

# 25 FACILITY MANAGEMENT SERVICES



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## 1. INTRODUCTION

The Facility Management Services project in Uttarakhand, India, represents a micro and small-scale investment endeavor aimed at addressing the growing need for efficient facility management solutions in the region. Uttarakhand's rapidly developing urban and industrial landscape has created opportunities for businesses to offer professional facility management services that ensure the smooth operation and maintenance of various establishments.

## 2. SERVICE & ITS APPLICATION

This project is dedicated to offering a comprehensive suite of Facility Management Services designed to meet the diverse needs of various properties, including commercial spaces, residential complexes, offices, hotels, and more. Our services encompass a wide range of functions critical to maintaining and enhancing the functionality, safety, and aesthetics of these facilities. These include property maintenance tasks such as ensuring cleanliness and upkeep, alongside security services that provide both personnel and systems to protect assets and individuals within the properties. Housekeeping services are also a cornerstone of our offering, ensuring spaces remain clean, sanitized, and hygienic. To tackle health hazards, our pest control services effectively manage and prevent infestations. We address essential maintenance needs through electrical and plumbing services, ensuring systems are running smoothly and efficiently. Our waste management services are environmentally conscious, focusing on the responsible collection, segregation, and disposal of waste. Additionally, we offer landscaping and gardening to create and maintain beautiful outdoor spaces. To ensure all facilities meet the highest standards of safety and quality, we conduct regular facility audits and inspections. Catering to a wide client base, our services are tailored for commercial establishments, residential buildings, educational institutions, healthcare facilities, and government offices, ensuring their operational needs are met with professionalism and efficiency.

## 3. DESIRED QUALIFICATION FOR PROMOTER

To achieve success in the Facility Management Services sector, it's essential for a promoter to be well-equipped with a blend of skills and knowledge. A deep understanding of facility management practices, along with familiarity with safety regulations and industry standards, forms the foundation of effective service delivery. The promoter must exhibit strong managerial skills to efficiently coordinate and oversee both skilled and semi-skilled workers, ensuring seamless operations. Technical competence, especially in electrical, plumbing, and mechanical systems, is advantageous for quick troubleshooting and maintenance tasks. A customer-focused approach is paramount, highlighting the importance of delivering exceptional service and fulfilling client expectations. An in-depth knowledge of the local market in Uttarakhand, including insights into competition and client preferences, enables the promoter to tailor services effectively. Additionally, being aware of legal requirements, necessary licenses, and certifications is crucial for operating within regulatory frameworks. Lastly, the ability to build and sustain a skilled workforce through effective recruitment, training, and retention strategies is key to maintaining high-quality service standards.

#### **4. BUSINESS OUTLOOK AND TRENDS**

The Facility Management Services sector in Uttarakhand is on the brink of significant growth and transformation, spurred by a confluence of global trends and local market dynamics. A key trend shaping the industry is the increasing emphasis on sustainability, as facility managers seek to minimize the environmental footprint of buildings. This shift not only addresses ecological concerns but also aids in reducing energy expenses and enhancing workplace productivity. The trend towards outsourcing facility management services, a movement gaining momentum across Europe, the Middle East, and North America, is driven by the demand for superior workplace experiences and the objective of diminishing operating costs. This trend is gradually making its mark in the Indian market, promising a reshaping of the industry landscape.

Technological advancements are fundamentally altering how facilities are managed, with new tools enabling more effective and efficient asset management. The adoption of Building Information Modelling (BIM) is a testament to the industry's move towards more innovative management solutions. Within the broader Indian context, the facility management industry is poised for a robust expansion, with projections indicating a compound annual growth rate (CAGR) of 17% from 2024 to 2032. While traditionally dominated by in-house services, there's a noticeable pivot towards outsourcing, mirroring global tendencies.

A subset of Industry 4.0, Maintenance 4.0, is bringing a revolution in maintenance reliability activities, including preventive and predictive maintenance, machinery repairs, and inspections. This paradigm leverages cutting-edge technologies to mitigate costly inefficiencies and errors. For instance, condition monitoring sensors that measure operational cycles employ predictive analytics to preemptively signal the need for widget replacements before failures occur. This confluence of sustainability, outsourcing, and technological innovation is setting the stage for a transformed Facility Management Services industry in Uttarakhand, promising not only growth but also a significant evolution in how facilities are managed and maintained.

#### **5. KEY BUSINESS ELEMENTS**

The "Facility Management Services" project in Uttarakhand, India, aims to deliver a holistic suite of services essential for the optimal operation and maintenance of various facilities. At the heart of this venture is a commitment to comprehensive facility management, encompassing everything from property upkeep and security to housekeeping, pest control, and more. This broad service offering is designed to meet the needs of a diverse clientele, including commercial spaces, residential complexes, educational institutions, and healthcare facilities, among others. To achieve operational excellence, the project emphasizes adherence to quality standards and compliance with safety regulations, ensuring that all services are delivered at the highest level of professionalism. A cornerstone of this approach is the development of a skilled workforce, capable of executing a wide range of tasks with efficiency and expertise. Furthermore, the project places a strong emphasis on sustainability, incorporating eco-friendly practices across all operations to minimize environmental impact.

Technology plays a crucial role in enhancing service delivery, with digital and smart solutions like Building Information Modeling (BIM) and Maintenance 4.0 tools being leveraged to improve predictive maintenance and asset management. Understanding the local market in Uttarakhand, including client preferences and competitive dynamics, is key to tailoring services and marketing

strategies effectively. A customer-centric approach ensures that the project builds long-term relationships with clients, by consistently meeting and exceeding their expectations.

Compliance with legal and regulatory requirements is also a priority, with the project maintaining all necessary licenses and certifications to ensure smooth operations. Looking ahead, the project is designed to be scalable, allowing for the expansion of services and exploration of new markets within and beyond Uttarakhand. This strategic focus on key business elements positions the "Facility Management Services" project as a leader in its field, poised to deliver unparalleled service quality while driving sustainable development in the region.

## **6. MARKET POTENTIAL AND MARKETING ISSUES; IF ANY**

The Facility Management Services sector in Uttarakhand is on the cusp of a significant growth trajectory, fueled by the state's rapid urbanization and industrialization. This upward trend is creating a burgeoning demand for professional services to manage the operational needs and maintenance of the increasing number of commercial and residential complexes. Moreover, government initiatives aimed at bolstering infrastructure development, along with the promotion of tourism and healthcare facilities, are further amplifying the need for comprehensive facility management solutions.

Uttarakhand's status as a favored tourist destination plays a pivotal role in the expansion of this industry. The hospitality sector, including an array of hotels and resorts, seeks top-tier facility management services to ensure guests have a memorable stay, underscoring the importance of maintaining high standards of cleanliness, security, and overall facility upkeep.

To capitalize on this promising market landscape, businesses in the Facility Management Services industry should consider adopting a multi-faceted marketing strategy. Establishing a strong digital footprint through a professional website and leveraging digital marketing tactics can significantly widen their reach. Emphasizing the quality of service through the deployment of skilled personnel, adherence to stringent safety protocols, and conducting regular quality assessments will serve as key differentiators. Additionally, adopting and promoting sustainable practices will attract clientele committed to environmental stewardship, aligning with global trends towards sustainability.

However, the path to seizing this market opportunity is not without its challenges. One of the foremost issues is the recruitment and retention of a skilled workforce, necessitating competitive compensation and benefits to attract reliable talent. Furthermore, navigating the regulatory landscape, including compliance with local labor laws and securing the necessary licenses and permits, remains a critical aspect for ensuring uninterrupted business operations.

The competitive landscape features several established players such as ISS, ServiceMax Facility Management Private Limited, and Updater Services Limited, among others. These entities exemplify the diverse range of services and operational excellence potential entrants aspire to emulate. Despite the competition, the evolving needs of Uttarakhand's dynamic market present ample opportunities for new and existing businesses to carve out their niche in the Facility Management Services industry.

## **7. SUPPLY OF RAW MATERIAL**

In the realm of Facility Management Services in Uttarakhand, the operational foundation is significantly supported by human resources and various consumables, diverging from the conventional reliance on raw materials. Central to the delivery of comprehensive services, such as housekeeping, security, and maintenance tasks including electrical and plumbing works, is a cadre of trained and skilled personnel. These services necessitate a consistent supply of consumables—ranging from cleaning agents, detergents, and disinfectants to the tools and equipment necessary for maintenance operations.

Moreover, the security component of facility management is underpinned by the provision of modern security equipment, including surveillance cameras, alarm systems, and communication devices, enabling security personnel to perform their duties effectively. Equally important is the provision of uniforms and protective gear for all employees, which not only underscores a sense of professionalism but also ensures their safety while carrying out their responsibilities. Additionally, for operations that span across large properties or multiple sites, the availability of transportation means becomes crucial for the efficient movement of staff and equipment. Although these elements diverge from the traditional concept of raw materials, they are indispensable in facilitating the delivery of superior facility management services across Uttarakhand.

## **8. BUSINESS MODEL**

The Facility Management Services business in Uttarakhand operates on a model that prioritizes offering a wide range of high-quality services tailored to the diverse needs of various clients, including commercial entities, residential areas, and industrial sites. At the core of our business model is the commitment to ensuring operational efficiency, safety, and satisfaction across all client facilities. We provide a broad spectrum of services such as housekeeping, security, electrical and plumbing maintenance, pest control, and waste management, among others, designed to cater to the unique requirements of each property type. Our revenue streams are diversified, comprising fixed-term contracts that guarantee a steady flow of income, on-demand services for clients seeking flexibility, and premium, value-added services like advanced security and eco-friendly maintenance options.

Our approach to penetrating and expanding in the market includes a mix of direct sales and marketing to engage potential clients effectively, forming strategic partnerships with real estate developers, property managers, and building a reputation for competitive pricing tailored to the local economic landscape and client budgets. A cornerstone of our operational strategy is the emphasis on recruiting and training a highly skilled workforce capable of delivering services that meet our high-quality standards. We leverage technology for enhanced service management, optimizing scheduling, task management, and customer feedback processes to boost efficiency and client satisfaction. Moreover, we adhere to stringent quality control protocols and comply with all relevant health, safety, and environmental regulations, ensuring we uphold the highest standards of service delivery. This scalable business model is meticulously crafted to position us as a leading facility management service provider in Uttarakhand, aiming for sustained growth and profitability by focusing on quality, customization, and comprehensive service solutions.

## 1. BUSINESS PROCESS

Facility Management Services encompass a comprehensive range of services focused on maintaining the cleanliness, security, and overall upkeep of diverse facilities. The process begins with a thorough client consultation to understand their specific needs and requirements. Based on this consultation, a customized service proposal is crafted, detailing the scope of services, schedules, and pricing.

Recruitment and training of a skilled workforce follow, covering various services like housekeeping, security, electrical and plumbing maintenance, and pest control. Trained staff members then execute their designated tasks according to agreed schedules, including cleaning, maintenance, security patrols, and pest control. Regular quality checks and inspections are conducted to ensure services meet established standards and client expectations.

The business must have mechanisms in place to promptly respond to emergencies, such as electrical faults, plumbing issues, or security breaches. Continuous communication with clients, along with gathering feedback, is essential to adapt services to evolving needs. Sustainability practices like waste management and energy-efficient maintenance may be incorporated as per client preferences.

Maintaining detailed records and reports of services provided, incidents, and maintenance schedules is crucial for client reference and compliance. Ultimately, professionalism, reliability, and effective communication with clients are paramount for the efficient operation and maintenance of various facilities in Uttarakhand.

ISO 41001 is an international standard for facility management (FM). It was published in 2018 by the International Organisation for Standardisation. The standard's goal is to ensure that FM services are consistently delivered to meet the needs of clients and other interested parties.

ISO 41001 provides a framework for developing, implementing, and maintaining effective FM across different sectors. It aims to improve the standard of care and quality levels, which can encourage organizational maturity and competitiveness in FM delivery.

## 10. MANPOWER REQUIREMENT

Sr. No	Particulars	No. of Person	Months	Monthly Wages Amount/Person (Rs in Lakhs)	Monthly Wages - Total (Rs in Lakhs)	Annual Expenses (Rs in Lakhs)
1	Skilled	2	12	0.20	0.40	4.80
2	Semi-skilled	2	12	0.15	0.30	3.60
3	Unskilled	1	12	0.10	0.10	1.20
	<b>Total</b>					<b>9.60</b>

## 11. IMPLEMENTATION SCHEDULE

Sr. No	Activity	Time Required (in months)
1	Acquisition of premises	1
2	Construction (if applicable)	0.5
3	Procurement & installation of Plant & Machinery	0.5
4	Arrangement of Finance	1
5	Recruitment of required manpower	1
	Total time required (some activities shall run concurrently)	<b>4</b>

## 12. COST OF PROJECT

Sr. No.	Particulars	Amount (Rs in Lakhs)
1	Pre-operative Expenses	0.35
2	Land and Building	6.00
3	Machinery	5.07
4	Equipment and Furniture	1.75
5	Working Capital	1.00
	<b>Total Project Cost</b>	<b>14.17</b>

## 13. MEANS OF FINANCE

Bank-term loans are assumed @ 75% of fixed assets.

Sr. No.	Particulars	Percentage Share	Amount (Rs in Lakhs)
1	Promoter's Contribution	25%	3.54
2	Bank Finance	75%	10.63
	<b>Total</b>		<b>14.17</b>

## 14. FURNITURE AND FIXTURES

### A. Fixtures

Sr. No	Particulars	Unit	Unit Cost (Rs in Lakhs)	Amount (Rs in Lakhs)
1	Vacuum Cleaners	3	0.15	0.45
2	Floor Scrubbers	3	0.20	0.60
3	Pest Control Equipment	3	0.10	0.30

4	Electrical Maintenance Tools	N/A	0.45	0.45
5	Plumbing Maintenance Tools	N/A	0.30	0.3
6	Security Cameras	set	0.30	0.3
7	Alarm Systems	1	0.25	0.25
8	Walkie-Talkies	5	0.05	0.25
9	Tools and Equipments for various activities	set	0.60	0.6
10	Robotics and automation	set	0.40	0.4
	Total Amount			3.9
	Tax, Transportation, Insurance, etc.			0.78
	Electrification Expenses (Wiring)			0.39
	Grand Total			5.07

## B. Furniture & Equipment

Sr. No	Particulars	Unit	Unit Cost (Rs in Lakhs)	Total Amount (Rs in Lakhs)
1	Office Furniture (Desks, Chairs, etc.)	N/A	0.50	0.50
2	Uniforms and Safety Gear	10	0.03	0.30
3	Cleaning and Maintenance Supplies	N/A	0.45	0.45
4	Computer, software and printer	N/A	0.50	0.50
	<b>Total Amount in Rs</b>			<b>1.75</b>

Some of equipment suppliers are:

- Delta Equipments  
No. 12, Shivam 4 Industrial Estate,  
Rajkot Highway, Changodar,  
Ahmedabad - 382213, Gujarat, India
- REN Jetting Systems LLP  
712, Arista, Sindhu Bhavan Road,  
Bodakdev, Ahmedabad - 380054, Gujarat, India
- Eastman Cast & Forge Limited  
GT Road, Jugiana, Ludhiana - 141120, Punjab, India
- Lokpal Industries  
A-202, Defence Colony,  
New Delhi - 110024, Delhi, India

## 15. SALES REALIZATION CALCULATION

Sr. No	Product	Quantity (No. packages)	Sales in Percentage	Total Sales (Rs in Lakhs)
1	Facility Service Packages	5000	100%	50.00
	<b>Total</b>		100%	50.00



## 16. PROFITABILITY CALCULATIONS

Sr. No	Particulars - Amount (Rs.)	Year-I (Rs in Lakhs)
A.	Sales Realization	
	Sales (Assuming 15% growth per year)	50.00
	Other Income (Assuming constant)	
	Total Sales Realization	50.00
B.	Cost of Production	
	i) Raw Materials	7.50
	ii) Utilities (Assuming constant)	2.50
	iii) Manpower (Salaries/wages)	9.60
	iv) Administrative Expenses (Assuming constant)	3.00
	v) Selling & Distribution Expenses (Assuming constant)	2.80
	viii) Interest (Assuming constant)	1.42
	Total Cost of Production	26.82
	Gross Profit/Loss (A – B)	23.19
	Less: Depreciation	1.14
C.	PBIT (Profit Before Interest and Tax)	22.05
D.	Income-tax (Assuming 28% tax rate)	6.18
E.	Net Profit/Loss (C - D)	15.88
F.	Repayment	1.42
	Retained Surplus (E - F)	14.46

## 18. STATUTORY/GOVERNMENT APPROVALS

Before commencing operations in the Facility Management Services business in Uttarakhand, entrepreneurs must navigate various statutory and government approvals. Ensuring compliance with relevant regulations is crucial for a smooth and legally sound operation. Some key approvals and registrations to consider include:

**A. Business Registration:** Register the facility management business as a legal entity, such as a sole proprietorship, partnership, limited liability partnership (LLP), or private limited company, as per the chosen structure.

### C. Labor and Employment:

- **Employee Provident Fund (EPF) Registration:** If you have employees, register for EPF, a mandatory retirement benefit scheme for employees.
- **Employee State Insurance (ESI) Registration:** If applicable, register for ESI, which provides health and social security benefits to employees.

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### D. Safety and Security:

- **Fire Safety Approval:** Ensure compliance with fire safety regulations and obtain necessary approvals and clearances.
- **Security Agency License:** If providing security services, apply for a security agency license as per the Private Security Agencies Regulation Act.

## 19. TRAINING CENTERS AND COURSES

For entrepreneurs looking to establish a Facility Management Services business in Uttarakhand, it is essential to invest in training for their workforce. Properly trained staff ensures the delivery of high-quality services, safety, and professionalism. Here are some training centers and courses that can be considered for employees:

1. **Industrial Training Institutes (ITIs):** ITIs offer various courses in trades like electrician, plumber, and housekeeping. These courses provide hands-on training and certification in specific skills that are valuable for facility management services.

2. **Facility Management Training Institutes:** Some institutes and organizations in India offer facility management courses that cover a wide range of topics, including building maintenance, energy management, and safety protocols.

**Online Training Platforms:** Consider online training platforms that offer courses in various aspects of facility management, including software training for managing work orders, asset tracking, and customer service. Swayam portal (link: <https://swayam.gov.in/>) can also be accessed for enhanced learning on business commerce, accounting, production, marketing, and areas of entrepreneurship.

It is advisable to research and select training centers and courses that align with the specific needs of your Facility Management Services business in Uttarakhand. Additionally, ongoing training and development programs should be an integral part of your company's culture to ensure the continuous improvement of your workforce.

### **Disclaimer**

Only few machine manufacturers/institutes are mentioned in the profile, although many machine manufacturers/institutes are available in the market. The addresses given for machinery manufacturers/institutes have been taken from reliable sources, to the best of knowledge and contacts. However, no responsibility is admitted, in case any inadvertent error or incorrectness is noticed therein. Further the same have been given by way of information only and do not carry any recommendation.