KNIGHT FRANK

PROCUREMENT ADVISORY · INTEGRATED FACILITIES MANAGEMENT

iFM Procurement Solutions

Independent pre-tender advisory, FM strategy and a governed e-tendering platform — for Owners Associations and multi-asset property portfolios.

AGENDA

What we cover

01 The challenge for Owners Associations

02 Knight Frank — an independent partner

03 Pre-tender: spend analysis & baselining

04 FM strategy formulation

05 The end-to-end procurement journey

06 The ifm-procure.solutions platform

07 The value we deliver

08 How to engage

The challenge for Owners Associations

FM is one of the largest and least-governed lines of cost in any property portfolio. Four issues recur:

Fragmented, uncontracted spend

FM services procured piecemeal across multiple suppliers with inconsistent scopes, overlapping responsibilities and no consolidated view of total cost of ownership.

Value leakage & weak benchmarks

Rates and service levels drift from the market. Without a baseline or benchmark, Owners Associations cannot evidence value for money to their members.

Governance & audit exposure

Award decisions made without a documented, defensible methodology leave the Association exposed to challenge, disputes and reputational risk.

Under-specified outcomes

Input-based contracts reward activity, not performance. Service failures recur because obligations and KPIs were never clearly defined at tender.

KNIGHT FRANK ADVISORY

An independent procurement partner

Knight Frank acts as an independent procurement advisor and process operator — bringing institutional real-estate insight, FM market intelligence and a governed digital platform to every mandate. We sit alongside the Owners Association, never the supply chain, so our advice is conflict-free and evidence-led.

Independent & conflict-free

We represent the Owners Association exclusively. No supplier relationships, no rebates — only the best commercial and operational outcome for members.

Evidence-led advisory

Every recommendation is grounded in spend data, market benchmarks and a structured options appraisal — not opinion.

Governed & defensible

A stage-gated process with sealed evaluation and a tamper-evident audit trail means every decision withstands scrutiny.

Portfolio-scalable

One consistent methodology and platform across a single building or an entire multi-asset portfolio, in KSA, the UAE and beyond.

BEFORE YOU GO TO MARKET

Pre-tender services

Spend analysis & cost baselining

We consolidate current FM expenditure into a single, categorised baseline — establishing the true cost of ownership across hard and soft services.

- Data capture across all FM contracts, invoices and consumption
- Categorisation by service line, asset and cost driver
- Cost-per-m² and cost-per-asset benchmarking against the market
- Identification of duplication, over-specification and off-contract spend

Savings & opportunity mapping

The baseline is converted into a prioritised pipeline of savings and value-improvement opportunities, each sized and risk-rated.

- Quantified savings opportunities with confidence ratings
- Quick wins vs. structural change, sequenced on a roadmap
- Demand and consumption review (energy, waste, consumables)
- Business case to support the Association board decision

Market & supplier intelligence

We test the market before going out to tender — sizing the credible supplier pool and calibrating realistic price and service expectations.

- Supplier landscape and capability mapping
- Soft-market testing and early engagement
- Rate-card and SLA benchmarking
- Risk assessment of incumbent and alternative models

FM strategy formulation

Before a single tender document is drafted, we help the Owners Association decide how FM should be delivered — the operating model, the scope boundaries and the sourcing strategy that best fit the portfolio, its risk appetite and its members.

OPERATING MODEL OPTIONS

In-house / managing agent

Direct control and transparency, suited to portfolios prioritising in-house capability and close oversight.

Bundled services

A small number of specialist contracts (e.g. hard FM, soft FM) balancing control with supplier accountability.

Integrated FM (iFM)

A single integrator accountable for all services — one point of contact, aligned KPIs and the strongest efficiency incentives.

WHAT WE DELIVER

Operating model appraisal

Structured options analysis weighing control, risk, cost and management effort — with a clear recommendation.

Output specification & KPIs

Performance-based specifications defining required outcomes, service levels and measurable KPIs — not just inputs.

Sourcing & packaging strategy

How the market is approached: lotting, contract term, pricing mechanism and risk transfer.

Performance & governance framework

The KPI framework, service credits and review cadence that will govern the contract post-award.

END-TO-END PROCESS

The procurement journey

01
Expression of Interest
Advertise the opportunity and gauge credible market appetite.

02
Pre-Qualification (PQQ)
Filter to a capable, financially sound shortlist against objective criteria.

03
Invitation to Bid (ITB)
Issue the specification, contract and pricing schedules to shortlisted bidders.

04
Clarifications
Manage bidder questions transparently through a controlled register.

05
Two-Envelope Submission
Technical and commercial bids received separately and sealed.

06
Technical Evaluation
Independent, weighted scoring against the published methodology.

07
Commercial Opening
Commercial envelopes released only after the technical gate is passed.

08
Combined Scoring & Moderation
Automatic combined scoring, moderated to consensus.

09
Award Recommendation
A documented, board-ready recommendation for approval.

10
Contract Award & Mobilisation
Award, notify and support a controlled transition to the new provider.

TWO-ENVELOPE GATE Commercial pricing stays sealed until technical scoring is locked — an auditable firewall.

HOW WE DELIVER

The ifm-procure.solutions platform

Our advisory is delivered through ifm-procure.solutions — a secure, governed e-tendering platform that runs the entire process end-to-end and produces a defensible record of every decision.

Governance & approval gates

A stage-gated workflow with mandatory approvals and separation of duties — the Association approves at every gate, the advisor prepares and recommends.

Sealed two-envelope evaluation

Commercial submissions stay cryptographically sealed until technical scoring is locked, enforcing an auditable firewall.

Weighted evaluation engine

Configurable criteria, moderated consensus scoring and automatic combined-score computation — no spreadsheets, no disputes.

Tamper-evident audit trail

Every action is hash-chained and time-stamped, producing an immutable, challenge-proof record on demand.

Secure bidder portal

A controlled workspace for bidders to register, raise clarifications and submit compliant bids against firm deadlines.

Benchmarking & analytics

Cost-per-m² and rate benchmarking that turns each tender into portfolio intelligence for the next.

OUTCOMES

The value we deliver

EOI->Award
End-to-end managed process

100%
Decisions on a tamper-evident trail

Cost/m²
Benchmarked value for money

Conflict-free
Independent of the supply chain

Defensible awards

A documented methodology and audit trail that withstands member, board and regulatory scrutiny.

Demonstrable savings

A quantified baseline and competitive tension that evidence value for money to members.

Better performance

Outcome-based specifications and KPI frameworks that hold providers to measurable standards.

Reduced risk

Separation of duties, sealed evaluation and independent advice that remove bias and challenge.

ENGAGEMENT MODEL

How to engage

01

Discovery & baseline

A short diagnostic of current FM spend, contracts and pain points to establish the baseline and the prize.

02

Strategy & specification

Agree the operating model, output specification and sourcing strategy with the board.

03

Governed tender

Run the full EOI-to-award process on the platform, with the Association approving at every gate.

04

Award & assurance

Award, mobilise the provider and hand over a complete, defensible governance record.

Start the conversation

Knight Frank — Procurement Advisory

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