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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@westlanecs.gov.uk](mailto:procurement@westlanecs.gov.uk)

#### **Country**

United Kingdom

## **Region code**

UKD47 - Chorley and West Lancashire

## **Internet address(es)**

Main address

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

Buyer's address

<http://www.westlancls.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

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## 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](mailto: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

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## **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



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## **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