

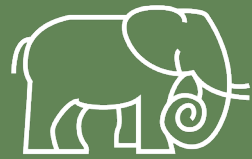



Zoology of Facility Service Contracts

Contract Size	\$ Monkey 	\$\$ Horse 	\$\$\$ Elephant 	\$\$\$\$ Whale 
Considerations				
Supplier Sourcing	<ul style="list-style-type: none"> All suppliers No pre-qualifications 	<ul style="list-style-type: none"> Minimal ad-hoc pre-qualifications Pre-qualify 5 - 15 supplier-bidders 	<ul style="list-style-type: none"> Procurement runs Request for Information (RFI) Pre-qualify 3 – 10 suppliers in RFI 	<ul style="list-style-type: none"> Procurement researches suppliers Detailed RFI pre-qualifications 3 - 7 suppliers in RFI
Decision Maker	<ul style="list-style-type: none"> End-user (customer who manages contract) 	<ul style="list-style-type: none"> End-user + final authority (spend decider) 	<ul style="list-style-type: none"> Procurement + end-user 	<ul style="list-style-type: none"> Procurement + evaluation (cross-functional) team
Decision Criteria	<ul style="list-style-type: none"> Generic vertical market criteria Common commodity pains 	<ul style="list-style-type: none"> Typical pains @ site level Generic vertical market criteria 	<ul style="list-style-type: none"> Unique site-specific pains & gains Emotionally engaging narrative Intellectually compelling solution 	<ul style="list-style-type: none"> Corp initiatives + site pains & gains Emotionally engaging narrative Intellectually compelling solution
Service Specifications	<ul style="list-style-type: none"> No specifications Supplier provides 	<ul style="list-style-type: none"> Simple, general specifications Customer provides 	<ul style="list-style-type: none"> Specifications by area and/or use Customer provides 	<ul style="list-style-type: none"> Detailed specs by area and/or use Outcome-based expectations APPA criteria
Site Data	<ul style="list-style-type: none"> No data 	<ul style="list-style-type: none"> Square footage (gross) 	<ul style="list-style-type: none"> Square footage (gross) Functional uses by area Square footage by area use 	<ul style="list-style-type: none"> Floor plans & site maps Square footage by floor type Square footage by area use
Site Bid Details Density, Occupant #s, Fixtures, & Finishes	<ul style="list-style-type: none"> No descriptions 	<ul style="list-style-type: none"> Site visitation / walk-through 	<ul style="list-style-type: none"> Occupant #s (total) Site visitation / walk-through 	<ul style="list-style-type: none"> Occupant density by area Occupant #s (total) Site visitation / walk-through
Contract Performance Review	<ul style="list-style-type: none"> Ad hoc fix problems 	<ul style="list-style-type: none"> Annual performance review Free-form agenda Ad hoc issue resolution 	<ul style="list-style-type: none"> Performance reviews 1x-2x/yr. Service KPIs End-user(s) as primary participants 	<ul style="list-style-type: none"> Quarterly business reviews (QBR) Business + service KPIs Cross-functional team participants
Proposal, Presentation, & Award	<ul style="list-style-type: none"> Supplier-decided proposal content Low # page proposal No presentations 	<ul style="list-style-type: none"> Medium # page proposal Supplier-decided proposal content Optional presentations 	<ul style="list-style-type: none"> Technical Request for Proposal (RFP) Med-Large # page proposal Finalist presentations 	<ul style="list-style-type: none"> Technical proposals evaluated first Top 2-3 tech bids into price evaluation Large proposals & finalist presentations
Process Timelines	<ul style="list-style-type: none"> 0 – 30 days Any time during contract 	<ul style="list-style-type: none"> 0 – 60 days Any time during contract 	<ul style="list-style-type: none"> Formal RFP process 60 – 180 days prior to contract end 	<ul style="list-style-type: none"> Formal RfX (RFI & RFP) process 120 – 270 days prior to contract end