**1 Introduction**

Coleshill Leisure Centre would like to transfer the delivery of the Gymnastics sessions at the leisure centre to an external company, due to financial/growth limitations, whilst managed within Coleshill Leisure Centre.

**2 Instructions to external company**

 Please answer all the questions with as much detail as possible and return this document by **21 July 2024** along with any accompanying information/documentation. This information will be used to inform the quality aspect of the service provider.

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| --- | --- |
| **Supplier Name** |  |
| **Question**  | **%** | **Response** |
| **Overview** | **35** |  |
| Please provide a summary of your proposal. What are you proposing to deliver? (please provide information about the initial services you would deliver, and broadly refer to any progression / development you could feasibly deliver (the facility may accommodate additional hire space in future within reason for this).  |  |  |
| **Equipment** | **10** |  |
| What equipment do you have that would be used for the delivery of the sessions? If you intend to use/maintain/replace NWBC equipment’s as specified within the SLA, then include it here.  | 4 |  |
| Tell us how you plan to maintain the equipment to ensure its fit for purpose and serviced to a safe standard.  | 4 |  |
| Would you require the equipment to be stored on site? If so, tell us about the type of equipment you plan on storing so we can make a judgement on the space required and if we have sufficient space.  | 1 |  |
| Would you have sufficient equipment at your disposal to immediately begin delivery or would you require the use and transfer of ownership of existing equipment on site.  | 1 |  |
| **Staff** | **20** |  |
| How do you ensure you maintain adequate levels of qualified staff (including head coach and first aid) to maintain a resilient and sustained service? How often have you had to cancel sessions in the past 12 months (as a % of sessions if you have this information).  | 5 |  |
| What solutions do you have to ensure cover for sickness and leave to prevent cancellation of sessions?  | 5 |  |
| \*Essential for successful application\* - Anonymised staffing information will be shared with bidding companies upon request\*We have staff that require ‘TUPE as part of the transfer. Can you give reassurances that this is possible? Tell us how you could accommodate additional staff as part of the transfer?  | 5 |  |
| \*Essential for successful application\*Do all staff have the experience/qualifications needed to deliver the sessions? | 5 |  |
| **Price** | **10** |  |
| What would be the cost of membership for the services you are proposing? This should be the cost to the customer. What would be your projections for price increases/adjustments to the fee charged over the next 12 months? 2 years? What is your RPI (retail price index)?  | 5 |  |
| Have you determined a business plan that demonstrated your business will remain financially sustainable? For our assurance of the continuation of this service once transferred, please share broad details that demonstrate this consideration | 5 |  |
| **Company History** | **5** |  |
| Are you a limited company? If yes, what advantages does this give you over companies that are not? If not, what reassurances would you be able to give us that this wouldn’t be an area of risk to sustained delivery?  | 1 |  |
|  Please provide customer references | 4 |  |
| **Health & Safety** | **10** |  |
| Tell us how you effectively ensure the health and safety of your sessions. Please attach copies of your recent Risk Assessment(s) | 5 |  |
| Tell us about your safeguarding processes and policies in place. We would also ask the successful company to update us annually with regards to any complaints of this nature (redacted to comply with GDPR). Could you provide this to us if successful?  | 5 |  |
| **Delivery** | **10** |  |
| Would you be able to set up and take down session using your own staff? How long will you need to complete this?  | 3 |  |
| We use an awarding body named NATGAP of which we are fully stocked with. What award scheme would you look at running? How will you manage the reward scheme. | 2 |  |
| What would be your plans for development of the session? Tell us about your ambitions to develop/maintain sufficient numbers to sustain the sessions in the future (such as progressive format, stay as a recreational sessions).  | 3 |  |
| Tell us about how you communicate to your members, parents and staff regarding your service? Do you use SMS/emails/social media as part of your service? Is there any cost for these services? | 2 |  |