



Infocomm Media Development Authority-Ministry of Home Affairs

Call for Innovative Solutions (CFIS) For Security Sector

Public Document

13 February 2018

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1. INTRODUCTION

- 1.1 The Infocomm Media Development Authority (IMDA) and Ministry of Home Affairs (MHA) are jointly issuing this Call for Innovative Solutions (CFIS) to invite Participants to submit Proposals on the development of solutions for the Security sector.
- 1.2 The Security sector refers to the unarmed security guarding or private security industry particularly for the built environment. The focus is security guarding for land-based buildings, cluster of buildings and/or an estate. This is in alignment to the initiatives outlined in the Security Industry Transformation Map (ITM) launched on the 13th of February 2018.

2. IMPORTANT NOTICES

For the avoidance of doubt, this Public Document for the Infocomm Media Development Authority-Ministry of Home Affairs Call for Innovative Solutions (CFIS) for Security Sector shall be read with and shall be subject to the Important Notices as set out in Annex A.

3. BACKGROUND

- 3.1 Aligned to the first strategy under the Security ITM supporting technology and innovative, the CFIS aims to encourage security enterprises to innovate and leverage on technology to transform the current operating models of security services. This may be a review of the current business practices in the Security market today and to explore new areas or formats that would lead to greater outcome, enhance productivity and increase value-add for the Security industry.
- 3.2 In this aspect, some of the key strategies outlined in the Security ITM are as follows:
 - 3.2.1. Technology as a key enabler for transformation of the Security sector;
 - 3.2.2. Promote best sourcing among service buyers;
 - 3.2.3. Increase readiness of the industry to adopt digital technologies; and
 - 3.2.4. Encourage industry players to innovate through tech-augmented operating models for unarmed security guarding of large premises.

4. OBJECTIVES

- 4.1 The objective of this IMDA-MHA CFIS is to encourage partnerships among local technology companies, security agencies, building owners and/or facilities management companies who are service buyers to co-develop ideas and technologies to enhance digitalisation and innovation in the Security sector. Service buyers excludes Management Corporation Strata Title (MCST). MCSTs are encouraged to work with technology providers, security agencies or facility companies who could submit the proposals as Participants.
- 4.2 Through this co-development consortium approach, local technology companies will be able to collaboratively develop capabilities, seek feedback from users and solve interoperability or implementation constraints, venture into new growth areas or markets while ensuring that the innovative solutions have strong user acceptance.
- 4.3 The proposed ideas must also be developed, test-bedded and have commercial viability via Proof-of-Concepts (POCs), including potential business models and deployment models. Participants will need to demonstrate working prototypes with live data that addresses the problem statement(s) from services buyers and/or security agencies. There must be service buyers and/or security agencies' acceptance at the end of the support period. Only successful prototypes will have the opportunity to advance to the next co-funding stage and participate in subsequent scale up deployment where a separate proposal and budget will be put up for MHA's and IMDA's consideration.

5. SCOPE

5.1 Innovative Solutions Requirements

- 5.1.1. Innovative solutions must address key pain points or real problems faced by the service buyers and/or security agencies in the Security industry today. These include areas such as optimising manpower, saving cost without compromising operational effectiveness, enhancing work situations of security officers, shifting to best-sourcing or outcome-based contracting with clear and trackable KPIs, having assistive technologies or ICT machines in a commercially sustainable manner, or accelerating digitalisation of security agencies and/or buildings so as to transform surveillance, detection and deterrence functions.
- 5.1.2. Applicable technologies or solutions should preferably include frontier technologies namely Artificial Intelligence and Data Analytics, Immersive Media and Internet of Things.

5.1.3. Provide a clear outline of the project team composition. This includes any 3rd party industry partners or users. Proposals should also clearly define the role of each consortium partner, outline outcomes of the innovation, benefits to each partner as well as a proposed business plan to develop, test-bed and commercialize the innovation.

5.1.4. Business plans should include beyond the prototype phase such as proposed viable business, charging and/or operating model(s), cost benefit analysis or return of investment for business users (e.g. malls, industrial estates, facility managers, etc), maintenance and operations costs, and key assumptions for the project.

5.2 Proposals should avoid the following: Commercial off-the-shelf solutions, point solutions useful only for a single outcome, consultancy services, requires increase use of resources (e.g. patrol cars and manpower), or incremental improvement of existing platforms or solutions.

6. PROJECT FUNDING

6.1 Potential items for co-funding could include software, hardware, manpower, professional services and other development costs.

6.2 Any funding support will be performance-based to encourage the completion of the solution development and achievement of targets during deployment of the solution. Support is limited to a period of not more than 24 months.

6.3 The funding for selected project(s) will be determined upon assessment of the impact and scope of the project. All terms and conditions of any such approved funding shall be agreed between selected Participants and IMDA.

7. SCHEDULE

The following table indicates the timeline and milestones for this project which may be changed when necessary. Participants will be notified if further changes are made to the timeline. Refer to IMDA website for updated changes on the schedule.

7.1 Timeline of Events

S/N	Milestone	Timeline
1	Call for Innovative Solutions (CFIS) Public Briefing	1 and 2 March 2018

2	Registration for interest and application (IMDA website)	March 2018
3	Pre-submission clarifications	April to May 2018
4	Submission of Proposals	Closing date 31 May 2018
5	Short-list of Proposals	June to August 2018
7	Award of CFIS to Consortiums	September 2018

7.2 Public Briefing

The CFIS Industry Briefings on 1 and 2 March 2018 will be held at:

Multi-Purpose Hall Level 2, Seminar Room
 10 Pasir Panjang Road
 Mapletree Business City
 Singapore 117438

Interested parties are required to register their attendance by email to [Jane SANMUGUM@imda.gov.sg](mailto:Jane_SANMUGUM@imda.gov.sg) and indicate the number of people attending the briefing, name and designations, limited to maximum 3 pax. Registration at the venue will commence at 2:00PM.

8. SELECTION PROCESS

8.1 Evaluation Process

All Proposals will be reviewed, short-listed and evaluated by an Evaluation Committee (EC) comprising of MHA and IMDA. Where relevant and necessary, the EC may invite industry experts (e.g. technology experts, IHLs) to provide their views and comments. Only short-listed Participants will be notified.

The evaluation criteria will include the following considerations:

S/N	Evaluation Criteria	Description
1	Competency of Participant / Consortium	<ul style="list-style-type: none"> Level of technical expertise and capabilities Relevant and related experience Financial strength and good track record in projects of similar size and nature

2	Quality of Proposal	<ul style="list-style-type: none"> • Good quality of ideas in the proposal (level of technology, practicality, productivity, value-add and innovativeness) that addresses the problem statement • Demonstrate an understanding of the challenges faced by the Security sector • Demonstrate feasibility to enable technology deployment for one or more chosen space type (e.g. commercial, retail, residential or industrial)
3	Business Viability	<ul style="list-style-type: none"> • Show understanding of the challenges that service buyers face in adoption of outcome-based contracting • Viable and sustainable business model with accompanying commercial plans, go-to-market strategies or plans for scaling up deployment • Adoption figures, including the number and size of users with committed participation through business agreements or letters-of-intent
4	Technical Viability	<ul style="list-style-type: none"> • Novelty and innovativeness • Technical specifications of proposed solution • Use of open architecture or APIs to achieve interoperability • Use of Standards or Technical References • Plan for solution development and prototyping

8.2 Selection of Proposal(s) for Consideration for Award of Grant

- (a) Only complete Proposals will be evaluated by IMDA for consideration for the award of a grant. Short-listed applicants may be required to make a presentation of their Proposal(s) (at their own cost and expense) and answer questions on the project in response to IMDA's Evaluation Committee.
- (b) Without prejudice to paragraph 8.3, IMDA reserves the right to reject any or all Proposals submitted pursuant to this Public Document for the Infocomm Media Development Authority-Ministry of Home Affairs Call for Innovative Solutions (CFIS) for Security Sector. Where a Proposal is selected by IMDA for consideration for the award of a grant, the relevant Participant will be notified by IMDA. The terms of the project, project milestones, and co-funding terms will be separately negotiated and agreed to between the parties.
- (c) For the avoidance of doubt, the selection of any Proposal by IMDA may not necessarily lead to the award of a grant.

8.3 Disclaimer

IMDA shall have the absolute discretion to accept or reject any Proposal submitted to IMDA without being liable to give any reason thereof. IMDA reserves the right to retain the Proposals submitted by all parties without liability for the costs of such documents.

9. SUBMISSIONS

9.1 Format of Submissions

Submissions should be made using the Proposal template that can be downloaded from the website: <https://www.imda.gov.sg/industry-development/call-for-proposals/call-for-innovative-solutions-for-security-sector>

If the Participants are a consortium of partners, only the lead Participant will need to submit the proposals on behalf of the consortium.

9.2 Place and Time of Submission

One (1) hardcopy and one (1) softcopy (in a thumb drive) of the Proposal should reach IMDA no later than **31 MAY 2018 at 1200hrs.**

The softcopy should include one (1) copy in MS Word format and one (1) copy in PDF format.

All Proposals must be clearly marked as “**Infocomm Media Development Authority-Ministry of Home Affairs Call for Innovative Solutions (CFIS) for Security Sector**” and addressed to:

Attention: Mr. Corey Chong (Built Environment)
Infocomm Media Development Authority
10 Pasir Panjang Road
#03-01 Mapletree Business City
Singapore 117438

Proposal submitted must be securely enclosed in envelopes. Responses sent by electronic email (or other means) are not acceptable and will be rejected by IMDA.

The Proposal submitted shall be valid for ninety (90) calendar days from the closing date of the CFIS. When requested by IMDA or MHA, you shall extend the validity of this proposal for one or more periods not exceeding in total two (2) calendar months. Any further extension of the validity of this offer must be mutually agreed.

It shall be the responsibility of the Participants to ensure that their Proposals are submitted by the specified date and time.

9.3 IMDA reserves the right not to accept late submissions.

Proposals may also be submitted in person at the IMDA reception desk on the 10th floor of Mapletree Business City Tower 10.

9.4 Contact Details

Enquiries regarding this CFIS should be addressed to:

Built Environment Division, IMDA

Ms. Jane Sanmugum
Contact: 6211 0835
Email: Jane_SANMUGUM@imda.gov.sg

Or

Mr. Corey Chong
Contact: 6211 1299
Email: Corey_CHONG@imda.gov.sg

No further enquiries regarding this CFIS will be entertained after **1 OCTOBER 2018**.