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Contract

Provision of Hotel Services

University of the Highlands and Islands

F03: Contract award notice

Notice identifier: 2022/S 000-006338

Procurement identifier (OCID): ocds-h6vhtk-02dcb8

Published 8 March 2022, 4:03pm

Section I: Contracting authority

I.1) Name and addresses

University of the Highlands and Islands

12b Ness Walk

Inverness

IV3 5SQ

Email

Procurement@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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Hotel Services

Reference number

UHI-RES-21967

II.1.2) Main CPV code

- 79993100 - Facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

The University of the Highlands and Islands (UHI) has a requirement for the Provision of 'Hotel Services' at our Student Residences. For the purpose of clarification, our Residences are situated in the following locations:

- Inverness
- Dornoch
- Elgin
- Fort William

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: £1,754,606.01 / Highest offer: £1,820,684.49 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 79993100 - Facilities management services
- 79993000 - Building and facilities management services
- 55110000 - Hotel accommodation services
- 55100000 - Hotel services
- 55130000 - Other hotel services
- 98341000 - Accommodation services
- 98341100 - Accommodation management services
- 90911100 - Accommodation cleaning services
- 79992000 - Reception services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands
- UKM63 - Lochaber, Skye & Lochalsh, Arran & Cumbrae and Argyll & Bute
- UKM61 - Caithness & Sutherland and Ross & Cromarty
- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Main site or place of performance

Inverness, Dornoch, Elgin and Fort William

II.2.4) Description of the procurement

As part of this service, the Contractor must be able to provide the following, but not limited to, requirements:

- Reception service
- Key holding
- Management of visitors and passes
- Security and access
- Control of access and security passes

- CCTV / alarm monitoring
- Emergency response
- Manned guarding service
- Patrols (fixed or static guarding)
- Housing and residential accommodation management
- Helpdesk services (including client access)
- Provision of student support services
- Cleaning services (routine and on-request cleaning services)

II.2.5) Award criteria

Quality criterion - Name: Expertise & Previous Experience / Weighting: 10%

Quality criterion - Name: Implementation Plan & Exit Strategy / Weighting: 6%

Quality criterion - Name: Service Delivery / Weighting: 15%

Quality criterion - Name: Risk Management / Weighting: 10%

Quality criterion - Name: Continuous Improvement / Weighting: 6%

Quality criterion - Name: Fair Work Practices / Weighting: 3%

Quality criterion - Name: Pastoral Issues / Weighting: 20%

Price - Weighting: 30%

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

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: [2021/S 000-027797](#)

Section V. Award of contract

Contract No

UHI-RES-21967

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 March 2022

V.2.2) Information about tenders

Number of tenders received: 2

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: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Kingdom Security

Mill Brow, Eccleston

St Helens

WA10 4QG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1,754,606.01 / Highest offer: £1,820,684.49 taken into consideration

Section VI. Complementary information

VI.3) Additional information

A Site Visit will take place. Tenderers can request to attend on a date between Monday 8th November 2021 and Thursday 18th November 2021. Requests to attend a Site Visit shall be addressed to the Procurement department (Procurement@uhi.ac.uk).

Tenderers are strongly encouraged to attend all sites to allow for a full understanding of the requirement.

(SC Ref:686207)

VI.4) Procedures for review

VI.4.1) Review body

Inverness Sheriff and Justice of the Peace Court

Inverness

IV2 3EG

Country

United Kingdom