



Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

Contact: Maureen Fitzpatrick Ext: 76406

Item 7

18th September 2025

The Provision of Winter Hub Services for 2025 & 2026

Tender Reference :- GCC006448CPU

Purpose of Report:

To submit details of the tenders received for the provision of winter hub services for 2025 & 2026 and recommend acceptance of the most economically advantageous tender as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a contract for the provision of winter hub services for 2025 & 2026 to the supplier listed below.

Lochview Theme Park (Scotland) Ltd
Companies House Number - SC653954

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1 Background and Tender

- 1.1 The council's requirement for the provision of Winter Hub services for 2025 and 2026 has been procured as a service concession contract under the Concession Contract Regulations 2016. This is a contractual arrangement between a public authority and an economic operator (the concession holder). The latter provides services or carries out works and is remunerated by being permitted to exploit the work or service at its own risk and with no cost being incurred by Glasgow City Council ("the council").
- 1.2 The council undertook a strategic review of the city's overall Christmas offering which identified an opportunity to develop a unique, innovative, and inclusive winter offering, moving away from that of a traditional Christmas market delivered previously to a festive Winter Hubs approach. A new vision for Glasgow's winter events was developed, creating a more coherent approach to winter, bringing together commercial, civic and community events under a single umbrella to attract visitors, engage citizens and support city centre vibrancy.
- 1.3 The council is seeking to appoint a single concessionaire to deliver Winter Hubs across 2 prime locations: Glasgow Green and St Enoch's Square. These key festive attractions will serve to attract visitors from the city and beyond into the city centre, encourage dwell time there and promote subsequent additional visits to the city's retail and hospitality sectors. It will have a broad appeal and be firmly family focused with attractions for all age groups.
- 1.4 A commodity team consisting of stakeholders from Neighbourhoods, Regeneration and Sustainability (NRS), Glasgow Life, and the Corporate Procurement Unit (CPU) was formed to develop the sourcing strategy and deliver a new concession services contract.
- 1.5 It was agreed that an open tender process would be the most appropriate method to deliver this contract. The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.
- 1.6 The term of the contract is from October 2025 to January 2027 with exact dates to be confirmed post award. The contract will be utilised by NRS.
- 1.7 NRS will monitor the concessionaire's day to day operational performance. Overall contract and concessionaire performance will be managed by the CPU.

2 Evaluation

- 2.1 16 concessionaires expressed an interest in this opportunity. Of the 16, 4 submitted a bid. Of the 12 concessionaires that failed to respond, 4 cited the opportunity was not suitable for their organisations, 2 cited they did not feel that adequate time had been provided to deliver the contract and suggested a longer lead in time for contract award, 1 cited inability to fulfill all elements of the contract, and the remaining 5 concessionaires did not provide any feedback.
- 2.2 The award evaluation was based on the following criteria and weightings:-

*Price	Quality	Quality Sub Criteria
40%	60%	Site Proposal & Customer Experience 20%
		Operational Delivery, Housekeeping and Maintenance 25%
		Sustainability 10%
		Fair Work First 5%

*Price relates to the income to be paid by the concessionaire to the council.

- 2.3 The evaluation score of the concessionaire recommended for award is shown in the table below:-

Concessionaire	Total Evaluation Score	Rank
Lochview Theme Park (Scotland) Ltd (SC653954)	79.89	1

A summary of the unsuccessful tender evaluation results can be found within Appendix A.

3 Contract implementation and Supplier Management

- 3.1 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as low. The supplier will be monitored in line with our contract and supplier management process which includes tracking the concessionaire's performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation. It is expected that meetings with the supplier will also take place much more frequently, as and when required throughout the 6-week delivery of the event.
- 3.2 The agreed community benefits outcome commitments will be monitored via Cenefits which is a web based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

4 Policy and Resource Implications

Resource Implications:

Financial:

As set out in paragraph 1.1, the council will not incur any costs and will receive significant revenue income from the concessionaire over the 2-year period of the contract. This value cannot be included in the report due to the commercial sensitivity of the information.

<i>Legal:</i>	<p>The report raises no new legal issues.</p> <p>The Director of Legal and Administration will be responsible for concluding the concession service contract.</p>
<i>Personnel:</i>	No direct personnel implications.
<i>Procurement:</i>	This procurement activity was undertaken as an open tender process as detailed in section 1.5.
Council Strategic Plan: Equality and Socio-Economic Impacts:	Grand Challenge Number 1, Mission 3
<i>Does the proposal support the Council's Equality Outcomes 2021-25</i>	Yes, the scope incorporated the requirement for the event to be fully accessible to all ages, groups, and individuals.
<i>What are the potential equality impacts as a result of this report?</i>	An EQIA was not required for this contract as there is no impact.
<i>Please highlight if the policy/proposal will help address socio economic disadvantage.</i>	<p>Fair Work First was included as part of the award criteria with a weighting of 5%.</p> <p>The concessionaire recommended for award, Lochview Theme Park (Scotland) Ltd, has confirmed the following Fair Work First elements:</p> <ul style="list-style-type: none"> • Payment of at least the Real Living Wage • Provide appropriate channels for effective workers' voice • Investment in workforce development • No inappropriate use of zero-hours contracts • Action to tackle the gender pay gap and create a more diverse and inclusive workforce • Offer flexible and family friendly working practices for all workers from day one of employment • Oppose the use of fire and rehire practice <p>Community Benefits were included as part of the tender process. The concessionaire recommended for award, Lochview Theme Park</p>

(Scotland) Ltd, has confirmed the following outcomes:

Theme - Skills & Training

2 x Work Experience Placement - School
2 x Work Experience Placement - Non School

Theme - Supply Chain Development

2 x Supply Chain Briefings

Theme - Community Engagement

4 x Community Engagement - Financial Support
- [min. of £1,000]
249 x Community Engagement - Non-Financial
Support - [min. of 5 hrs.]

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Yes, by encouraging attending public to use public transport/cycling hubs, using electricity from mains supply, using bio-diesel fuel, recycle and reuse of materials, adopting a full and comprehensive waste management process including recycling.

What are the potential climate impacts as a result of this proposal?

Most impacts that are negative are kept to a minimum through a thorough sustainability policy in place. This would include but not be limited to sourcing materials/supplies locally, engaging in a circular-related economy.

Will the proposal contribute to Glasgow's net zero carbon target?

Yes, by adopting and implementation of the practices outlined in the aforementioned points.

Privacy and Data Protection impacts:

No data protection impacts identified.

5 Recommendations

The Contracts and Property Committee is requested to approve the award of a contract for the provision of winter hub services for 2025 & 2026 to the supplier listed below.

Lochview Theme Park (Scotland) Ltd
Companies House Number - SC653954

Appendix A – Unsuccessful Concessionaires

Concessionaire	Total Evaluation Score	Rank
Taylors Funfairs Limited (04437141)	79.50	2
Thomsons Funpark Ltd (SC504821)	77.63	3
New World Holding co (Scot) Ltd trading as The Dockyard Social (SC767394)	61.86	4