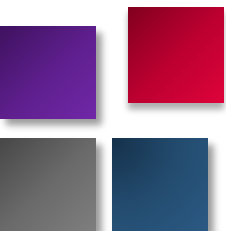




# HOSPITALITY FFE & OSE PROCUREMENT SERVICE

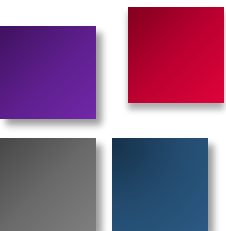




WE provide FF&E and OS&E advisory sourcing and procurement services for new hotel projects.

Five thousand items delivered on time, within budget and to the correct standards.

Over 500 international manufacturers and suppliers at your disposal





# Content

- ✓ 1 FFE & OSE – what is FFE &OSE?
- ✓ 2 CUSTOMERS – who requires FFE &OSE?
- ✓ 3 CHALLENGES & RISKS– what are the potential problems?
- ✓ 4 OUR SERVICE – how we help, what we do & how we do it?
- ✓ 5 OUR VENDORS
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# FFE and OSE



## Definitions

**FF&E** – stands for Furniture, Fixture and Equipment

1

Includes all the hotels' furniture, furnishings and depreciable equipment.

**OS&E** – stands for operating supplies and equipment

2

Includes all the small equipment which is manufactured off site and most if it does not require any installation.

**GCI** – stands for General Contractor Items

3

Items which are part of general contract for construction, fit-out and refurbishment, also property and building management systems

**A hotel without furnishings and equipment is just an empty building!**

Furnishings and equipments are split into two groups: FFE & OSE which together with the general contractor's materials are the soul and character of your property.

SO what is FFE and OSE in reality?

It is the comfortable bed, the sumptuous chandeliers, the exquisite fabrics and the finest furniture.

It is the fine crystal, the bone china, the silver candelabras and the softest linen.

It is the best night's sleep, the perfect cocktail and that unforgettable meal.

Ultimately, it is your guests' very first impression and most indelible memory.

# FFE and OSE



## Categories



### FFE

It is common to split FFE and OSE into categories, and then into groups and then further to break them down to generic items.

For full service hotels, within the guestroom there could be over 30 FFE groups and over 100 OSE. For the whole hotel there can be more than 5000 items in total.

- Furniture
- Artwork
- Carpet
- Beds
- Fabrics
- Internal signage
- Lighting
- Heavy kitchen and laundry equipment
- Bar and buffet
- Computers
- Other equipment



### OSE

- Glassware, Chinaware and Silver
- Kitchen Utensils
- Guest Supplies
- Guestroom Equipment
- Bedding & towels.
- F&B Linen
- Cleaning Supplies
- Guest Amenities
- Bathroom accessories
- Back of house.
- Uniforms



### GCI

- Bathroom Fixtures
- In room technologies
- Hotel systems
  - Alarm, Fire, PBX, UPS
- Fit-out's replaceable materials
  - Windows and Doors
  - Wall, ceiling coverings

The Hotel FFE and OSE supplier market is very international and diversified. It is usual to deal with more than 50 suppliers located in different countries.



# FFE and OSE



## Per allocation area

Each FFE and OSE item is specific to a hotel area where it is allocated. FFE and OSE mostly have fixed locations and their features are specific to that area .

### Guest Area

Rooms

Bathrooms

Corridors

Other facilities

### Public Area

Front of house

Bars and restaurants

Public WC

Fitness centers

Conference and  
banqueting

### Back of house

Kitchen

Technical

Housekeeping

Laundry

Admin

Loading Bay

Maintenance of FFE and control / supply of OSE is the responsibility of the particular hotel departments. Efficient management and control system starts with the creation of a streamlined asset register.



# FFE and OSE

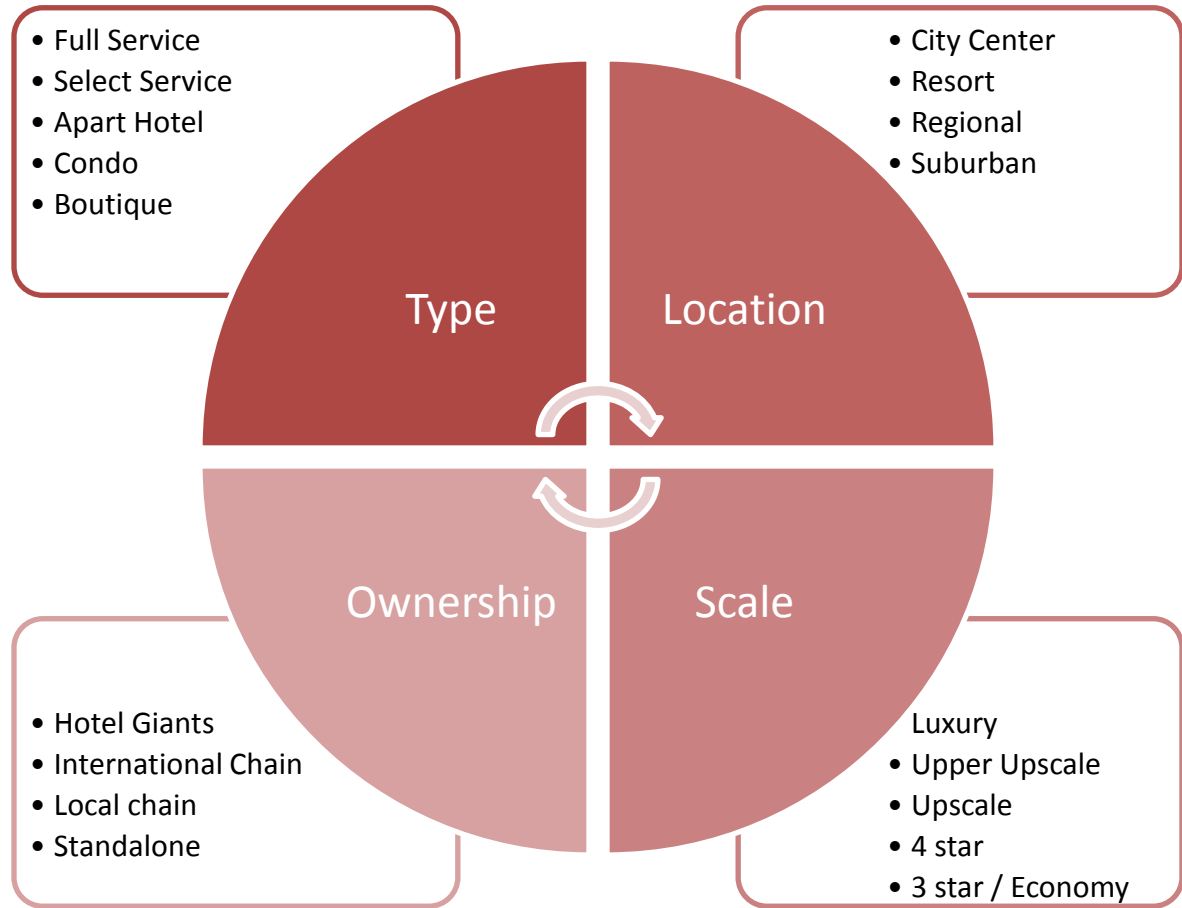


## Hotels

• The FF&E and OS&E scope and value varies depending on hotel type, class, scale, location and also local cultural needs of the country where the hotels are located.

• For luxury hotels the cost of FFE and OSE can be over \$40K per room, and for a budget hotel it can be less than 6k per room.

**Hotels can be operated by an owner or branded or non branded management companies under franchise or management contracts.**





# Customers



## Type of Customers

### Hotel Owners

1

It is the owners' responsibility to purchase the correct standard of FFE and maintain it..

### Hotel Operators

2

FFE operators and operators work together to ensure that standards are maintained. OSE is often specified by the operator .

### Hotel Developers

3

The developer has to ensure that hotel FFE complies with operators' and the industry requirements and also national standards and regulations.

The hotel management or lease contract usually states that it is the responsibility of the owner to furnish and equip the hotel and also to maintain and replace it. OSE is also the owner's responsibility.

International hotel chains often provide guidance on the FFE and OSE standards and procurement but do not do the procurement themselves as they do not have the resources. They advise the owners to use reputable procurement agents with local representation . This is because owners do not normally have the in house expertise for this function.





# Process



## Risks & Challenges

### Facts:

For large projects there are often 5000 items required, with over 400 purchase orders from many countries.

All the products must conform to local, national and international standards in terms of fire, safety, health and hygiene.

Risks if not properly managed include:

- Non delivery .
- Delays.
- Unsafe products.
- Wrong products.

### RISKS

#### Selection

- Product
- Vendors

#### Delivery

- Reliability
- Shipment experience
- Proper Billing

#### Legal

- Import rules
- Proper Contracts
- Non-delivery
- Disreputable vendors

#### Financial

- High value

### CHALLENGES

#### Product Selection

- Diversity
- Quantity
- Value
- Quality
- Conformity
- Safety
- International nature of suppliers

#### Golden Ratio between

- Owner
- Operator
- Designer
- Apartment Owner
- Guest

#### Conformity Risks

- Design
- Operator standards
- Industry Standards
- General Standards ISO 9001

#### Procurement team

- Experience
- Vendor Selection



# Our Service



## What we do

Professional procurement expertise is essential to avoid a nightmare scenario of late deliveries, unsafe goods & serious over expenditure

to meet the challenges and cover the risks of acquisition we offer customer our **FLEXIBLE** services

What do you require?

FFE

OSE

GC

Use any or all our services

Guidance

Procurement

Special services



# Our Services



## What we do

Our services are divided into three groups - all available for OSE or FFE

### Guidance on

- 1 Hotel standards .  
Operator's standards.  
Product brands.  
Trusted manufacturers,  
suppliers and their  
distributers.

### Procurement

- 2
  - Planning, scope, process, time lines, schedules
  - Budgets and lists .
  - Sourcing ,samples and product research.
  - Model guestroom.
  - Tendering ,quotations orders
  - Logistics & delivery
  - Co ordination of installation

### Special Services

- 3
  - Pre-procurement Services:
    - Arranging FF&E specialists /consultants
    - Procurement companies.
    - Designers.
    - Kitchen consultants.
    - Laundry consultants.
    - Signage consultants
    - Uniform designers.
  - Post-procurement Services:
    - Delivery Control
    - Establishing Fixed Asset register





# Our Service



## How we do it – service pillars

### Represent

- We represent the interests of the customer in matters relating to FF&E and OS&E.

### Act

- In particular we act on behalf of the Customer in the acquisition of merchandise for the Clients' direct purchase.

### Ensure

- Ensure that the goods are purchased within budget, to the correct standards and on time..

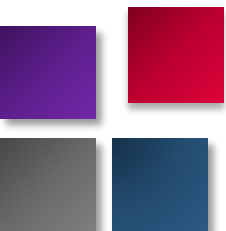
### Tailor

- We offer a flexible service tailored to the needs of the Client

Our procurement experience and expertise will allow Customer to leverage spend and also product and supplier knowledge, not typically found in a procurement department.



This will allow owners to save money; the operator will ensure that standards are appropriate and the guest will benefit from furniture and equipment which exceed expectations

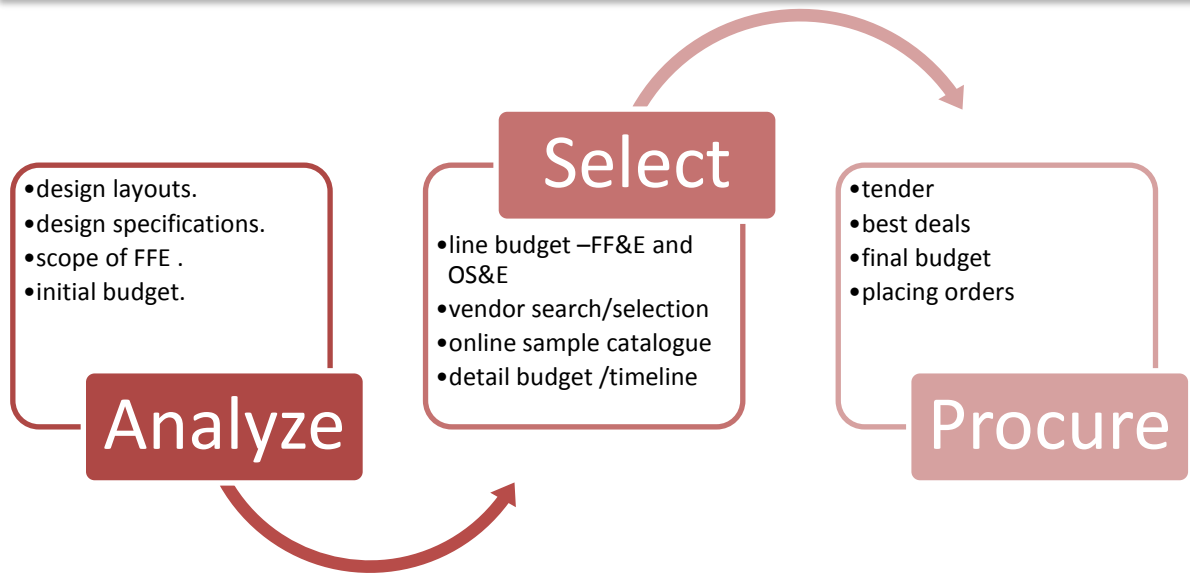




# Our Service



## How we procure in the case of Georgia



- design layouts.
- design specifications.
- scope of FFE .
- initial budget.

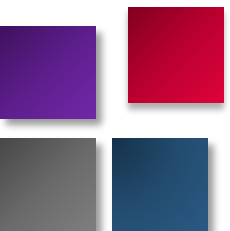
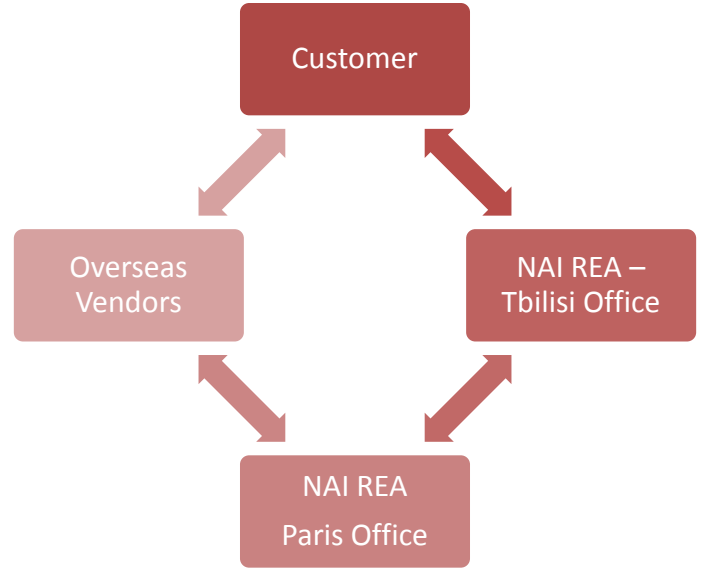
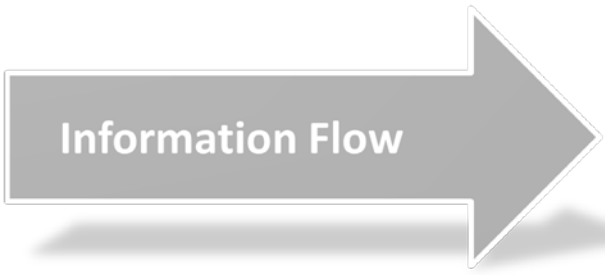
### Analyze

- line budget –FF&E and OS&E
- vendor search/selection
- online sample catalogue
- detail budget /timeline

### Select

- tender
- best deals
- final budget
- placing orders

### Procure





# Our Vendors



## Geography and preferences



Our database contains ~500 tested and reliable vendors



# Experience



## Portfolio



LE MERIDIEN

- Medinah - OSE
- Ibom Golf Resort-FFE /OSE
- Kuala Lumpur -OSE
- Port Harcourt -OSE



HILTON

- Chennai-OSE/FFE
- Malabo -OSE
- Wangfujing Beijing-OSE
- Namhae Golf Resort -OSE
- Sanya Resort &Spa-OSE
- Makkah -OSE
- Jeddah -OSE
- Algiers-OSE
- Frankfurt -OSE



HILTON

- Antwerp -OSE
- Langham London-FFE/OSE
- Sandton FFE/OSE
- Bucharest FFE/OSE
- Paris CDG Airport FFE/OSE
- Paris La Defence FFE - Guestrooms only
- Paris Champs Ellisee -OSE
- Copenhagen FFE/OSE





# Experience



## Portfolio (cont.)



### CONRAD

- Tokyo OSE
- Phuket OSE



### Intercontinental

- Hericho - OSE



### Accor Novotel

- Lagos OSE



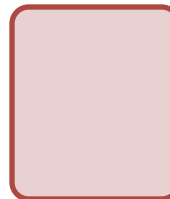
### Park Inn Radisson

- Vienna - OSE



### Ex- Marco Polo hotels

- Tbilisi -OSE
- Moscow-OSE
- Novgorod-OSE



### Independent

- Resort Hotel, HammametSud OSE







# Our Advantage



## Why to choose our service

### Strength

- 1 Vast network of reliable suppliers & manufacturers.
- Extensive procurement experience .
- Clients can leverage spend and also product and supplier knowledge.
- Powerful in-house online database and purchasing resource.
- Many products direct from manufacturers.
- Prices and discounts similar to those available to large hotel corporations.
- International network of specialists.
- Web-based portal for clients in multiple locations

### Unique Selling Points

- 2 Equip Online- a new and unique web based platform. An *intelligent application that combines the power of an online database with the mathematical versatility of an excel spreadsheet. Allows the owners to review all the equipment online*
- Extensive web experience.
- Extensive international procurement experience
- Over 20 years multi brand hotel experience.
- International network of trusted suppliers, manufacturers and hotel consultants.

### Customer Benefits

- 3 Products delivered on time , within budget, to correct and consistent standard.
- Safe and energy efficient Equipment
- Costs are reduced without compromising quality.
- Flexible and personalized service.
- Transparency guaranteed as we are independent from suppliers. All discounts passed on to owners i.e. no commissions or rebates.
- Cut out the middle man and go straight to the manufacturer.
- Detailed analysis of quotes and value analysis.
- “Devil in the detail” analysis





## Team

- Thomas Foehrer, managing partner [thomas.foehrer@rea-caucasus.com](mailto:thomas.foehrer@rea-caucasus.com), +43 664 2533719
- Robert Dunn, Procurement HOD, [robert.dunn@rea-caucasus.com](mailto:robert.dunn@rea-caucasus.com), + 33 (0)6 27 33 61 30
- Levan Vachnadze, managing partner, [levan.vachnadze@rea-caucasus.com](mailto:levan.vachnadze@rea-caucasus.com), +995 599 579500
- Nino Goglidze, office manager, [nino.goglidze@rea-caucasus.com](mailto:nino.goglidze@rea-caucasus.com), +995 32 2971600

## Offices

- Tbilisi
- Vienna
- Stockholm
- Paris

## Resources

- [www.robertdunn.eu](http://www.robertdunn.eu)





**END**

