

FAQs on the Integrated Facilities Management (IFM) and Aggregated Facilities Management (AFM) Grant

Eligibility

Q1. Who is eligible to apply for the IFM and AFM Grant?

A1. The grant will require a joint application with one Facilities Management Company (FMC) and at least one developer/building owner. Either the Service Buyer (e.g. Building Owner/Developer) or Service Provider (e.g. FMC) may make the application as the nominated grantee.

Q2. As an FMC, can I submit an application together with a few developers/building owners to comply with the criteria to have 3 or more existing buildings in the application?

A2. Yes, the FMC can act as the aggregator to fulfil the grant criteria through integrating and aggregating across buildings owned by different developers/building owners. However, the FMC would need to be the nominated main applicant of the application and main coordinator for the project.

Q3. What type of buildings are eligible for the IFM and AFM Grant?

A3. The grant is open to projects aggregating across 3 or more existing buildings¹ with a combined GFA of at least 45,000 m² for the following building typologies:

- (i) Commercial developments (e.g. hotels, serviced apartments, offices, retail buildings, mixed developments, MSCT managed commercial and retail buildings);
- (ii) Institutional developments (e.g. healthcare facilities, Institute of Higher Learning campuses);
- (iii) Light industrial buildings; and
- (iv) Other building typologies with strong potential to contribute towards FM sector transformation to be determined by BCA in its sole discretion.

¹ A block or tower exceeding 15,000m² GFA will be deemed as a building.

Grant Requirements

Q4. How do I carry out the gap analysis exercise on the maintainability of the existing building?

A4. The gap analysis provides assessment on the degree of maintainability of the building's inherent design to understand design-related inefficiencies in its current maintenance regimes. This would help developers/building owners plan and evaluate short-term and long-term improvements accordingly.

Applicant should refer to the prevailing requirements under the Green Mark 2021 (GM: 2021) Existing Non-Residential Buildings (ENRB) Maintainability (Mt) Section to carry out the gap analysis exercise using the [Mt Section Scoresheet](#) and submit a gap analysis report containing the following information:

- i. Project information: Building typology, programmes, GFA, no. floors, etc.
- ii. Gap analysis: Submission of Mt Section score sheet and supporting documents for verification
- iii. Recommendation: Potential work improvements to achieve Mt Badge, estimated cost of improvement works and etc.

Q5. Do I need to engage a consultant to carry out the gap analysis exercise?

A5. Applicant can choose to either engage consultant OR in-house personnel to carry out the gap analysis exercise.

Q6. Does the grant cover the cost to carry out the improvement works identified in the gap analysis?

A6. No. The grant would only cover the cost incurred to carry out the gap analysis exercise. Applicant can choose to carry out the improvement works identified at the next A&A cycle or earlier, however the cost incurred would not be claimable under the grant.

Q7. What are the SIFMA Certified Facilities Management Company (CFMC) and Certified Facilities Management Expert (CFME) Accreditation Schemes?

A7. The CFMC and CFME are accreditation schemes administered by SIFMA which aims to recognise, raise professionalism, and improve the competencies of FM Companies (FMC), with a focus on those providing facilities management services. For more details and application, please refer to SIFMA's website: https://www.sifma.org.sg/CFMC_Accreditation and <https://www.sifma.org.sg/certified-facilities-management-expert-cfme>.

Q8. What is the Human Capital Diagnostic Tool (HCDT)?

A8. HCDT is a national framework for workforce optimisation which measures human capital in terms of its capacity to support business goals, outlines an action plan, and prioritises resources to optimise competencies, processes, and practices.

Applicant can also apply for the HCDT assessment on the IHRP website: <https://www.ihrp.sg/hcdt/organisations> after December 2023.

Q9. Do I need to pay for the Human Capital Diagnostic Tool (HCDT) Assessment?

A9. Assessment would be complimentary to organisations till December 2023 (or when it is fully subscribed) and you can register at <https://forms.office.com/r/k05350MRWe>.

Applicant that missed this complimentary offer would have to pay for the assessment on their own via the IHRP website: <https://www.ihrp.sg/hcdt/organisations> after December 2023. This assessment fees would not be claimable under the IFM and AFM Grant.

Q10. What type of Smart FM solutions are applicable to the IFM and AFM grant?

A10. The grant is applicable for Smart FM solutions that transforms FM service delivery to one that is outcome-based, on-demand or as-needed (rather than scheduled), enable fluid and optimal deployment of resources and where appropriate, integrates with autonomous technologies. Some key characteristics include workflow automation, digitalisation of routine FM tasks, predictive or on-demand maintenance; dashboard to monitor, manage and report performance of the 3 integrated services, implement integration plan with FM subcontractors, etc. Refer to the “Guide to Smart FM” at [“Guide to Smart FM”](#).

Q11. What constitutes as an Outcome-Based contract?

A11. In outcome-based contract, the service specifications are based on desired outcomes or outputs for the FM services, rather than basing KPIs on headcount to be provided or prescriptive task-based requirements. Refer to the [“Guide to FM Procurement”](#).

Q12. How do I compute Manpower Productivity gain?

A12. Manpower productivity gain can be computed in terms of man-days, man-hours, headcount, etc.

	Grant Outcome Requirement		
	Baseline Productivity Level (Current) <i>(by man-days, man-hours or headcount)</i>	Final Manpower Operations <i>(by man-days, man-hours or headcount)</i>	Productivity improvement (%)
Project Ref. Number			
Processes	To include current processes/systems used by the various FM services	To include brief new/enhanced processes/systems to meet productivity gain	

Q13. Can I choose any 3 FM services to integrate?

A13. Applicants are required to integrate at least 3 FM services including at least 1 hard FM service and 1 soft FM service from the following non-exhaustive list:

- Hard FM Services: Air-Conditioning Service (Air Side), Air-Conditioning Service (Water Side), Lift Service etc
- Soft FM Services: Cleaning Service, Security Service etc

Grant Process

Q14. How do developers/building owners apply for the IFM and AFM Grant?

A14. The grant must be jointly applied by an FMC and Developer/Building Owner. Interested applicants can submit the Pre-Consultation Form and our BCA Officer will contact you to arrange a pre-consultation session. Please note that the pre-consultation does not constitute as a grant application. After the pre-consultation, an application link via FormSG will be given to the applicant for submission if the proposal is pre-assessed to meet the criteria and eligible for application.

Q15. What to expect during the Pre-Consultation session?

A15. Interested parties would need to have a proposed project plan in meeting the grant requirements for discussion during the pre-consultation session, with supporting documents to be submitted for references.

Determining Grant Amount and Eligible Claims

Q16. How is the co-funded percentage/amount determined?

A16. The maximum funding supports up to 70% of actual qualifying cost, capped at \$2.1 million. This is subjected to BCA's assessment on the project proposal such as the innovative elements, and will only apply to the first \$3 million of the actual qualifying costs.

Q17. What are the items eligible for claims?

A17. A non-exhaustive list of Qualifying Cost Items are categorised into the Qualifying Cost Areas as follows:

Qualifying Cost Areas	Qualifying Cost Items
a) Design	Professional and consultancy services to carry out the Gap Analysis exercise based on the Green Mark: 2021 Maintainability Section Framework
b) Technologies required to achieve at least 20% overall manpower productivity gain	<ul style="list-style-type: none">i. Subscription fees relating to the provision of telco services, cloud service and platform servicesii. Purchase, installation and configuration of gateways, sensors, actuatorsiii. Purchase and configuration of analytics software (e.g. video surveillance, predictive maintenance)iv. Subscription fees for a maximum of two (2) years or lease of equipment including computer hardware, robots <p>Supply and installation of other equipment, materials, software and other physical or digital components of the proposed technology solutions as approved by BCA in its sole discretion</p>

Disbursement

Q18. How will the grant amount be disbursed?

A18. The grant will be disbursed in two claims:

First Claim:

- Applicant can submit First Claim of the grant based on the actual qualifying costs incurred by the Applicant in relation to the substantial completion of the Grant Outcome Requirements, capped at 30% of the Approved Grant Amount, as indicated in the LOA.
 - o **Service Buyer:** Perform a Gap Analysis based on the Green Mark: 2021 Maintainability Section for the Buildings, complete the HCDD assessment; and
 - o **FMC:** Complete the HCDD assessment, and achieve accreditation with at least a 'Gold' tier rating under SIFMA's CFMC accreditation scheme and achieve SIFMA's CFME accreditation scheme.

Second Claim:

- Applicants can submit Second Claim of the Grant ("Second Claim") incurred within the qualifying period² for the remaining Approved Grant Amount, with the successful implementation of the Type 3 Smart FM solutions, submission of reports to show the project meeting the overall manpower productivity gain and committed deliverables.

Q19. What if a project does not meet all the committed criteria by the end of project term?

A19. In the event the criteria committed are not met within the qualifying period, the claims will be withheld, and applicant will be required to submit justifications. For projects that are unable to meet the requirements, BCA will be able to terminate the Agreement and be entitled to recover all or part of the monies disbursed to the Applicant.

² The qualifying period is defined as the 2 years from the date of issuance of LOA.