall requirements of the solution should include the following systems:

- e-POS
- Class bookings
- Court bookings
- Block bookings
- Courses & swimming lessons
- Multisite membership management & administration
- Customer online joining, booking & payment portal
- Digital customer communication
- Access control
- Direct debit management
- Full suite of reporting modules

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD47 - Chorley and West Lancashire

II.2.4) Description of the procurement

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

84

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

14 July 2023

Local time

4:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

14 July 2023

Local time

4:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

West Lancs Borough Council

Ormskirk

Country

United Kingdom