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Tender

Appointment of Lead Cultural Management Operator

Reigate and Banstead Borough Council

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

Notice identifier: 2025/S 000-061047

Procurement identifier (OCID): ocds-h6vhtk-058584

Published 30 September 2025, 4:48pm

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Scope

Reference

RBBC - 038663 Appointment of Lead Cultural Management Operator

Description

Through the procurement exercise, the Authority will seek to identify the optimal solution to manage and maintain both venues to support the delivery of a wide range of arts and cultural offer in Redhill. This will need to strike the right balance, ensuring the model delivers enhanced benefits for the residents and visitors, whilst also effectively managing operational and commercial risk.

It is anticipated that the contract will be for a period of 10 years with an option to extend for up to a further 5 years at the Authority's discretion.

The estimated contract value is £7.2 million (including VAT) is very much an estimate that the successful Tenderer may be able to generate under this contract, which includes a

startup allowance that has been considered to cover a period of revenue costs to include Building Maintenance - Planned, Building Maintenance - Reactive, Mechanical & Electrical - Planned, Mechanical & Electrical - Reactive, Health & Safety, Electricity, Gas, Service Charges Payable, Rates, Water, Security & Caretaking, Property Insurance, Rental - Food & Beverage Machines and/or a potential capital contribution.

The proposed scope of Operator Management associated services include:

- Reopen and operate the Harlequin Theatre
- Open and operate Unit 5 ('The Rise')
- Provide a balanced cultural programme blending commercial and community programming
- Manage day-to-day operations, staffing, marketing, ticketing, audience development and routine compliance.
- Engage stakeholders exclusively, ensuring access and affordability for local communities.
- Support delivery of the Authority's Corporate Plan, Leisure & Culture Strategy and Net Zero 2030 commitments.
- Facilitate occasional civic use of the Harlequin, and if required in a civic emergency, act as an emergency rest centre when required.
- Operator to have full operational responsibility for the building including both Hard and Soft Facilities Management (FM) services.

The Authority is using the Competitive Flexible Procedure in accordance with the Procurement Act 2023, providing the opportunity for Tenderers to interact with a two-way dialogue with the Authority, as it considers that this tailored process can best meet the Authority's objectives for the service requirements and commercial terms.

The proposed award criteria is 60% Quality (including Social Value) and 40% Price and the sub-criteria is to be more fully set out in the Invitation to Tender pack (Stage 2 and Optional Stage 3 of the procurement process).

The Authority reserves its right to rely on Section 24 of the Procurement Act 2023 to refine the award criteria as part of the competitive flexible procedure. Refinements of the award criteria may include but are not limited to:

- Refining award criteria weightings

- Adding sub-criteria or more detail to the sub-criteria (relevant to the existing main criteria).

In addition, the Authority may rely on Section 31 of the Procurement Act 2023 to modify the terms of the procurement as set out in this Tender Notice or the associated Invitation to Participate and/or the Tender documents (including the Invitation to Tender and Optional Invitation to Submit Final Tender). Where any such modification is made, the Authority will comply with the requirements of the Procurement Act 2023, including publication of a new notice where the modification is substantial.

Tenderers are expected to bring forth an operational model which reflects the Authority's aspirations but cannot be specified ahead of in-depth dialogue on what the market can offer but will have a major role in defining the solution.

The Authority is potentially interested in exploring options around concessions or hybrid model (concession/management) or any other appropriate form of contract to be agreed, as a non-mandatory variant option.

The Invitation to Participate pack will be available for unrestricted and full direct access, free of charge via <http://www.sesharedservices.org.uk/esourcing>

The selection criteria and evaluation approach are reflected in the ITP pack. Following completed dialogue, the Invitation to Tender Pack will be finalised and submitted to the successful Tenderers following outcome of submitted Procurement Specific Questionnaires.

Total value (estimated)

- £7,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 19 January 2026 to 18 January 2036
- Possible extension to 18 January 2041
- 15 years

Description of possible extension:

The contract has the option to extend up to a further five years, subject to the Authority's discretion.

Main procurement category

Services

CPV classifications

- 92130000 - Motion picture projection services
- 92312000 - Artistic services
- 92320000 - Arts-facility operation services

Contract locations

- UKJ26 - East Surrey

Participation

Legal and financial capacity conditions of participation

The conditions of participation relevant information provided within the attached ITP pack.

Technical ability conditions of participation

The conditions of participation relevant information provided within the attached ITP pack.

Submission

Enquiry deadline

10 October 2025, 4:00pm

Submission type

Requests to participate

Deadline for requests to participate

21 October 2025, 12:00pm

Submission address and any special instructions

Tenderers are to submit their completed PSQ response in accordance with the Invitation to Participate Instructions and Guidance using the following link:

<http://www.sesharedservices.org.uk/esourcing>

Potential Tenderers to note that the Authority's E-Sourcing Portal is used to enable potential Suppliers to access to the Council's Invitation to Participate pack (and Invitation to Tender/Optional Invitation to Submit Final Tender packs) and for potential Tenderers to upload their completed PSQ and Tender responses.

Potential Suppliers/Tenderers will need to register themselves via the Portal using this available link <http://www.sesharedservices.org.uk/esourcing>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 January 2026

Award criteria

Name	Description	Type	Weighting
Quality	Further information provided within the ITP pack and note this includes Social Value.	Quality	60%
Price	Further information provided within the ITP pack.	Price	40%

Other information**Payment terms**

This will be reflected within the Invitation to Tender (and optional Invitation to submit Final Tender) packs when published via the Stage 2 and Optional Stage 3 of the procurement process.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Concession

Competitive flexible procedure description

The procurement approach will consist of the following:

Stage 1 Invitation to Participate which includes the requirement for potential Tenderers (those who are not listed on the Central Government Debarment Listing for mandatory exclusion) to attend the:

Optional site visits can be provided on 7th October 2025.

Potential Tenderers briefing session scheduled for 13th October including potential Tenderers to provide the Authority with a presentation. Further information provided within the Invitation to Participate pack.

Tenderers to note that the deadline for PSQ associated clarifications is by 16:00hrs on

10th October 2025.

The Tenderers required to submit their completed submission of PSQ by 12:00 Noon on 21st October 2025.

Subject to outcome of PSQ evaluations, the dialogue sessions scheduled for week commencing 26th October 2025.

Stage 2 Publication of Invitation to Tender

Optional Stage 3 Invitation to Submit Final Tender

Further information provided within the Invitation to Participate pack.

Documents

Associated tender documents

<http://www.sesharedservices.org.uk/esourcing>

Please refer to the Procurement Specific Questionnaire (PSQ) and accompanying instructions and guidance for the full conditions of participation requirements via the Invitation to Participate (ITP) pack. This is shared via the Authority's E-Tender portal which is available via the above link provided.

Note the Project Reference and Title is: RBBC-038663 Appointment of Operator Management Provider.

<http://www.sesharedservices.org.uk/esourcing>

Documents to be provided after the tender notice

Further information provided via the ITP pack which is available via link below:
<http://www.sesharedservices.org.uk/esourcing>

Technical specifications to be met

<http://www.sesharedservices.org.uk/esourcing>

Please refer to the Invitation to Participate pack which includes an outline Specification and the ITP instructions and guidance with the Procurement Specific Questionnaire (PSQ) setting out the conditions of participation requirements . This is shared via the Authority's E-Tender portal which is available via the above link provided.

The detailed Specification will be provided within the Invitation to Tender pack (and the optional Invitation to Submit Final Tender) when published during Stage 2 and 3 of the procurement process. This will be shared via the Authority's E-Tender portal when made available.

Note the Project Reference and Title is: RBBC-038663 Appointment of Lead Cultural Management Operator.

Contracting authority

Reigate and Banstead Borough Council

- Public Procurement Organisation Number: PYPR-2456-VBGR

Town Hall, Castlefield Road

Reigate

RH2 0SH

United Kingdom

Contact name: Procurement

Email: Procurement@reigate-banstead.gov.uk

Website: <https://www.reigate-banstead.gov.uk>

Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government