

## Smart Facilities Management Proof-of-Concept Grant (Smart FM POC Grant)

### Frequently Asked Questions

#### **Q1. How much is committed to the Smart FM Proof-of-Concept Grant?**

**A1:** \$2.5mil is set aside for the Smart FM Proof-of-Concept Grant. The Grant aims to promote the adoption of smart FM solutions and kickstart the next phase of industry transformation with integration across FM domains and aggregation across portfolio or cluster of buildings.

Proof-of-concept projects under the Grant will help showcase the potential benefits and establish business case for integrated and aggregated smart FM solutions that can be scaled up and replicated in other portfolio or cluster of buildings. This will create a paradigm shift in the way FM services are procured through demand aggregation.

#### **Q2. Is the Smart FM Proof-of-Concept Grant only open to those that join the Smart FM Challenge?**

**A2:** The Grant is open to progressive public and private building owners/ developers, FM companies and technology providers who participate in the Smart FM Challenge.

Interested parties to the Smart FM Proof-of-Concept Grant are encouraged to join the Challenge by registering at <https://go.gov.sg/smartfmchallenge> as the objectives of both initiatives are aligned.

#### **Q3. Who can participate as the Grant applicant or project lead?**

**A3:** The Grant is open to both public and private service buyers (developers or building owners) and service providers (FM companies or technology providers) that meet the following criteria at the point of application. In other words, the grant applicant can be either the service buyer or the service provider.

- a) Be a registered business in Singapore, with a portfolio or cluster of buildings under its ownership or management;
- b) Proposed project to be funded must be in Singapore; and
- c) Purchase of equipment, materials, software and other physical or digital components of the proposed technology solution, as well as the subscription of services (if any), must be used in the proposed project in Singapore.

Please note that funding support will be made on a reimbursement basis, that is the amount to be received by the projects shall be based on the actual qualifying costs incurred and paid by the Grant recipient during the qualifying period of the project. Applicants are to be in a financially viable position to start and complete the project.

#### **Q4. What does integration and aggregation mean and what does it bring about for the FM sector?**

**A4:** It is envisaged that stronger partnerships within the industry to achieve more seamless FM service delivery can be enabled by purposeful integration and aggregation, where:

- Integration refers to bundling of two or more inter-disciplinary services together; and
- Aggregation refers to consolidating demand and resources, such as across a portfolio of buildings or at a district level.

This should be supported by the:

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- Proliferation of integrated and agile processes that spur efficiency (*Process*)

As the industry begins to move towards outcome-based contracts and reduce the FM burden through maintainability, more can be done to cement more enduring partnerships and harness efficiencies in the FM sector. Potential solutions include:

  - Highly integrated contracts, bundling two or more inter-disciplinary services together, that facilitate life cycle planning upfront at the design phase (such as early FM involvement);
  - Inter-disciplinary outcome-based contracts; and
  - Enhanced provisions to allow resource deployment across multiple buildings, hence improving business continuity plans.
  
- Propagation of scalable solutions that unlock synergy across disciplines (*Technology*)

While the adoption of Smart FM enabled by R&I has improved, many systems and technologies currently employed are single purpose, not compatible with other platforms or cannot share data across disciplines. The adoption of technologies and solutions that are scalable and can be integrated are encouraged, including:

  - Coordination and performance monitoring platforms that can harness Smart FM data centrally;
  - Systems that harness data to provide predictive and prescriptive maintenance; and
  - Integrated network controls across a district or a portfolio of buildings.
  
- Uplifting of the FM workforce as professional, aptly skilled and adaptable (*People*)

Integration and aggregation will lead to the creation of good jobs or upskilling of existing jobs as more emphasis will be placed on managing large scale contracts, data and integration. To keep pace with the transformation, the workforce would need to be:

  - Deeply skilled in their own specialised domain;
  - Multi-skilled to ensure that workers have the agility to be employable across sectors in the FM sector; and
  - Digitally enabled to work with technology and data from Smart FM systems.

### Q5. What entails or qualifies as the integration of FM services under the Grant call?

**A5:** The Grant call requires the proposed solution(s) to be integrated across 2 or more inter-disciplinary FM services and aggregated across a portfolio or cluster of buildings. The FM services to be integrated are not fixed/ specified as it should be identified by the building owners/ developers and their FM team based on their business objectives and FM priorities or needs.

Integration of the FM services should be complemented by streamlining of processes and reviewing of contract models to ensure that the synergistic gains are fully actualised (refer to 5 Step SMART process (<https://go.gov.sg/bca-fm-5-step-smart-process>) and Guide to Smart FM (<https://go.gov.sg/guide-to-smart-fm>) for more information). The overall impact on FM productivity and service delivery of the FM services should also be a primary consideration.

### Q6. How should the improvement be measured?

**A6:** The proposed improvement to be achieved can be defined in various outcomes, such as productivity, manpower, customer satisfaction and service delivery etc. Applicants should propose measurable and verifiable metrics and key performance Indicators (KPIs) that would lead to more than 20% improvement in overall FM productivity and service delivery (instead of individual FM services).

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### **Q7. Can the project be implemented across at a few office levels instead of the entire building?**

**A7:** The POC Grant aims to showcase the potential benefits and establish business case for integrated and aggregated smart FM solutions that can be scaled up and replicated in other portfolio or cluster of buildings. As such, the proposed project should preferably be implemented across at least 3 to 5 buildings to properly demonstrate the benefits of integration and aggregation of Smart FM. Aggregated and scaled-up implementation will also be impactful in terms of overall FM improvement.

### **Q8. Upon submission of the application, what is the approximate timeline for the proposed project to be approved?**

**A8:** The evaluation process will take approximately 1 to 2 months after the closing of the Grant call. This allows time for the Grant Secretariat to make clarifications where needed on the submissions; and for the Evaluation Panel to review the submissions.

### **Q9. Upon approval of the grant, what is the timeline given for project completion?**

**A9:** The timeline for project completion is dependent on the project proposal. Projects that can be implemented within 12 months from the date of award are preferred.

### **Q10. Upon approval of the proposed project, how would reimbursement be carried out? Can costs for on-going projects be covered?**

**A10:** Reimbursement is only applicable for monies incurred and work done after the grant is approved. It cannot be retrospectively claimed for.

Local public and private projects can receive up to 70% funding support for qualifying costs, capped at S\$800,000 per project; on the condition that the project delivers more than 20% overall FM improvement (e.g. in productivity, cost and manpower savings, customer satisfaction, service delivery, etc).

Stage 1 reimbursement would be 70% of the approved Grant amount (i.e. its 70% of the “up to 70%”, depending on how much has been approved for the project); and Stage 2 the remaining 30% of the approved Grant amount.

### **Q11. Will early applications be considered first?**

**A11:** All project applications will only be evaluated after closing of the Grant call on 7 December 2020 (5pm, Singapore time). They are not approved on a first-come-first-serve basis. Projects will be reviewed and selected based on how well they score against the evaluation criteria. Projects that can be implemented within twelve (12) months from the date of award are also preferred.