



@ISSA PULIRE 2023

SMART FACILITY: CLEANING CONNECTED TO THE FUTURE

Introduction setting the scene

A fast-growing logistics company is building a new large distribution center in Italy. They see this new facility as an opportunity to implement the latest environmental, social, and governance disruptive practices to improve their operation:

- Minimize environmental impact through complete electrification of the equipment
- Reduce energy cost through local power generation (solar farm on the roof for example)
- Improve employees retention and engagement through automation of dull, dangerous and dirty tasks
- Improve employees well-being in a healthy and safe environment
- Automate warehouse management, compliance, and governance duties through digitization

The company recognizes that they need to partner with a Facility Management (FM) and Building Service Contractor (BSC) to maintain and clean this state-of-the-art and technology-driven facility. At the end of an initial search, they were not able to find a partner with the same level of Environmental, Social, and Governance engagement that understood the new culture they wish to develop. To find the best partner, they decided to publish a broad Request for Proposal (RFP) to attract forward-thinking FM and BSCs.

Task

You are the marketing, sales, and engineering team at a BSC believing that a proper care of the facility is the first step to harvest the value of a proactive ESG-driven operation, and that technology and digitization is the best way to provide a cost-efficient care. You are also tasked by your leadership to rethink how cleaning is done, and to redefine your business model and value proposition to your customers. This RFP gives you the opportunity to present your new value proposition, and you are very excited to be one of 10 companies selected to pitch your proposal. You are confident the 5 minutes you have to present your idea will be enough to convince the VPs of the company that your digitization-based solution is the best option to manage cleaning in this new distribution center.

