

Contract Details

1. **Contracting Body:** High Life Highland (HLH), a charity providing leisure and learning services in the Highland area of Scotland.
2. **Contract Name and ID:** High Life Highland Leisure Management System, HLH-FT-04-24.
3. **Services Required:**
 - **Supply and Hosting of a Leisure Management System (LMS):** The system should handle core leisure management functions across 25 sites.
 - **New Functionality Requirements:**
 - o Digital membership card accessible via a mobile app to reduce plastic use.
 - o Support for recurring card payments in addition to direct debit options.
 - o Option for the LMS to be hosted by the supplier or on HLH's Azure infrastructure.
 - o A mobile app for membership management, bookings, and push notifications.
 - o Retail scanning integration with existing Electronic Point of Sale (EPOS) systems.
 - o Integration with HLH's finance system, specifically CiA by technologyone.
 - o EPOS integration with Dojo card payment terminals.
 - o **Data Migration:** From the existing system to the new LMS.
 - o **Training and Ongoing Support:** For HLH staff to ensure smooth operation and maintenance of the new system.
4. **Financial Constraints:** The budget is not explicitly stated, but it is indicated that this is a significant multi-year contract.
5. **Vendor Qualifications:**
 - Experience with managing customers with 10,000+ active members for at least 3 years.
 - At least 3 reference sites where the vendor has managed multiple facilities.
 - Compliance with data protection regulations and ISO 27001 standards.
 - Demonstrated ability to integrate with specified third-party systems (CiA by technologyone, Dojo card payment terminals).
6. **Other Factors:**
 - **Contract Duration:** 5 years (September 2024 - August 2029) with an option for 3 x 12-month extensions.
 - **Evaluation Criteria:** 70% based on quality (with a 70/30 split between solution appropriateness and technical/security elements) and 30% based on price.
 - **Tender Deadline:** Tenders are due by 14 June 2024.
 - **Implementation Deadline:** The new system must be live by March 2025.
 - **Vendor Demonstrations:** Shortlisted vendors will be invited to half-day demo sessions in July 2024.

This contract seeks a vendor capable of delivering a comprehensive leisure management system that not only modernizes HLH's operations but also enhances digital capabilities and customer experience, with a strong emphasis on integration with key business systems.

Best matches

Based on the information available in the knowledge base, we have identified one potential match for the High Life Highland Leisure Management System contract:

1. MJDSYSTEMS

- **Description:** MJDSYSTEMS is an IT solutions provider with experience in IT infrastructure upgrades, cybersecurity assessments, cloud migration, and software development. While not explicitly stated, their experience in handling comprehensive IT projects and integrating various systems could be relevant to HLH's requirements.

- **Location:** The company has completed projects in Inverness, which is within the Highland area, indicating a potential logistical advantage.

- **Notable Projects:**

- IT Infrastructure Upgrade for a local business in Inverness.

- Cybersecurity Assessment and Implementation for a healthcare facility.

- Cloud Migration for an accounting firm.

- Website Development for a non-profit organization.

- Virtualization Implementation for a manufacturing company.

2. Create LMS

- **Description:** Create LMS specializes in learning management systems, indicating experience with software solutions that manage user data and support training and development. While not a direct match for leisure management, their expertise could be relevant for developing and hosting the required LMS.

- **Location:** Glasgow, Scotland, providing a potential logistical advantage.

- **Notable Projects:** Their focus on award-winning learning management systems showcases their capability in handling complex software projects, which could be adapted to meet HLH's specific needs for a leisure management system.

These projects demonstrate MJDSYSTEMS's capability in areas related to the contract's requirements, such as software development, system integration, and providing training and ongoing support. However, it's important to note that there is no direct evidence of experience with Leisure Management Systems or the specific integrations mentioned in

the contract requirements. Unfortunately, other companies in the database do not directly provide the services listed in the contract requirements or lack sufficient information to determine their suitability.