



**SINGAPORE  
POLICE FORCE**  
SAFEGUARDING EVERY DAY

# OUTCOME-BASED SECURITY CONTRACTS

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## Resource Kit for Private Residences



# What is an Outcome-Based Contract?

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Outcome-based contracting (OBC) refers to service buyers specifying contract requirements in terms of **expected performance levels, rather than output/task and manpower requirements.**

It can lead to **better solutions** compared to traditional headcount contracts as it allows security agencies to propose innovative solutions.

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## Benefits of Outcome-Based Contracts

Use technology solutions to improve security

Access to higher skilled security officers

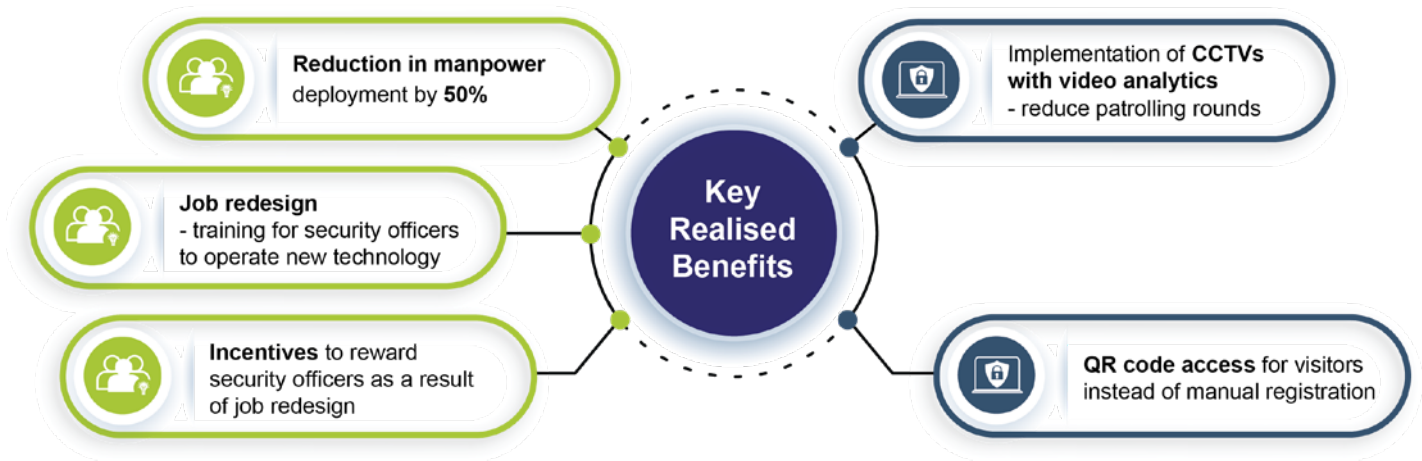


Potentially pay less for the cost of security services in the longer term



1

## OBC for an Executive Condominium in District 18



2

## OBC for Condominium in District 10





# The Need for OBC



## Reason 1 - Rising Manpower Cost

- Implementation of Progressive Wage Model (Nov 2021) **raised the minimum salary** of security officers
- Security agencies may transfer cost to buyers
- Hiring cost is expected to continue to increase in the near future



\* Minimum salary of security officers mandated by law, inclusive of wages paid for work done in addition to the 44-hour regular work week.

## Reason 2 - Security Technology has Evolved and made more Affordable

- Technology can perform/supplement functions of security officers and increase the productivity of existing security officers
- Cost of security contracts are equal to or less than before when spread over a longer term

### Examples of Security Technologies



**Vehicle License Plate Recognition System**




**CCTV System with Smart Video Analytics**



**Visitor Management System Application**

# Start your OBC Journey Now

- Step 1.** Engage the security agencies
- Step 2.** List your security requirements by **specifying security outcomes**, instead of headcount requirements
- | Traditional Contracts   | Outcome-Based Contracts  |
|---|--|
|  "2 security officers to be placed at the main entrance" |  "Prevent unauthorized access of intruders" |
- Step 3.** Allow security agencies to **propose cost-effective solutions** based on listed security outcomes

## To Find Out More



**Scan the QR code** to download the MHA OBC Guide (developed in consultation with industry partners such as unions and trade associations)

**Email us at [MHA\\_Security\\_OBC\\_Helpdesk@mha.gov.sg](mailto:MHA_Security_OBC_Helpdesk@mha.gov.sg)** to enquire on OBC templates and other resources

Invite MHA/SPF to share the benefits of OBC adoption