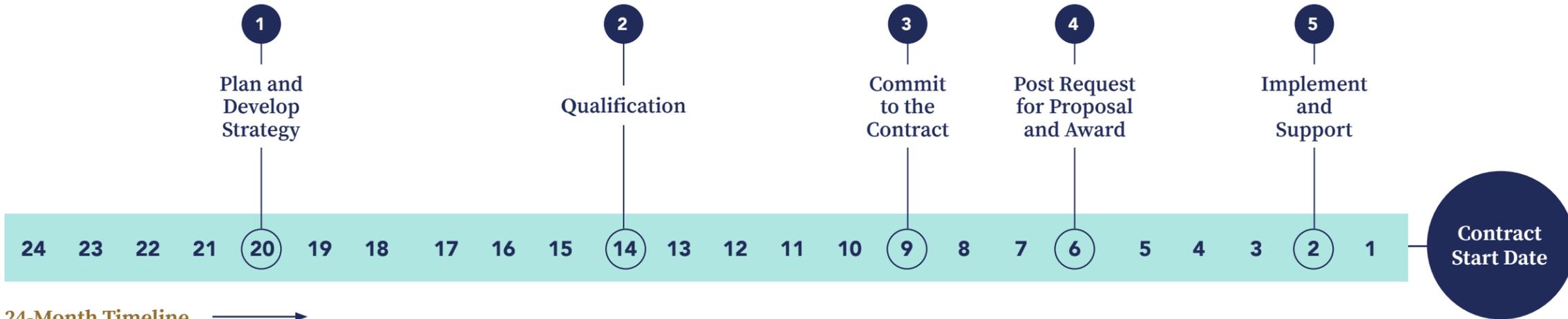


# 5-Step Support Services Contract Award Approach

Our Support Services team works collaboratively with members throughout the entire process to ensure our contracts deliver the highest level of quality at the best price. Typically, HealthPRO's Support Services contracts follow an **18–24 month** timeline across the following steps:



24-Month Timeline →

- |   |   |   |  |   |
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| <p><b>1</b><br/>18–24 months in advance</p> <p>We engage plant engineers, business professionals and subject matter experts—mainly drawn from our member committees—to develop the contract strategy.</p> <p>Many factors are considered, including:</p> <ul style="list-style-type: none"> <li>• Whether it is capital equipment</li> <li>• Potential for innovation</li> <li>• Whether the contract is service based</li> </ul> | <p><b>2</b><br/>14 months in advance</p> <p>We conduct a prequalification process, which usually begins with a publicly posted Request for Qualification (RFQ).</p> <p>HealthPRO's <b>Plant Engineering Advisory Committee (PEAC)</b> or the <b>Facilities Management Advisory Committee (FMAC)</b> evaluate products and services against the operational requirements only. Price is not considered at this stage.</p> <p>Only suppliers that qualify are invited to submit a Request for Proposal (RFP).</p> | <p><b>3</b><br/>9–12 months in advance</p> <p>We have developed a number of commitment models for various contracts to meet the complex needs of our members:</p> <ul style="list-style-type: none"> <li>• Commitment in advance</li> <li>• Commitment in advance with supplier selection post-award</li> <li>• Commitment within the first six months post-award</li> <li>• Product launch: commitment at any point during the contract</li> </ul> | <p><b>4</b><br/>6–9 months in advance</p> <p>We invite qualified suppliers to respond to the RFP with a proposal that addresses:</p> <ul style="list-style-type: none"> <li>• Price</li> <li>• Service</li> <li>• Breadth</li> <li>• In-servicing/training</li> <li>• Implementation support</li> </ul> <p>The scores from the RFP are then combined with the RFQ scores. The supplier with the highest score is awarded the contract.</p> | <p><b>5</b><br/>2–3 months in advance</p> <p>We are committed to supporting members throughout the entire lifecycle of the contract.</p> <p>Through our local Member Support teams, we assist members with:</p> <ul style="list-style-type: none"> <li>• Contract implementation</li> <li>• Product quality assurance</li> <li>• Communicating any changes to the contract, including product additions, shortages, backorders and/or discontinuations.</li> </ul> <p>Once the contract award is announced, HealthPRO members focus on implementing the new contract details into their procurement processes and software systems.</p> |
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## How We Ensure Our Members' Vital Input

Our advisory committees are comprised of plant engineers, subject matter experts and business professionals who provide direct input into our service operations, strategies and product evaluations.

**Plant Engineering Advisory Committee (PEAC) & Facilities Management Advisory Committee (FMAC):** Comprised of member-based plant engineers and subject matter experts from across the country, these committees help guide our contract strategies, assist in the development of RFP criteria and approve contract awards. PEAC is focused on maintenance, electrical, mechanical and energy management contracts, whereas FMAC is focused on contracts that impact the day-to-day operations of a hospital, such as housekeeping and office suppliers.

**Subcommittees of subject matter experts:** Subcommittees are assembled when more specialized knowledge is required: MRO, lighting, document-managed services and linens.