



The Tender Process

1-day course

This programme can be attended as part of a discounted Contracting Trio*



This course combined with our 1-day Contract Management programme also provides tuition for

BIFM level 4 qualification unit FM4.21

See 'Professional Recognition' section below for details

Aim

To give delegates an effective, systematic and professional approach to tendering and the appointment of contractors through the use of good specification and process management.

Objectives

By the end of this course you will have a sound understanding of:

*The importance of linking FM procurement to business and user needs
How to approach the market
Specifying services effectively
How to develop Requests for Proposals (RFP): process & structure
How to define outputs and standards
The use of key performance indicators (KPI's) for effective contract management.
Managing the tender process including: pre-qualification, pre-tender interviews & negotiations
Evaluating bids for Value-for-money.
Short-listing, post-tender clarification and negotiation.
Contract award, handover and implementation.*

Description

Too many contracts fail to meet customer expectations due to poor specification, inadequate pre-qualification and tendering procedures. FM contracts are particularly vulnerable. The most effective specifications are those that are developed from pure output and performance criteria at tender stage into contract specifications that incorporate service provider method statements and contain agreed key performance indicators for subsequent contract management. Effective management of the tender process is an essential pre-requisite for a successful value-for-money contract.

Content

- Understanding the contract cycle
- Preparing to tender
- Working with customers
- Defining outputs and performance standards
- Identifying Critical success factors and key performance indicators [KPI's]
- Developing a specification and a Request for Proposals (RFP)

- Designing-in at contract tendering and negotiation stages the means to manage post contract award
- Evaluating bids for value for money and short-listing
- Post-tender clarification and negotiation
- Contract award and starting on site

Programme

0845 Registration, tea and coffee

0915 Welcome and Introduction

Learning Objectives
Plan for the day

0945 Preparing to Tender

Defining business requirements
Market Consultation
Procurement options
The Six Phases

1030 Tea & coffee

1045 Making Specifications Effective

Types of specification
Writing good performance standards
Performance measurement

1200 The Tender Process

Pre-Qualification
Invitation to Tender
Site Visits
Short listing

1230 Lunch

1330 The People Dimension

When TUPE applies
Implications of TUPE
Key Personnel

1445 Tea & coffee

1500 Tender Evaluation

Evaluating tenders
Scoring and weighting systems
Shortlisted presentations
Post Tender Discussion

Mobilisation

Feedback to unsuccessful Tenderers
Work in Progress
Contract Start up
Communicating the Change

1600 Discussion

1630 Close

***Discounted Contracting Trio**

The Tender Process together with our 1-day Contract Management and The Art of Negotiation programmes can be taken as a single 3-day course for a reduced fee.

Professional Recognition

Delegates receive a Quadrilect certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].



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'The Tender Process' is accredited to provide part-tuition for BIFM level 4 qualification unit FM4.21. Please note that this unit **alone** does not constitute a complete qualification. Please contact us on 020 7242 4141 or email info@quadrilect.co.uk for a qualifications brochure and further guidance on enrolment

How do I book?

Telephone: 020 7248 5942

Email: info@quadrilect.co.uk

Website: www.quadrilect.com