



The Tender Process

1-day course



*This course combined with our 1-day Contract Management programme also provides tuition for **IWFM 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 Tender Process cont.

Tender Evaluation

Evaluating tenders

Scoring and weighting systems

Shortlisted presentations

Post Tender Discussion

1445 Tea & coffee

1500 Mobilisation

Feedback to unsuccessful Tenderers

Work in Progress

Contract Start up

Communicating the Change

1600 Discussion

1630 Close

Professional Recognition

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



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IWFM level 4 qualification unit FM4.21

'The Tender Process' is accredited to provide part-tuition for IWFM level 4 qualification unit FM4.21. Please note that this unit **alone** does not constitute a complete qualification. Please contact us on 020 7469 1398 or email info@quadrilect.co.uk for a qualifications brochure and further guidance on enrolment

How do I book?

Telephone: 020 7469 1398

Email: info@quadrilect.co.uk

Website: www.quadrilect.com