

THE WORLD SPA APARTMENT OWNERS ASSOCIATION

REQUEST FOR PROPOSAL

Estate Management Services

Issue Date: 1 February 2024

1. INTRODUCTION

Through this Request for Proposals (RFP), The World Spa Apartment Owners Association (TWSAOA) solicits proposals for Estate Management Services (EMS) for The World Spa located at sector 30 & 41 in Gurgaon, Haryana.

2. TIME SCHEDULE

The indicative time schedule is described below, however, this is subject to change at the sole discretion of TWSAOA.

Issue of RFP	1 February 2024
Vendor Queries (please email at rfp@worldspagurgaon.com) & Responses Only email communications with rfp@worldspagurgaon.com shall be considered official communication from TWSAOA	Queries: Up to 3pm 10 February 2024 Responses: By 5pm 11 February 2024
Vendor Site Visit	Up to 11 February 2024
Receipt of Proposals, separate sealed envelopes:(a) Technical Proposal & (b) Commercial Proposal Addressed to, and handed-over in-person to: <i>The President, TWSAOA (Mr Raj Caprihan, 9810194390)</i>	Up to 3pm, 17 February 2024
Opening of Technical Proposals [Board Room, West Community Centre]	5pm, 17 February 2024
Meeting with Vendors for understanding, clarifications, presentations (if any) for evaluation of Technical Proposal	19 - 23 February 2024
Shortlisting of up to 3 Vendors based on Technical Proposal	By 24 February 2024
Opening of Commercial Proposal of shortlisted Vendors	24 February 2024
Commercial Negotiations	26 February 2024 – 2 March 2024
TWSAOA Finalization and issue of Letter of Intent	4 – 8 March 2024
Final confirmation and Contract execution	By 7 April 2024
Transition & Resource Mobilization	April 2024
Expected Commencement of Contract	1 May 2024

3. DURATION

The EMS Contract is proposed for a period of 3 years. This will be subject to (i) annual review in normal course, and (ii) performance linked termination clause with a 3 month notice period. Further, based on RFP and commercial negotiations, the EMS Contract can be renewed in blocks of 3 years. Extension beyond 9 years is contingent upon specific GBM approval of TWSAOA.

4. PROPOSAL SECURITY

- 4.1 Along with the Technical Proposal, Vendor is required to submit either (i) Earnest Money Deposit (EMD) in the form of Demand Draft / Banker's Cheque, or (ii) Bank Guarantee (BG), for a sum of Rs 300,000 (Rupees Three Lakh only) in favor of "The World Spa Apartment Owners Association".
- 4.2 If the Vendor prefers any specific format for the above, or requires any acknowledgement of EMD / BG, the same may be provided for review during the Vendor Queries period described in Time Schedule above.
- 4.3 If the Vendor is unable to provide the requisite EMD / BG as above, or does not have the policy of providing EMD/BG, it may explain the circumstances to TWSAOA during the Vendor Queries period in Time Schedule above and propose any alternate / equivalent mode for demonstrating its commitment to its proposal.

4.4 For unsuccessful vendors, the EMD / BG will be returnable / refundable with 7 days of the unsuccessful outcome. For the successful vendor, the EMD / BG will be returnable/ refundable within 14 days of commencement of services.

5. PROPOSAL EVALUATION

5.1 Minimum Eligibility Criteria: All of the following criteria are mandatorily required to be satisfied:

- 5.1.1 Company or LLP registered in India
- 5.1.2 Minimum 10-year track record of undertaking Facilities / Estate Management Services (FMS/ EMS) in India`1
- 5.1.3 As on 1st January 2024, undertaking FMS for:
 - (a) at least 10 residential apartment complexes (each one with minimum 150 apartments) in Gurgaon; and
 - (b) at least 50 residential apartment complexes (each one with minimum 150 apartments) in India
- 5.1.4 Not specifically blacklisted or prohibited from undertaking FMS /EMS services by any Central Government agency.

5.2 Preference Eligibility Criteria: The following criteria are not mandatory, however, bidders will be provided preference for the following key factors during Technical evaluation of the Bids:

- 5.2.1 Relevant Experience Years (REY) Score of undertaking FMS / EMS for Premium Category Residential Apartment Complexes in Gurgaon (PCRAC):

REY Score = Sum of Years (Y)s for each eligible PCRAC

Eligible PCARC = Residential apartment complexes being served by the bidder (as on 1st January 2024) with Circle Rate (as on 1st January 2024) not lower than Rs 9,900 / sqft

Years (Y)s of each eligible PCRAC = Number of Years (up to 1st January 2024) of continuous FMS/ EMS services

- 5.2.2 Technical Proposal to include SLA scoring-based penalty system i.e. EMS fee to be deducted for where SLA score/s fall below a threshold. Each bidder can submit its own SLA scoring matrix, inter-alia, including the SLA
- 5.2.3 Technical Proposal to include (or supplemented) by the bidder's '**Vision for World Spa**' with (i) examples of improvements proposed, and (ii) action steps proposed for Value/Price enhancement of World Spa. This 'Vision for World Spa' can be submitted with the Technical Bid and / or communicated through an in-person / video presentation by bidder's representatives
- 5.2.4 Technical Proposal to include a description of FMS/EMS experience of the vendor, including the existing processes for leveraging/ benefiting from benchmarking (with peer-group buildings) and its own (or group's) pool of best practices / techniques/ know-how/etc.

5.3 Evaluation, Shortlisting and Negotiation

- 5.3.1 Technical & Commercial Proposals to be submitted in separate sealed envelopes. Five (5) copies of the Technical Proposal shall be submitted (hard copy). Only 2 (two) copies of Commercial Proposal shall be submitted (hard copy).
- 5.3.2 TWSAOA to evaluate Technical Proposals on a holistic manner, inter-alia, including (but not limited to) the Mandatory Eligibility and Preference Eligibility Criteria listed above. If required, Vendor/s may be contacted for seeking clarifications if any on their respective Technical Proposal.
- 5.3.3 Maximum 3 Vendors shall be shortlisted based on evaluation of Technical Proposals, and thereafter their Commercial Proposals will be opened.
- 5.3.4 Commercial negotiation may be undertaken with the 3 shortlisted vendors.
- 5.3.5 Final choice of EMS agency to be based on combination of Technical/Qualitative aspects and Negotiated Commercials. It is clarified that choosing service provider based on lowest price is not necessary. TWSAOA is not liable to provide any explanation or costs to any (successful or unsuccessful) vendor on the basis adopted internally by TWSAOA for choosing the successful vendor.

6. SCOPE

- 6.1 The scope covers the full range of Estate Management Services, also referred to as Facility Management Services, or Maintenance Services, or Property Management Services, etc, for the entire The World Spa condominium including both its wings – West and East, all its apartments, villas, EWS residential units, shops, common areas, club houses, basements, open spaces, walkways, amenities, infrastructure equipment, green and horticulture areas, etc.
- 6.2 Specifically, the scope also includes the green areas, roads, walkways located between the East Wing and West Wing.
- 6.3 The **nature of work to be undertaken is all encompassing**, including but not limited to – all required manpower (including their uniforms, PF, ESI, bonus, etc), all required materials, consumables, spares, operation, maintenance, AMCs, insurance, repair, upkeep, servicing, cleaning, upgradation, refurbishment, replacement, identifying & fixing snags, routine supervision, management/supervision of special projects, ticketing & ticket-management, arranging scrap sales, coordination, accounting, invoicing, collections, tax payments, tax filings, regulatory filings, compliances, liaison, social events, entertainment events, periodic facility audits focusing on safety, effectiveness of systems, aesthetics, savings, etc. *[Statutory financial audit, and Internal Audit shall not be in scope]*
- 6.4 The appointed EMS service provider will be responsible and accountable for all the works even if a 3rd party agency is appointed (i) as a sub-contractor of the EMS service provider, and/or (ii) as a contractor of TWSAOA with or without the advise of the EMS service provider.
- 6.5 Broad categories of works to be performed are listed below, however, this may not be exhaustive. The vendor should undertake a survey of The World Spa premises and seek any further information to be able to fully include all and maximum coverage in its Technical Proposal and Commercial Proposal. Refer Annexures A to E for illustrative inclusions.

- A. Estate Management
- B. Security
- C. Housekeeping
- D. Horticulture
- E. Technical

6.6 Vendor should explicitly describe any works that (i) it considers not included, (ii) is to be included at extra cost, (iii) it is unable to undertake due to any reason whatsoever.

6.7 Vendor should specifically describe the basis of differentiation of regular works that would be covered in its Commercial Proposal and any other works that will be considered as Additional / Capex and hence not covered in its Commercial Proposal.

7. TECHNICAL PROPOSAL – FORMAT

All of the following to be submitted in a sealed envelope:

- 7.1 Minimum Eligibility Criteria (para 5.1) as per Exhibit I
- 7.2 Preference Eligibility Criteria (para 5.2.1) as per Exhibit II
- 7.3 Vendor's proposed "Scope of Work Statement" for each category of work, clearly describing any Scope Limitations
- 7.4 Vendor's proposed SLAs for various work activities
- 7.5 Vendor's proposed SLA scoring based penalty matrix (para 5.2.2)
- 7.6 Vendor's experience in FMS/EMS, including the existing processes for leveraging/ benefiting from benchmarking (with peer-group buildings) and its own (or group's) pool of best practices / techniques/ know-how/etc.
- 7.7 Vendor's explanatory statement/ bullet points / presentation explaining its Technical merits and suitability – this may be included in sealed envelope and / or explained through a presentation / meeting
- 7.8 Vendor's "Vision for World Spa" – this may be included in sealed envelope and / or explained through a presentation / meeting (para 5.2.3)
- 7.9 Describe the contracting model and options, i.e. consolidated contract for everything with the Vendor, or segregated contracts for one or more services [and corresponding invoicing/ payment mechanism]
- 7.10 Details of proposed manpower deployment plan and whether (& how) there is flexibility for increasing/ decreasing the same based on vendor's and TWSAOA's review (upfront, and periodically)

- 7.11 Describe vendor's process for identifying issues/snags requiring early/preventive action. Also, ticketing & ticket-management process, for issues / snags (i) self-identified by EMS/vendor's team, (ii) identified by Board of Managers, and (iii) identified/complained by resident/s.
- 7.12 Describe vendor's process for specific Projects' Management, and supporting/reporting to Board of Managers.
- 7.13 Describe whether/ how / which Technology tools will be deployed / recommended to be deployed for (i) improving the quality/effectiveness of FMS/EMS or parts thereof, and / or (ii) optimizing manpower costs
- 7.14 For a period of 3 years upto 1 January 2024, provide a list of Residential Apartment Complexes in Gurgaon, wherein the Vendor, (i) won the FMS/EMS contract, (ii) issued a renewal/continuity of FMS/EMS contract, and (iii) lost / rotated-out of FMS/EMS contract.
- 7.15 Describe Transition Plan from existing service provider/s to selected vendor
- 7.16 Proposed Client Service Team (and escalation matrix) of Vendor to be responsible for TWSAOA
- 7.17 Proposed / tentative names/details of any contractor/sub-contractor agencies for any part of the services
- 7.18 Template/ Sample of Vendor's proposed Legal Agreement (and any other supplementary documents) that would be required to be signed by TWSAOA for commencement of services
- 7.19 Name, designation, email and mobile number of person/s to be contacted for seeking any clarifications on Technical Proposal

8. COMMERCIAL PROPOSAL – FORMAT

Considerations for Commercial Proposal to be submitted in a sealed envelope:

- 8.1 Detailed and comprehensive most competitive price quotation, for a period of 3 years:
 - (a) 1 May 2024 to 31 March 2025 (11 months)
 - (b) 1 April 2025 to 31 March 2026 (12 months)
 - (c) 1 April 2026 to 31 March 2027 (12 months)
- 8.2 Include details of any factors due to which the price variation may be required (this should be avoided and can only be in be absolutely exceptional situations)
- 8.3 If there are multiple Options for contracting (Consolidated contract or segregated contracts, or hybrid) submitted in Technical Proposal, please feel free to include multiple Options for Commercial price quotation (in the same sealed envelope)
- 8.4 Commercial Proposal should be presented with adequate level of detail and break-up such that the impact of any increase / decrease/ mix-modification in manpower deployment plan can be directly assessed (upfront, and periodically)

- 8.5 Price quotations should be all-inclusive considering all liabilities, PF, ESI, statutory dues, etc. Goods and Service Tax, as applicable, should be separately stated. TWSAOA shall deduct TDS, as applicable.
- 8.6 Price should be submitted as an absolute value (in Rupees) as well as equivalent billable price i.e. (Rupees per billable Square Feet)
- 8.7 Describe any items of cost not covered in the Commercial Proposal
- 8.8 Name, designation, email and mobile number of person/s to be contacted for seeking any clarifications on the Commercial Proposal and undertaking Commercial Negotiations

STATEMENT OF MINIMUM ELGIBILITY CRITERIA

Eligibility Criteria	Please fill-in details	Comments
Company or LLP registered in India	Yes / No	
Minimum 10-year track record of undertaking Facilities / Estate Management Services (FMS/ EMS) in India	Yes / No	If yes, briefly explain
As on 1 st January 2024, undertaking FMS/ EMS for at least 10 residential apartment complexes (each one with minimum 150 apartments) <u>in Gurgaon</u>	Yes / No	If yes, please include a List
As on 1 st January 2024, undertaking FMS/ EMS for at least 50 residential apartment complexes (each one with minimum 150 apartments) in India	Yes / No	If Yes, please include a List
Whether specifically blacklisted or prohibited from undertaking FMS /EMS services by any Central Government agency.	Yes / No	If No, please include a specific confirmation letter signed by a Director / Authorized Signatory of the Company

ANNEXURE A – ESTATE MANAGEMENT (Illustrative inclusions)

- a) Overall management and coordination
- b) Support to Board of Managers
- c) Customer / Residents relationship management, Help Desk
- d) Vendor management
- e) Manpower management
- f) Preventive maintenance
- g) Snag identification & fixing
- h) Ticketing & ticket-management
- i) Specific projects' management
- j) Budgeting, accounting, invoicing & collections
- k) Government, regulatory, taxation, audit support, liaison, etc
- l) Community centre management
- m) Sports facilities management
- n) On-site service provider management
- o) Fire and Safety
- p) Materials, stores, and re-ordering

ANNEXURE B – SECURITY (Illustrative inclusions)

- a) Barrier, main gates
- b) Visitor management
- c) Delivery-staff management
- d) Domestic-staff management
- e) CCTV monitoring
- f) Patrolling & night checks
- g) Traffic management
- h) Noise controls & construction/renovation controls

ANNEXURE C – HOUSEKEEPING (Illustrative inclusions)

- a) General upkeep and maintenance
- b) Cleaning of outdoors and all indoor common areas
- c) Garbage collection and disposal
- d) Pest control

ANNEXURE D – HORTICULTURE (Illustrative inclusions)

- a) Landscaping
- b) Lawn area management
- c) Tree, shrub and flowerbeds
- d) Removal and replantation
- e) Nursery operations
- f) Cultivation
- g) Weed control
- h) Irrigation and fertilization

ANNEXURE E – TECHNICAL (Illustrative inclusions)

- a) Electricals, including HT, LT, DG, Transformers, etc
- b) Mechanical
- c) Lifts
- d) Pump-room, plumbing and water supply
- e) Sewerage, STP, storm-drains,
- f) Painting
- g) Masonery, Carpentry, etc
- h) Compositing
- i) Rain water harvesting
- j) Swimming pool