

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

Eligibility

Q1. Who is eligible to apply for the Grant?

A1. The grant will require a joint application with (i) one Facilities Management Company (FMC) or Service Buyer's in-house FM team AND (ii) at least one Service Buyer (developer/building owner). Either the Service Buyer, FMC or Service Buyer's in-house FM team may make the application as the nominated grantee.

Q2. As a FMC, can I apply together with a few service buyers to comply with the criteria 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 service buyers. However, the FMC would need to be the nominated main applicant and coordinator for the project.

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

A3. The type of buildings are: (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.

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 service buyers plan and evaluate potential short-term and long-term improvements accordingly.

Applicants should refer to the prevailing Green Mark 2021 (GM: 2021) Existing Non-Residential Buildings (ENRB) Maintainability (Mt) Section Scoresheet to carry out the gap analysis (<https://www1.bca.gov.sg/buildsg/sustainability/green-mark-certification-scheme/green-mark-2021>) and submit a report containing the following information:

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

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

A5. Applicants can choose to either engage a 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 Design for Maintainability gap analysis?

A6. No. The grant would only cover the cost incurred to carry out the gap analysis exercise. Applicants 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 is the SIFMA Certified Facilities Management Company (CFMC) Accreditation Scheme?

A7. The CFMC accreditation scheme is administered by SIFMA which aims to recognise, raise professionalism, and improve the competencies of companies providing facilities management services. For more details and application, please refer to SIFMA's website: https://www.sifma.org.sg/CFMC_Accreditation.

Q8. What is the Human Capital Diagnostic Tool (HCDT), and do I need to pay for the assessment?

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.

Firms must complete both the HCDT Self-Assessment and Moderated Assessment. You may register by clicking on this link: <http://hcdt.ihrp.sg/>. Assessment would be complimentary to organisations till December 2024 (or when it is fully subscribed). Please note that the assessment fees would not be claimable under the Grant.

Q9. What type of Smart FM solutions are applicable to the grant?

A9. The grant is applicable for Smart FM solutions¹ that transform FM service delivery to one that is outcome-based and on-demand, enable fluid and optimal deployment of resources and where appropriate, integrates with autonomous technologies. Refer to the "[Guide to Smart FM](#)".

Q10. What constitutes as an Outcome-Based Contract (OBC)?

A10. In OBC, the service specifications are based on desired outcomes or outputs for the FM services, rather than headcount provision or prescriptive task-based requirements. Refer to the "[Guide to FM Procurement](#)".

¹ Some key characteristics include workflow automation, digitalisation of routine FM tasks, predictive/on-demand maintenance; dashboard to monitor, manage and report performance, implement integration plan with FM subcontractors.

Q11. How do I compute Manpower Productivity gain?

A11. Manpower productivity gain can be computed in terms of man-days, man-hours, headcount, etc.

	Grant Outcome Requirement	
	Baseline Productivity Level (Current) (by man-days, man-hours or headcount)	Final Manpower Operations (by man-days, man-hours or headcount)
e.g. Preventive Maintenance	To include current processes/systems used by the various FM services	To include brief new/enhanced processes/systems to meet productivity gain
e.g. FM processes (from manual to auto)	To include current processes/systems used by the various FM services	To include brief new/enhanced processes/systems to meet productivity gain
Overall	“X” no. of mandays, man-hours, headcount	“Y” no. of mandays, man-hours, headcount
Productivity improvement (%)	Z%	

Grant Process

Q12. What is the Grant Process?

A12. Interested applicants can submit the Pre-Consultation Form (<https://go.gov.sg/iafm-preconsultation-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. If the proposal is pre-assessed to meet the criteria, an application link via FormSG will be given to the applicants for submission.

Q13. What to expect during the Pre-Consultation session?

A13. Interested parties would need to have a proposed plan in meeting the grant criteria for discussion, with supporting documents to be submitted for references:

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| <ul style="list-style-type: none"> • Proposed plans to perform gap analysis on Design for Maintainability (DfM). • IFM and AFM proposal to meet the grant criteria: <ul style="list-style-type: none"> a) Proposed contract duration and contract sum, demonstrating Outcome-Based KPIs (e.g. non-headcount based); b) Details on Smart FM solutions deployed onsite and plans to attain Smart FM requirements – solutions that transform FM service delivery to one that is outcome-based and on-demand, enable fluid and optimal deployment of resources and where appropriate, integrates with autonomous technologies; c) Estimated implementation cost and timeline for proposed solutions; d) Plan to scale up for wider adoption after the funding period; |
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e)	Details on the proposed sub-contractors (applicable for outsourced contracts only) to provide the integrated and aggregated FM services <u>OR</u> integrated FM services;
f)	Details on baseline productivity level (current) and proposed final manpower operations, including plans to achieve the overall productivity gain criteria (i.e. proposed calculation method (mandays, manhours, headcount)).

Determining Grant Amount and Eligible Claims

Q14. What are the items eligible for claims?

A14. A non-exhaustive list of Qualifying Cost Items is categorised as follows:

Qualifying Cost Areas	Qualifying Cost Items
a) Design	Professional and consultancy services to carry out the Gap Analysis.
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 services; ii. Purchase, installation and configuration of gateways, sensors, actuators; iii. Purchase and configuration of analytics software (e.g. video surveillance, predictive maintenance); iv. Subscription fees or lease of equipment for a maximum of two (2) years including computer hardware, robots with integration to the overall FM management system; v. 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.

Disbursement

Q15. How will the grant amount be disbursed?

A15. The grant will be disbursed in two claims:

First Claim:

- Applicants can submit First Claim based on the actual qualifying costs incurred in relation to the substantial completion of the Grant Outcome Requirements, capped at 30% of the Approved Grant Amount, as indicated in the Letter Of Acceptance (LOA).
 - o **Service Buyer:** Perform a Gap Analysis based on the Green Mark: 2021 ENRB Mt Section, complete the HCDT assessment; AND
 - o **(i) FMC:** Complete the HCDT assessment, and achieve accreditation with a 'Gold' tier or higher rating under SIFMA's CFMC accreditation scheme OR

(ii) Service Buyer's in-house FM team: Achieve accreditation with a 'Gold' tier or higher rating under SIFMA's CFMC accreditation scheme.

Second Claim:

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

Q16. What if a project does not meet all the committed criteria by the end of project term?

A16. In the event the criteria committed are not met within the qualifying period, the claims will be withheld, and applicants 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 Applicants.

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