

## HR Shared Services – Frequently Asked Questions (FAQs)

**1. Is there a grant amount capped to the funding?**

There is currently no grant amount capped to the funding. However SPRING will assess the project and determine the amount of funding support that the company will receive.

**2. Can I submit my application through the SPRING Grant Portal?**

No, your company will have to obtain a copy of the application form from the selected service provider. The processing of the application is not done through the SPRING Grant Portal.

**3. Must my company complete the 12 months subscription within a certain time frame?**

Yes, the duration for each project should not exceed 24 months.

**4. How do I check my application/claim status?**

The processing time for all applications is 4 weeks while the processing time for all claims is 6 weeks. You may write in to [hcd@spring.gov.sg](mailto:hcd@spring.gov.sg) to enquire on the status of your application/claim status.

**5. Are non-profit organisations, volunteer welfare organisations, charities or communities eligible to apply for HR Shared Services?**

Non-profit organisations, volunteer welfare organisations, charities or communities are not eligible to apply for HR Shared Services. For assistance, such organisations can approach National Council of Social Service (NCSS).

**6. Is there a minimum employment size the company should have before I can outsource the HR operations?**

SPRING does not require companies to have a minimum employment size for you to tap on the HR shared services initiative. Instead, we encourage companies to approach the appointed service providers to discuss about your outsourcing needs so that they can provide you with the appropriate advice.

**7. How do I ensure that the confidentiality of my employees' data is protected?**

Companies are encouraged to initiate a confidentiality agreement with the selected service provider should you have concerns over confidentiality. SPRING will not be held responsible for any disclosure of such confidential information.

**8. Can I engage the selected service provider to develop new HR policies should there be a need to do so before tapping on HR shared services?**

The consultancy cost for developing new HR policies is **not supported** under this initiative. Companies are advised to tap on the [Innovation Capability Voucher \(ICV\)](#) or the [Capability Development Grant \(CDG\)](#) for developing or upgrading of HR capabilities.

**9. If my company has already been outsourcing some of the HR functions e.g. payroll processing, can I still apply for the funding?**

No. SPRING will not provide funding for areas/functions that have already been carried out by a third party service provider. However, SPRING will provide support for new HR areas/functions that you plan to outsource.

**10. Can I change my service provider after the application has been approved?**

Yes, provided that the scope and the costing is the same as the ones that were approved. Please note that there will however be no change to the approved grant amount. The company will need to write in officially to [hcd@spring.gov.sg](mailto:hcd@spring.gov.sg) stating the reasons for the change of service provider for SPRING's approval

**11. Can I submit a second application if the company realised the need to expand the HR outsourcing scope? Can I use a different service provider in this case?**

Yes, you may submit a second application with a different outsourcing scope. SPRING does not require that the company engage the same service provider. However, for ease of operations, you are encouraged to engage the same service provider as they may be more familiar with your company's operations.

**12. Can I start the project even though the application has not been approved?**

Yes, the company can start the project 1 day after application has been received by SPRING through email acknowledgement. Please note that should the application be rejected, the company will have to bear any cost incurred.

**13. How often can my company submit a claim request?**

The company has the option to submit one claim request upon completion of 6 months' subscription and the final claim upon completion of 12 months' subscription. Please note that every claim request should be accompanied with a report (interim or final) and the claims documents will be subjected to audit. However, company can also choose to submit only the final claim after completion of the project.

**14. Can I claim for a higher amount than the amount that was approved in my application?**

No. You may only claim up to the amount that was approved in your application. If the amount that you are claiming for is higher than what was approved, you will have to pay for the cost difference.

**15. What happens if my company decides not to continue with the subscription?**

Please note that if your company decides to discontinue the service before completing the 12 months subscription, the company will not be eligible to submit any claims. SPRING also reserves the right to have the company refund all disbursed monies back to us if company did not complete 12 months of subscription.

**16. How were the HR service providers selected by SPRING Singapore?**

A Call-for-Collaboration was initiated for interested HR service providers to submit their proposals. The service providers were evaluated based on a set of known criteria which includes experience and proven track record in HR outsourcing and advisory services. The selection was done by a panel of evaluators comprising of representatives from SPRING and external independent HR advisors with experience in HR outsourcing and shared services.