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Contract

## **Hotel Services**

University of the Highlands and Islands

F03: Contract award notice

Notice identifier: 2025/S 000-070616

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

Published 3 November 2025, 5:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

University of the Highlands and Islands

UHI House, Old Perth Road

Inverness

IV2 3JH

#### **Contact**

Katrina McEwan

#### **Email**

[katrina.mcewan@uhi.ac.uk](mailto:katrina.mcewan@uhi.ac.uk)

#### **Telephone**

+44 1463279000

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://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.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Hotel Services

Reference number

UHI-RES-32671

#### **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 is looking for a supplier to provide Hotel Services at their 4 student residences sites in Inverness, Dornoch, Elgin and Fort William as detailed in the Invitation to Tender. It is expected that these services will be required from November 2025 for an initial period of 3 years, unless terminated in accordance with the provisions of the Contract, with UHI having the option to extend for a further 2 x 12 months periods following the Initial Term

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,430,310.75

### **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

### **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**

The following duties are included within this Contract and shall be carried out as required:

Internal and external patrolling.

Monitoring and responding to intruder alarms.

Reactively monitoring CCTV.

Emergency response/keyholding.

Car parking.

Assist with release of trapped personnel in lifts.

Security and key management including arranging the replacement of lost key cards and door lock batteries when required, and general key holding Services.

This list is not exhaustive but provides the basis of the service required.

### **II.2.5) Award criteria**

Quality criterion - Name: Expertise and Previous Experience / Weighting: 10

Quality criterion - Name: Implementation Plan and Exit Strategy / Weighting: 5

Quality criterion - Name: Service Delivery / Weighting: 10

Quality criterion - Name: Risk Management / Weighting: 10

Quality criterion - Name: Continuous Improvement / Weighting: 5

Quality criterion - Name: Fair Work Practices / Weighting: 5

Quality criterion - Name: Pastoral Issues / Weighting: 15

Price - Weighting: 40

#### **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 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: [2025/S 000-045745](#)

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## **Section V. Award of contract**

### **Contract No**

UHI-RES-32671

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

15 October 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Kingdom Services Group Limited

1 Woodlands Park, Ashton Road

Newton-le-Willows

WA12 0HF

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £2,430,310.75

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This is a Contract AWARD Notice and as such the procurement process is COMPLETE.

(SC Ref:812187)

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

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

Inverness Justice Centre

Longman Road

Inverness

IV1 1AH

Country

United Kingdom