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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](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 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

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### **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

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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: [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



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## **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](mailto: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