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Planning

Leisure Management System for Caerphilly County Borough Council

Caerphilly County Borough Council

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

Notice identifier: 2025/S 000-039920

Procurement identifier (OCID): ocds-h6vhtk-055f4c ([view related notices](#))

Published 15 July 2025, 12:12pm

Scope

Description

Caerphilly's Sport & Leisure Services are seeking a new Leisure Management System (LMS) to replace the current solution introduced in 2007. As part of the Council's ongoing commitment to enhancing community services, we plan to implement a new integrated leisure management software solution across our park and leisure sites.

The existing LMS is utilised across 9 leisure centres, 1 Athletics Hub, 1 Centre for Sporting Excellence and 4 School Sport Facilities. It manages 180,000 member records and processes approximately 2,346,000 transactions annually.

The new system aims to improve the customer experience by providing:

- Online self-service portal for joining
- Online self-service portal for Direct Debit set up
- Online self-service portal for Direct Debit cancellation (in accordance with the new Digital Consumer Bill 2026)

- Bookings
- Payment administration (including direct debit management with full integration with Bacs and monthly Invoicing)
- Account management
- Course management (Swimming Lessons) with a Parent Portal
- Access control (Automated Card Swipe and/or QR Code Entry)
- Mobile App
- Compatibility with various devices, including smartphones
- Statistical analysis reports
- Intelligent marketing and communication capabilities

Additionally, Park Services require a new Pitch Booking Management System to replace the solution introduced in 2013. It manages approximately 116 pitches across rugby, football and cricket, 80 clubs made up of various age groups and processes approximately 3500 bookings annually.

The new system aims to improve the customer experience by providing:

- Online self-service portal for joining
- Online self-service portal for card and BAC's payments
- Online self-service portal for read only access (view availability, statements, balance etc).
- Bookings
- Payment administration
- Account management
- Mobile App
- Compatibility with various devices, including smartphones
- Booking & Audit reports

- Intelligent marketing and communication capabilities

Additionally, all customer facing platforms must be fully bi-lingual in compliance with Welsh Language Standards regulations.

Total value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2031
- Possible extension to 31 August 2036
- 10 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL16 - Gwent Valleys

Engagement

Engagement deadline

8 August 2025

Engagement process description

Interested suppliers will be invited to attend individual engagement sessions with the project team to discuss the requirements, ask any questions and provide feedback on the brief provided in this notice. The sessions will be 30 minutes long and held via Microsoft Teams w/c 04 August 2025. Interested suppliers should email Jessica Thomas (thomaj11@caerphilly.gov.uk) confirming they wish to attend an engagement session and provide email addresses of the attendees.

Interested suppliers are also able to provide relevant information on their solutions, including:

- System Capabilities
- Security Features
- Integration Options
- Roadmap for Future Enhancements
- Support and Maintenance Plans

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

Caerphilly County Borough Council

- Public Procurement Organisation Number: PWHP-2369-JPYL

Penallta House, Tredomen Park

Hengoed

CF82 7PG

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Contact name: Jessica Thomas

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Website: <http://www.caerphilly.gov.uk>

Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales