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Contract

## **Provision of Hotel Boking Services**

University of the Highlands and Islands

F03: Contract award notice

Notice identifier: 2024/S 000-003289

Procurement identifier (OCID): ocds-h6vhtk-0391a3

Published 1 February 2024, 8:36am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

University of the Highlands and Islands

12b Ness Walk

Inverness

IV3 5SQ

#### **Contact**

Julie Fraser

#### **Email**

[julie.fraser@uhi.ac.uk](mailto:julie.fraser@uhi.ac.uk)

#### **Telephone**

+44 1463279000

#### **Fax**

+44 1463279001

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.uhi.ac.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00101](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00101)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Hotel Boking Services

Reference number

UHI-RES-27043

#### **II.1.2) Main CPV code**

- 55100000 - Hotel services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Contractor shall be required to provide internet coverage for the University, and afford 'guests' the ability to book a room via direct bookings and online travel agents.

The Contractor shall be responsible for managing online booking services on behalf of the University. Responsibilities shall include, but shall not be limited to:

- Updating of rates (only when requested by the University) and availability
- Advertising promotions
- Content management
- Dealing with guest requests and providing phone support
- Liaise with all Booking Channels and report no shows and cancellations to avoid excess commission charges
- Facilitating and processing all guest payments on behalf of the University and facilitating the transfer of funds to a nominated bank account by the University
- Providing accurate information to all guests in relation to facilities at the property (such as, but not limited to: check-in/out times, reception opening hours and payment information).

- Liaise with the University throughout the process from point of referral through to the Guest check in

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £273,462.05 / Highest offer: £273,462.05 taken into consideration

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 55110000 - Hotel accommodation services
- 55130000 - Other hotel services
- 98341000 - Accommodation services

#### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

#### **II.2.4) Description of the procurement**

The Contractor shall be required to provide internet coverage for the University, and afford 'guests' the ability to book a room via direct bookings and online travel agents.

The Contractor shall be responsible for managing online booking services on behalf of the University. Responsibilities shall include, but shall not be limited to:

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- Advertising promotions
- Content management
- Dealing with guest requests and providing phone support
- Liaise with all Booking Channels and report no shows and cancellations to avoid excess commission charges

- Facilitating and processing all guest payments on behalf of the University and facilitating the transfer of funds to a nominated bank account by the University
- Providing accurate information to all guests in relation to facilities at the property (such as, but not limited to: check-in/out times, reception opening hours and payment information).
- Liaise with the University throughout the process from point of referral through to the Guest check in

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 40

Price - Weighting: 60

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-010188](#)

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## **Section V. Award of contract**

### **Contract No**

UHI-RES-27043

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

31 May 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

City Room Rentals

22 Stafford Street

Edinburgh

EH3 7BD

Telephone

+44 7868234050

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £273,462.05

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This is a Contract AWARD Notice and as such the procurement process is complete.

(SC Ref:751291)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Inverness Justice Centre

Longman Road

Inverness

IV1 1AH

Country

United Kingdom