



SUPPLIER ENGAGEMENT QUESTIONNAIRE

**Upcoming Tender for the
Provision of**

**Tennis Operator Concession
Contract 2023**

Introduction

Bromley Council is intending to approach the market with a procurement process, during January 2023, to procure an operator to manage and promote the newly refurbished tennis facilities at Poverest Park, Church House Gardens, Goddington Park and Coney Hall Recreation Ground. The Council envisage the agreement to be for a 15-year period.

See the below table outlining the number of courts at each site:

Site	Courts
Poverest Park	2
Church House Gardens	3
Goddington Park	1
Coney Hall Recreation Ground	4
Total courts across sites	10

The Concessionaire will be required to operate the Councils tennis courts in the parks and complete routine maintenance. The Concessionaire will be expected to provide for the sinking fund for the eventual replacement of the tennis court surfaces.

The Concessionaire will also promote the courts with an aim to increase participation across the demographic, including underrepresented groups.

The Concessionaire will have the choice on how coaching is delivered on the courts. This can be done through the concessionaire providing coaches themselves or through engaging another organisation to deliver coaching on their behalf.

Background

The existing tennis facilities are in need of refurbishment and resurfacing. Tennis courts in parks play a key role in introducing people to tennis, with around 1.7 million people across Britain playing on park courts in the last 12 months. The Lawn Tennis Association (LTA) is committed to promoting tennis and working with Councils to implement sustainable, low-cost usage models for park tennis courts. Their aim is to bring courts across the country back to a good condition which can be maintained for the long-term. They are keen to work with local authorities to secure these facilities for future community benefits.

DCMS recognise that local authorities in many cases have not invested in courts in public parks in recent years due to budget cuts and other challenges meaning the quality of courts has deteriorated. In October 2021, recognising the need for investment, the LTA and Central Government announced a £30 million package to refurbish more than 4,500 public tennis courts across England, Scotland & Wales with a vision to get one million more people participating in tennis by 2024.

The council is currently running a procurement process to appoint SAPCA (Industry Association) approved contractors to refurbish the 4 sites over the coming months and years. A separate contractor will also install a Smart Gate Access Control System, this is also being procured with funding provide by the LTA.

The timing of the works in London Borough of Bromley is indicated below, but the availability of the refurbished facilities may vary.

Intended Tender Approach

The Council intends to use an Open Procurement approach in accordance with the council standing orders, via the e-procurement system Pro-Contract. The Tender will include the completion of a Standard Questionnaire and Tender documentation with Pricing Schedule and Method Statement questions.

Provisional Procurement Plan

Date or Target Date	Activity
30/01/2023	Soft market tender live/open for applications
05/02/2023	Deadline for soft market applications
07/02/2023	Council to review soft market applications/seek clarification
13/02/2023	Full tender application goes live on London Tenders Portal (https://procontract.due-north.com/Register)
13/03/2023	Full tender application closes
w/c 20/03/2023	Council to review full tender applications
w/c 20/03/2023	Award decision made
w/c 27/03/2023	Contract award concluded
01/06/2023	Commencement Date of Contract (Subject to renovation works completed)

Engagement Questionnaire (Please respond to these questions in a word document)

1. Please provide your approach to deliver full operational responsibilities for four parks tennis sites in LB Bromley? Including proposed operational model, proposed fees & charges, staffing structure(s), examples of the types of programming offered to residents
2. Please share local authority experience you have in delivering successful tennis programmes that have provided an increase in tennis participation.
3. Our intention is to look for an annual operational fee to the council as well as the successful tennis operator be to responsible for the annual sinking fund (to be held by LBB) and maintenance for all courts. How much would you be willing to pay on an annual basis for all 10 newly renovated courts in the London Borough of Bromley?
4. What elements of repair and maintenance would you expect to provide under this contract?
5. Are there any additional comments you would like to make that you feel would be helpful in this process?
6. What social value will you bring to operating the contract? e.g. job creation, health & wellbeing outcome, improving the 'place', greenspaces, regeneration, concessionary pricing scheme for a range of priority groups and add value to the aims, objectives and outcomes of the following LBB strategies and the corporate aims of Making Bromley Even Better:
 - (1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
 - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
 - Open Space Strategy ([Open space strategy – London Borough of Bromley](#))
 - Economic Development Strategy ([EconomicDevelopmentPlan_FINAL.pdf \(bromleybusinesshub.org\)](#))
 - Regeneration Strategy ([RegenerationStrategy.pdf \(bromley.gov.uk\)](#))
 - Health & Wellbeing Strategy ([bromley-health-wellbeing-strategy-2019-2023](#)) – New strategy currently being developed

ANNEX 1 - SCOPE OF SERVICE

Operational Requirements for the tennis courts

- **Opening Hours**
 - Open 365 days a year
- **Description of the Services**
 - Planned maintenance schedule of courts and equipment,
 - Equipment provision, including hire and sale equipment – TBC in operator's proposal
 - Annual LTA Venue registration to be completed by the operator
 - Compliance with LTA Safeguarding Standards at all times (<https://www.lta.org.uk/about-us/safeguarding/venue-standards/>)
 - Health and safety of employees and users
 - IT services and management of electronic data (including compliance with the requirements of the Data Protection Act)
 - Security of Premises
 - Activity and facility bookings via Clubspark Management System
 - Collection and retention of fees and charges
 - Activity and facility supervision as required
 - Programming to include coaching and competition
 - Organisation and management of special events including launch events and open days
 - Working with community groups and schools
 - Delivery of weekly free tennis opportunities to engage all members of the local community, frequency and location to be agreed
 - Identification of volunteer tennis activators to support delivery of free weekly tennis opportunities
 - Sport and health promotion in partnership with LB Bromley Council and the LTA
 - Handling customer- queries, feedback and general customer relationships
 - Marketing and Promotion of court bookings and programmes
- **Process Management**
 - identifying responsibilities, service standards and the steps involved in providing the service
 - planned processes will be documented in a clear and integrated manner
 - implement a system for monitoring the tennis courts on a daily basis
 - implement a system for monitoring the performance of the planned processes
- **Reactive Maintenance**
- **Equipment**
- **Annual maintenance plan**
- **Health and Safety**
- **Safeguarding and Protection of Children and Young People**
- **Smoking**
 - implement a no smoking policy throughout the tennis courts
- **Customer Relationship Management**
- **Customer Comments/Feedback**

- **External Communication to all relevant stakeholders**
- **Manage all court bookings**
- **Staff Planning**
- **Workforce Development**
- **Equal Opportunities and Diversity**
- **Activity Programming, to include LTA products and programmes**
- **Fees and Charges**
 - Any increase in tariff must be agreed in writing by the local authority.
 - maintain the opportunity for 'pay-as-you-play' of all activities
 - maintain a concessionary pricing scheme for a range of priority groups
- **Sinking Funds – (to be held by LBB)**
- **All relevant Policy and Procedures**
- **KPIs in relation to financial sustainability and participation growth**
- **Continuous Improvement for workforce**
- **Open-Book Approach**
- **Co-operation with Contractors**
- **Monitoring – General**
- **Monitoring of the Contract on an annual review basis with LBB**
- **Default provisions**
 - Where the contractor has failed adequately to meet any requirements of the Specification then a default process will be instigated
- **Wider Park benefit**
 - Bromley Council are keen that the tennis court operation provides benefit to the wider parks and community engagement
- **Gate Access Technology**
 - The four sites will undergo resurfacing or repainting (as required) in the coming months. As part of the process new gate access technology will be introduced to allow the courts to be managed remotely via the Clubspark Management System.
 - The annual maintenance and service charges for gate access technology will be the full responsibility of the operator.