

Facilities Management Services Procurement Training Course

14 – 18 June 2027
Vienna

AGILE LEADERS
Training Center

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Ref: 2099_253720 **Date:** 14 – 18 June 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Facilities Management Services Procurement Training Course is a one-week intermediate course for facilities, procurement, contract, workplace operations, and supplier-performance teams who leave with an FM Services Procurement Pack. Participants convert service demand into specifications, sourcing choices, SLAs, evaluation criteria, pricing models, mobilization controls, and performance measures. The course connects planning, tendering, award, transition, contract governance, change control, and continuity for outsourced facilities services. Agile Leaders Training Center delivers this course in facilities management services procurement.

Who Should Attend

- Facilities teams responsible for defining outsourced service requirements and delivery outcomes
- Procurement teams responsible for market strategy, tendering, evaluation, and award
- Contract teams responsible for obligations, changes, payments, and governance
- Workplace operations teams responsible for mobilization and service continuity
- Supplier-performance teams responsible for SLAs, KPIs, reviews, and corrective action

The course assumes participants work with facilities requirements, suppliers, tenders, or service contracts and leaves out technical maintenance instruction, general facilities operations, legal opinions, and generic purchasing administration.

Departments and Industries

The course supports departments procuring outsourced facilities services across property, industrial, public, and service environments.

- Facilities and workplace management
- Procurement and strategic sourcing
- Contract and commercial management
- Healthcare, education, and public services
- Property, manufacturing, and energy operations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze facilities demand and procurement-route options.
- Build service specifications, SLAs, and pricing schedules.
- Apply tender evaluation and supplier due-diligence tools.
- Evaluate mobilization, governance, and continuity controls.
- Use KPI evidence to manage supplier performance.
- Build change, escalation, and renewal decisions.

Course Agenda

Day 1: Define FM Procurement Demand

- Facilities Service Demand and Outcome Map
- In-House, Outsourced, and Bundled Service Options Matrix
- FM Procurement Route Decision Model
- Stakeholder Requirement and Constraint Register
- Procurement Objectives and Risk Profile

Day 2: Specify Services and Commercial Structure

- Facilities Scope of Work Template
- Service Specification and Exclusion Schedule
- Service Level Agreement Design Grid
- KPI Definition and Measurement Sheet
- Pricing Model and Payment Mechanism Comparison

Day 3: Tender and Select Service Providers

- Market Engagement and Tender Plan
- Supplier Prequalification and Due-Diligence Checklist
- Technical and Commercial Evaluation Matrix
- Clarification, Assumption, and Deviation Log
- Award Recommendation and Approval Record

Day 4: Mobilize and Govern the Contract

- Contract Mobilization Readiness Plan
- Asset, Data, People, and Access Handover Checklist
- Contract Governance and Meeting Calendar
- Performance Review and Service-Credit Register
- Change Control, Escalation, and Continuity Protocol

Day 5: Practice FM Procurement Decisions

- Suggested Exercise: Diagnose a Facilities Service Demand
- Suggested Exercise: Draft an SLA and KPI Set
- Suggested Exercise: Score a Tender Evaluation
- Suggested Exercise: Review a Mobilization and Performance Exception
- Capstone Exercise: Complete an FM Services Procurement Pack

Practical Exercises

The course uses suggested activities with fictional service data, building portfolios, supplier submissions, pricing schedules, SLAs, mobilization records, and performance reports.

- Suggested activity: define bundled service requirements for a property portfolio.
- Suggested activity: compare tender pricing and supplier evidence for a healthcare site.
- Suggested activity: design KPI thresholds and review evidence for an industrial facility.
- Suggested activity: resolve a mobilization delay through change, escalation, and continuity controls.

FAQs

Who suits facilities management services procurement training, and what does it assume?

Facilities, procurement, contract, workplace operations, and supplier-performance teams suit facilities management services procurement training. The course assumes experience handling service requirements, supplier records, tenders, contracts, or performance reports.

How does FM services procurement differ from general facilities management training?

FM services procurement focuses on defining, sourcing, evaluating, contracting, mobilizing, and governing outsourced services, while general facilities management training addresses the wider operation of buildings, assets, maintenance, workplaces, and service delivery.

How should an FM service specification connect to an SLA?

An FM service specification defines the required scope, boundaries, outputs, responsibilities, and exclusions. The SLA converts those requirements into measurable service levels, evidence sources, review frequencies, responsibilities, and response paths.

How are FM service tenders evaluated?

FM service tenders are evaluated against documented technical, commercial, capability, risk, and delivery criteria. Teams record assumptions, clarifications, deviations, pricing comparisons, due-diligence evidence, and approval rationale before award.

What supports supplier performance decisions in an FM contract?

Supplier performance decisions use verified KPI evidence, service records, exceptions, corrective actions, changes, risk, and user outcomes. Governance reviews distinguish measurement issues from delivery failures and link escalation, improvement, renewal, or recompetition decisions to evidence.

Conclusion

Participants take back an FM Services Procurement Pack. It combines a demand map, procurement-route decision, service specification, SLA, KPI sheet, pricing comparison, tender matrix, award record, mobilization plan, governance calendar, performance register, and continuity protocol. The pack helps teams move outsourced facilities services from stated demand to controlled delivery and evidence-based supplier decisions.