



St Benedicts (Tooting) Management Company Limited

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

Registered in England – Company number 1912369

<Address>

3 November 2006

Dear Sir,

Invitation 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 carrying out a competitive tendering exercise for the managing agent 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 levels of service.

You have responded positively to the initial invitation to express an interest in tendering and have provided the required basic information, so are eligible to tender.

You are now invited to submit a formal tender for your organisation to manage the St Benedicts estate on behalf of St Benedicts (Tooting) Management Company Limited by email or to the correspondence address of [deleted] to arrive by 15 December 2006. You are advised to wait until after answers to questions are circulated around 4 December 2006 before finalising your tender. It is important that you do not send tender correspondence to the registered office, as that is the office of the current managing agent, which is also participating in this exercise.

The email address for tendering 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 delays to collect mail from the Sorting Office).

All correspondence regarding this tender will be sent to the email address of, or by post to your business address marked for the attention of, the primary contact that you nominated in your expression of interest. Email will be copied to any alternative contact that you nominated.



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. The director managing the tendering process is [deleted], and his email address is [deleted]. Any correspondence with [deleted] must be copied for reference to the address for tendering, given above.

All participants are required to follow the defined tendering process and any attempt to go outside this or to influence the outcome will result in disqualification. *The current managing agent is specifically warned that it must not use regular meetings with directors or its position for matters concerned with the tender or it will be disqualified from consideration.*

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

- 3 Nov 2006 – Issue this invitation to tender with accompanying 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, approved by directors, for orderly handover.
- 1 Jul 2007 – Start of company financial year, which may be a suitable date for the end of the handover.

If no acceptable tenders are received by the deadline, St Benedicts reserves the right to invite more organisations to tender, to extend the deadline or not to select any of the tenders.

Services Required

Our view of the services required is documented in the accompanying *Specification of Work by Managing Agents* ('the *Specification*'). If you disagree with elements of the *Specification*, believe that additional services are required or cannot comply with any of the conditions, you must raise this during the period for questions, so that any amendments agreed can apply equally to all organisations invited to tender. The *Specification* will form an annex to the contract for services.

Key elements of the services required cover:

- Finance, budgets, accounting, collecting service charges and making payments,
- Liaison with St Benedicts directors, 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.



Also accompanying this invitation are:

- An Internet map showing the location of St Benedicts:
<http://www.streetmap.co.uk/streetmap.dll?grid2map?X=528250&Y=171250&title=St%20Benedicts%20Estate>,
- A simplified plan of St Benedicts, showing the roads, grounds, flats and houses,
- A sample contract for services previously used by St Benedicts (see *Proposal Required*).

Viewing the Estate and Questions

[Deleted] intend to guide up to three representatives of each organisation invited to tender around the estate on one weekday and one Saturday in the period for questions, 13 - 24 November 2006. Given the season, viewing after sunset around 16:00 is not recommended.

The viewing dates proposed are Monday 13 November (09:00 – 16:00 GMT) and Saturday 18 November (11:00 – 16:00 GMT). We will confirm these as soon as possible. Meanwhile, if you cannot make one of these dates or wish to book a specific time, please email me (first come first served).

You are encouraged to view the estate and preference will be given to those organisations which do so.

Any questions about the tender, estate or services required should be made in writing. We will answer questions during the viewing, but will need to note them and may have to respond later. Shortly after the end of the period for questions, we will send each organisation invited to tender a summary of all significant questions raised and our answers. We cannot keep any questions confidential. This will ensure that each organisation has the same information on which to base their tender. You are advised to wait until after answers to questions are circulated before finalising your tender.

Proposal Required

You are requested to submit a detailed proposal, which will need to:

- (1) Either follow the order of the *Specification* or, if following another structure (for example, the ARMA guidelines), include specific cross-references to the numbered sections, sub-sections and paragraphs of the *Specification*.
- (2) Demonstrate your organisation's ability to provide the services required, by reference to similar work and to the qualifications and experience of your managers and staff who would provide the services to St Benedicts.
- (3) Describe how the work will be managed and provide an escalation path for any issues.
- (4) Quote a fixed monthly fee for the basic services in section 2 of the *Specification* and indicate when and how this would be reviewed for future years, including any cap on potential increases.
- (5) State the maximum proportion of this fixed fee that would be forfeit if service levels continued below the specified level for more than a month after a final warning which itself followed an initial warning that the service level fell below any of the performance measures under the regime in section 5 of the *Specification*. Preference will be given to organisations that are prepared to accept these performance measures and regime.



- (6) Specify the basis for quoting and charging for additional services not included in the fixed fee, for example, managing periodic maintenance, as described in section 3 of the *Specification*. Preference will be given to bases where there is no incentive to increase costs over those linked to costs (such as a percentage of the costs).
- (7) Quote a fixed fee (not dependent on the property value) for each property transfer in section 4 of the *Specification*, to be invoiced to the individual property owner.
- (8) Indicate whether you will accept a contract based on the sample accompanying this invitation together with the *Specification* as an annex. List any amendments required or, alternatively, provide a sample contract of your own. This must accommodate the *Specification* as the definitive statement of services to be provided and their performance measures.
- (9) List memberships of any relevant regulatory, industry or professional bodies (for example, ARMA) and codes of conduct complied with. Provide copies or Internet links where these can be viewed.
- (10) Provide the names and contact details (postal or email address and telephone number) of clients at *two* estates where you currently provide or have provided similar services within the last year. We will contact them for references during the tender evaluation in January 2007.

Please confirm the primary contact for any questions that we need to ask to clarify your tender and, preferably, supply an alternative contact if the primary contact is not available. An alternative contact is essential if the primary contact will be on leave during the tender evaluation period, in January 2007. Email addresses are highly preferred and, if possible, we would like mobile telephone numbers as well as office telephone numbers, especially if there is only one contact. No allowance will be made during evaluation if we cannot contact you after two attempts or if no reply is received.

The directors and I thank you for your time and attention to this proposal.

Yours faithfully,