

CASE STUDIES

CHALLENGES AND SOLUTIONS

Advisory:

Bidding and
tendering

Sectors:

Facilities
Management
[Cleaning to IFM]

Challenge:

Entering a new
market through
competitive
tendering

Outcome:

A UK-wide contract
extending the
capability of our
client

Our client was a regional cleaning services provider who had taken on a number of 'back office' support roles for a few clients who had asked them.

As part of a visit to a site they worked on, they found themselves being asked to tender for an Integrated Facilities Management (IFM) contract, which although they knew they could deliver, they did not have the experience of bidding for.

They approached us to be part of their team and to work alongside their CEO to put in place the overall service delivery solution.

We reviewed the tender documents and attended site visits so we could understand the requirements of the client and their needs at each site, and to appreciate the real value drivers that would make a positive impact.

From receipt of tender we agreed a programme of activity with our client, enabling our client to focus on the key areas where they excelled, with our own focus being on non-core areas that our client had not previously priced or set out in a tender submission.

We produced a pricing model that allowed us to review all key elements of the bid and review value for money in each, as well as assess how each package aligned with the solution we had agreed and set out.

Following submission of tender, we supported our client in producing the presentation, which we attended as their specialist to answer technical questions and clarify any points raised during the question and answer session.

As a result, our client has secured a long-term IFM service supply contract with a blue chip client.