



Facilities Management Services

Road Map

To

An Integrated Management System (IMS)

Compliant with

ISO 9001: Quality Management System (QMS)

ISO 14001: Environmental Management System (EMS)

ISO 45001: Occupational Health & Safety Management System (OHSMS)

1. Background

As part of IITA's 2030 Sustainable Development Strategy and the ongoing FMS Reform Plan, the Facilities Management Services Department (FMS) is committed to transforming its operational framework toward international standards of quality, environmental stewardship, and occupational health and safety.

FMS currently manages a wide portfolio including infrastructure maintenance, utilities (power, water, waste), transport fleet, safety, and environmental systems. To ensure sustainable growth, operational excellence, and continuous improvement, FMS seeks to upgrade its management systems to full compliance with:

- **ISO 9001: Quality Management System (QMS)**
- **ISO 14001: Environmental Management System (EMS)**
- **ISO 45001: Occupational Health & Safety Management System (OHSMS)**

To achieve synergy, FMS aims to **develop an Integrated Management System (IMS)** that seamlessly combines these three standards into a single, cohesive operational framework. This initiative will strengthen our governance, performance-based operations, transparency, and data-driven decision-making.

2. Objective

The objective of this engagement is to:

1. Conduct a **comprehensive gap-analysis assessment** of existing FMS operations relative to ISO 9001, 14001 and 45001 requirements.
 2. Identify key gaps, non-conformities, and improvement opportunities.
 3. Recommend and deliver a **targeted training plan** based on competency gaps.
 4. Propose a **phased action plan** to bridge gaps and achieve readiness for IMS implementation.
 5. Provide professional guidance in **designing and establishing an Integrated Management System (IMS)** tailored to FMS operations, policies, and digital tools.
-

3. Scope of Work

Your proposal should address the following activities:

3.1 Document Review & Operational Assessment

- Review existing FMS policies, SOPs, manuals, workflows, training records, environmental and safety reports, and maintenance procedures.
- Assess governance structures, leadership commitment, communication channels, digital dashboards, and documentation practices.
- Conduct site visits, interviews, and focus-group sessions with FMS management and operational teams.

3.2 Gap-Analysis

- Benchmark FMS current operations against the requirements of ISO 9001, 14001, and 45001.
- Identify gaps, risks, and opportunities for improvement.
- Present findings in a **Gap-Matrix Report** with prioritized corrective actions.

3.3 IMS Development Roadmap

- Propose the **Integrated Management System structure** aligning the three standards (Quality, Environment, OHS) under a unified policy, documentation framework, and performance monitoring process.
- Define core processes, interaction maps, documentation hierarchy, roles, and responsibilities.
- Recommend digital integration with existing FMS dashboards and reporting tools.
- Develop an implementation schedule covering phases, deliverables, and required resources.

3.4 Training Needs Assessment

- Assess staff competencies required for successful IMS implementation and maintenance.
- Recommend relevant **training modules** (based on your course catalogue) tailored to various staff levels — from leadership to operational staff.
- Include duration, mode (onsite/online), expected learning outcomes, and certification type.

3.5 Action Plan & Reporting

- Prepare a **comprehensive action plan** with realistic timelines, KPIs, and responsible persons.
- Submit a **Final Report** summarizing findings, gap-matrix, training recommendations, IMS development plan, and an executive summary for senior management.
- Conduct a final presentation to FMS Management Team.

4. Proposal Submission Requirements

Please include the following in your submission:

- Company profile and relevant experience with ISO 9001, 14001 & 45001 system development and IMS implementation.
- Methodology and work-plan detailing your approach, timeline, and deliverables.
- Qualifications and CVs of proposed consultants.
- List of recommended training modules, costs, and duration.
- Detailed cost breakdown (consultancy, training, travel, materials, reporting).
- At least three (3) references for similar projects (preferably in facilities or infrastructure sectors).
- Terms of engagement, validity period, and payment terms.