

5 - 8 DECEMBER 2022 DUBAI WORLD TRADE CENTRE

OUTSOURCING FACILITIES MANAGEMENT

ALTAF LORGAT

6TH DECEMBER 2022











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- Global level
- Regional level
- Local level







Outsourcing Considerations

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- What can be outsourced?
- All or nothing?
- What model should be applied?
- Should every company outsource?

Facilities Management



Pros and Cons of Outsourcing

PROS

- Savings
- Expertise
- Risk management
- Business continuity
- Certifications/accreditations
- Support with improving service delivery through wider exposure

CONS

- Loss of control
- Contract document
- Hidden costs
- Understanding and managing KPIs
- Conflict of interest
- Exposing intellectual property
- Low engagement

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Procurement Process and Scope of Works

- Procurement Process
 - Subject Matter Experts
 - Site visits
 - Drawings with demarcation plans
 - Asset register
 - Historical data
 - Desktop technical evaluation
 - Service Provider Presentation technical evaluation
 - Commercial evaluation
- Scope of Works
 - Defined services
 - SOPs
 - SLAs and KPIs
 - Contract term
 - Payment terms
 - Termination clause

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Talks Facilities Management



- Determine which model suits your business
- Agree on your organisation structure
- Consider a governance layer within your organisation
- Invest in bringing in short-term consultants to support
- Create a RACI matrix

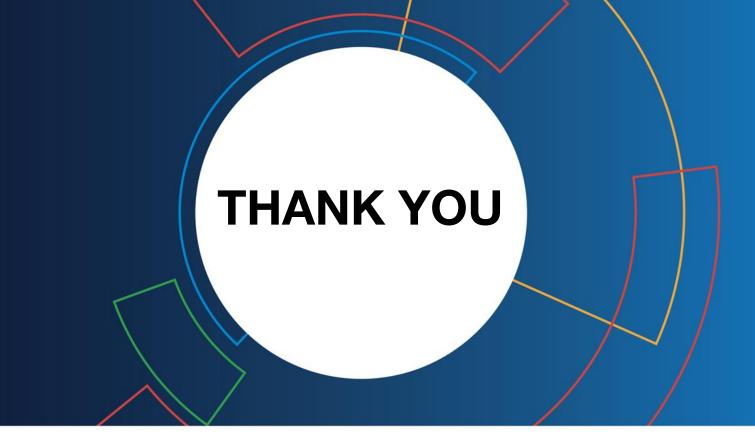
Actions

- Define penalty/reward thresholds
- Promote a partnership approach



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Facilities Management Geotechnical & Engineering



Talks



Project Management

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Stone Design

Technology

Urban Design & Landscape