

# MEDIA FACTSHEET

ANNEX D

## Guide on Specifications for Outcome-based Cleaning Contract

### *About the Guide*

1 The National Environment Agency (NEA) has worked with the Ministry of Finance (MOF) and other industry stakeholders (e.g. Environmental Management Association of Singapore, Association of Property and Facility Managers, International Facility Management Association, service buyers and cleaning companies) to develop a Guide on Specifications for Outcome-based Cleaning Contract. This is part of the efforts to build capability of service buyers to facilitate a shift towards outcome-based contracting. The guide will enable service buyers and service providers to have a common understanding of the expectations and performance standards required.

2 The Guide, targeting mainly buyers of cleaning services, consists of (1) specifications/ clauses for drafting of outcome-based contracts, (2) guidelines on performance evaluation and (3) templates for inspections and monitoring performance of service providers. There is also a section on the evaluation of the outcome-based tenders. Service buyers play a key role in enabling the industry to raise the standards of environmental services. This can be done by moving away from prescribing the required headcount to deliver quality services, to specifying the desired outcomes instead. Service buyers can adopt elements of the Guide when drafting their contracts. It is also recommended that service buyers tailor or add on specifications according to their needs and requirements. The guide is available on the NEA website at: <http://www.nea.gov.sg/docs/default-source/cleaning-guide/here.pdf>.

### *Efforts to Educate and Train Industry on Outcome-Based Contracting Practices*

3 As the sector champion for the environmental services industry, NEA has also taken the lead to provide technical advice to Government Procurement Entities (GPEs) on their cleaning contracts, so as to tailor the specifications of their contracts to outcome-based requirements. NEA and MOF are also continuing with the efforts to assist more agencies in transiting from headcount-based to outcome-based contracting.

4 To build competency and enhance knowledge of procurement personnel, NEA will be conducting workshops and seminars with industry stakeholders such as the Real Estate & Construction Academy, Association of Property and Facility Managers and International Facility Management Association, to introduce and promote use of outcome-based contracting for cleaning services. NEA is also working with Real Estate & Construction Academy to develop

training content for service buyers on how to draft outcome-based contracts, as well as how to measure, monitor and assess performance outcomes. This is to build competency and enhance knowledge of procurement officers.

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