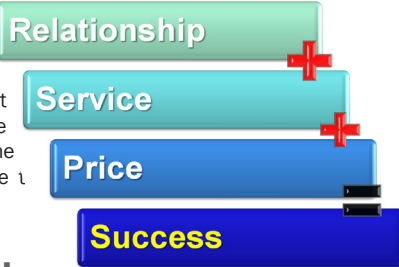


Procuring FM Services with RFPs

Success depends on your suppliers

Getting success from your suppliers starts with how you procure them. Services are important to your success and whether it's an out tasked service or a comprehensive outsourced service, the RFP provides you with the best way to get a service partner who adds the right amount of value to your organization.



What you Need

While cost pressures are ever present and the cost of managing buildings of all types is often seen simply as a cost to the organization, the reality is that a well managed facility will improve productivity and retention for institutional or corporate facilities and attract tenants for commercial buildings. You will only be successful if your service provider is successful and that starts with the procurement process.

A Different Approach

You aren't buying widgets or tendering for a project. Facilities Services are usually a long relationship and an important service that directly impacts your organization and supports your success.

Procuring services with a structured RFP that takes into account the needs of the Facility operations while meeting all the procurement requirements is essential.

The process and the elements needed for a Facilities Services RFP are different from other services and products.

The questions, specifications, contract clauses and evaluation process must be designed to get the right service provider, not just another contractor.

Experienced in-house procurement professionals, combined with deep industry knowledge and operations driven requirements and processes ensures your Facilities group will get the supplier they need to be successful at the right price.

3+1 steps

Three main steps are required for a successful process. These steps are the Request for Qualification (RFQ), Request for Proposal (RFP) and the Evaluation.

A fourth and often overlooked step is ongoing management. You need to build in a performance management framework to get results from your supplier. It's more than just KPI's, it's a proactive management process that ensures success.

The objective is a fair, balanced and transparent process that meets your goals and selects an effective service provider.

1 Request for Qualifications - Use the RFQ to narrow the bidders down or simply select and invite only the best in the market place.

- ★ Keep the RFQ short to minimize the level of effort.
- ★ Use key questions to choose companies for the next phase.

2 Request for Proposals - Communicate your requirements and expectations to get solutions and pricing that meet your needs.

- ★ Use a well structured, organized document with enough information for the bidders to bid a fair price.
- ★ Ask clear questions that get you answers, not a sales pitch.
- ★ Focus on what matter the most to successful services.
- ★ Establish key comparisons between suppliers.
- ★ Solicit solutions, approaches and options from bidders.

3 Evaluation - Create a fair and effective scoring matrix that balances price and the written RFP response.

- ★ Evaluate only things that matter to you or for successful service.
- ★ Score them on what they do, not just what they say.
- ★ Match your evaluation criteria with the questions you ask.
- ★ Use reference checks and supplier interviews to validate your evaluation.
- ★ Evaluate on solutions, capabilities and benefits first, then evaluate price and use a combination to select the best provider.

4 Manage Services - Your Service Provider is important to your success, so help them be successful.

- ★ Build a performance management framework into the process.
- ★ Work cooperatively in a partnership approach, not as master/slave.
- ★ Use KPI's, Service Levels and other measures to track results that matter to you.
- ★ Communicate results regularly.
- ★ Manage performance proactively and cooperatively.



What are the Benefits of the RFP Process?

- ★ Demonstrate transparency and fairness
- ★ Get Best Value that delivers service at the right price.
- ★ Get a Supplier you can work with for the contract term.
- ★ Get Performance Management, not just Measures.



This management tool is provided by Strategic Advisor, an FM consulting firm specializing in the Facility and Building Management Industry.

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