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CIRCULAR TO PROFESSIONAL INSTITUTES/ ASSOCIATIONS

INDUSTRY ENGAGEMENT ON RECOMMENDATIONS TO ADVANCE THE FACILITIES MANAGEMENT (FM) SECTOR

Objective

1 This paper seeks to update on the key recommendations put forth by the FM Implementation Committee (FMIC) to advance and uplift Singapore's FM industry.

Background

2 The Real Estate Industry Transformation Map (REITM), comprising Real Estate and Facilities Management (FM) sectors, was launched on 8 February 2018 by Mr Desmond Lee, Minister for Social and Family Development and Second Minister for National Development.

3 BCA was appointed the lead agency to champion the advancement of the FM sector. For a start, the focus will be on FM companies (FMCs) which provide predominantly operations and maintenance (O&M) services for mechanical and electrical (M&E) systems of facilities.

4 BCA subsequently set up the tripartite FMIC in April 2018 to bring together major stakeholders, comprising building owners, FM service providers and the trade associations and chambers (TACs). The FMIC will co-develop initiatives to enhance service delivery of the FMCs and uplift the industry as a whole.

5 Key challenges gathered from the FM industry's feedback include the lack of FM standards, an aging workforce, heavy manpower reliance and unhealthy price competition. This has in turn resulted in declining FM service delivery and poor building maintenance.

Creating a healthy FM eco-system

6 In order to overcome the key challenges, the FMIC deliberated that **setting FM standards** would form an important first step in its strategy to develop a healthy FM ecosystem. Adoption of *Design for Maintainability (DfM)* standards can be encouraged for existing buildings undergoing retrofits and for new buildings by having designs that take into

account maintainability considerations, and *smart FM*¹ technology deployment to enhance the buildings' operation and maintenance.

7 The government can **create lead demand** by serving as an early adopter through its *procurement framework*, which can set out the relevant FM standards for existing and new public buildings. This demand would have a knock-on effect on the FM sector to encourage **the FM sector to raise its competency**. This can be done by *building up capability at both firm and personnel level* in order to provide good quality FM services, supported by a productive workforce that leverages on technology.

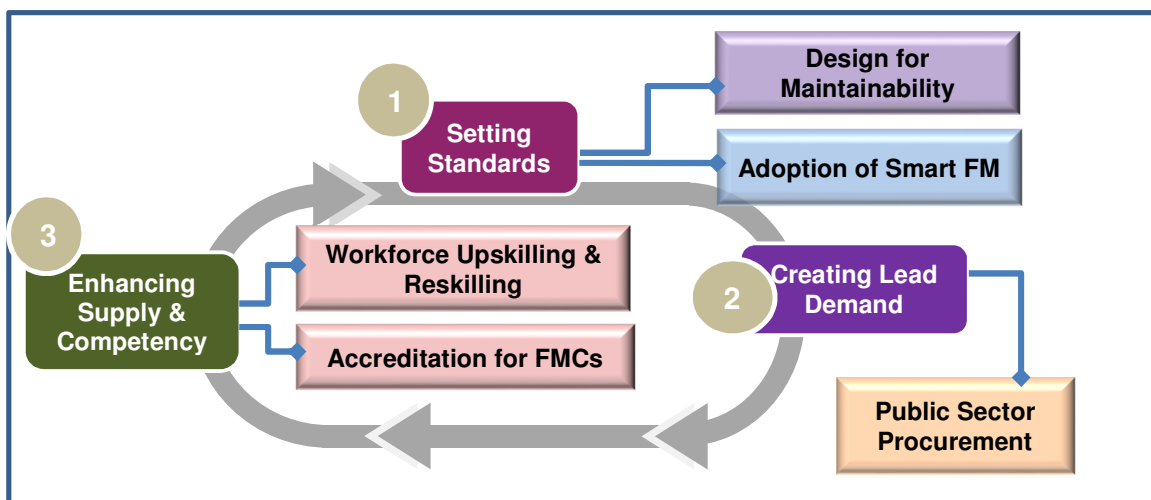


Figure 1: Illustration of FM Eco-system [Refer to Annex A for details of the recommendations]

8 Based on the above strategy to establish a healthy FM eco-system, FMIC has made preliminary recommendations in four key areas, namely (a) Design for Maintainability (DfM), (b) Smart FM, (c) Manpower and Industry Development (MID), and (d) Procurement. [Refer to Annex A for details]

9 The proposed initiatives seek to shape FM-related processes (via standards setting, procurement review) and people behaviour so as to improve proficiency and productivity by leveraging on technology.

For Comments and Feedback

10 BCA would like to seek comments and feedback for the proposed recommendations in Annex A. Briefing sessions will be scheduled, between March to April 2019, to facilitate in-depth discussion and gathering of feedback from the various FM sector's stakeholders. Details of the briefing sessions will be circulated separately.

¹ Smart FM refers to the integration of systems, processes, technologies and personnel to enhance FM.

11 For any clarifications or feedback, please email or contact the following:

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Thank you.



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Details of Recommendations

Category	Recommendations
Setting Standards	DfM guides , which encourage FM considerations in building designs, will be developed for various building types, as well as design guides for maintainability for existing buildings undergoing retrofits. Building upon the DfM guides, a DfM scoring scheme will also be developed to assess the adoption of productive and cost-effective design solutions.
	Smart FM framework will be developed to guide adoption of technologies in FM applications by building owners and FM companies. The Smart FM framework seeks to conceptualise the various tiers of Smart FM sophistication that firms can aspire to achieve. These will be supplemented by case studies and implementation guides to help building owners and FMCs adopt Smart FM for their portfolio.
Creating Lead Demand for Quality FM Services	<p>Public sector building owners could enhance its procurement requirements and adopt best practices in its FM services contracting. This will allow lead demand for higher quality FM services to be created, and in turn influence the private sector to adopt similar procurement practices. The government will therefore seek to:</p> <ul style="list-style-type: none"> • streamline existing BCA and MOF registration requirements for FMCs, so as to better enable ease of registration for FMCs seeking to bid for government FM service tenders; • establish Price Quality Method (PQM) framework for FM procurement, which also seeks to promote Outcome-Based Contracting (OBC), so as to reduce the industry's reliance on manpower; and • develop FM Standard Conditions of Contract (CoC) to enable common contracting templates for the public sector. Such a standardisation will promote greater efficiency in contract administration.
Enhancing Supply of Quality FM Firm and Manpower	FM Skills Framework will be developed to provide better guidance on career progression and on the skills and competencies required for the FM workforce.
	The curriculum for training of the FM workforce will be reviewed so that educational institutions can prepare both existing and incoming workforce to manage the more technology-based building systems and operations.
	TAC-led accreditation scheme for FMCs, guided by BCA, will be established to recognise the continual efforts of FMCs to seek necessary certification and qualification to demonstrate their FM competency. The accreditation will also be harmonised with the public sector procurement requirements.

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