**Leisure Management System**

# Invitation to quote

## Leisure Management System – Woodford Park Leisure Centre

## Client: Woodley Town Council (WTC)

 Oakwood Centre

Headley Road

Woodley

Reading

Berkshire

RG5 4JZ

Tel: 0118 9690356

Contact for enquiries:

Email: townclerk@woodley.gov.uk

**Submission deadline: 12:00pm (midday) Friday 17 October 2025**

Quotes to be marked **CONFIDENTIAL** and returned as follows;

**By post to**;

Town Clerk

Woodley Town Council

The Oakwood Centre

Headley Road

Woodley

RG5 4 JZ

**By email to;**

Townclerk@woodley.gov.uk

Late quotes will not be considered.

# A. Description of works

Overview

Woodley Town Council are inviting proposals for the installation of a fully integrated Leisure Management system at Woodford Park Leisure Centre. The system must help manage bookings, payments and memberships, reduce administrative workload and provide customers and members with the ability to book and pay for the Council’s leisure services online (including via an app).

The solution must result in a complete overhaul of the current management systems in place at the Leisure Centre, and should include:

* Block bookings and scheduling functionality (inc. invoicing).
* Online booking and payment services for customers (inc. via an app).
* Direct Debit collection and management services for memberships.
* Card payment and POS integration at Leisure Centre reception desk.
* Fully integrated financial and general reporting capabilities.
* Customer engagement tools (inc. email, SMS and push notifications).

The system must support simultaneous use by at least three staff members, with a preference for solutions that offer flexibility and scalability in this regard.

The system must also have access control capabilities linked to memberships and bookings, and should include:

* Ability for “pay as you play” customers to “check in” for bookings and prove payment at reception by scanning a QR code (via an app).
* Ability for access to the gym to be controlled using QR codes (via an app).
* Ability to add in additional access control points in the future as the Leisure Centre develops and additional facilities are added.

Currently, the only access control at the Leisure Centre is located at the main gym entrance, which uses a magnetic lock operated via magnetic stripe cards. The Council intends to retain the magnetic lock mechanism but transition away from magnetic stripe cards in favour of a QR code-based access system.

**B. The site**

**Woodford Park Leisure Centre**

**Haddon Drive**

**Woodley**

**Berkshire**

**RG5 4LY**

**C. Pricing**

**Price to include;**

* Up front costs to cover implementation, data migration, training etc.
* Licence fees for solution (inc. all modules needed to meet requirements).
* Licence and any additional fees relating to online services and payments.
* Ongoing fees relating to direct debit collection services.
* All materials, labour and any equipment costs.
* Supply and installation costs as per requirements.
* Details of aftercare support, callouts, additional fees etc.

The Council expects to process an estimated 800 direct debit transactions per month initially and predicts to process between 700 and 900 online payments per month when this service is active available to customers.

**The total price and any proposed options should be clearly shown on the form APPENDIX A and returned with the submission.**

**D. Submission information**

**Submissions to include;**

* Formal proposal outlining solution and associated costings as required.
* Detailed costing including options as appropriate – use form **APPENDIX A**
* Details of compliance with the appropriate British Standards.
* Lead time and indication of potential start date and install duration.
* Details of support, call out and ongoing maintenance.

**E. Additional Information**

**Please ensure you have included the following with your submission;**

* Fully costed proposal and completed APPENDIX A.
* Last set of your company’s audited accounts.
* Details of any enforcement action under Health & Safety legislation.
* Brief details of two similar scale projects undertaken by your company.
* Confirmation of the implementation timescale.
* Details of your company’s public liability and employee insurance cover.
* Your company’s equality policy.
* Your company’s environmental policy.

**F. Arranging a meeting for proposal purposes**

**For additional information, queries and further project details please contact the Leisure Services Manager via email -** ed.whitesmith@woodley.gov.uk

**G. Quote Evaluation**

Proposals will be evaluated against the requirements set out in **APPENDIX B** alongside the costings provided in **APPENDIX A** below.

**APPENDIX A**

**Please complete this form and return with your proposal.**

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| --- |
| **PROJECT** |
| Leisure Management System – Woodford Park Leisure Centre. |
| **COMPANY NAME** |
|  |
| **COMPANY CONTACT** |
|  |
| **TENDER PRICE** |
| Net £ |
|  |
| TOTAL (inc. VAT) £ |
|  |
| **PRICING OPTIONS (DETAIL)** |
|  |
| **DATE OF SUBMISSION** |
|  |