
Overview

This standard is for middle managers in the facilities management environment. It is about supporting the process to acquire products or services, including ensuring that this is linked to the organisation's corporate plan and business objectives and the inclusion of energy management and efficiency measures .

It is about making sure that when products or services are obtained the best value is achieved and that savings are made where possible - this could include discounts for guaranteed future custom or bulk buying. It is about making sure you understand the supply chain involved in procurement, the needs of the relevant departments or individuals to assess the potential resources required, and obtaining funding as appropriate.

This standard is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

Specify and source products and services for facilities management

Performance criteria

- You must be able to:*
- P1 ensure that acquisition and procurement is linked to the organisation's corporate plan and objectives and is based on an accurate assessment of life-cycle costing
 - P2 ensure that the procurement process supports aggregated purchasing, increased buying power and the development of productive relationships with clients and suppliers
 - P3 identify opportunities to include energy management and efficiency measures into the procurement process
 - P4 demonstrate and communicate to others involved in the procurement process the value and importance of sustainability when sourcing products and services
 - P5 contribute to the continual review of the procurement strategy for goods and services
 - P6 liaise with other, relevant, departments or organisations to inform the procurement process
 - P7 produce a specification for the tender process which clearly states the organisation's requirements and expectations
 - P8 compare and consider different suppliers and weigh the advantages and disadvantages of procuring from each
 - P9 consider implications of cost and quality when procuring services and products to support facilities management
 - P10 choose a supplier that is best meets the needs of the specification and negotiate for best value
 - P11 where necessary work with other relevant departments or organisations to secure the acquisition and/or funding of products or services
 - P12 evaluate the delivery of products and services from suppliers and re-negotiate contracts or terminate your relationship, as appropriate

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Knowledge and understanding

You need to know and understand:

- K1 your organisational approach to acquisition and procurement and how these support business objectives
- K2 the supply chain process involved in procurement of facilities management services
- K3 opportunities to include energy management and efficiency measures into the procurement process
- K4 why it is important that acquisition and procurement processes support the development and maintenance of productive working relationships with suppliers
- K5 the information needed from other individuals, departments or organisations to inform the procurement process
- K6 how to develop specifications and how the tender process works
- K7 how to cost and specify the required products or services
- K8 the resources available to you for the acquisition or procurement
- K9 how to secure funding for the products or services and who is responsible for making decisions on this
- K10 the range of suppliers that are available to supply the services or products required
- K11 how to obtain the best price possible for products and services, whilst achieving the required level of quality
- K12 the range of possible contractual arrangements that can be entered into and how to assess the most appropriate for the product or service
- K13 methods and techniques for managing and developing productive working relationships with suppliers

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Relevant occupations Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Operations Managers; Property Managers; Contract Managers; First Line Managers; Quality and Customer Care Managers; Team Leaders; Team Project Manager; Construction, Planning and the Built Environment; Senior Development Manager

Suite Facilities Management

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