

Industry FAQs

For iOPs@Sentosa Innovation Challenge

1. Problem Statements

1.1 Is it a must for companies and organisations to propose products and solutions that can meet at least one of the problem statements?

Yes that is preferred. The problem statements for Ops & Guests shared have been prioritised with SDC as areas of interest. Companies and organisations are encouraged to submit proposals in response to at least one of the problem statements provided and to indicate clearly in your response which area your products and solutions can address and how it will help SDC to meet the business outcomes. We are open to other ideas that can enhance guest experience and operational efficiencies for Sentosa to achieve the business outcomes but we will evaluate those that address the problem statements first.

2. Partnership & Support

2.1. Can my company or organisation form more than one partnership and submit different proposals?

We do not restrict the number of submissions from a company or organisation, so you may consider forming multiple partnerships where deem fit. Please highlight the companies that will be partnering for the proposal and their area of contribution to the project. Further clarification will be made for the shortlisted proposals.

3. Challenge Process

3.1. Can you explain how this Challenge is different from the typical Government Procurement Processes (e.g. an Open Tender)?

The Government Procurement Processes will involve a government agency publishing a Tender notice on GeBiz, inviting any interested supplier/s to bid according to the specified requirements. Awarded suppliers would be expected to fulfill the stated deliverables in a contract with the procuring government agency. In return, the awarded suppliers would be paid for the goods and/or services rendered. For more information on participating in Singapore Government's procurement opportunities, you may wish to refer to ["A Guide for Suppliers released by Ministry of Finance"](#).

This Innovation Challenge is a problem-driven approach where intent is not to be prescriptive and the industry is encouraged to come up with different ways to solve the problems and achieve the intended outcomes. The objective is to seek out or provide for new or innovative ideas, products or solutions which could be co-created with the industry and test out via quick prototyping and POCs. This could be followed through to Pilot and Deployment.

3.2 Will short-listed participants know the criteria for grant application before they submit their application? What happens if the awarded iOPs@Sentosa Challenge Finalists are unable to meet the set of success criteria and deliverables stipulated as part of the grant award?

Awarded companies/participants are expected to deliver a working prototype within three months (or agreed) project duration and demonstrate the viability of their prototypes according to the set of success criteria and deliverables as agreed with IDA during the grant award process. The grant amount will be disbursed accordingly based on the deliverables met at the end of the three months (or agreed) project duration. If the participants choose to withdraw with no deliverables or could not meet the intended outcome, then no monies will be disbursed.

4. Selection Criteria for Challenge/Grant and Participation Requirements

4.1. What are the selection criteria for participation in the Challenge?

Participants can include Companies, Organisations, IHL and RIs. Joint collaboration and submissions are allowed.

Companies and organisations will be selected based on the following set of criteria:

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

4.2. Are there any selection criteria for the Grant?

Depending on evaluation committee's assessment and recommendation, we will advise short-listed Participants on the relevant grant eligibility and application process.

4.3. Can my company or organisation submit proposals on prototypes that were previously piloted in another area (outside of Sentosa)?

Yes, all relevant proposals will be considered. However, please indicate clearly in your proposal, any other incentives, grants and/or loans that you may have received from IDA, SDC, and/or other government agencies as well as other sites that the technology/solution may have been piloted or deployed.

5. POC/Pilot sites, Infrastructure Provisioning and Available Data for Prototyping

5.1. Where are the POC or pilot sites for this Challenge?

SDC and IDA will advise the short-listed Participants on the proposed POC/pilot sites selected for deployment. .

5.2 What are the existing systems and infrastructures that will be made available for companies and organisations to integrate to and access at the pilot sites?

Participants can find a schematic of data that are available from some of the existing systems in SDC. Some of the data can come from various sources such as digital cameras, Wi-Fi, gated gantry and ticketing system just to name a few. However companies are advised to be creative in new ways to collect data which can be fused with existing set of data to provide greater insight. For prototyping test, some of the pilot sites will be equipped with wireless connectivity and power. A summary of the infrastructure provisioning is as follows. Companies or Organisations that require access to infrastructure or equipment beyond these are advised to indicate clearly in their proposal or send their enquiry to IDA/SDC for confirmation on their availability and if they can be made accessible during the prototyping period.

a. Physical:

- i. Physical space provision for mounting of iBeacons, sensors, video cameras for the purpose and duration of the solution prototype. (subjected to approval)
- ii. Physical space provision to observe Sentosa's front-end service process in terms of ticketing and transport.

b. Connectivity:

- i. Locations along the pilot sites where Wireless@SG are available. Separate SSID may be configured for the purpose of POC and trial.

- ii. Possible provision of virtual machines based on Microsoft HyperV to host applications for testing. However, industry has to provide the required specifications when submitting proposal and will be subjected to approval when received.
- c. Power:

There will be power outlets at the trial sites but are limited and to be shared with a pool of awarded participants.

5.3 What happens if the Infrastructure in which my company or organisation need for the products and solutions to work is not provided for or accessible from the pilot sites?

The proposed Infrastructure that is to be provided at the pilot sites is what is currently available for access. In the event that it is insufficient for all companies to access, IDA and SDC will allocate and stagger the solution prototyping by companies and organisations to enable access to the infrastructure. Any other Infrastructure that companies or organisations need beyond those that is made available can be proposed as part of the project proposal; however, this may or may not be supported. This will be determined at evaluation stage. .

5.4 Will there be any datasets made available for the Participants? And what type of data does Sentosa have now?

A set of data schematics will first be made available to the Participants as part of the Sentosa Information Pack. The purpose of the data schematics is to help Participants with proposal submission and to give an idea of the type of data available today. Participants may suggest the types of insights possible from the provided data schematics. SDC may release sample data sets to awarded participants with the signing of non-disclosure agreement (NDA) to help prototype development. Upon the completion of this Challenge, Participants will need to remove and erase all copies of SDC provided data sets residing in their infrastructure/systems. Do note that Participants should not limit their proposed solutions only to the data provided by SDC, and propose additional data sets (if applicable) that are necessary to address the problem.

6. Challenge 1 Results

6.1. Can you share more on results and outcome of iGX@Sentosa Challenge?

The iGX@Sentosa Challenge closed in January 2016 with a total of 30 proposals submitted. Six companies were shortlisted and awarded in March 2016. Each finalist company was awarded for rapid prototyping where they are expected to work together to develop an integrated guest experience working prototype within three (3) months. Prize awards will only be issued to Finalists who successfully complete and demonstrate viable working prototypes. IDA is finalising the results and target to issue prize award in August 2016. Selection of the winners will be based on their final delivery of a set of success criteria as agreed with the Finalists during the award.

The selected proposals include technologies to enhance guest experience such as digital navigation tools, digital interactive trails, video analytics, consumer analytics, audio-to-text virtual assistant, cashless payment, and wearable solution.

If there is a need for your solution to integrate to any of these solutions and you would like IDA to facilitate an introduction to any of the iGX@Sentosa Challenge Award Finalists, please write in to make the request. Please refer to FAQ 6.4 for details.

6.2 What will happen next after iGX@Sentosa Challenge? Any POC or deployment opportunities for the winners with SDC?

IDA and SDC will be working with the selected winners for the next phase where they will integrate their tech solutions to a common platform for subsequent pilot trial and deployment.

Overall, SDC expects to roll out the viable integrated guest experience solution(s) after the pilot trial and deployment.

6.3 Are iGX@Sentosa Challenge Finalists allowed to participate in iOPs@Sentosa Challenge? Will they have any competitive advantage if they were to participate in this Challenge again?

iOPs@Sentosa Challenge is opened to all Companies, Organisations, IHL and RIs and these include the Challenge 1 Finalists. All proposals will be evaluated based on the merits of the proposal and solutions.

6.4 Where can we find the contact details of iGX@Sentosa Challenge Finalists?

Companies and organisations that are interested to get in touch with the iGX@Sentosa Challenge Finalists may email your request to: ENT_SNI@ida.gov.sg. We will forward your request to the respective Finalists and have them contact you accordingly if there is any mutual interest.

Please kindly indicate which Finalist(s) you wish to be linked up with and the corresponding request(s). The iGX@Sentosa Challenge Finalists are providing the respective solutions:

- A. Facial Recognition;
- B. Pocket Tour Trails;
- C. Wearable;
- D. Cashless Payment;
- E. Analytics; and
- F. Digital Virtual Assistant.