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Tender

## **Provision of Hotel Booking Services**

University of the Highlands and Islands

F02: Contract notice

Notice identifier: 2022/S 000-024386

Procurement identifier (OCID): ocds-h6vhtk-0364aa

Published 1 September 2022, 8:58am

### **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](mailto: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](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00101)

**I.3) Communication**

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.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 Booking Services

Reference number

UHI-RES-24981

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

- 55100000 - Hotel 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 a Hotel Booking Service.

The purpose of the Hotel Booking Service is to allow 'guests' the ability to book a room at our Residences, located in Inverness, Dornoch, Elgin and Fort William.

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

This contract is divided into lots: No

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

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

- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55130000 - Other hotel services
- 98341000 - Accommodation services
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

- 48517000 - IT software package
- 72260000 - Software-related services

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

NUTS codes

- UKM - Scotland

### **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:

- 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.2.5) Award criteria**

Quality criterion - Name: Platform Functionality / Weighting: 15%

Quality criterion - Name: Implementation Plan / Weighting: 5%

Quality criterion - Name: Exit Strategy / Weighting: 5%

Quality criterion - Name: Added Value Benefits / Weighting: 5%

Quality criterion - Name: Account Management / Weighting: 5%

Quality criterion - Name: Fair Working Practices / Weighting: 5%

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

Yes

Description of renewals

The Contract will commence for a period of three (3) years.

The University reserves the right to extend the contract for a further two (2) x twelve (12) month periods subject to satisfactory performance and continued University requirement.

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

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

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

List and brief description of selection criteria

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

Minimum level(s) of standards possibly required

- Employer's (Compulsory) Liability Insurance = GBP 5 Million
- Product Liability Insurance = GBP 5 Million
- Public Liability Insurance = GBP 5 Million

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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

4 October 2022

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

4 October 2022

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: August/September 2027

### **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**

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations in 2015

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 22190. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:705094)

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

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

Inverness Sheriff & Justice of the Peace Court

Inverness

IV2 3EG

Country

United Kingdom