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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

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Email

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Telephone

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+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

I.3) Communication

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

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

I.6) Main activity

Airport-related activities

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

HAL 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

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

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

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.

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.

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

VI.4) Procedures for review

VI.4.1) Review body

Inverness Sheriff Court and Justice of the Peace Court

Inverness

Country

United Kingdom