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Tender

## **Support Services for Passengers With Reduced Mobility - Inverness Airport**

Highlands and Islands Airports Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-006740

Procurement identifier (OCID): ocds-h6vhtk-0444de

Published 1 March 2024, 4:48pm

### **Section I: Contracting entity**

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

Highlands and Islands Airports Limited

Head Office, Inverness Airport

Inverness

IV2 7JB

#### **Contact**

Jill Fryer

#### **Email**

[procurement@hial.co.uk](mailto:procurement@hial.co.uk)

#### **Telephone**

+44 1667462445

**Fax**

+44 1667464300

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.hial.co.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13542](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13542)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**I.6) Main activity**

Airport-related activities

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## **Section II: Object**

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

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

Support Services for Passengers With Reduced Mobility - Inverness Airport

Reference number

HIA-1732

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

- 63700000 - Support services for land, water and air transport

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

Services

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

HIAL have a requirement for the provision of support services for passengers with reduced mobility (PRM) at Inverness Airport.

The Service Provider will be expected to provide safe assistance to and from aircraft, and high-quality customer care, to persons with reduced mobility at Inverness Airport.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,700,000

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

This contract is divided into lots: No

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

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

- 79342300 - Customer services

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

NUTS codes

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Main site or place of performance

Inverness

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

HIAL have a requirement for the provision of support services for passengers with reduced mobility (PRM) at Inverness Airport.

The Service Provider will be expected to provide safe assistance to and from aircraft, and high-quality customer care, to persons with reduced mobility at Inverness Airport

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

Quality criterion - Name: Implementation and Exit Plans / Weighting: 15

Quality criterion - Name: Service Delivery / Weighting: 40

Quality criterion - Name: Key Personnel / Weighting: 27.5

Quality criterion - Name: Performance Management / Weighting: 10

Quality criterion - Name: Sustainable Procurement / Weighting: 7.5

Price - Weighting: 50

### **II.2.6) Estimated value**

Value excluding VAT: £2,700,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Potential to extend for a further 2 years

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: Yes

Description of options

HIAL may wish to consider related services, which are in addition to those specified and which HIAL may or may not choose to purchase during the duration of the Contract. These Additional Options will not be evaluated. In relation to this Contract, HIAL proposes the following options:

Ad-hoc Training for other HIAL Airports - There may be a requirement for the provision of ad-hoc training related to the Service to some HIAL staff at other HIAL Airport sites; and

(b) Any other services which the winning Tenderer considers it could provide to HIAL, particularly while staff engaged to provide the Services are not so engaged (i.e. where those staff are on-site but have no passengers to assist).

Provide proposals for additional related services. State clearly in the Price Schedule any associated additional costs.

#### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

See Tender Document

#### **III.1.6) Deposits and guarantees required**

HIAL does not undertake to accept any Tender where the financial health of the Tenderer would, in the opinion of HIAL, pose too high a risk.

Where a Tenderer does not meet the minimum required standards of economic and financial standing, the Tenderer may still be eligible for consideration where their submission is supported by a parent company, bank or other appropriate third party guarantee in form and substance satisfactory to HIAL.

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

See Tender Document

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

5 April 2024

Local time

12:00pm

##### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

##### **IV.2.7) Conditions for opening of tenders**

Date

5 April 2024

Local time

12:00pm

Place

Remotely online

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: After Year 5 or extended period

## **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=759719](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=759719).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:759719)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=759719](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=759719)

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

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

Inverness Sheriff Court and Justice of the Peace Court

Inverness

Country

United Kingdom