

**SPECIFICATION DOCUMENT**

**Provision of Group Cycling Equipment and Related Services across Armagh City Banbridge and Craigavon Borough Council Area**

**Project Ref: CfT\_2337964**

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# BACKGROUND

2. The Council’s Requirements
3. Armagh City Banbridge and Craigavon Borough Council (hereinafter called ‘the Council’) requires a Service Provider to provide:

* The sourcing and installation of group cycling equipment;
* training of staff; and
* maintenance and support for the group cycling equipment.

1. The intent of this new contract is to create a close working relationship between the Service Provider and the Council. The Service Provider is expected to deliver services in line with the contract specifications and to provide proactive, effective and innovative contributions to improve the services in terms of quality while applying a cost-effective solution to the council.
2. In order to summarise the Council’s expectations, the following schedule provided below sets out the Service Provider(s)’ primary objectives from the contract start dates:

* The group cycling equipment for each facility is delivered and installed in a timely manner. Details are provided later in this Specification;
* The equipment proposed exceeds the standards expected by the Council, its Members and more importantly the centre members and the Council’s ratepayers;
* The Service Provider(s) will deliver pro-active and reactive maintenance for group cycling equipment throughout the life of the contract;
* Detailed and high-quality training is provided to staff at the time of installation, post-installation and again regularly throughout the life of the contracts.
* Removal and trade-in of existing group cycling equipment;
* The ability to meet the expected response time for machine failure callouts (within 48 hours) at least 95% expected first time fix; and
* Any additional benefits offered at no additional costs.

1. Vision of Service Level

Whether measured by reference to the quality of equipment, delivery of maintenance, staff training, technology and management information, innovation or flexibility, the Council requires that the Service Provider embeds a culture of quality in all facets of this contract as expected by all users.

1. Finance

In line with this specification, Service Provider will have noted the reference to on-going financial pressures within public services and the Council’s responsibilities around securing Value for Money for its ratepayers. A Service Provider must demonstrate a realistic approach to the budgetary pressures that exist within public sector contracts.

The Council has approved a budget for this contract of up to a maximum of £274,800 plus the trade-in value of the group cycling equipment. Details of the group cycling which will be available for trade-in are attached at Appendix 1.

This budget is to cover all elements of the contract including the replacement of the group cycling equipment, virtual group systems, installation, removal of trade-in equipment, training, maintenance and support of same over the life of the contract i.e. 7 years.

1. Background to the Council
2. The Review of Public Administration (RPA) was formally launched in June 2002 with terms of reference that reflected a need to reorganise the administrative architecture of Northern Ireland with its unique system of devolved government. While the original goals were far-reaching, RPA has become synonymous with the amalgamation of local authorities. Following the completion of the report and its recommendations, eleven new councils have been in place since April 2015.
3. The old Armagh City and District Council, Banbridge District Council and Craigavon Borough Council were therefore replaced. The first elections to the authority were on 22 May 2014 and it acted as a shadow authority, before the Armagh, Banbridge and Craigavon district was created on 1 April 2015.
4. Local councils are responsible for a wide range of service areas from general services such as waste collection, planning, roads, local economic development, local tourism and heritage. One of the services is to provide sports, leisure services and recreational facilities, parks, open spaces and playgrounds and community centres. It is Northern Ireland government departments who are responsible for education, roads, water, transport, health, agriculture, finance etc.
5. The Council carries out its work in committees of which it has 6. It is through the Leisure and Community Services Committee that permission has been granted to undertake this procurement. The Committee acts in a strategic capacity helping to set the direction and make recommendations to the council in relation to:

* **Leisure**
  + Matters relating to indoor and outdoor leisure facilities including matters relating to the use of parks and open spaces;
  + Matters relating to the strategic operation of Play and the provision of Play facilities;
  + Matters relating to Sports development including review of arrangements and programmes;
  + Harmonisation issues and development of an overall pricing strategy for 2016;
  + Matters relating to facility and overall service development;
  + Matters relating to sub regional and regional policy development;
  + Service continuity, continued harmonisation of practices and the design of new service delivery arrangements and standards;
  + The review and development of regional or sub regional opportunities for shared service delivery and partnership working.
* **Community** 
  + Matters relating to the operations and development of PCSPS;
  + Matters relating to the operation and strategic direction of community facilities, services and programmes;
  + Matters relating to the Good Relations strategy and action programme;
  + Service continuity, continued harmonisation and the design of new service delivery arrangements.

1. The business area which has responsibility for the operations of leisure and community centres across the borough is Health and Leisure. Within this business area staff undertake a number of roles such as managerial, administrative, operation roles including gym attendance.
2. Currently the business area divides its responsibilities into two distinct sections which are:

* Indoor Leisure; and
* Outdoor Leisure.

1. This contract will be managed by Indoor Leisure applying the following key drivers:

* Quality of equipment and services;
* Value for money; and
* Accountability and transparency.

1. About the Area
2. The Council is situated in Northern Ireland, south- west of Belfast and covers an administrative area of 1.502km2. The area stretches from south of Lough Neagh and it is surrounded by the councils of Lisburn & Castlereagh, Newry, Mourne & Down and Mid Ulster and borders at its most south-westerly side with Ireland.
3. The latest official population figures are from the 2011 Census which showed a population of 199,693 in Armagh City, Banbridge and Craigavon Borough, making up 11.0% of Northern Ireland’s population. The borough is the second largest council after Belfast.
4. The Borough is made up of seven District Electoral Areas: Armagh, Banbridge, Craigavon, Cusher, Lagan River, Lurgan and Portadown. According to the 2011 Census, Lurgan was the largest district electoral area in the Borough (34,939) and Lagan River the smallest (22,991).
5. During 2017 there were over 1.9m visitors to the Borough. The most popular attraction in the Borough in 2017 was Kinnego Marina with just over 430,000 visitors, followed by Lough Neagh Discovery Centre (over 128,000 visitors) and Tannaghmore Rare Breeds Animal Farm (over 118,000 visitors). In terms of parks and green spaces, the most popular was Lurgan Park with over 700,000 visitors in 2017.
6. The age profile of the Borough in the 2011 Census showed 22.1% were aged 15 and under, 64.0% were aged 16 to 64 and 13.8% were aged 65 and over. The proportions for Northern Ireland were 20.9% aged 15 and under, 64.5% were aged 16 to 64 and 14.6% were aged 65 and over.
7. Mid-year population estimates for 2017 show the population of Armagh City, Banbridge and Craigavon Borough has increased to 211,898, making up 11.3% of the Northern Ireland population.
8. The proportion of those aged 65 and over has increased to 15.2% in 2017 (compared to 13.8% in 2011 Census). Those aged 15 and under make up 22.4% of the Borough’s population and 16 to 64-year olds 62.4%.
9. Figures for Northern Ireland overall in 2017 show 20.9% of the population aged 15 and under, 62.9% aged 16 to 64 and 16.2% 65 and over[[1]](#footnote-1).
10. Corporative Objectives of Indoor Leisure
11. The Council has a number of key corporate strategies including:

* Corporate Plan 2018-2023;
* Equality Action Plan -2018-2019.

The key corporate objectives relative to indoor leisure are to “support improved health and well-being outcomes” as well as “transform and modernise the Council, providing accessible as well as value for money services”.

1. The Council will achieve these objectives by:

* Promoting increased levels of physical activity;
* Develop targeted programmes to support improved health and well-being outcomes; and
* Consider operating model for indoor leisure to drive efficiencies.

1. To achieve the objectives set out above within indoor leisure, officers have conceptualised the desired outcomes that could be achieved within this term of Council which is summarised below:

By 2020, Indoor Leisure services should have an established sub-brand that should include:

* A consistent service proposition across all of our indoor leisure facilities;
* A consistent look and feel for all of our facilities;
* A single pricing strategy;
* Increased number of users and members;
* Increased variety of programmes available;
* Citizen focused service with improved customer engagement;
* Modern infrastructure across the estate; and
* Improved use of technology.

1. The associated strategic and operational objectives of this contract are:

* **Objective 1**: To create modern and more user-friendly health and fitness facilities and to be considered the best Health and Fitness product in the local area;
* **Objective 2**: Through the quality of the equipment to provide a consistent service proposition across all our indoor leisure facilities which maximises space for engagement and interaction with members and users (development of community, health and fitness hubs);
* **Objective 3**: Provides quality group cycling equipment which will be relevant and fit for purpose into the future;
* **Objective 4:** To offer equipment which provides digital connectivity for users and members, creating challenges, demonstrate progress, and provides support;
* **Objective 5:** Improves member and customer analytics e.g. usage, increase number of members, penetration, segmentation etc. for communication and marketing; and
* **Objective 6:** To ensure that the contract is delivered in line with the Council’s budgetary and Value for Money constraints.

1. About the Leisure Centres
2. The Council owns, operates and manage dedicated leisure facilities across the borough. The names and addresses of the eight leisure centres are detailed below in Appendix 2.
3. The Council approved planning permission to extend and upgrade **Dromore Community Centre** with an investment of £2.4m. The project is underway and will create a more modern, fit for purpose and spacious fitness facility and better utilised space for the local community. Planned improvements to the building include a two-storey extension to accommodate a new fitness suite fitted out with state-of-the-art exercise equipment on the upper floor, with new brick football changing facilities with capacity for four team rooms provided on the ground floor. The existing squash courts will be converted into a dual-purpose mini bowling alley and children’s party and community room.

To accommodate an increased number of visitors, there will be additional car parking spaces provided at the existing locations of the tennis courts and prefabricated football changing facilities.

The existing gym will be used as an additional multi-purpose exercise studio, and works will also be carried out to bring the building, which was built in 1993, up to modern energy efficiency and sustainability standards.

In the facility, the new gym will be located on 1st floor (in the new extension) and the facility has an existing dedicated group cycling studio. At the time of installation, it is anticipated that access to the gym and studio will be via stairs and or lift.

It is anticipated that the centre will be completed by March 2020.

1. The **South Lakes Leisure Centre** (SLLC) is being developed replace the older centres in the borough. These older centres, Waves in Lurgan, Cascades Portadown and Craigavon Leisure Centre in Brownlow. The construction is now well underway, and it is anticipated that SLLC will be ready to open in July 2020. The potential for the new SLLC to be a landmark leisure facility in Northern Ireland, which reflects this ambitious c£35m facility is recognised.

The new build will comprise of:

* 50m main pool (with moveable floor level);
* Fun pool;
* Teaching pool;
* Largest gym in Northern Ireland at 995m sq. m, located on the 1st floor;
* 8-court sports hall suitable for several indoor sports;
* Range of studios including a dedicated spin room (on the 1st floor) and dance studio;
* Open hub space;
* Café;
* Soft play area;
* 2 squash courts; and
* Outdoor watersports adventure centre.

At the time of installation, it is anticipated that the only access to the gym and studio will be via the stairs. This site will have staff based in the gym area.

1. **Gilford Community Centre** provides activities to the local community. It has both indoor and outdoor facilities which include a fitness facility, located on the ground floor. The group cycling studio is located on ground floor.
2. **Tandragee Recreation Centre** offers both indoor and outdoor facilities and includes a 30-station gym (located on the ground floor, split between 2 rooms). The recreation centre also provides both indoor and outdoor facilities including a 3d pitch.
3. **Orchard Leisure Centre** offering a wide variety of leisure and sport activities. In addition to the swimming pools the centre has a number of dry-side facilities including a fully air conditioned, modern gym (located on 1st floor – access will be via a lift and or stairs). There are staff based in the gym area.
4. **Banbridge Leisure Centre** was refurbished in February 2015 and has a fitness suite together with swimming pools and catering facilities. The gym is based on the ground floor. There is no dedicated studio for the group cycling within BLC – the group cycling equipment will be located within a multi-purpose room (located on 1st floor). There are staff based in the gym area.
5. **Rathfriland Community Centre** has a gym (located on the 1st floor) and sports hall and is situated in the same grounds of the local bowling green. Access to the gym is via stairs only. There is no dedicated studio for the group cycling within BLC – the group cycling equipment will be located within the multi-purpose room (located on ground floor).
6. **Keady Recreation Centre** is a dual use project set up in conjunction with St Patrick’s High School to provide a wide range of leisure and recreation facility for the local community and pupils at the school. The gym is located on the 1st floor and access is via stairs only. Service Providers should note that this facility requires resistance equipment only.
7. **Richhill Community Centr**e offers both indoor and outdoor facilities with a grass scorer pitch and 3 badminton main hall.
8. About our Customers
9. As the Council has responsibility to provide recreation and leisure facilities, each leisure/community centre is open and available to the public. As a result, the members and users range in age from 13 years to 90.
10. Given the Council’s drive to improve the health and wellbeing of its inhabitants, it is the aim of the Council and its staff to increase number and membership numbers through the provision of high-quality group cycling experience.
11. With the installation of new and modern equipment and to ensure the offering to our members and users is of the highest standard, the Council requires that the Service Provider ensure that appropriate technology is available to cover performance tracking, the ability for staff to understand usage etc., and virtual group systems, where appropriate.

# OVERVIEW OF REQUIREMENTS

* 1. General

1. The Council has an on-going programme of facility development underway, which includes a proposed replacement programme for gym equipment at:

* Dromore Community Centre in early 2020 and
* the new South Lakes Leisure Centre (SLLC) in 2020; followed by:
* the proposed replacement of all current gym equipment in 2020 in the following six centres:
* Gilford Community Centre;
* Tandragee Recreation Centre;
* Orchard Leisure Centre;
* Banbridge Leisure Centre;
* Rathfriland Community Centre; and
* Keady Recreation Centre (Resistance Equipment Only Required).

There is a procurement competition currently being advertised on eTendersNI in relation to the above at this time; and

1. The proposed replacement of group cycling equipment in the above 8 centres plus Richhill Community Centre. Schedule of timings is detailed below at Appendix 2.
2. Across the Council’s facilities most of the centres have a dedicated studio for the group cycling equipment with the exception of Banbridge LC, Gilford CC and Rathfriland CC.
3. The Council anticipates that as a result of this refresh of the group cycling equipment, the studios will reflect the latest group cycling trends and therefore they will increase their ability to:

* increase numbers using the studios;
* Appeal to users and potential users of all ages (from 13 years and up); and
* Appeal to users with varying abilities including the less able.

1. The Council intends to appoint a successful Service Provider to:
2. Source and install a total of 229 group cycling equipment (plus virtual group systems at 3 sites only) in line with the schedule detailed in Appendix 2.
3. All staff training prior to and post installation in use of all group cycling equipment provided in i above, from each satisfactory installation date per studio until 31 December 2027;
4. To provide a maintenance and serving agreement to cover the group cycling equipment from installation in each studio until 31 December 2027; and
5. To accept ownership of and remove all existing/current Council group cycling equipment as listed in Appendix 1, just prior to each installation date. The successful Service Provider is required to utilise, or sell on, or safely dispose of, all existing/current Council group cycling equipment and maximise the proceeds to be applied as a value to reduce the costs to the Council.
   1. Detailed Requirements

The Council requires the Service Provider to:

1. **Source and install the group cycling equipment** that they are proposing including the specification for each type of machine, while meeting the guidelines/specific requirements as detailed in in Instructions To Tenderers – Evaluation Criteria - Minimum Requirements (ITT - Appendix B). All relevant equipment provided must met the appropriate EU and British standards or equivalent.

Service Providers should refer to the technical specification detailed in Appendix 3 for the details of the group cycling equipment requirements.

This refresh of group cycling equipment is likely to be a direct replacement of existing equipment (with the exception of the new builds at Dromore LC and SLLC) Therefore, in submitting their bid, Service Providers should demonstrate the lay out their proposed group cycling equipment for each studio, based on the floor plan provided at Appendix 4. It is anticipated that the Service Providers will allow for the existing positions of electrical sockets, AV, projector/screen (where applicable) and internet connections, if applicable. Specific details in respect of each location details are included in Floor Plans - Appendix 4.

For each group cycling studio Service Providers must show locations of proposed equipment where required to facilitate the requirements as per Appendix 4 (including the virtual group cycling systems for SLLC, BLC and OLC). It is for the Service Provider to take account of floor to ceiling heights as all equipment should be fit with full range of motion and not to be restricted by walls, ceilings etc.

No wall graphics or decorations changes are required in the studios.

The estimate timetable for the remaining studios is provided at Appendix 2.

1. As a result of the stripping out of the existing equipment in 10 studios, the Service Provider will be required to remove it and manage its **sale/trade-in** to maximise the return to the Council. Details of the equipment for sale/trade-in is attached at Appendix 1;
2. To provide a **maintenance and servicing agreement** to cover the group cycling equipment from installation in each studio until 31 December 2027.

As the studios are refreshed the equipment will be included into a single maintenance and support contract. The Council requires the Service Provider to deliver a highly reliable maintenance and support agreement (which maximises the warranties on any equipment for the Council and provide both a quality preventative and proactive maintenance and support contract. The maintenance and support proposals should ensure that the group cycling equipment will be repaired in a timely manner to ensure that its members and users are not without equipment for more time than is necessary.

The agreement must be fully inclusive of maintenance, servicing, parts (consumable and non-consumable parts) and labour which commences from the date of the first commissioning handover date for the first refreshed group cycling studio and then as subsequent studios are refreshed the equipment will be added to the agreement (from the date of the commissioning handover date for each studio). Cover should include the following:

* 24 hours/ 7 days reporting of faults available;
* Maximum 48 hour for first site visit from the Service Provider(s)’s technician after the fault reported;
* First visit fix rate of 90% or above;
* Use of highly skilled technicians;
* All Service and repair costs and visits to include parts, upholstery, labour and wear and tear provisions;
* A minimum of two planned preventative bidder technician service visits per annum;
* Spare parts readily available within a reasonable timeframe i.e. within 48 hours; and
* During the term of the maintenance/servicing arrangement, if:
* any item of equipment cannot be repaired within a reasonable timeframe (4 weeks from date of fault reported); or
* there are continuing recurring faults with a specific piece of equipment that total 4 weeks of non-use within a 12-month period of 1st fault reported,

the Service Provider must replace the particular piece of equipment at no cost to Council with a similar or better piece of equipment while the Council’s equipment is being repaired on a permanent basis.

1. provide **training to the staff**
   * 1. **at installation**. Training will be required on:

* the use of the group cycling equipment including what the machines are designed to achieve, the different exercises that can be undertaken on each machine and how to show customers the correct use/set-up of the machines while maximising health benefits for users while ensuring the safety of staff and users;
* on-going regular asset care; and
  + 1. **post installation.** Training will be required in a timely manner on:
* technology on the equipment including virtual group systems, instructor training for any virtual group software and class options and how to maximise its use;
* Additional training and refresher training on an ongoing basis throughout the contract to Council staff in groups; and
* Any additional non-technical training that can be provided.

# SUPPLY AND INSTALLATION OF GROUP CYCLING EQUIPMENT

1. Whilst the Council will provide, as part of the tender information, basic dimensions of floor areas (and electric power points) for the existing studios, they are for indicative purposes only (attached at Appendix 4). Service Provider must visit each site (and/or study technical plans in the case of Dromore CC and South Lakes LC – new builds) to properly measure and scope all group cycling areas, so that the Service Provider’s equipment and layout of same are guaranteed to work and operate correctly. For the avoidance of doubt, each Service Provider is totally responsible for ensuring that their equipment and layout proposals will work and operate correctly at each and every studio.
2. The sourcing and installation of 229 group cycling bikes across the 9 centres must be completed during 2020 and 2021. The Council have included details in Appendix 2 for the sourcing and installation of the bikes which in summary are:

* May 2020 – SLLC;
* July 2020 – Dromore CC, Gilford CC, Banbridge LC, Rathfriland CC; and
* July 2021 – Tandragee CC, Orchard LC, Keady CC, Richhill CC.

1. The Council requires that when delivery and installation dates are set, they are adhered to.
2. In developing the mobilisation plan for the group cycling equipment, the Service Provider should be flexible in its planning and installation to ensure that the existing studios are only unavailable to members and users for the minimum of time.

**List of Appendices**

|  |  |
| --- | --- |
| No of Appendix | Description of Appendices |
| 1 | Details of Trade-in Equipment |
| 2 | Name and addresses of studios/ numbers and installation schedule |
| 3 | Group Cycling Technical Specification |
| 4 | Indicative Floor plans for studios |

# Appendix 1 – Details of Equipment available for Trade-in

|  |  |  |  |
| --- | --- | --- | --- |
| **Centre** | **Number**  **To**  **Trade**  **In** | **Current**  **Brand/Supplier** | **Approx. Age**  **Current Stock** |
| **Banbridge Leisure Centre** | 36 | Pulse (21 no.)  Startrek (12no.) | 2012 |
| **Dromore Community Centre** | 18 | Startrek | 2013 |
| **Gilford Community Centre** | 0 | N/A | N/A |
| **Rathfriland Community Centre** | 16 | Startrek | 2013 |
| **Orchard Leisure Centre** | 32 | Tomahawk IC6 (plus MyRide Virtual System) | 2016 |
| **Keady RC** | 26 | Tomahawk IC6 | 2017 |
| **Richhill RC** | 18 | Tomahawk IC6 | 2016 |
| **Tandragee RC** | 18 | Tomahawk IC6 | 2016 |
| **Craigavon Leisure Centre** | 13 | Pulse | 2011 |
| **Waves Leisure Complex** | 25 | Tomahawk IC6  (plus MyRide Virtual System) | 2016 |
| **Cascades Leisure Complex** | 19 | Pulse | 2012 |
| **South Lakes Leisure Centre** | 0 | N/A | N/A |
| **Total** | **221** |  |  |

# Appendix 2 – Name and addresses for facilities/Numbers and Schedule of Installation

# 

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Centre and address | Existing Building or new build | No of Group cycling equipment to be installed | Timing of Group cycling equipment |
| Dromore Community Centre, Lurgan Road Dromore, BT25 1HL | New Build | 18 | July 2020 |
| South Lakes Leisure Centre, Craigavon, | New Build | 45 | April 2020 |
| Gilford Community Centre, 5 Riverside, Gilford, BT63 6ET | Existing | 16 | July 2020 |
| Tandragee Recreation Centre, 24 Madden Road, Craigavon, BT62 2DG | Existing | 18 | July 2021 |
| Orchard Leisure Centre, 37-39 Folly Lane, Armagh BT60 1AT | Existing | 32 | July 2021 |
| Banbridge Leisure Centre, 15, Downshire Rd, Banbridge BT32 3JY | Existing | 36 | July 2020 |
| Rathfriland Community Centre, 21 John Street, Newry BT34 5QH | Existing | 20 | July 2020 |
| Keady Recreation Centre, St Patrick’s High School, Keady, BT60 3TH | Existing | 26 | July 2021 |
| Richhill Recreation Centre, 4 The New Line, Richhill, Armagh, BT61 9QR | Existing | 18 | July 2021 |
| Total |  | 229 |  |

# Appendix 3 - Detailed Specification for Group Cycling Equipment

**The Specification below is the Minimum Specification required:**

**1. Equipment**

* Magnetic resistance;
* Adjustable resistance and resistance indicator;
* Emergency Stop;
* Able to measure actual power output (Watts);
* Belt driven;
* Handlebar adjustments (vertical and horizontal);
* Saddle adjustments (vertical and horizontal);
* Integrated cycling computer display (see additional specification);
* SPD & Toe cage dual pedals;
* Must be able to link with virtual class technology;
* Accommodate users up to 150kg;
* Integrated water bottle holder;
* Unisex saddle.

**2. Computer Display:**

* ANT + compatible for heart rate;
* Actual Power output (watts);
* Speed;
* Cadence;
* Distance;
* Self-powered

**Virtual class system: 3 Sites (SLLC, OLC, BLC only)**

* Must be able to integrate as an individual and as a group;
* Various classes and intensity
* Link to virtual software, apps.

# Appendix 4 – Indicative Floor Plans

# Separate attachments contained within the zip file named Appendix 4 Floor Plans in the CfT Documents section in the eTendersNI portal.

1. Sources: NISRA Census [↑](#footnote-ref-1)