**FORMAT / GUIDELINES FOR PROGRESS AND FINAL REPORT**

*Note: Progress reports shall be submitted to BCA at half-yearly**intervals and a final report within six months from the end of the Qualifying Period all in accordance to this document.*

* + 1. **5-step SMART Process Undertaken by Project Team to Select Smart FM Solution Proposed Under the Grant**

Step 1: Set business objectives and outcomes

*\*Choose not more than 3*

|  |  |  |
| --- | --- | --- |
| **Business Objective** | **Prioritised FM service(s)** | **Desired FM Outcome(s) and Corresponding KPI(s)** |
| **☐** Cost | *e.g. M&E, Security or Cleaning* | *e.g. To reduce operating cost by 10% by 2021* |
| **☐** Manpower (Internal/ External) |  |  |
| **☐** System reliability |  |  |
| **☐** Productivity |  |  |
| **☐** Customer satisfaction |  |  |
| **☐** Security requirements |  |  |
| **☐** Others, please specify: |  |  |

Step 2: Map out Smart FM solutions as enablers

* Identify FM solutions to meet business objective(s) and outcome(s)

*(e.g. Company A solution – video analytics)*

* Classify FM solutions into Type 1, 2 or 3 (type not in order of merit)
* Note: Identified solution may cover more than 1 type of solution

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **FM Services** | | | |
| *e.g. M&E*  *Functions* | *e.g. Security* | *e.g. Cleaning Services* | Others, please specify: |
| **Type 1: Digitalised workflow automation** | *e.g. BCA Smart Chiller Portal* | *e.g. Company A Solution* |  |  |
| **Type 2: Optimisation within system only** |  |  | *e.g. Company B Solution* |  |
| **Type 3: Integration/ Synergy across systems** |  |  |  |  |
| Is the solution implemented across a portfolio/cluster of buildings?  **☐** Yes **☐** No | | | | |

Step 3: Adopt suitable implementation model

Integrated Smart FM Solutions

*(Each smart FM solution feeds data into one centralised system)*

|  |
| --- |
| **☐** Solution-as-a-Service via FM company/ solution provider  **☐** Acquired and operated by building owner |

Step 4: Review procurement contracts

To conduct review of procurement contract (for FM services supported by the proposed solution under the Grant) and implement integrated, long term and outcome or performance-based contracts whenever possible.

Please select or cancel accordingly:

|  |
| --- |
| * Integrated FM contract for all chosen FM services:   **☐** Yes **☐** No, please specify FM services excluded: \_\_\_\_\_\_\_\_  If No, please state the reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * Adopt outcome or performance-based contract:   **☐** Yes **☐** No  If No, please state the reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * FM Services Contract Term (recommended 5 to 10 years):   **☐** 3+3 **☐** 5+5 **☐** 8 **☐** Others: \_\_\_\_\_\_\_\_\_\_  If Contract Term is below 5yrs, please state the reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Step 5: Track and review outcomes for continuous improvement

To track and review outcomes against key performance indicators (KPIs) and deliverables listed in ‘*Part I: Section 4b. Deliverables’* of the Application Form:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prime/Direct Impact of Proposed Target(s)** | **Current Baselines** | **Proposed Target(s)** | **Achievement to date VS Target** | **Remarks** |
| *e.g. Productivity savings* | *e.g. X (hrs, $) per manday* | *e.g. 20% improvement from X* |  |  |
| *Service Delivery* |  |  |  |  |
| *Customer Satisfaction* |  |  |  |  |

Status:

**☐** Behind **☐** On Track **☐** Ahead

Areas for further improvement/ Proposed recommendation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* + 1. **Description of Progress Made in the Project**
* Please describe with details, current status of Project and milestones achieved to date. Where applicable, reporting should comply with ‘*Part I Section 4. Description of Project’* of the Application Form.
* Without prejudice to BCA’s right to insist on strict compliance with *‘Part I: Section 4. Description of Project’* of the Application Form, any delay or deviation from *‘Part I: Section 4. Description of Project’*, as well as remedial actions and next step actions should be amply explained and details given.
* Is the Project progressing according to the schedule? If not, provide reasons for the variation.
* Please provide updates with reference to key milestones and deliverables indicated in application form.
* For final report, please attach product/ process/ service/ applications specification, brochures and photographs where available.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Milestones and Deliverables** | **Project Implementation** | | | | **Demonstration of Improvement (>20%)** | | **Current Status (Ahead/ On Track/ Behind Schedule), Including Reasons/ Remarks** |
| *mth-yr* | *mth-yr* | *mth-yr* | *mth-yr* | *mth-yr* | *mth-yr* |  |
| *Key Activity/ Deliverable (1)* |  |  |  |  |  |  |  |
| *Key Activity/ Deliverable (2)* |  |  |  |  |  |  |  |
| *Key Activity/ Deliverable (3)* |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

* + 1. **Development of Capabilities under the Project**
* Please provide details of capabilities developed to date as a result of the Project.
  + This must be in terms of new technology adopted by the Grant Recipient, expertise acquired and/or jobs created (e.g. managerial, technical, etc), and manpower training (i.e. number of people trained, type of training, skills learnt, etc).
* For final report, please provide summary of the overall capability developed in the course of the Project.
  + 1. **What are the Problems Encountered or Technical Challenges Faced?**
* Please describe the problems encountered at any stage of the Project.

*(e.g. initial stage when identifying type of solution to implement, development/ implementation stage, post-implementation/ fine-tuning stage etc.)*

* Please also describe the technical challenges faced at any stage of the Project.
  + 1. **Benefits of Project** *(for final report only)*
* In addition to the improvements achieved stated in Step 5 of the SMART process above, please describe benefits to the Grant Recipient as a result of the Project.

*(e.g. energy efficiency improvement, new design tools introduced, new services introduced.)*

* Please describe what the Project can contribute to the industry, if any.
  + 1. **Future Plans for Project** *(for final report only)*
* Please describe any future plans the parties involved in the Project (building owner or solution provider etc) may have to develop upon the results of the current Project.

*(e.g. the additional investments to be carried out, further enhancements intended, scaling up or replication of the proposed solution in other portfolio/ cluster of buildings, and any changes to be made to the buildings’ current operations, etc.)*

* + 1. **Lessons Learnt** *(for final report only)*
* Please describe lessons learnt from the Project that:
  + can help refine the planning, development/ implementation or post-implementation process in the future; and/or
  + can be taken note of in the future for other projects.
* Please also describe how the proposed solution can be scaled up and replicated for other projects.
  + 1. **Declaration** *(please include the following declaration at the end of the reports)*

|  |
| --- |
| I declare that the information of the project as described in the above report is true and to the best of my knowledge.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of Grant Recipient’s Managing Director Date  (or equivalent officer) |