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Planning

Leisure Centre Management Information System (MIS) for Leisure Centres in South Norfolk.

South Norfolk Council

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

Notice identifier: 2025/S 000-078699

Procurement identifier (OCID): ocds-h6vhtk-05ec70

Published 2 December 2025, 8:16am

Scope

Reference

2711-PPT-CFP

Description

South Norfolk Leisure Services is embarking on a transformative project to implement a new, complete & modern Management Information System (MIS) across all its leisure centres. The primary objective is to replace the existing legacy system with an integrated solution that enhances operational efficiency, improves customer experience, and supports the strategic development of leisure services. SNC are seeking a solution for a 5+ year term and the solution must include the cost of all core licenses necessary for the implementation and ongoing operation of the Leisure Management Information System.

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2031
- Possible extension to 31 August 2033
- 7 years

Main procurement category

Services

CPV classifications

- 48100000 - Industry specific software package
- 48400000 - Business transaction and personal business software package
- 48700000 - Software package utilities
- 48900000 - Miscellaneous software package and computer systems
- 72600000 - Computer support and consultancy services
- 92610000 - Sports facilities operation services

Contract locations

- UKH17 - Breckland and South Norfolk

Engagement

Engagement deadline

17 December 2025

Engagement process description

South Norfolk Council (SNC) is embarking on a transformative project to implement a new, complete & modern Management Information System (MIS) across all its leisure centres.

The primary objective is to replace the existing legacy system with an integrated solution that enhances operational efficiency, improves customer experience, and supports the strategic development of leisure services.

SNC are seeking a solution for a 5+ year term and the solution must include the cost of all core licenses necessary for the implementation and ongoing operation of the Leisure Management Information System throughout the lifetime of the contract.

The new MIS will be deployed at Diss Swim Centre, Framingham Earl Sports Centre, Ketts Park Recreation Centre, Long Stratton Leisure Centre, and Wymondham Leisure Centre. It will facilitate the management of a wide range of activities and facilities, including swimming pools, sports halls, 3G pitches, swim schools, holiday programmes, block bookings, group exercise, gym inductions, activity waivers, and soft play as well as point of sale functionality.

Additionally, the system will support both front-of-house and back-office operations, integrating seamlessly with finance, marketing, Swim school, 4-Global, Door Access control, and Power BI platforms.

This project aims to deliver a scalable, adaptable, and secure MIS that provides robust data analytics, supports campaign management and referrals, and ultimately drives membership retention and income growth. The implementation will be carefully managed to ensure minimal disruption, with full data migration, staff training, and supplier-led onboarding.

As part of the pre-market engagement SNC will be looking to meet with potential suppliers so they can gain a full understanding of our requirements.

South Norfolk Council, (SNC), is inviting suppliers interested in the opportunity to participate in Preliminary Market Engagement. It is intended to procure the contract through the Competitive Flexible Procedure subject to the Procurement Act 2023 and Procurement Regulations 2024.

SNC invites contractors who would like to participate in the market engagement to express their interest by emailing procurement@eastsuffolk.gov.uk and request the briefing pack.

You can also register on In-tend for free in advance of the tender being published free of charge, via the link provided in this notice: <https://in-tendhost.co.uk/eastsuffolk>

Please note that suppliers will have the opportunity to attend a 1:1 meeting with SNC via MS Teams to discuss this opportunity on Tuesday 16th December. Please notify East Suffolk Council to confirm your attendance by contacting procurement@eastsuffolk.gov.uk and a confirmed meeting date and time, along with details for the MS Teams call, will be sent out to suppliers thereafter.

Suppliers may submit any questions or queries regarding the matters described in this presentation or the project generally via In-tend, or if that is not possible, contact procurement@eastsuffolk.gov.uk.

The deadline to request a meeting is: Friday 12 December 2025 at 5pm. (Please note that the questions in the briefing pack will form the basis for this meeting) Suppliers are welcome to also ask questions of SNC regarding this opportunity.

Lastly please note that SNC ask suppliers to identify any confidential feedback in response to these questions as all supplier feedback, in response to SNC questions, may be shared with all parties as part of the tender process should it warrant inclusion.

Following the conclusion of the PME exercise - and assuming sufficient expressions of interest - SNC will incorporate feedback received into the proposed formal ITT process likely to commence on or around the 14th January 2026.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

14 January 2026

Contracting authority

South Norfolk Council

- Public Procurement Organisation Number: PBCV-2189-QCZG

The Horizon Centre, Peachman Way, Broadland Business Park

Norwich

NR7 0WF

United Kingdom

Email: procurement@eastsoffolk.gov.uk

Website: <https://www.southnorfolkandbroadland.gov.uk/>

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

East Suffolk Council

Summary of their role in this procurement: Procurement Lead

- Public Procurement Organisation Number: PLPP-1174-BHLX

East Suffolk House, Station Road, Melton

Woodbridge

IP12 1RT

United Kingdom

Email: procurement@eastsuffolk.gov.uk

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

Region: UKH14 - Suffolk

Contact organisation

Contact East Suffolk Council for any enquiries.

