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Tender

Provision of Hotel Services

University of the Highlands and Islands

F02: Contract notice

Notice identifier: 2021/S 000-027797

Procurement identifier (OCID): ocds-h6vhtk-02dcb8

Published 5 November 2021, 11:15am

The closing date and time has been changed to:

5 January 2022, 12:00pm

See the [change notice](#).

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 Services

Reference number

UHI-RES-21967

II.1.2) Main CPV code

- 79993100 - Facilities management 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 'Hotel Services' at our Student Residences. For the purpose of clarification, our Residences are situated in the following locations:

- Inverness
- Dornoch
- Elgin
- 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)

- 79993100 - Facilities management services

- 79993000 - Building and facilities management services
- 55110000 - Hotel accommodation services
- 55100000 - Hotel services
- 55130000 - Other hotel services
- 98341000 - Accommodation services
- 98341100 - Accommodation management services
- 90911100 - Accommodation cleaning services
- 79992000 - Reception services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands
- UKM63 - Lochaber, Skye & Lochalsh, Arran & Cumbrae and Argyll & Bute
- UKM61 - Caithness & Sutherland and Ross & Cromarty
- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Main site or place of performance

Inverness, Dornoch, Elgin and Fort William

II.2.4) Description of the procurement

As part of this service, the Contractor must be able to provide the following, but not limited to, requirements:

- Reception service
- Key holding
- Management of visitors and passes
- Security and access
- Control of access and security passes
- CCTV / alarm monitoring

- Emergency response
- Manned guarding service
- Patrols (fixed or static guarding)
- Housing and residential accommodation management
- Helpdesk services (including client access)
- Provision of student support services
- Cleaning services (routine and on-request cleaning services)

II.2.5) Award criteria

Quality criterion - Name: Expertise & Previous Experience / Weighting: 10%

Quality criterion - Name: Implementation Plan & Exit Strategy / Weighting: 6%

Quality criterion - Name: Service Delivery / Weighting: 15%

Quality criterion - Name: Risk Management / Weighting: 10%

Quality criterion - Name: Continuous Improvement / Weighting: 6%

Quality criterion - Name: Fair Work Practices / Weighting: 3%

Quality criterion - Name: Pastoral Issues / Weighting: 20%

Price - Weighting: 30%

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

Duration in months

16

This contract is subject to renewal

Yes

Description of renewals

The University reserves the right to extend the contract for a further 2 x 12 months 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

Minimum level(s) of standards possibly required

Bidders must confirm they can provide the following supporting evidence prior to award:

- 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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-021833](#)

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

Originally published as:

Date

7 December 2021

Local time

12:00pm

Changed to:

Date

5 January 2022

Local time

12:00pm

See the [change notice](#).

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

7 December 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

A Site Visit will take place. Tenderers can request to attend on a date between Monday 8th November 2021 and Thursday 18th November 2021. Requests to attend a Site Visit shall be addressed to the Procurement department (Procurement@uhi.ac.uk).

Tenderers are strongly encouraged to attend all sites to allow for a full understanding of the requirement.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 20045. For more information see:

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

(SC Ref:672531)

VI.4) Procedures for review

VI.4.1) Review body

Inverness Sheriff and Justice of the Peace Court

Inverness

IV2 3EG

Country

United Kingdom