

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036452-2024>

Contract

Wigan Council - Be Well Leisure Management System

Wigan Council

F03: Contract award notice

Notice identifier: 2024/S 000-036452

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

Published 11 November 2024, 3:06pm

Section I: Contracting authority

I.1) Name and addresses

Wigan Council

Town Hall, Library Street

Wigan

WN1 1YN

Contact

Mr. Stuart Holden

Email

Stuart.Holden@wigan.gov.uk

Telephone

+44 1942828234

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Internet address(es)

Main address

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

Buyer's address

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

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

Wigan Council - Be Well Leisure Management System

Reference number

DN671728

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Wigan Council are now seeking to procure a new partnership with a Leisure Management operating system provider inclusive of an integrated means of managing and collecting direct debits associated with membership packages. The Council is ideally seeking to procure a “Cloud Hosted” Leisure Management System from a single Contractor.
Tenderers

must have and be able to offer an existing and mature Leisure Management System which

will require minimal or no additional development to meet the Council’s essential

requirements, although a period of configuration and mobilisation of the proposed System is

expected and accepted. We do not wish to procure a Leisure Management System which will

require an extensive design and development phase to meet the specification of requirements before it can be deployed.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,800,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

The following Hardware, Software and Services, as a minimum, shall be provided under this

contract:

- Leisure Management System (cloud hosted preferable)
- Add-on modules/functionality to enhance the core System.
- Implementation services
- Installation services
- Configuration services
- Integration services
- Migration services
- On-going support and maintenance services
- System development and customisation
- Training
- Software/system upgrades
- Replacement EPOS, self-service kiosks, and access control

Further information is available in the tender documents.

II.2.5) Award criteria

Quality criterion - Name: Suitability of the supplier taking reference from the previous experience and reference contracts / Weighting: 5

Quality criterion - Name: Hardware Quality and Suitability / Weighting: 5

Quality criterion - Name: Software Solutions / Weighting: 5

Quality criterion - Name: Data Collection, Management Information and Reporting / Weighting: 5

Quality criterion - Name: Customer Communications / Weighting: 3.75

Quality criterion - Name: Contract Mobilisation, Training and Data Migration / Weighting: 3.75

Quality criterion - Name: Membership Administration / Weighting: 3.75

Quality criterion - Name: System Development / Weighting: 3.75

Quality criterion - Name: System Maintenance and Support / Weighting: 2.5

Quality criterion - Name: Account Management / Weighting: 2.5

Quality criterion - Name: System Integration / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 2.5

Quality criterion - Name: Environment / Weighting: 2.5

Price - Weighting: 50

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-015082](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 December 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Gladstone MRM Limited

Gladstone House, Hithercroft Road, Hithercroft Industrial Estate, Oxfordshire

Wallingford

OX10 9BT

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,091,640

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

Strand, Holborn

London

WC2A 2LL

Country

United Kingdom