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Contract

Provision of Hotel Booking Services

University of the Highlands and Islands

F03: Contract award notice

Notice identifier: 2022/S 000-029994

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

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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.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.2.11) 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 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 000-024386](#)

Section V. Award of contract

Contract No

UHI-RES-24981

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

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

(SC Ref:711223)

VI.4) Procedures for review

VI.4.1) Review body

Inverness Sheriff & Justice of the Peace Court

Inverness

IV2 3EG

Country

United Kingdom