

**IDA-SDC Smart Sentosa
Integrated Operations
(iOPs@Sentosa)
Innovation Challenge**

Contents

Part A. IDA-SDC Smart Sentosa	3
1. Background	3
2. Overview of IDA-SDC Smart Sentosa Integrated Operations (iOPs@Sentosa) Innovation Challenge	4
Part B. Challenge Process.....	6
1. Objectives.....	6
2. Challenge Process	6
3. Selection Criteria	8
4. Timeline and Milestones	9
Part C. Proposal	10
1. Proposal Submission	10
2. Submission Deadline	10
3. Clarification.....	11
4. Proof of Concept.....	12
Part D – Term & Conditions of Participation	13
Annex A – Structure of the Application	19
Annex B – Proposal Cover Letter	20
Annex C – Proposal Template	21
Annex D – Declaration by Applicant.....	24
Annex E – Sentosa Information Pack	25
Annex F – Partnership Contact List.....	25

Part A. IDA-SDC Smart Sentosa

1. Background

- 1.1 As Singapore pushes towards becoming the world's first Smart Nation, we aim to improve the quality of life for individuals and business productivity of enterprises by tapping on the potential of technology. The Infocomm Development Authority of Singapore ("IDA") and Sentosa Development Corporation ("SDC") are collaborating to co-innovate and develop technologies that address real-life challenges in the tourism and hospitality sector, such as in transforming guest experience, automating business operations and improving productivity.
- 1.2 This collaboration is also in line with SDC's Smart Sentosa Programme to explore opportunities to harness innovative technology to enhance guests' experience in Sentosa as a Fun, Smart and Sustainable leisure destination.
- 1.3 The objective of this collaboration is to build a strong base of tech companies with innovative and exportable products together with local tech companies, Research Institutes (RI) and Institutes of Higher Learning (IHL).
- 1.4 In Dec 2015, IDA and SDC launched the first Integrated Guest Experience (iGX@Sentosa) Challenge and invited industry to submit ideas and solutions to create a seamless, connected and integrated guest experience to specifically address three (3) key pain points: (1) Navigation On-Island, (2) Awareness and Personalisation of Services and (3) Queue. This Challenge received thirty (30) submissions where final seven (7) proposals were short-listed as finalists to conduct quick prototyping to demonstrate viability of their proposals to address problem statement – "How to create a seamless, connected and integrated guest experience to achieve optimal business outcome?"
- 1.5 As part of our on-going collaboration, IDA and SDC is issuing a second Challenge to address some of the gaps in improving guests' experience and operational efficiencies by tackling problems statements in the areas of Transport, Queue and Mobility to enable (1) operational staff to have better operational responsiveness to deliver anticipatory services and (2) guests to make timely informed decision to optimise their play time for greater guest satisfaction.
- 1.6 The Challenge provides Participants including companies, IHLs and RIs with opportunities to:
 - Profile their solutions and review their usability;
 - Gather feedback on the interoperability or implementation constraints; and
 - Explore the commercial viability for POCs, including the possible business models and deployment models.
- 1.7 The short-listed Participants will need to demonstrate working prototypes with live data to address at least one of the problem statements. Only successful prototypes will have an opportunity to participate in the POCs and deployment where a separate proposal and budget will be put up for SDC's consideration.
- 1.8 The terms and conditions of participation is available **Part D** of this document.

2. Overview of IDA-SDC Smart Sentosa Integrated Operations (iOPs@Sentosa) Innovation Challenge

- 2.1 Sentosa is constantly looking at ways to improve its operations, services and infrastructure, to enhance the experiences of our guests on the island. Based on a guest experience journey and operational workflow study, three key areas with opportunities for enhancements have been identified – (1) Transport, (2) Queue and (3) Mobility.
- 2.2 This Challenge aims to invite Participants to submit ideas and solutions for quick prototyping to test out the viability of the ideas and solutions in addressing the problem statements. Selected Participants of the completed prototypes will have an opportunity to work with SDC for POCs to gather user feedback and refine the solution and business models for assessment of a larger scale implementation at Sentosa.
- 2.3 In this Challenge, Sentosa has issued two problem statements to address pain points from both Island Operations and Guests' respectively, and the problem statements are:

Current Situation	<p>Manpower intervention is needed to relieve long waiting time and crowded situations for transport. With limited manpower resources, such intervention has to be timely to optimise deployment.</p> <p>Crowd formation is dynamic, and current information systems are unable to provide full situational awareness for proactive and faster response to guests' need.</p>
Problem Statement 1	How can Sentosa enable operations staff to deliver anticipatory services to enhance guest experience?
Desired Outcome	<ol style="list-style-type: none"> 1. Automated data capture for timely information 2. Data analysis & sense making to help decision making and optimise resource deployment 3. Process streamlining/re-engineering for faster response to guests' needs

Current Situation	<p>Guests do not have timely information to move around easily while on the island. Hence they face situations such as getting stuck in queues, losing their way or spending more time to find their way to move around on the island.</p>
Problem Statement 2	How can Sentosa enable guests to make timely informed decision to optimize their play time for an integrated guest experience?
Desired Outcome	<ol style="list-style-type: none"> 1. Enable location based services with real-time crowd situation at various locations, and recommendations to enable them to move around on the island easily 2. Enable Guests to plan and embark on preferred routes dynamically with updated information 3. Reduce queue at high traffic areas including attractions

- 2.4 For more details on the Problem Statements , please refer to:
www.idatechchallenge.sg
- 2.5 The short-listed Participants will have to put together working prototypes based on what have been reflected in their proposals. The Solution Prototypes will provide key inputs and create opportunities for subsequent POCs and larger scale deployment with SDC if successful.
- 2.6 Depending on the scope of submitted proposal for the proposed solutions, short-listed Participants will be notified and invited to apply for grants where they could be co-funded by IDA or supporting government agencies to develop the proposed solutions or working prototypes, and conduct live demos in Sentosa to demonstrate viability of their solutions in addressing one or more of the problem statements in the Challenge. The award and quantum of co-funding by IDA or the supporting agencies shall be at IDA’s sole discretion and subject to separate grant T&Cs and Letter of Offers to be signed and agreed upon by the shortlisted Participants.
- 2.7 The schedule for delivery of the Solution Prototype is as indicated in **Part B Section 4**, where each prototyping period should take no more than three (3) months for quick prototyping and a live demo of the prototype at SDC’s designated prototyping sites to demonstrate the viability and feasibility of the ideas and solutions. If a short-listed Participant with a good idea or untested new solution wishes to participate and requires more than three (3) months for development and prototyping, they will need to indicate in the proposal submission for IDA and SDC’s consideration. However such timeline extension will be subjected to agreement and approval by IDA and SDC.
- 2.8 Upon completion of the Solution Prototype setup and live demo, awarded Participants are to submit a report, the contents of which should include those as spelt in **Part B section 2.3.8**
- 2.9 Awarded Participants that are successful in the Solution Prototype Stage will have an opportunity to participate in the POCs with SDC and their stakeholders.
- 2.10 The POCs will be separately called by SDC to conduct further tests with key stakeholders, partners and guest users for feedback on usability and business viability of the solutions. The Challenge process is depicted in Figure 1.

iOPs@Sentosa Innovation Challenge Process

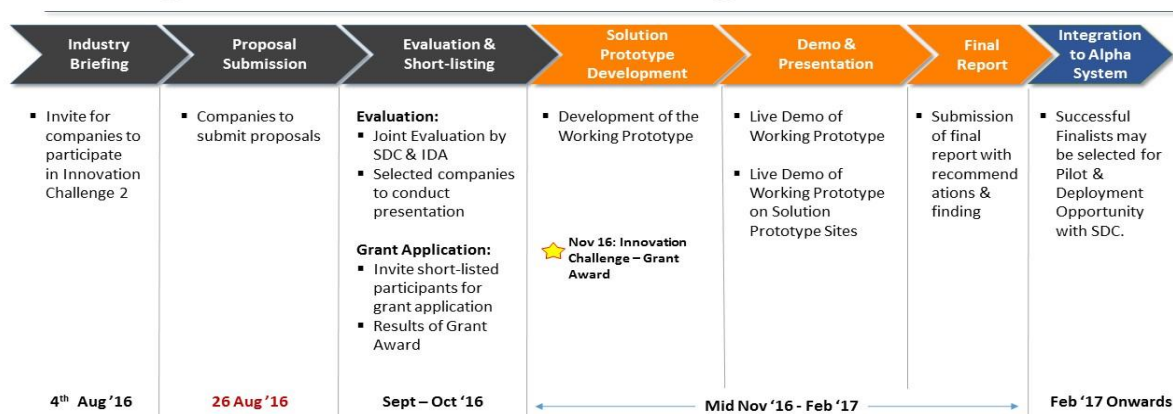


Figure 1 Challenge Process Diagram

Part B. Challenge Process

1. Objectives

- 1.1 IDA is issuing this Challenge jointly with SDC to invite Participants including companies, IHLs and RIs to submit proposals and ideas to provide an integrated guest experience that is simple, intuitive and scalable.

2. Challenge Process

2.1 Proposal submission

2.1.1 Through this Challenge, Participants are invited to submit ideas and solutions for quick prototyping to demonstrate viability of ideas and solutions in addressing the SDC's problem statements and business outcomes.

2.1.2 To qualify for participation in the solution prototyping, all Participants are required to submit a proposal using the template as depicted in **Annex C** of this document, for consideration by the submission deadline.

2.2 Proposal Selection for Participation

2.2.1 After the closure of submission, an Evaluation Committee comprising SDC and IDA will review and evaluate the proposals. The evaluation will be based on a set of selection criteria as stated in **Part B Section 3** of this document.

2.2.2 During the evaluation period, there may be clarifications with Participants. After evaluation, short-listed Participants will be notified and invited to submit a grant application where they could be co-funded by IDA or supporting government agencies to develop the proposed solutions or working prototypes, and conduct live demos in Sentosa to demonstrate viability of their solutions in addressing one or more of the problem statements in the Challenge.

2.3 SDC's designated prototyping sites

2.3.1 Short-listed Participants of the Solution Prototypes may be allocated a location in Sentosa where they would need to share with other participants for prototyping. In such scenarios, they are expected to arrange amicably amongst themselves with regards to the space allocation, and access to active and passive infrastructure that are catered for at the venues. In the event that this cannot be resolved, please notify IDA. IDA will discuss with SDC and try to work out an equitable arrangement amongst participants. IDA's decision shall be final.

2.3.2 Participants may wish to conduct their own Site reece to visit the locations designated for the Solution Prototyping in Sentosa and to understand the actual situation on the ground pertaining to the problem statements shared in this Challenge.

2.3.3 Site info package pertaining to current Sentosa transport, queue and mobility situations, and other relevant information can be found in the Sentosa info pack in **Annex E**.

2.3.4 Short-listed Participants are expected to deliver working prototypes to meet the following:

- Demonstrate how their Solution Prototypes addresses the pain points in the key domain area(s), with Live Data at Solution Prototype Stage at SDC's designated prototyping sites; and
- Demonstrate and address Usability and Interoperability concerns.

2.3.5 Short-listed Participants are required to conduct live demos on the technical feasibility of how their ideas and solutions work for IDA, SDC and relevant stakeholders to provide feedback on usability and fit for purpose to end users' requirements. These comments would serve as inputs for subsequent solutions development, refinement and POCs.

2.3.6 Upon completion of the solution prototyping, short-listed Participants are to present their findings to IDA and SDC stakeholders. The schedule for the presentation is tentatively set out in **Part B Section 4** and may be subjected to change. Short-listed Participants will be notified if there are any changes to the schedule subsequently.

2.3.7 Upon completion of the Solution Prototyping, short-listed Participants are to submit the report highlighting the implementation challenges and interoperability issues that they face during prototyping that may be required subsequently for pilots and POCs.

2.3.8 This is a guideline for short-listed Participants on potential areas to be covered in the report:

S/N.	Areas	Potential Content
1	Usability	<ul style="list-style-type: none"> • Description of how the solutions are to be used within the Sentosa ecosystem that comprises Hotel, Attraction and F&B Business • Description of how the solution can connect and allow the ease of integration to SDC and existing merchants apps or systems • Description of how the solution is able to provide flexibility in configurations to suit different use cases and needs of users • Description of how the solutions can be easily deployed for use in Tourism and Hospitality sector
2	Interoperability	<ul style="list-style-type: none"> • Describe how the solution is able to integrate with other commonly used systems such as social media and digital service platforms • Comments on the guidelines for technical standards

		<ul style="list-style-type: none"> • Limitations and challenges when conducting interoperability tests across applications, platforms, gateways, sensors and devices from multiple vendors • Extensibility of solutions across different systems • Describe the industry standards required to support interoperability
3	Commercial Viability	<ul style="list-style-type: none"> • Proposed business and charging model(s) for pilot and POC • Suggestions on the pilot and POC approach and costing if solution is to be selected for subsequent pilot and POC • Benefits and Costs on the solutions and how it will benefit the users and the guests in the long run upon its implementation
4	Documentation	<ul style="list-style-type: none"> • Assumptions and Constraints • Resources and Implementation Plan • Cost Benefit Analysis or ROI to illustrate the benefits • Comparison of Alternatives, if any • Recommendations and Conclusions

3. Selection Criteria

- 3.1 An Evaluation Committee consisting of IDA and SDC will review and short-list Participants that have submitted comprehensive proposals for the Solution Prototype Stage.

S/N	Evaluation Criteria	Description
1	Participant Assessment	<ul style="list-style-type: none"> • Experience & Capability • Customers' or past project references
2	Solution Assessment	<ul style="list-style-type: none"> • Viability of idea & concepts proposed • Ability to address the problem statement • Simple and intuitive user interface • Innovativeness of solution
3	Business Viability	<ul style="list-style-type: none"> • Cost Benefits Analysis • Scalable, viable and sustainable business model and commercial plans for future deployment
4	Technical Viability	<ul style="list-style-type: none"> • Technical requirements • Proposed Plan for Solution prototyping • Interoperability & scalability for future deployment

4. Timeline and Milestones

- 4.1 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 IDA website for the updated changes on the schedule.

Milestones	Date
IDA-SDC Smart Sentosa Integrated Operations (iOPs@Sentosa) Innovation Challenge Challenge Industry Briefing	04 Aug 2016, 1000hr
Launch and publication of Challenge documents on IDA website	05 Aug 2016
Submission of Contact Info for IDA to help facilitate industry partnerships	11 Aug 2016
Pre-submission Clarifications by Industry	04 - 25 Aug 2016
Submission of Proposal	26 Aug 2016, 1200hr
Evaluation and short-listing by IDA & SDC	Sep – Oct 2016
Invitation to short-listed Participants for grant application	
Notification of Grant Award	Nov 2016
Solution Prototyping & Setup	Mid Nov 2016 – Feb 2017
Presentation & Report submission	Feb 2017 One month upon completion of Solution Prototype during allocated period (latest by Mar 2017)

Part C. Proposal

1. Proposal Submission

- 1.1 Participants covering companies, IHLs and IRs are required to submit a proposal using the template provided in **Annex B** Proposal Cover Letter, and **Annex C** Proposal Template with a description on the following areas:
- Specify which area(s) that your proposal is addressing;
 - Plans for the proposed solutions, plans for the Solution Prototype that includes setup, schedule, constraints, risk and assumption;
 - Describe the technology use to address the problem domain(s) and problem statement(s);
 - Technology used, its Capability, Usability and Interoperability;
 - Required effort for design, build and implementation;
 - Deliverables; and
 - Benefits, e.g. to SDC (cost savings, Cost Benefit Analysis or ROI to illustrate the benefits)
- 1.2 If the Participants are a consortium of partners, only the Lead Partner will need to submit the proposals on behalf of the consortium.

2. Submission Deadline

- 2.1 Participants are requested to submit your proposal in accordance with the following mode(s) of submission:

Documentation	Mode of Submission	Closing Date (Singapore Time)
Proposal	One (1) hardcopy and One (1) softcopy of the Proposal	26 Aug 2016, 1200hr

- 2.2 Participants shall submit one (1) set of their response. The submission should be provided in one (1) set of hardcopy and softcopy via one (1) set of CD or thumb drive, which should include one (1) copy in MS Office and one (1) in PDF format.
- 2.3 Responses shall be submitted to the following address:

Attention: Ms Jocelyn Teo/ Mr Christopher Sia

IDA-SDC Smart Sentosa Programme
Infocomm Development Authority of Singapore
10 Pasir Panjang Road
#10-01 Mapletree Business City
Singapore 117438

- 2.4 Response submitted must be securely enclosed in envelopes. Responses sent by electronic email (or other means) are not acceptable and will be rejected by IDA.
- 2.5 The proposal submitted shall be valid for 60 calendar days from the closing date of the Challenge. When requested by IDA or SDC, 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.
- 2.6 It shall be the responsibility of the Participants to ensure that their responses are submitted by the specified date and time.

3. Clarification

- 3.1 In the event that IDA and SDC seek clarification on any aspect of the proposals, Participants are required to provide a written response within three (3) working days.

For clarifications on any part of this Challenge, please email to ENT_SNI@ida.gov.sg. No oral representation shall be binding on IDA and SDC nor construed as varying or adding to any part of this Challenge. Further information and updates on this initiative may be found on IDA's website: www.idatechchallenge.sg

Short-listing for Co-funding

- 3.2 After evaluation, short-listed Participants will be notified and invited to submit a grant application where they could be co-funded by IDA or supporting government agencies to develop the proposed solutions or working prototypes, and conduct live demos in Sentosa to demonstrate viability of their solutions in addressing one or more of the problem statements in the Challenge.
- 3.3 The grant application will go through IDA or the supporting government agency's grant support and approval process and shall be subject to the relevant funding guidelines, grant terms and conditions. The grant approval and quantum of co-funding (if any) offered is final and will be at the sole discretion of IDA. For the avoidance of doubt, nothing herein shall be taken as requiring IDA to provide co-funding to shortlisted Participants.
- 3.4 Short-listed Participants have the opportunity to provide input to the development of technical standards and guidelines for implementation at SDC in support of IDA-SDC's Smart Sentosa programme and also to solutions for Tourism and Hospitality sector in Singapore.
- 3.5 IDA and SDC reserve the right to disqualify or reject any Proposal in the event any material represented in the Proposal is discovered to be inaccurate, misleading or false.

4. Proof of Concept

- 4.1 Following the Solution Prototype phase, there are various opportunities for collaboration with IDA and SDC as well as other participating island partners in Sentosa. Some of these include POCs and pilots with actual guests and island partners, marketing opportunities with SDC to showcase the products and solutions to their VIPs and guests, and further product development opportunities with other players within the tourism and hospitality sectors etc.

Part D – Term & Conditions of Participation

By participating in the IDA-SDC Smart Sentosa Integrated Operations (iOPs@Sentosa) Innovation Challenge, each Participant will need to agree to the conditions stated below. Note that Participants refer to companies, IHLs and RIs for this Challenge. “We” or “us” refer to Info-communications Development Authority of Singapore and Sentosa Development Corporation.

ABOUT THE CHALLENGE

1. The IDA-SDC Smart Sentosa Innovation Integrated Operations (iOPs@Sentosa) Challenge” (hereinafter referred to as “Challenge”) is organised by Info-communications Development Authority of Singapore and Sentosa Development Corporation. The Challenge Statement is published in the website: www.idatechchallenge.sg

REGISTRATION PERIOD

2. The registration and submissions for the Challenge is from 05 Aug 2016 to 26 Aug 2016 at 1200 hours SGT. The organiser reserves the right to extend the deadline of participation if required.

PARTICIPATION ELIGIBILITY

3. The Challenge is open to all except for current employees of IDA, Sentosa Development Corporation, Mount Faber Leisure Group Pte. Ltd., Sentosa Leisure Management Pte. Ltd., Sentosa Cove Resort Management Pte. Ltd., Sentosa Golf Club, Faber Tours Pte. Ltd., Sentosa Leisure Holdings Pte. Ltd. and any others who are involved in administering or organising the Challenge.
4. The Participants in this Challenge will need to ensure that any development or customisation work is done in Singapore. IDA reserves the right to interview the Participants including any project members and require them to provide information to demonstrate that development or customisation work for the Solution prototype
5. To participate in the Challenge, the Participant must submit the one (1) set of their respond to IDA office by **26 Aug 2016**, Friday 1200 hours SGT.
6. If the Participant is a team of individuals or a company, any changes to the composition the Participant can be made at any time up to and including **26 Aug 2016** via email to the Organiser at ENT_SNI@ida.gov.sg. The Participant must appoint a main contact point for the Organiser (hereinafter referred to as “Main Contact”) and emails sent by the Organiser to the email address provided by the Main Contact will be considered delivered to the Participant. If the Participant is a team of companies, the Participant must similarly appoint a main contact point. It is responsibility of the main contact point to inform the companies in the team.
7. No changes of the Participant will be allowed after **26 Aug 2016** unless approved by the Organiser.

8. Late registrations will not be entertained. Acknowledgement of receipt of the registration will be sent via email.
9. Any incomplete registrations shall be deemed as void.

PROPOSAL SUBMISSIONS

10. All submissions must meet the following general conditions:
 - a. Incomplete or indecipherable entries will be deemed invalid and disqualified.
 - b. All submission materials must be presented and/or submitted in English language unless otherwise specified.
 - c. The content of the Participant's entry and any supporting materials must be acceptable for all viewing audiences. Any of the Participant that submits any entry or any supporting materials that contains text, sound or images that we (in our sole discretion and for any reason) regard as vulgar, offensive, or inappropriate for public viewing or publication on the internet, or that presents us in negative light, will be automatically disqualified and/or removed at our sole discretion.
 - d. All entries submitted for the Challenge must not be past winning entries of any previous or other Challenges.
 - e. Each Participant can make only one (1) submission. The Participants who have made submissions are eligible to amend their respective submission, provided the respective submission deadlines have not been reached.
 - f. The Organiser may pass on any submissions to any divisions within IDA and other third parties involved in the operation, evaluation or judging of the Challenge.
11. By submitting an entry in this Challenge, you personally represent to us and confirm in good faith that, to the best of your knowledge and belief that your entry meets all requirements set forth above and in the Conditions for Participation; and
12. Any Challenge entry that does not fulfil any of the above conditions will be deemed ineligible and will be disqualified.

CHALLENGE FORMAT

13. This Challenge is conducted over two stages:

Shortlisting Stage:

- a. The evaluation panel will shortlist up to proposals by Sept 2016 and the Participant(s), whose proposals are shortlisted, will develop a working solution for prototyping and demo.
- b. Each short-listed Participant may be eligible to receive a co-funding from IDA or other supporting government agencies. The shortlisted Participant(s) will be invited to submit

an official grant application form to IDA based on their final proposal for participation in this Challenge. The approval of such grant application shall be IDA's sole discretion and subject to separate grant terms and conditions to be agreed and acceptance of the Letter of Offer upon grant approval. Nothing herein shall be taken as requiring IDA to provide co-funding to short-listed Participants.

- c. The quantum offered may vary depending on the project scope and man-effort to develop the Solution Prototype. The quantum of co-funding (if any) shall be final and at the sole discretion of IDA.

Live Demo Stage:

- d. The Participant(s) will be given a maximum of 3 months¹ to develop the proposed solution prototypes.
 - e. The Participant(s) will develop the solutions as stated in their submission.
 - f. The solutions which are judged to deliver a live demo with Working Prototype at Solution
 - g. Prototype Sites.
 - h. There will be NO disbursement of grant amount if Working Prototype is not able to perform as described in the submitted and approved grant proposal and in the live demo.
14. The Awarded Participant(s) will be solely responsible for all applicable taxes (if applicable) related to accepting the Letter of Offer from the grant upon its approval.

INTELLECTUAL PROPERTY RIGHTS

15. All submissions to the Challenge remain the intellectual property of the Participants that developed them. In cases where the Participant is made of a team of individuals, the Lead Partner is advised to discuss internally in relation to the ownership of any intellectual property created for the purposes of and in connection with the participation in this Challenge. By participating in Challenge, and entering a Submission, the Participant grants IDA (or any third party acting on IDA's behalf) an irrevocable, perpetual, paid-up, non-exclusive, royalty-free, worldwide license to feature them in websites or other media for publicity or education purposes. Challenge entries that do not fulfil the above criteria will be deemed ineligible and will be disqualified.
16. Please note that IDA is not under any obligation to use the Participant's entry for any purpose whatsoever (even if it has been short-listed).
17. Please note that if IDA or a third party (such as another government agency or a private entity) wishes to work with you to further use, modify and/or develop the solution (or to obtain such rights to do so), separate negotiations and/or agreements (subject to such agreement being reached) will be entered into pertaining to such work. Such arrangements (i.e. the negotiations and agreements) do not fall within the scope of these Conditions of Participation.

¹ If a short-listed Participant with a good idea or untested new solution wishes to participate and requires more than three (3) months for development and prototyping, they will need to indicate in the proposal submission for IDA and SDC's consideration. However, such timeline extension will be subjected to agreement and approval by IDA and SDC.

18. Each Participant considering accessing, leveraging and/or incorporating intellectual property from any third party shall adhere to the terms and conditions of the agreement with the respective third parties. The Participants are advised to review and/or consider such terms of access carefully before signing any agreements for collaboration. The arrangement between the Participant and respective third parties is a matter between them, and the Organiser shall not be held responsible for any of the discussion outcome and partnerships forged for the purposes of participation in this Challenge.
19. In cases where the submitted Challenge entries include intellectual property rights which the Participant does not own, the Participant shall declare and acknowledge the original owner of the intellectual property. The Participant shall ensure it has the necessary agreement with the original intellectual property owner to the right of use of the intellectual property during the Challenge.

CORRESPONDENCE

20. The Participants and other interested parties may post questions or comments concerning the Challenge via email to ENT_SNI@ida.gov.sg.
21. All correspondence throughout the Challenge must be in the English language.
22. The Organiser makes no guarantee of an answer or a time in which an answer may be given. The Organiser reserves the right not to answer a question if, in the Organiser's opinion, an answer would give an unfair advantage to certain Participants.
23. The Participants who have received unofficial or content-sensitive information relating to the Challenge with the intent of allowing an unfair competitive advantage, from current employees of IDA, members of the working and evaluation committees of the Challenge Working Challenge and any other individual who are involved in administering or organising the Challenge must immediately inform the Organiser by email to ENT_SNI@ida.gov.sg. Interested parties may post questions or comments concerning this Challenge via email to ENT_SNI@ida.gov.sg.

OTHER CONDITIONS

24. By entering this Challenge Participants need to agree:
 - a. To abide by these Terms and Conditions of Participation;
 - b. To abide by and accept as final and binding on you, all of IDA's decisions on all matters related to this Challenge;
 - c. That you are subject to Singapore law, these Conditions of Participation shall in all respects be construed in accordance with Singapore law and you hereby agree to submit to the exclusive jurisdiction of the courts of Singapore in all matters relating to this Challenge;
 - d. To be fully liable for and at all times completely indemnify and hold harmless IDA, its employees, agents and partners from any all loss, claims, liability or damage whatsoever that may arise as a result of your participation and conduct, including but

not limited to any breach of the Conditions of Participation and any applicable law in connection with the Challenge;

- e. To accept all risks of personal injury or property damages of any nature whatsoever that may arise from your making or creation of the entry or participation in this Challenge and, if you attend any prize giving ceremony, to accept all risks of personal injury or property damages of any nature whatsoever that may arise from your attendance at the prize giving ceremony (including risks of personal injury or property damages of any nature whatsoever that may arise from flights paid for by IDA to and from the prize giving ceremony (if any) and accommodation paid for by IDA (if any)); and you will not in any way hold IDA responsible for any liability, loss, damage, expense and cost which you may sustain or incur as a result of your participation or attendance, except for liability which cannot be excluded by law;
- f. To keep IDA and its respective directors, officers, employees and agents indemnified against any and all such claims by third parties for any losses or damages arising from your submission of the Challenge entry, your participation in the Challenge, and IDA's evaluation of the Challenge entry;
- g. That if, for any reason, any aspect of the Challenge is not capable of running as planned, including by reason of infection by computer virus, network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any cause beyond the control of IDA which corrupts or affects the administration, security, fairness, integrity or proper conduct of the Challenge, IDA may at its sole discretion cancel, terminate, modify or suspend this Challenge, or invalidate any affected submissions, and shall not be liable for any claims, action, damage, or loss as results of such cancellations, termination, modification, suspension or invalidation;
- h. That IDA shall not be responsible for any loss, damage, cost or expense howsoever arising or incurred by you in connection with this Challenge, including the collection and subsequent use of the awarded prize, and any unreadable, incomplete, mutilated, tampered or irregular entry, any breakdown or malfunction in any computer system or equipment and any notice which is misdirected or lost and if you are awarded the 1st prize, any loss, damage cost or expense howsoever arising or incurred by you in connection with flights paid for by IDA to and from the prize giving ceremony (if any) and accommodation paid for by IDA (if any);
- i. That no third party that is not a party to this Agreement shall have any right under the Contracts (Right of Third Parties) Act Cap. 53B to enforce any term of this Agreement.
- j. To allow the IDA (or any third party acting on IDA's behalf) to publish your actual name, nationality and/or age, online, in print, or in any other media, in connection with publicity relating to this Challenge without any other payment or compensation to you;
- k. To allow IDA (or any third party acting on IDA's behalf) to use information that you provide during the course of the Challenge to be used for marketing purposes. If you do not consent to such use, you should not participate in this Challenge;
- l. To allow IDA (or any third party acting on IDA's behalf) to:
 - i. take photographs and videos of the Participants and/or your parents/guardian at the Challenge Brief and Site Recce Event and during the Challenge (if IDA chooses to do so);

- ii. retain full ownership rights of such photographs and recordings without any payment or compensation to you; and
 - iii. broadcast and publish at IDA's sole discretion any or all of such photographs or recordings on any media to showcase the Challenge for promotional purposes;
- m. To participate in publicity activities relating to this Challenge (or other future publicity activities) without any payment or compensation to you.

GENERAL

25. The decision of the Organiser on all matters relating to the Challenge, including the eligibility of the Participants and the selection of the short-listed Participants and award, is final and no correspondence will be entertained.
26. The Organiser reserves the right to amend these Conditions of Participation at any time at its absolute discretion without any further notice, including but not limited to the eligibility terms and criteria, the selection of winners, the timing of any act to be done and all the Participants to this Challenge shall be bound by these amendments. Update will be on IDA website: **www.idatechchallenge.sg**
27. In the event of any inconsistency between these Conditions of Participation and any document, brochures, marketing or promotional materials relating to the Challenge, these Conditions of Participation, and all its subsequent variations, shall prevail.

Annex A – Structure of the Application

1. Participating companies and organisations are encouraged to work together, in addressing the Problem statements/use cases highlighted. This would enable, among other things, the delivery of a more complete solution offering to the users, potentially covering end-to-end.
2. To assist us in evaluating your application speedily, please provide the requested information as completely and accurately as possible.
3. The interested companies or organisations are required to submit the Application Form consists of 3 parts by the submission deadline as depicted in **Part B Section 4**.

Structure of the Application Form

Annex B	– Proposal Cover Letter
Annex C	– Proposal Template
Annex D	– Declarations by Applicant

4. Only one copy of this application needs to be submitted (together with any relevant supporting documents) needs to be submitted. Please send it to:

Attention: Ms Jocelyn Teo/ Mr Christopher Sia

IDA-SDC Smart Sentosa Programme
Infocomm Development Authority of Singapore
10 Pasir Panjang Road
#10-01 Mapletree Business City
Singapore 117438

5. Generally, prize monies and funding issued by IDA that are received by organisations are taxable unless it is capital in nature (i.e. funding for infrastructure and fixed asset).
6. The Company, in submitting this Application Form, undertakes not to divulge or communicate to any person or party any Confidential Information, including but not limited to any documents that may be forwarded from IDA to you subsequently, without first having obtained the written consent of IDA.

Annex B – Proposal Cover Letter

IDA-SDC SMART SENTOSA INTEGRATED OPERATIONS (iOPS@SENTOSA) INNOVATION CHALLENGE <u>APPLICATION FORM</u>	
Project: IDA-SDC Smart Sentosa Integrated Operations (iOPs@Sentosa) Innovation Challenge	
Tech Company (Applicant): _____	
Organiser: Infocomm Development Authority of Singapore	
	INFOCOMM DEVELOPMENT AUTHORITY OF SINGAPORE Infocomm Development Authority of Singapore 10 Pasir Panjang Road #10-01 Mapletree Business City Singapore 117438 Tel : (65) 6211 0888 E-mail: info@ida.gov.sg Website: www.ida.gov.sg
Officer-In-Charge: _____	Date Received: _____
ALL INFORMATION PROVIDED WILL BE HELD IN STRICTEST CONFIDENCE	

Annex C – Proposal Template

PART I – ORGANISATION INFORMATION

1. Company Data

Description of company background, track records and reference projects deployed in tourism & hospitality areas or similar use cases.

Company Details			
Company Name			
Mailing Address (if different from registered address)			
Telephone		Fax	
Country of Incorporation		Corporate Web Site URL	
ACRA Reg. No		Date of Registration	
Paid -up Capital (S\$)			

PART II – DETAILS OF PROPOSED PROJECT

2. Executive Summary

Provide an overview of the proposal and clearly states how your company's or organisation's technology can address the problem statement(s) and pain points, and meet the business outcomes. Also describe how the proposed technology may benefit Sentosa Development Corporation (SDC), Tourism or the Hospitality sector when commercialised.

3. Description of Project Scope and Solution Prototypes

Describe the proposed Solution Prototype and how it will be used to solve the problem statements. As a guideline, some areas to include (not exhaustive):

- Describe the proposed solution and technology used to solve problem statements;
- Provide an overview of the Solution Prototype architecture and protocols used for exchange of data
- Plans for the Solution Prototype including setup, schedule, constraints, risk and assumptions;
- Technology capabilities required; and
- How the solution(s) meet the outcomes

4. Project Deliverables & Schedule

Provide the Deliverables within the Solution Prototype period (e.g. 3 months). Some key deliverables to include (but not limited to) are working prototype, prototype demo, presentation and final report after project completion. A final set of deliverables and schedule will be discussed and agreed upon between IDA and the short-listed Participants.

Deliverables or Outcome	Due Date

5. Cost

Provide the proposed costs involved in developing the Solution Prototype including manpower, hardware, software costs and any 3rd party professional services.

6. Critical Success Factors & Success Criteria

Provide a description on the **Critical Success Factors** and assumptions made to achieve successful implementation of the Solution Prototype.

Please also include a proposed set of **Success Criteria to measure the viability and success of working prototype** in addressing the problem statement(s) and pain points. A final set of Success Criteria will be discussed and agreed upon between IDA and the short-listed Participants.

7. Project Team

Outline the composition of the project team including any 3rd party industry partners, partners from Institutes of Higher Learning or Research Institutes taking part in this Challenge. At least one of the persons listed must be the project manager.

S/N	Name	Company	Job title	Role in Project	Relevant experience
1					
2					
3					

8. Proposed Business Model and Commercialisation Plan

Provide the business plans beyond the prototype phases including:

- Proposed viable business, charging and/or operating model(s)
- Cost benefit analysis or return of investment for business users (e.g. Sentosa Development Corporation)
- Maintenance and operations costs
- Assumptions for the projects

9. Supporting Document to be submitted upon shortlisted

- Latest ACRA search of the Organisation’s business profile or UEN search, if organisation is not ACRA registered. (Not more than 6 months)
- Certified copies of 3 years of FULL set of the latest audited financial / management report (if Organisation is exempted from audit under Companies Act)
- Official Application Form for the respective grant that the Organisation is eligible to apply for submission

Please also provide the details of the main contact for participation in this Challenge.

Management Representative (Main Contact)	
Name	
Designation	
Email	
Contact Number	(Office) (Mobile)
Management Representative (Secondary Contact)	
Name	
Designation	
Email	
Contact Number	(Office) (Mobile)

Annex D – Declaration by Applicant

1. We are a company incorporated in Singapore.
2. We, at present are not engaged whether as plaintiff or defendant or otherwise action, proceeding or arbitration nor are there any circumstances known to be likely or to lead to any such claim, legal action, proceeding or arbitration.
3. We declare that the information provided by me in this application and the accompanying documents are true and accurate to the best of my knowledge, and that the company is free from any litigation pertaining to the project in Singapore or overseas.
4. We agree that IDA shall have the absolute discretion to accept or reject the application made without being liable to give any reason thereof.
5. We understand that if the company obtains the offer of award by false or misleading statements, IDA may withdraw the application and recover immediately from the company any amount of the award that may have been disbursed.

Signature of Applicant

Name (in BLOCK LETTERS) & Designation

Company Stamp & Date

Annex E – Sentosa Information Pack

Download the Sentosa Info pack from the following link: www.idatechchallenge.sg

Annex F – Partnership Contact List

Companies or organisations keen to seek partnerships, are to provide information for the relevant contact person(s) for partnerships and the type of partners you are looking for based on the table provided below. IDA will be posting the contact information at the IDA website for this Challenge to facilitate industry partnerships.

Name	
Designation	
Email	
Contact Number	
Types and areas of partnership	

Deadline for submission of the contact information is by 11 Aug 2016, 1700hr to ENT_SNI@ida.gov.sg