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Tender

## **Provision of Hotel Boking Services**

University of the Highlands and Islands

F02: Contract notice

Notice identifier: 2023/S 000-010188

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

Published 6 April 2023, 2:37pm

### **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.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.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**

he 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.1.5) Estimated total value**

Value excluding VAT: £250,000

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

This contract is divided into lots: No

## **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**

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

Duration in months

60

This contract is subject to renewal

No

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

Variants will be accepted: No

### **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: [2022/S 000-035564](#)

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

Date

8 May 2023

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

8 May 2023

Local time

12:00pm

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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: 60 month

### 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=728427](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=728427).

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:728427)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=728427](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=728427)

### VI.4) Procedures for review

#### VI.4.1) Review body

Inverness Sheriff & Justice of the Peace Court

Inverness UK

Inverness

IV2 3EG

Country

United Kingdom