

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/070616-2025>

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

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

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

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

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](#)

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

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