



## St Benedicts (Tooting) Management Company Limited

Registered address – 25 - 27 Kew Road, Richmond, Surrey TW9 2NQ

Registered in England – Company number 1912369

<Address>

9 October 2006

Dear Sir,

### Invitation to Express Interest to Tender for Estate Management

#### Introduction

St Benedicts (Tooting) Management Company Limited (referred to as St Benedicts) is the resident-owned company for an estate of 189 flats and houses with surrounding grounds in Tooting, London SW17. It employs managing agents for the day-to-day management of the estate, its finances and the contractors providing services to the estate.

St Benedicts is preparing to carry out a competitive tendering exercise for the managing agents to run the estate, after a number of years with the current incumbent. It is seeking to ensure that escalating costs are kept to a minimum for the services needed, while putting in place defined and measured service levels to ensure that St Benedicts and the property owners obtain satisfactory services.

**If you are suitably qualified to carry out work of this type and wish to participate in the competitive tender, please reply by email or to the correspondence address of [deleted] to arrive by 27 October 2006.** It is important that you do not send tender correspondence to the registered office, as that is the office of the current managing agents and they will also be invited to tender with these revised terms.

The email address for these purposes is [deleted]. This is configured not to issue receipt or read receipts, so key correspondence will be acknowledged manually. Email responses are preferred but, if you need to send physical mail, it must fit within the Royal Mail pricing in proportion guidelines for a *small letter* (otherwise it may not fit in the letter box and no allowance will be made for any resulting delays).

Detailed information is not required at this stage, but you should provide:

- A nominated contact with whom we will communicate regarding this tender and, if you wish, an alternate contact if the primary contact is not available,
- Daytime telephone number for the nominated contact(s),
- Email address for the nominated contact(s), to which I will acknowledge receipt,
- (Preferably) mobile telephone number for the nominated contact(s), especially if there is only one contact and they are regularly out of the office,
- Any relevant general information on your services and organisation, for example, a small brochure, and
- Two sites where you currently provide or have provided similar services within the last year, to demonstrate capability (they will not be contacted until the formal tender).



**Process and Timetable for Tender**

I am advising the directors of St Benedicts on this tendering exercise, with my background as a former director of St Benedicts, in management consulting and of procurement. If you are dissatisfied with the process, I will on request provide contact details for the directors so that you can contact them directly. However, all participants are required to follow the defined tendering process and any attempt to go outside this or influence the outcome will result in disqualification. *The current agents are specifically warned that they must not use regular meetings with directors or their position for matters concerned with the tender or they will be disqualified from consideration.*

The approximate timetable for the tendering exercise, which is subject to change, is:

- 27 Oct 2006 – Deadline to receive expressions of interest to tender.
- 3 Nov 2006 – Issue invitation to tender with pack of information.
- 13 - 24 Nov 2006 – Opportunity to view St Benedicts estate and ask questions not covered in tender documentation.
- 4 Dec 2006 – Issue responses to questions to all organisations tendering.
- 15 Dec 2006 – Deadline to receive tender.
- Jan 2007 – Evaluation of tenders including, in early Jan, requesting clarification of tenders if necessary.
- Feb 2007 – Advise outcome of tender and arrange Annual General Meeting for shareholders (property owners) to ratify decision.
- Mar 2007 – Annual General Meeting. Advise final outcome of tender. Winner to make arrangements with current managing agent for orderly handover.
- 1 Jul 2007 – Start of company financial year, which may be a suitable date for the end of the handover.

**Services Required**

For your guidance regarding the services required, I enclose an early draft of the *Specification of Work by Managing Agents*, based on one used before the current appointment. The definitive version will accompany the invitation to tender. Key elements of the services required cover:

- Finance, budgets, accounting, handling service charges and making payments,
- Liaison with owners and residents,
- Tendering for and managing contracts for cleaning, gardening and maintenance,
- Arranging insurance and handling claims,
- Company secretarial services,
- Administering the transfer of properties,
- Providing additional services requested by the directors, for example, managing the periodic maintenance of the blocks of flats.

Thank you for your attention to this invitation and I look forward to hearing from you if you wish to participate in the competitive tender.

Yours faithfully,