Zoology of Facility Service Contracts

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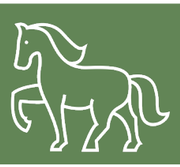
Contract Size / Considerations	$ Monkey	$$ Horse 	$$$ Elephant	$$$$ Whale
Supplier Sourcing	• All suppliers • No pre-qualifications	• Minimal ad-hoc pre-qualifications • Pre-qualify 5 - 15 supplier-bidders	• Procurement runs Request for Information (RFI) • Pre-qualify 3 – 10 suppliers in RFI	• Procurement researches suppliers • Detailed RFI pre-qualifications • 3 - 7 suppliers in RFI
Decision Maker	• End-user (customer who manages contract)	• End-user + final authority (spend decider)	• Procurement + end-user	• Procurement + evaluation (cross-functional) team
Decision Criteria	• Generic vertical market criteria • Common commodity pains	• Typical pains @ site level • Generic vertical market criteria	• Unique site-specific pains & gains • Emotionally engaging narrative • Intellectually compelling solution	• Corp initiatives + site pains & gains • Emotionally engaging narrative • Intellectually compelling solution
Service Specifications	• No specifications • Supplier provides	• Simple, general specifications • Customer provides	• Specifications by area and/or use • Customer provides	• Detailed specs by area and/or use • Outcome-based expectations • APPA criteria
Site Data	• No data	• Square footage (gross)	• Square footage (gross) • Functional uses by area • Square footage by area use	• Floor plans & site maps • Square footage by floor type • Square footage by area use
Site Bid Details Density, Occupant #s, Fixtures, & Finishes	• No descriptions	• Site visitation / walk-through	• Occupant #s (total) • Site visitation / walk-through	• Occupant density by area • Occupant #s (total) • Site visitation / walk-through
Contract Performance Review	• Ad hoc fix problems	• Annual performance review • Free-form agenda • Ad hoc issue resolution	• Performance reviews 1x-2x/yr. • Service KPIs • End-user(s) as primary participants	• Quarterly business reviews (QBR) • Business + service KPIs • Cross-functional team participants
Proposal, Presentation, & Award	• Supplier-decided proposal content • Low # page proposal • No presentations	• Medium # page proposal • Supplier-decided proposal content • Optional presentations	• Technical Request for Proposal (RFP) • Med-Large # page proposal • Finalist presentations	• Technical proposals evaluated first • Top 2-3 tech bids into price evaluation • Large proposals & finalist presentations
Process Timelines	• 0 – 30 days • Any time during contract	• 0 – 60 days • Any time during contract	• Formal RFP process • 60 – 180 days prior to contract end	• Formal RFx (RFI & RFP) process • 120 – 270 days prior to contract end

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