



Facilities Management

Prequalifications | Bid Management | Response Authoring | Submission Management | Presentations

FM Sector Experience

PCS has supported several international facilities management (FM) bids in a range of sectors. We have provided resources for full-time and part-time involvement in FM bids, often at short notice, adapting our response to suit client and project needs. Our team is also able to apply knowledge and experience from this sector to other types of bids in which ongoing operational factors must be considered – for example new and refurbished schools and hospitals projects.

Key issues which we take into consideration when helping our clients to develop their FM contract specific solutions are:

- Whole life cost maintenance - increasing the ratio of planned to reactive maintenance activities
- Tailored solutions to meet each and every buildings' individual needs
- Demonstrating the FM teams are committed, listening and working in an open and proactive partnership to meet the on-going investment by the client
- Service delivery plans which clearly communicate how services will be delivered and how performance will be monitored
- Development of low carbon buildings with SMART technology
- Development of FM design guides so that the D&B team are fully aware of the FM requirements at the outset of the scheme in terms of the building, building systems, landscape and security
- Issues surrounding TUPE of existing staff e.g. training

EMEA FM Services for Citi

This tender required the development of a solution that would reduce costs for Citi, which was seeking to rationalise its service procurement.

Owing to very short time frames, PCS helped compile a basic set of texts clearly describing our client's business and processes, around which the tender could be built. Texts were then made client specific and polished to ensure a relevant, high quality end product was submitted on time.

Unilever European FM Services

As our client already maintained a successful relationship with Unilever, one of the main aims of this bid was to demonstrate the benefits of their continuing to work together.

PCS provided interviewing and journalistic expertise to write a case study for inclusion with the response documents. The solution document also had a strong corporate responsibility focus, reflecting the importance Unilever puts on this. PCS took the lead in developing text for this section, using our in-house understanding to reinforce the resources our client had available.

Merck US Food Bid

This bid was developed jointly between UK and US teams co-ordinated from London.

As would be expected for any work relating to the pharmaceutical sector, our focus on quality and attention to detail was vital to reassure Merck that this is a particular priority of our client in all they do.