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COURSE BROCHURE

FM Services Procurement and Output Specification Training Course

19 – 23 September 2027
Kuala Lumpur

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FM Services Procurement and Output Specification Training Course

Ref: 1221_45892 **Date:** 19 – 23 September 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

FM Services Procurement and Output Specification is a 1-week training course for facilities managers, FM contract officers and procurement staff who buy cleaning, security, maintenance and other building services, and each participant drafts an FM services procurement pack ready for market. Occupiers now expect reliable, measurable services while budgets tighten and contractor markets consolidate. Jupiter Prime Training runs this course for teams leading FM services procurement and output specification.

Why FM Services Procurement and Output Specification Matters Now

Three groups shape facilities contracts today: building occupiers who judge services by comfort, cleanliness and response times; finance teams that want predictable whole-life costs; and contractors who price risk into every vague clause. Buyers who describe required outcomes rather than tasks, choose the right contracting model and link payment to measured performance get stable services and fewer disputes. Those who copy old task lists into new tenders pay for activity that adds nothing and struggle to remove poor performers. The course works with the service level agreement SLA and key performance indicator KPI structures common to facilities contracts and with whole-life costing for building services.

Who Gains Most from FM Services Procurement and Output Specification

- Facilities leads who define service standards for offices, hospitals, schools or campuses
- Contract officers who administer FM agreements and certify monthly payments
- Procurement staff who run tenders for hard and soft services
- Property and estates coordinators who balance occupier needs with lease obligations
- Helpdesk and performance monitors who record faults, response times and complaints

An estates function gains most when its facilities lead, contract officer and procurement specialist attend together and agree one approach to specification and payment.

FM Services Procurement and Output Specification Capabilities

Participants move from listing tasks to defining results, then turn those results into tender documents, price schedules and payment rules.

- Assess which hard and soft services to bundle, split or self-deliver — informing estates and finance heads
- Specify output-based requirements with measurable service levels — guiding bidders and occupiers
- Weigh single-service, bundled and integrated FM contracting models — supporting sourcing strategy
- Design pricing schedules that separate fixed, reactive and variable work — protecting budget control
- Build a KPI-linked payment mechanism with deductions and incentives — serving contract officers
- Apply weighted evaluation criteria to FM bids — informing tender committees

Key FM Services Procurement and Output Specification Terms

- Hard services — building fabric and engineering services such as mechanical, electrical and plumbing maintenance and lift upkeep.
- Soft services — people-based services such as cleaning, security, catering, reception, waste and pest control.
- Output specification — a requirement that states the result and standard expected, leaving the method to the contractor.
- Integrated facilities management IFM — a single contractor delivering most hard and soft services under one agreement.
- Payment mechanism — contract rules converting measured performance into payment, including deductions for service failures.
- Planned preventive maintenance PPM — scheduled maintenance tasks carried out to keep building assets in working order.

FM Services Procurement and Output Specification Day by Day

Day 1: FM Service Landscape and Sourcing Choices

- Hard and Soft Service Catalogue — Mapping Every Building Service Needed
- Self-Delivery Versus Outsourcing Assessment — Deciding What to Buy
- Contracting Models Compared — Single Service, Bundled and Integrated FM
- Sector Contrasts — Hospital Estates Versus Commercial Office Portfolios
- Asset Register and Condition Data — Grounding Specifications in Facts

Day 2: Writing Output-Based Specifications

- Input Versus Output Specification — Moving From Tasks to Results
- Service Level Statements — Response, Rectification and Availability Times
- PPM Scope and Statutory Inspection Schedules — Defining Hard Service Duties
- Cleaning and Security Standards — Defining Soft Service Quality
- Occupier Consultation — Capturing Needs Before Tender Release

Day 3: Pricing Schedules and Commercial Terms

- Fixed, Reactive and Variable Price Elements — Structuring the Schedule
- Schedule of Rates for Small Works — Controlling Unplanned Spend
- Whole-Life Costing of Building Services — Comparing Bids Over Time
- Indexation and Price Review Clauses — Managing Long-Term Contracts
- Mobilisation and Transfer of Staff Terms — Planning Contractor Handover

Day 4: KPI-Linked Payment and Bid Evaluation

- KPI Selection and Measurement Methods — Helpdesk Data and Audits
- Payment Mechanism Design — Deductions, Service Credits and Incentives
- Weighted Evaluation Model — Quality, Price and Social Value Criteria
- Site Visits and Clarification Rounds — Testing Bidder Understanding
- Award Report Drafting — Recording Reasons for the Decision

Day 5: Practising the FM Services Procurement Pack

- Rewriting a Task List as Output Specifications — Applying Day 2
- Building a Sample Pricing Schedule — Applying Day 3
- Testing a Payment Mechanism Against Failure Scenarios — Applying Day 4
- Contract Performance Review Calendar — Monthly, Quarterly and Annual Meetings
- FM Services Procurement Pack — Specification, Price Schedule and KPI Regime

Applying FM Services Procurement and Output Specification After the Course

- Convert the current cleaning or security task list into output specifications and test them with two occupier groups.
- Review the existing FM contract's KPIs and payment deductions and propose changes before the next price review.

FM Services Procurement and Output Specification Questions FAQ

What is FM services procurement and output specification, and why does it matter now?

It is the process of buying building services by defining required results, pricing structures and performance-linked payment. It matters now because occupiers expect measurable service while budgets tighten, and vague task lists leave buyers paying for activity rather than outcomes.

Which roles gain most from FM services procurement and output specification training?

Facilities managers, FM contract officers and procurement staff gain most. Facilities leads define the standards, procurement runs the tender and contract officers measure performance, so a shared method avoids gaps between what is bought and what is managed.

How does FM services procurement and output specification differ from an FM strategy course?

This course focuses on buying and contracting for services, whereas an FM strategy course sets workplace policy, space planning and long-term estates direction. You concentrate on specifications, price schedules, contracting models and payment mechanisms.

What do you bring back from FM services procurement and output specification training?

You bring back an FM services procurement pack with output specifications, a pricing schedule and a KPI-linked payment regime. It also contains an evaluation model and a contract review calendar ready to adapt.

FM Services Procurement and Output Specification: The Way Forward

The FM services procurement pack first informs whether services are bundled or tendered separately and how bidders will price them. Facilities leads, contract officers and procurement staff use it from tender release through the first contract year. After that year, revisit the KPI set, because helpdesk data will show which measures drive occupier satisfaction and which merely add reporting.