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Tender

The Provision of a Leisure Management System

Caerphilly County Borough Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060007

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

Published 26 September 2025, 10:31am

Scope

Reference

CCBC/PS2869/25/JT

Description

The Council has a requirement to procure a modern, scalable, secure and accessible Leisure Management System (LMS) to support the delivery of leisure services across the County Borough. The system will be used by customers, staff, and administrators, and must support full self-service capabilities. It must comply with relevant Welsh and UK public sector standards and be suitable for integration into a local authority digital ecosystem.

The Council aims to increase usage and income at its leisure centres by enhancing customer experience through improved communications, digital self-service and targeted marketing, while supporting corporate and national objectives around health, wellbeing and social inclusion. The approach focuses on building customer loyalty and delivering best value via stable, data-informed service improvements.

The Council's Sport & Leisure Services consist of 9x leisure centres, 1x Athletics Hub, 1x

Centre for Sporting Excellence and 4x School Sport Facilities. Park Services consists of 116x grass pitches, which play host to several thousand rugby, football and cricket matches each year as well as sport and public events.

Further information can be found in the Procurement Document in the Proactis eTendering system.

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

Description of possible extension:

The contract can be extend for up to a further 60 months, the Council have the option to renew the contract annually or every 24 months until the end of the 60 month period.

Options

The right to additional purchases while the contract is valid.

If additional sites are added to the Council's portfolio during the contract period the option will be available to use the services procured under the contract for those additional sites.

The Council reserve the right to procure additional services throughout the duration of the

contract if they assist with improving the customer experience or provide innovation to enhance the service, within the subject matter of the contract.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKL16 - Gwent Valleys

Participation

Legal and financial capacity conditions of participation

Bidders will be required to confirm their acid-test ratio is higher than one (1) and that their turnover for the last FY was more than £400k.

Technical ability conditions of participation

Bidders must provide evidence that they hold a valid security accreditation, such as Cyber Essentials, ISO27001, or an equivalent recognised certification.

Bidders must confirm that their solution aligns with the principles and requirements set out in the Digital Service Standard for Wales, as defined by the Centre for Digital Public Services.

Bidders must describe how the proposed solution supports bilingual functionality in line with Welsh Language legislation and the expectations set out in the Digital Service Standard for Wales, including the Bilingual Technology Toolkit.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

20 October 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

27 October 2025, 12:00pm

Submission address and any special instructions

All tenders must be submitted electronically via the Proactis eTendering system, link below:

<https://supplierlive.proactisp2p.com/Account/Login>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

2 December 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 September 2035

Award criteria

Name	Description	Type	Weighting
System Demonstration	Bidders shall attend a three hour system demonstration and shall be scored against the questions set out in the Proactis eTendering system.	Quality	40.00%
Pricing Schedule	Completion of the pricing schedule provided in the Proactis eTendering system.	Price	30.00%

Name	Description	Type	Weighting
Tender Response Questions	Response to the quality questions set out in the Proactis eTendering system.	Quality	20.00%
Social Value	Bidders are required to submit the completed National TOMs document, outlining what social value they will deliver throughout the duration of the contract.	Quality	10.00%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This procurement will be evaluated using the Most Advantageous Tender (MAT) methodology and will include the following stages:

Pre-Market Engagement

Compliance Stage (Pass/Fail Questions)

Tender Response (Quality Questions, Social Value and Pricing)

System Demonstration (3 hour demonstration in person or online)

Preferred Bidder Stage

Award Stage

The three top scoring bidders from the tender response stage will be taken through to the system demonstration stage. The highest overall scoring bidder, taking into consideration tender response and system demonstration scores will be taken through to the preferred bidder stage.

If a bidder fails any of the compliance questions this will result in their tender submission being disregarded and not considered further.

Bidders shall note that scoring twenty (20) marks or less in any of the quality/demonstration questions will result in their submission being disqualified and not considered further.

Documents

Documents to be provided after the tender notice

The tender documentation can be found in the Proactis eTendering system:

<https://supplierlive.proactisp2p.com/Account/Login>

Contracting authority

Caerphilly County Borough Council

- Public Procurement Organisation Number: PWHP-2369-JPYL

Penallta House, Tredomen Park

Hengoed

CF82 7PG

United Kingdom

Contact name: Jessica Thomas

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Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales