

# Dos and Don'ts for Property/Facility Managers: Doing Business with Vendors

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## DO:

- Allow vendors adequate time to respond to an RFP
- Let Bidders know if you are really out to bid or if you are just checking your current vendor's price. They will appreciate your honesty
- Understand what you are putting out to bid. Know that you are comparing apples to apples.
- Don't shop bids!
- Once you have completed the bid process Inform bidders who the successful bidder was and why. Thank them for preparing a bid for you.
- Know your company policies regarding vendors.
- Send the vendor a written thank you note after you accepted a gift or been invited to an event by that vendor just as you would any friend or acquaintance who did the same for you.
- Take vendors out to lunch once in a while or offer them tickets or other amenities you normally reserve for your tenants. They will be pleasantly surprised and this is a justifiable marketing expense as vendors can be terrific sources of information regarding tenants at competing projects who may be planning to move, managers or other staff who would be interested in moving or buildings which are potentially going out to bid for property management services or selling.
- Write complementary letters to vendors if they, or their staff, have done something particularly praiseworthy at your property. They will be just as surprised as you are when you receive a letter from a tenant!
- Invite vendors to sit in on your staff meetings when appropriate. This will make them feel like they are more a part of the team and vendors can also have some very valuable input during staff meetings.

## DON'T

- Accept gifts, tickets, invitations, etc., from vendors which violate your company integrity, policies, go beyond the ordinary or make you feel uncomfortable.
- Accept gifts, tickets, invitations, etc., from any bidder from the time you announce you are going to bid until after the time you have selected the successful bidder to avoid any perception of favoritism.
- Treat vendors as your personal wait staff at events or expect them to buy you drinks, meals, etc. when you are out.
- Blow off vendors if you have pre arranged a meeting with them to walk through your property or for some other reason. Call them in advance to let them know you need to reschedule rather than turning them away once they have already arrived at your office, or worse, not even being at your office when they arrive. Treat them like you want to be treated.

**Remember- That your vendors are your partners. They are an important part of your team and have a direct influence on your image, management services and your success, your tenants, your company and the marketplace!**

**BOMA Shops BOMA!!!**