

# CASE STUDIES

## CHALLENGES AND SOLUTIONS

### **Advisory:**

Bidding and tendering

### **Sectors:**

Facilities Management  
[Corporate offices]

### **Challenge:**

Limited resources available internally;  
large number of tenders to submit

### **Outcome:**

Tender submitted on time and contract awarded

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Our client is a successful Integrated Facility Management (IFM) provider who has a number of blue-chip clients in London and operates in a range of contexts throughout the UK including legal, banking and stadium grounds.

As a result of pre-qualifying on a number of tenders and changes in the programmes, our client was faced with a number of tenders to prepare at the same time, which would have meant declining to participate in a number of bids.

We were asked to support their core team and take on a bid leadership and bid-writing role so they could reallocate their staff to focus on bid pricing and completing the commercial reviews required.

Our role involved getting up to speed with the key win issues, identifying the gaps and requirements to gain internal approvals and setting out a plan to meet the bid submission timetable.

We quickly integrated with the in-house team and after agreeing the overall solution and a process to manage any changes, as well as confirming the specific pricing needs, we used their bid library and adapted their methodology to meet the requirements of the tender we were assigned to.

Using our operational knowledge, we completed the tender requirements and also produced an innovative offer that was well received by both our own client and the group who had issued the tender.

This resulted in our client securing a national UK portfolio with a blue-chip customer that has since grown internationally.