



### The ILO Turin Centre's facilities

Located in an attractive park on the banks of the River Po, the Centre's campus provides a congenial environment in which to live and study.

- It contains 21 pavilions with fully equipped modern classrooms, conference halls and meeting rooms fitted out for multilingual simultaneous interpretation, and a computerized documentation centre linked to various data banks.

The campus has 185 single fully serviced study/bedrooms, 66 double bedrooms and 12 suites, each with private bathroom, telephone, wi-fi and flat screen television (satellite-TV available in the majority of the rooms).

Among those bedrooms, 22 rooms are accessible for people with disabilities.

It also has:

- a reception desk open 24 hours a day;
- a restaurant, a self-service canteen and a coffee lounge, all catering for international dietary needs;
- a bank;
- a travel agency;
- a laundry service;
- a post office;
- an internet point;
- a recreation room;
- facilities for outdoor and indoor sports;
- medical service.

Social events are regularly held both on and off campus, so that participants from different cultural backgrounds can make the most of a stimulating international environment.

### For further information, please contact:

International Training Centre of the ILO  
Sustainable Development Programme  
Viale Maestri del Lavoro 10  
10127 Turin (Italy)



E-mail: [sdp@itcilo.org](mailto:sdp@itcilo.org)

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# Procurement management for services

Cleaning, maintenance and up keep of buildings

security services

catering services

travel services



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Turin, Italy  
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International Training Centre

[www.itcilo.org](http://www.itcilo.org)

# Procurement management for services

## Introduction

The services sector is the fastest growing component in the global economy and post-industrial countries are now solidly 'service' oriented, setting the scenario for this sector to play a major role also in the economy of developing and least –developed countries. It includes virtually any economic activity that is not agricultural production or manufacturing, such as financial services, banking, waste disposal, maintenance, transport, water, health, catering, post and telecoms etc.

In the context of increased emphasis on “results” in developments projects and in the delivery of general public services, this 5-day course is designed as a dual-purpose forum, for learning and application, as well as for exchanges of experience. It covers the overall spectrum of technical, procedural, and business competencies needed for successful implementation of each step of the procurement process for non-consulting services, aiming to promote efficiency and improved levels of service next to innovation and competition.

A particular focus will be placed on Performance-Based Contracting (PBC), underlying the differences between input and output specifications in order to enable the participants upgrading their capacity to devise an optimal contracting strategy, as well as imparting the contract supervision skills required to ensure effective contract performance by the service provider awarded the contract.

Therefore, the course provides essential practical business skills indispensable for successful implementation of this particular contracting

strategy: from setting - up Performance Based Specification, as an output describing requirements in terms of functionality, quality and standards, to handling properly qualification requirements and, at the evaluation stage, screening correctly the different solutions proposed by bidders. The course will also explain how to link risks and incentives with measurable performance targets and how in detail to define proper Key Performance Indicators (KPIs).

Explanations are given on how to achieve dynamic and pro-active management input to make the best use of available resources and to foster customer's view during contract management phase to enhance the quality of a service.

## Objectives

Course participants will be able to understand how procurement of services differs from procurement of goods and works and consulting services and how available new techniques can aid the traditional, strictly regulated procurement processes to achieve provision of high quality services. By analysing practical cases, they will also get confident in specifying outputs and solving issues related to PBC through KPIs.

## Course methodology

The course is delivered by senior procurement advisors and consultants from ITC-ILO. The course is conducted using a highly participative training delivery methodology through a combination of interactive presentations by

subject-matter specialists followed by plenary discussions. Individual and group assignments are used extensively in order to demonstrate in practice the proper application of IFIs' guidelines and to enable measurement of participants' learning achievement. Solution and analysis of case studies are emphasised as principal techniques for acquisition of new knowledge and attainment of prescribed exit competencies. Individual guidance is provided, upon request, to help participants to troubleshoot procurement-related problems on their own projects.

## Course content

- Definition and nature of physical services.
- Types of physical services
- Procurement strategy, market analysis and planning.
- Performance based specifications and specifying outputs.
- Procurement strategies and pre-qualification.
- Review of ToRs and their typical content
- Bid evaluation criteria and contract award negotiations.
- Social, labour and environmental clauses typically used in awarding procedures and contract clauses.
- Contract management for physical services and quality assurance systems.

## Participants' profile

The target audience are project directors and procurement staff from projects funded by International Financial Institutions (World

Bank, Asian and African Development Banks, European Union, United Nations, etc.), national public procurement practitioners as well as the trainers of public procurement personnel. Governments officials involved in the control, monitoring and audit of national procurement operations will also find this course useful.

Candidates are expected to have basic knowledge of procurement practice in the public or private sector as well as a sound knowledge of the English language.

## Cost of participation

The cost of participation in this 5-day programme is **Euro 2.180** payable in advance by the participant's sponsoring organization. This covers:

- **tuition fee**, which includes the use of the Centre's training facilities and associated support services, books and training materials, routine medical care and insurance;
- **participant fee**, which covers accommodation and full-board at the Centre.

Main travel between the participant's home country and Turin is not included.

For information regarding payment, cancellation and refunds, please consult:

<http://www.itcilo.org/en/training-offer/how-to-apply>