

23 Nov 2023

Request for Proposal – Inhouse Salon

The World Spa Apartment Owners Association (TWSAOA) is seeking proposals from Vendors for the operation and management of our In-house Salon.

The World Spa Apartments, located in Sector 30, Gurgaon, is a community of approximately 350 families. The Salon space is located at the lobby level in the East Community Center.

Dates:

We invite all interested vendors to submit their written proposals as detailed in the attached Request for Proposal document. Kindly note:

1. All vendor queries and site visits should be completed by 7th December
2. Final vendor proposals must be received by 4 PM on December 15th

Contact:

Should you have any questions, please contact:

Contact: Surbhi Singh, Estate Manager
phone: +91 8130295601
E-mail: estatemanager@worldspagurgaon.com

Please note that this Request for Proposal letter does not constitute a guarantee on the part of TWSAOA that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

THE WORLD SPA
REQUEST FOR PROPOSAL -
SALON

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1. GENERAL INFORMATION

1.1 PURPOSE

- 1.1.1 The World Spa Apartment Owners Association (TWSAOA) is seeking proposals from qualified businesses or corporations for the provision and management of our in-house Salon located within The World Spa premises in Gurgaon.
- 1.1.2 Our goal is to partner with a Salon vendor that understands our community needs, supports our community initiatives, promotes healthy lifestyles and follows our sustainability practices.

1.2 BACKGROUND

- 1.2.1 The World Spa is a community of approximately 350 families. Our community demographic is diverse with strong representation in all age groups including children, teens, senior citizens and working professionals.
- 1.2.2 We have a built strong culture based on community harmony and social inclusiveness, where the needs of all ages are looked after. We value and promote health and wellness. Sustainability practices are also important.
- 1.2.3 The Salon is situated in the lobby of the East Community Center, the very hub of life in World Spa East. The lobby lounge has a mix of casual lounge seating as well as table seating, where residents can sit, socialize, study or work. In adjacent spaces there is a gym, pool, Cafe, squash court, fitness classes, cards room, lounge room and kids activity room.
- 1.2.4 All services including the Salon are managed by Estate Manager at The World Spa and overseen by the Board of Managers of TWSAOA.

2. SCOPE OF OPERATIONS

2.1 SALON SERVICE AREA

- 2.1.1 The Salon is situated in the lobby of East Community Center at The World Spa approximately 650 square feet area.
- 2.1.2 Majority of Customers will visit the salon on pre booking bases or directly as per availability. No home services to be provided.

2.2 SALON TIMINGS

- 2.2.1 The preference would be to maximize the days of operation and the timings for customers.
- 2.2.2 At minimum, operating hours may be:
 - Friday, Saturday & Sunday: 10.00 am to 7:30 pm
 - Weekdays: 10:00 am to 8:00 pm

Vendor may choose not to be open on public holidays, like Labour Day, Independence Day, Republic Day, 2nd October and other festivals as desired with prior notice to the community.

3. SALON Services

The Vendor shall:

- (i) No home service can be provided without a written permission from TWSAOA.
- (ii) Maintain a true and accurate account of all proceeds with respect to the services offered at the Salon to be updated on a weekly basis, which accounts may be audited by TWSAOA and provided to the TWSAOA in a format specified by the TWSAOA.
- (iii) Make adequate arrangements, in addition to the provision of housekeeping staff by TWSAOA once a day during hours of operation, to keep the Salon clean.
- (iv) Maintain adequate hygiene standards in the Salon as are reasonable for a vendor managing an establishment similar to the Salon;
- (v) Use billing machines in accordance with best industry practices and generate printed bills giving a complete description of particulars billed along with their prices;
- (vi) Be solely responsible for offering any service on credit to any Person and TWSAOA shall have no responsibility to recover any amounts so due;

- (vii) Not invite or serve any customer who is not a resident at The World Spa at the Salon. Only overnight in-residence guests of a resident of World Spa may be served and overnight guests of the residents if being accompanied by them.
- (viii) Maintain adequate garbage bins and disposable bags at the Salon and ensure that the Salon, surrounding areas and any other areas accessed by the Vendor's personnel are kept clean;
- (ix) Ensure that no noise, air, water and or other pollution is caused on account of operation of the Salon;
- (x) Ensure waste segregation and water conservation at the Salon and observe the sustainability practices practiced at The World Spa as required by TWSAOA;
- (xi) Not use polyethene bags inside The World Spa and shall reduce disposable plastic waste to the extent that is reasonable;
- (xii) Offer convenient payment methods, including but not limited to debit card and credit card payments and e-wallets;
- (xiii) Ensure that services offered at the Salon are of high quality and are offered at the rates which shall be in accordance with the guidelines set out in Schedule 3.
- (xiv) In the event the Vendor wishes to lock the Salon every night to ensure safety of its equipment, provide one key to the estate manager of The World Spa, to be used only in case of emergencies;
- (xv) Display prominently in the Salon all certifications pertaining to its business and shall make such certifications available for verification by customers as well as provide a copy of all such certifications to the TWSAOA;

3.1 HOUSEKEEPING / MAINTENANCE

- 3.1.1 World Spa housekeeping staff will clean the Salon floor and clear the garbage, once a day.

Note that Salon staff will be responsible for keeping the area clean and tidy all day long.

- 3.1.2 Pest control is done routinely in the East Community Center; this will include the Salon.

3.2 OTHER

- 3.2.1 The following services will be provided free of cost by TWSAOA:
- a. Wi-fi connectivity
 - b. Intercom facility connecting the Salon to residents, estate office, security etc
 - c. Marketing access to residents via email on the community portal
 - d. Vantage points to install one posters/ signage's/ standee to promote the Salon (with due permission)

***Note:** Electricity will be charged at commercial rates.

4. SALON REQUIREMENTS

Use of the Space

The Vendor shall:

- a. Use the Space only for the purposes of operating the Salon
- b. The World Spa will provide bare shell. Furnishing will be done by the vendor.
- c. Air conditioning will be installed by the vendor separate electricity meter will be installed by the World Spa for monitoring electricity consumption.
- d. Not use any other place or space (covered or uncovered) in The World Spa complex for conduct of its business or for any other purposes whatsoever;
- e. Not carry out or build any permanent or temporary structure or undertake alterations to the layout, fittings and fixtures of the Space without prior written consent of TWSAOA;
- f. Be liable to hand over the Space to TWSAOA at the end of the Term (as extended) in the same condition (normal wear and tear excepted), as at the time of handing over possession of the said Space to the Vendor;
- g. Ensure that all vehicles owned and operated by the Vendor or any supplier, agent, employee, representative or Affiliate of the Vendor are parked at the designated parking space as allocated to the Vendor by TWSAOA; and
- h. Take adequate care to ensure that no damage is caused to any fittings and fixtures in the common areas or to the property of any resident or any third party and shall be liable to repair any damage so caused.

Safety measures

The Vendor shall:

- i. Provide to all its employees and agents safety appliances as required for carrying out the work safely and shall ensure that its employees and agents observe all reasonable safety measures in accordance with best industry practices and any liabilities arising in the event of any injury or unforeseen mishap will be exclusively borne by the Vendor and TWSAOA shall bear no responsibility on such accounts;
- j. Ensure that all its employees and agents adhere to the rules and guidelines

promulgated by TWSAOA which shall be informed to the Vendor by TWSAOA, including the requirement to wear an identity card issued by the Estate Office and the Vendor's personnel shall be permitted entry into The World Spa only upon production of daily entry passes issued for this purpose by TWSAOA;

- k. Ensure police verification of all employees and agents deployed at the Salon at its own cost and details of such verification shall be shared with TWSAOA; and
- l. Obtain adequate insurance for the Salon, the appliances being used in the Salon, and the personnel working in the Salon.

Personnel

Subject to Applicable Laws, all personnel engaged by the Vendor in running the Salon shall be and shall remain employees of the Vendor and shall not be deemed to be employees of TWSAOA for any purpose. The Vendor shall be solely responsible to comply with all Applicable Laws in relation to its employees including: (i) making payments of remuneration and all other statutory dues with respect to the employees, and (ii) withholding or payment of all taxes and benefit plan costs relating to the employment of the employees, including, all income withholding taxes, statutory payments under labor and employment legislations, unemployment and sickness disability insurance and other payroll taxes and charges with respect to its employees, including collecting contributions from them when and as required by Applicable Laws.

Compliance with Applicable Laws

- (i) The Vendor covenants that it shall operate the Salon in accordance with all Applicable Laws and the Vendor shall at all times comply with all Applicable Laws including the Labour laws, Corporate laws and Govt laws.
- (ii) The Vendor shall obtain and maintain in full force and effect during the performance of this Agreement and all necessary governmental permits, licenses and approvals required to operate the Salon in accordance with Applicable Law. The vendor shall fix a name board of size not greater than 9"x3"x1" (LxBxT) on the main door matching with the name board style of other facilities.
- (iii) The Vendor shall comply with and cause its Affiliates, any director, officer, agent, employee, any partner, associate, representative, or other person associated with or acting on behalf of the parties, to comply, with all Applicable Laws including the (Indian) Prevention of Corruption Act, 1988 and /or any other applicable anti-corruption laws. The Vendor shall not knowingly take any action that would cause TWSAOA to be in violation of any applicable anti-corruption laws. Further, each Party shall immediately notify the other Party if such Party has any information or suspicion that there may be a violation of any anti-corruption law in connection with the performance of activities under this Agreement.

Subcontracting

The appointment of any contractor and sub-contractor, etc. by the Vendor pursuant to this Agreement shall be made only after obtaining TWSAOA's prior written approval. TWSAOA shall exercise absolute discretion over the grant of its approval.

4.2 OPERATIONS

- 4.2.1 The Salon vendor will consider the following operational requirements:
- a. high standard of hygiene
 - b. competitive pricing
 - c. variety of price points to serve value vs quality conscious customers
 - d. convenient modes of payment
 - e. competent and friendly service
 - f. sustainable practices
 - g. customer feedback

5. RFP PROCESS

- 5.1 TWSAOA will seek proposals for the Salon on the community portal, inviting residents to submit their proposals or suggest/invite other vendors to submit proposals.
- 5.2 TWSAOA may also seek proposals from other sources including nearby Salons / established chains.
- 5.3 Interested vendors may arrange a site visit and/or seek clarification on this RFP until the RFP Queries deadline (see section 9. Timeline).

6. PROPOSAL REQUIREMENTS

- 6.1 To be considered, respondents to this RFP must submit timely, written proposals that fully address all requirements (see section 4. Salon Requirements).
- 6.2 Please submit one hard copy in sealed cover of your proposal to Estate Manager (see section 11. Contact Details).
- 6.3 Please include the following components in the written proposal:
- a. Your company's background, including years in business, mission statement and locations. Please include management bios and organization chart if applicable.
 - b. Proposed services, including prices.
 - c. Proposed payment methods.
 - d. How you incorporate customer feedback.
 - e. Your hygiene and safety standards.
 - f. How you support sustainable processes and practices.
 - g. Hiring practices, including training and security checks.
 - h. Your GST Registration & PAN information.
 - i. **Rentals offered (INR per month).**
 - j. Any testimonials and references.

7. SELECTION PROCESS

- 7.1 The selection of the vendor based on the proposals received is the responsibility of the Board of Managers (BoM). Their decision will be final and binding and need not offer any explanation for selection of one vendor versus another.

9. TIMELINE

9.1 Following is the proposed timeline.

RFP Issue date:	23 rd Nov 2023
RFP Queries deadline:	01 st Dec 2023
Proposal due date:	15 th Dec 2023
Evaluation process:	05 Days
Selection of vendor:	20 th Dec 2023
Operations start date:	1st Feb 2023

9.2 All queries and site visits must be completed by the RFP Queries deadline. Note that responses to all queries from any bidder will be collated and shared with other known potential bidders.

9.3 The Estate Office will communicate any change to this timeline in writing to all vendors.

10. CONTACT DETAILS

10.1 All inquiries and site visits may be arranged with The World Spa Estate Manager:

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Center Sector 30,
Gurgaon
Haryana 122001

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