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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

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.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

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

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

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

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