

TENDER DOCUMENT

FOR

SUPPORT SERVICES INCLUDING OPERATIONS AND
MAINTENANCE, RECOVERY & BILLING FOR
MINDSPACE SEZ (Distribution Licensee)



MINDSPACE BUSINESS PARKS PRIVATE
LIMITED

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1. Background of the Company:

K Raheja Corp is the first to pioneer the concept of self-contained townships and commercial business districts which encompass all formats like residential apartments, office spaces, retail and entertainment, virtually making it a mini city with mega comforts.

K Raheja Corp is a success story spanned across decades and continues to achieve higher targets relentlessly, for quality performance and service in diverse fields of realty business, hospitality sector and retailing outfits.

About Power Distribution:

M/s. Mindspace Business Parks Private Limited (hereinafter referred to as "MBPPL"/ Company) [formerly known as Serene Properties Private Limited], is a Company incorporated under the provisions of the Companies Act, 1956, having its registered office at Plot No. C-30, Block 'G', Opp. SIDBI, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051, Maharashtra, India.

MBPPL, under Section 3 of the Special Economic Zones (SEZ) Act, 2005 (28 of 2005), is setting up a sector specific Special Economic Zone (SEZ) for Information Technology and Information Technology Enabled Services (IT & ITeS) at Plot No. 3, Kalwa, TTC Industrial Area, MIDC, Taluka Thane, District Thane, in the State of Maharashtra.

In view of the above, MBPPL is a deemed Distribution Licensee in its SEZ area at Plot No. 3, Kalwa, TTC Industrial Area, MIDC, Taluka Thane, District Thane, in the State of Maharashtra. The Hon'ble Commission, vide Order dated April 11, 2012 in Case No. 157 of 2011, has taken on record the deemed Distribution Licensee status of MBPPL and subsequently notified the Specific Conditions of Licence for MBPPL on August 21, 2013.

Further, the Specific Conditions of Distribution Licence were issued by the Hon'ble Commission in the name of Serene Properties Private Limited, but with effect from November 23, 2015, Serene Properties Private Limited was renamed as Mindspace Business Parks Private Limited.

To provide efficient services regarding to power supply and cutting off the monopoly of local bodies MBPPL started supplying power to Mindspace SEZ. MBPPL has gone through process of transmission connectivity and necessary changes in electrical infrastructure & started its power distribution operations on 9th April 2015.

There are 14 no's of buildings having around 4 Mn Sq.Ft. of leased area to all IT/ITES based companies. The current base load is around 8 MW and peak load is 16 MW.

2. Scope of Work:

The main motto behind calling the tenders is to get an interested party who can perform efficiently the Operations and Maintenance including billing & recovery for the entire Mindspace SEZ (hereinafter referred to as "Support Services").

"Support Services" means the providing of diverse services in the nature of support services, by the Service Provider through the involvement of Staff, in relation to the Licensee Business which will include in particular three levels of services as under:

1. Engineering Services: Skilled engineering staff which is 24 x 7 for operating and maintaining the plant and machinery and other assets of the Licensee Business. Also it includes the customer services to be given to clients such as billing, recovery and related customer services.

Power Procurement:

- Procedure of Calling of Short term /Medium term bids & shortlisting of the bidder in accordance with the Ministry of Power Guidelines.
- Power Scheduling, Co-ordination with SLDC (24 x 7), and Maintaining Records of Operations & revision of Power Schedules if any.
- Monitoring the entire load of the distribution licensee on 15 minutes basis and maintaining the least gap between the load and power scheduled.

Operations & Maintenance:

- 24 x 7 skilled staff for monitoring of the load as well as the entire electrical assets of the distribution licensee in SEZ.
- Maintaining records of the operations.
- Adopting best practices in the world for O&M and ensuring zero accidents and 100% quality in the work.

Billing & Recovery

- Taking meter reading from all the clients at the end of every month.
 - Ensure prompt Billing at 1st day of every month and recovery from all the clients.
 - Maintaining formats to be submitted to MERC / CERC or any other government agency as desired for a distribution licensee business.
2. Onsite Support Services: Such services in which the senior officials are involved in overall monitoring of the Licensee Business and statutory / regulatory compliances. Such services generally include Engineering Services, IT Services support for the billing etc.
3. Offsite Support Services: Such all related activities including but not limited to services for accounting, sales and marketing, customer relationship, purchases, human resources, recoveries, administration, secretarial, legal compliance, tax, Information Technology, etc. of the Company and as may be required by the Company from time to time in accordance with the mutually agreed terms and conditions which shall include the providing of such services including from furnished and equipped office premises of the Interested party in Mumbai from where the staff would function.

3. General Terms and Conditions:

- 3.1 Interested Party shall provide Support Services in accordance with the requirements of the Company from time to time on a continuous and regular basis, provided always that the legal and beneficial rights and the obligations and responsibility and all right, title and interest to all and any parts of the Licensee Business of the Company shall at all times remain with the Company and Interested Party shall neither have any right in law or in equity at any time to make claim of title or create any lien, charge or other encumbrance whatsoever over all or any parts thereof nor liable for such obligations and responsibilities.

- 3.2 Interested Party shall ensure that adequate Staff in sufficient numbers and also suitably qualified and competent persons with appropriate experience at all reasonable times are available to provide the Support Services.
- 3.3 The Interested party has to prove its technical qualification for performing such tasks such as the background of the interested party, experience in power distribution sector / operations and maintenance of the electrical assets. Interested Party shall provide the Support Services to the Company on a continuous and regular basis as may be required by the Company from the furnished and equipped office premises of Interested Party in Mumbai from where the Staff would function. All costs, charges and expenses of such offices shall be borne and paid by Interested Party shall also be required to visit and if necessary function from the sites of the Company. Interested Party is entitled to appoint sub-contractors/other persons at its costs and expenses for any part of the Support Services.
- 3.4 The Company acknowledge that the Staff shall be utilized by Interested Party not only for the purposes of providing Support Services for the Licensee Business and all related activities of the Company but also for providing similar services to any other person(s).

Skill, Care and Attention

- 3.5 Interested Party, in performance of the Support Services, shall exercise all proper and professional skill, care and judgment as may be expected in relation to services of that nature.
- 3.6 Interested Party shall perform the Support Services and its other duties and responsibilities set out in this Agreement promptly as far as reasonably practicable and in proper and effective manner.

3.7 Interested Party shall use its best endeavors to ensure that all the persons engaged in the performance of the Support Services exercise all power, professional skill, care and judgment in providing the Support Services.

4. Statistical Data

No. of Consumers & Energy Sales

MBPPL is an IT & ITeS specific SEZ, therefore, being a niche kind of Distribution Licensee; it has very few consumer categories and consumers. The consumer categories and number of consumers in each category in FY 2015-16, who are connected to the distribution network of MBPPL, are tabulated below:

Number of Consumers in FY 2015-16 (as on December 31, 2015)

| Category | No. of Consumers |
|----------|------------------|
| HT-1 | 41 |
| HT-II | 1 |
| LTIIA | 10 |
| LTIIB | 8 |
| LTVA | 15 |
| LTVB | 27 |
| Total | 102 |

Note: The consumer categories are based on the Tariff Schedule approved by the Hon'ble Commission for MSEDCL, as MBPPL has considered MSEDCL's tariffs as the ceiling tariff.

Energy Sales for FY 2015-16 (MU)

| Consumer Category & Consumption Slab | FY 2015-16 | | |
|---|-----------------------------|--------------------------------|--------------------------------------|
| | Apr-Dec (Actual) | Jan-Mar (Estimated) | April - March (Estimated) |
| HT-I | 56.87 | 19.36 | 76.24 |
| HT-II | 0.10 | 0.02 | 0.12 |
| LTIIA | 0.09 | 0.03 | 0.11 |
| LTII B | 0.22 | 0.08 | 0.30 |
| LTVA | 0.21 | 0.07 | 0.28 |
| LTVB | 4.45 | 1.55 | 6.00 |
| Total | 61.94 | 21.11 | 83.05 |

The interested party need to perform due diligence properly to ensure accurate submission of offers.

5. Financial Submission by Interested Party

In consideration of Interested Party providing the Support Services to the Company for the Licensee Business of the Company, Interested Party shall quote in following format

Paise _____/ KWH per month of electricity distributed by the Company to its clients based on the invoices issued by the Company to its clients for the distribution of electricity with a _____% escalation at every year.

OR

Rs. _____ / Month at _____% Escalation at every year.

*- offer price should include all the margins / taxes etc.

Due date for the submission of the quotes / offers from interested parties via courier / email is 11th April 2016.

The postal address on which the response to the tenders can be sent is :

Mindspace Business Parks Pvt. Ltd. Raheja Tower, Plot No.; C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra(E), Mumbai-400 051, Maharashtra, India. Tel No: +91-22-26564000, +91-22-26564667, Fax: +91-22-26564604. **Contact Person: Suhas Ambade / Vikram Yermalkar**

Offers / Quotes can be sent on following email addresses too. Email addresses: sambade@kraheja.com / vyermalkar@kraheja.com