Frequently Asked Questions

Charities Capability Fund

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Charities Capability Fund

1) What is Charities Capability Fund?

Charities Capability Fund (CCF) aims to enhance productivity, operational efficiency, governance and management capabilities of charities and IPCs. Desired outcome is that charities will have the capability and capacity to continuously improve the quality and efficiency of their services and support the sector's service plans.

2) What are the eligibility criteria for CCF?

- All exempt and registered charities and IPCs are eligible to apply for the Fund, unless otherwise indicated.
- Applicants must not receive any funding from other government sources for the same purpose for which CCF funding is sought, unless specifically allowed.
- Approval of applications is subject to applicants' complete submission of their latest Annual Report, audited Financial Statements and Governance Evaluation Checklist on the Charity Portal.
- Projects that have commenced (or purchases made, including purchase contracts/engagement letters which the charity entered into with the vendor), before the submission and approval of the CCF application, will not be eligible for funding.

Info-Communications Technology (CCF-ICT) Subsidy

3) What does CCF-ICT fund?

CCF-ICT funds tech adoption in the following two categories:

a. **Category A - Basic infrastructure components – for Small and Medium Charities** at up to **80% of the supported cost or actual expenditure**, whichever is lower, and capped at:
   - 4 computers (Desktop or Laptop): $1,500 per equipment
   - 2 Printers: $300 per equipment
   - 1 Broadband Account: $1,700 per account

- Website development costs to facilitate publishing of charity's information for transparency: $3,000 per charity
- Subscription charges of video and audio-conferencing tools: $250 per charity
- Firewall devices: $3,000 per charity

b. **Category B – Digital Solutions – for all charities** at up to **80%** of the supported cost or actual expenditure, whichever is lower, and capped at **$40,000** per charity from April 2022 to Mar 2027, supporting the adoption of <u>pre-scoped and green lane IT Solutions</u>. Examples of the supportable IT Solutions that can enhance productivity and operational efficiency of charities are:

- Accounting Management
- Bill & Payment
- Customer Relationship Management
- Cyber Security
- Document Management
- Donor Management
- Digital Marketing (Fund-raising)
- Human Resource Management
- Learning Management
- Live Streaming
- Remote Working
- Visitor Management
- Volunteer Management

As the list of supportable pre-scoped and green lane solutions will be updated from time to time, charities are advised to visit <u>https://www.ncss.gov.sg/our-initiatives/tech-and-go/it-solutions</u> for the most updated listing.

4) What is the difference between pre-scoped and green lane IT solutions?

There are two types of supported IT Solutions:

- **Pre-scoped Solutions**
  Infocomm Media Development Authority (IMDA) is currently the government agency that appoint vendors for pre-scoped IT solutions that are applicable to charities. In

addition, Agency of Integrated Care (AIC) pre-determines the supported scope and maximum funding for solutions that are specific to intermediate and long-term care agencies. Sources of supported pre-scoped approved IT solutions are from IMDA and AIC.

- **Green Lane**

  As IMDA pre-approved IT solutions are targeted at Small and Medium Enterprises, Green Lane supplements in availing more Social Service Agencies (SSA) and Charities-centric solutions to the sector where NCSS pre-determines the supportable scope and maximum funding cap per solution. No vendors will be pre-appointed under green lane.

5) **How many IT solutions can my agency apply for?**

Charities may apply for as many solutions up to the cap of $40,000 per charity for the current CCF tranche from April 2022 to March 2027. However, charities are advised to:

a) Think through the requirements (e.g. end-to-end integration between solutions) before applying for the IT solutions; and

b) Compile relevant and related tech needs and submit one application to reduce the administrative workload for your charity. Otherwise, you will need to submit multiple applications, and monitor multiple applications progress and claim statuses.

6) **Would charities be able to apply across multiple tracks of the Fund? (e.g. Tech Adoption and Consultancy)**

Yes, charities may apply for multiple tracks of funding.

7) **If my charity had earlier received funding from VCF-IPG Adoption of Video-Conferencing Technology or VCF-ICT Grant for purchase of laptops, can we still tap on CCF-ICT for laptops?**

The cap to fund laptops is refreshed under CCF, i.e. charities that had previously tapped on VCF grant now have a fresh cap of 4 laptops/desktops for a 5-year period from April 2022 to March 2027. Charities can have the discretion to apply anytime again in the new CCF tranche, subjected to the max no. of item cap and funding cap.

8) **Where can my charity get help if we do not know where or how to start our digitalisation journey?**

To better support charities in taking the first step, we provide **fully funded advisory services** to assist charities. Appointed consultants will help you identify current pain points, IT needs and recommend suitable IT solutions. Please contact Tech-and-GO@ncss.gov.sg for more information.

9) **Is this a recurring funding because charities do have to maintain the digital systems that we have adopted annually?**

The CCF-ICT grant for Digital Solutions (Category B) provides funding support for up to three years on sliding scale at 80% : 50% : 50% for first year : second year : third year. Beyond these three years, charities are advised to look for other sources of funding to sustain recurrent digitalisation costs.

10) **Can we apply for CCF funding for IT projects that have already started?**

Only IT projects that have not started are eligible for CCF support.

11) **We have applied for different funds and our application is pending evaluation. Could we still send the same project for CCF?**

Yes, you may. We will ensure that the project will only be supported from one of the funds.

12) **Vendors under Productivity Solution Grant come with pre-scoped packages. Do we have to use these pre-approved vendors as per the list?**

Yes, you have to use pre-approved vendors as per the list for Category B Pre-scoped solutions. Only pre-approved solutions and vendors are allowed. For Green Lane solutions, you may use any vendor of your choice.

13) Are we able to submit a screenshot as quotation?

You may submit a screenshot of the IT solution if a vendor quotation is not available. Please ensure that the cost of the solution and the website/online vendor you're purchasing from is visible in the screenshot.

14) Where can I get more information on CCF-ICT?

Please visit Charities - Tech Subsidy (ncss.gov.sg) for more information.

15) What are the supportable and non-supportable costs of CCF-ICT solutions?

The supportable costs for Category B solutions are:
- Laptops/tablets/devices that are integral to the solutions
- Purchase/Lease/Hire Purchase cost of pre-scoped/greenlane solutions. 12 months maximum funding duration for Hire Purchase/Leasing
- Maintenance and subscription costs for 3 years (80% for 1st year; 50% for 2nd & 3rd year)
- Professional fees (e.g. additional integration and/or customisation costs) and add-ons to supplement the adoption of pre-approved solutions capped at $6,000
- Professional services and add-ons (*e.g. migration and training*) where solution is pro bono, capped at $6,000
- Delivery, freight, shipping & other transport charges
- User training, service charges, design fees
- Administrative fees/charges, set-up cost including charges for assembly and dismantling
- Goods and Services Tax (GST)

The non-supportable costs are:
- Extended warranty
- Bank charges , including foreign exchange rates

16) Any recommendations of cyber security solutions or vendors to contact to enhance our charity's cybersecurity?

Please visit https://www.ncss.gov.sg/Our-Initiatives/Tech-and-Go/IT-Solutions for more information on our cyber security-related solutions and vendors.

17) With more digitalisation, can we apply for implementing recommendations on mitigating cybersecurity risks?

Your agency could consider tapping on CCF-ICT Category B for network assessment services, covering:

a) Security Assessment Services for Solutions,

b) Security Controls & Operations Advisory Services for Solutions, and

c) Security Testing Tool for Applications, Systems & Networks.

Upkeeping cybersecurity can be resource intensive. For more sustainable technology adoption, we encourage charities to consider cloud-based solutions or Software-as-a-Service (SaaS). This would help charities to address cybersecurity concerns more cost-effectively. For laptops and office infrastructure (e.g. wifi), cybersecurity could be outsourced to the maintenance vendor. Charities could tap on CCF-ICT for cloud-based cybersecurity solutions, covering: a) EndPoint Protection Platform, b) Unified Threat Management, and c) Managed Detection and Response.

18) Can my agency be funded for IT solutions that are not listed in the CCF-ICT categories or pre-scoped list of solutions?

Charities may also be supported through Tech-and-GO! Charities Go Digital grant for adoption of large-scale and/or specialised ICT solutions at up to **80% capped at $300,000 per charity.** Large-scale ICT solutions are solutions that require more than $40,000 of funding, while specialised ICT solutions are solutions that require extensive customisation or development work. Please first submit a prelim assessment via https://www.go.gov.sg/tngprelim if your charity is considering the Go Digital grant.

19) How do I apply for CCF-ICT funding?

Charities may submit their applications online via OurSG Grants (OSG) Portal at https://oursggrants.gov.sg/grants/ccf/instruction. See table below for documents required for submission:

Application Steps	CCF-ICT
Where to Apply?	Online Application Form via OurSG Grants Portal at https://oursggrants.gov.sg/grants/ccf/instruction
Supplementary forms to be submitted along with OSG application	1) **Proposal form** to be filled in and uploaded within OSG application: • Category A • Category B

	2) Category A – **Three (3)** quotations of comparable specifications for items that cost above $6,000.
	3) Category B
	    • Green Lane: **One quotation** of proposed solution (no need for 3 quotations even if purchase is above $6,000)
	    • Pre-approved solutions under IMDA List: **One quotation** from the vendor in the IMDA list (no need for 3 quotations even if purchases is above $6,000).

Tech-and-GO! Charities Go Digital

20) What does Go Digital under Tech-and-GO! Charities fund?

Go Digital (under Tech-and-GO! Charities) provides funding for adoption of large-scale and/or specialised ICT solutions at **80% capped at $300,000 per charity**. Funding is awarded based on the preferred vendor quotation submitted by charities, subject to NCSS's evaluation.

21) What are the desired outcomes of the funding?

Charities should achieve at least a 10% Productivity Gain, and 70% Staff/Client Satisfaction after implementing the solutions.

22) How do I apply for Go Digital funding?

Applicants are required to submit a Preliminary Assessment form at www.go.gov.sg/tngprelim and obtain clearance from our Grant Officers before submitting

the main application on the OSG portal. Please note that if your agency has not submitted a preliminary assessment, your application runs the risk of being rejected.

See table below for documents required for submission:

Application Steps	Go Digital
Where to Apply?	1) Preliminary Assessment at www.go.gov.sg/tngprelim (to obtain clearance first before applying on OSG Portal) 2) Formal Application Form via OurSG Grants Portal at https://oursggrants.gov.sg/grants/ccf/instruction

Supplementary forms to be submitted along with OSG application	a) **Three (3)** quotations of comparable project scopes (Please request for your vendors to use the Cost Schedule Template to be included within the vendor proposal)
	
	b) Go Digital (under Tech-and-GO! Charities) Proposal Supplementary Form (fill in Annex A and Annex B)
	
	c) Supporting document as proof that your charity has cleared the Prelim Assessment
	    • e.g. A PDF copy of the clearance email sent by one of our Grant Officers OR your charity's Technical Advisory Report [if applicable]
	    • Please name the attachment: "Cleared Prelim Assessment – (Charity's name)" for easier identification.

23) What are the supportable and non-supportable costs of Go Digital solutions?

- Supported costs are:
    a) Purchase/Lease/Hire Purchase/Subscription cost of solutions
    b) One time implementation cost + 1st-year subscription and maintenance (80%) + 2nd-year and 3rd-year subscription and maintenance (50%)
    c) Professional Fees and Add-ons (e.g. digital signatures)
    d) Laptops/tablets/devices that are integral to the solutions
    e) User training
    f) Delivery, freight, shipping & other transport charges
    g) Service charges
    h) Design fees
    i) Administrative fees/charges
    j) Set-up cost including charges for assembly and dismantling
    k) Goods and Services Tax (GST)

- Non-supported costs include:
    a) Extended warranty
    b) Bank charges, including foreign exchange rates

Tech-and-GO! Charities Consultancy

24) Do I need to source for a consultant or will consultants be appointed by NCSS for the consultancy services?

Consultants will be appointed by NCSS to provide the consultancy services. Charities will be able to indicate their preferred consultant on the online application form if there is more than one appointed consultant.

25) What is the coverage of Consultancy@Tech-and-GO! Charities?

Consultancy services are aimed at supporting charities in effective digitalisation to ensure greater IT project implementation success, strengthen digital transformation with professional guidance, and/or upskill their staff digital capability. Charities may benefit from four types of consultancy services:

a) **Technical Advisory (TA) – 100% funded**

TA aims to support Charities in the analysis and identification of suitable IT solutions. Charities are eligible for one fully funded TA slot. NCSS will fund additional TA slots at up to 80% capped at $40,000 with funding paid directly to the appointed consultant.

b) **Digital Implementation Consultancy (DIC) – 80% funded capped at $40,000**

DIC aims to support Charities in the implementation of large-scale IT projects.

Generally, the IT project implementation is projected to complete within one year, or the consultancy service is needed for only one year. A charity should have a dedicated funding source, a project lead and/or a project team that will work with the consultant to support the IT project implementation.

c) **Digital Strategy Planning (DSP) – 80% funded capped at $40,000**

DSP aims to support charities in the analysis, identification and prioritisation of IT solutions from mid- to long-term to enable systematic digital transformation.

Charities should have dedicated budget and manpower to execute on the findings and recommendation of the strategy planning.

d) Starter Pack

To ensure more seamless end-to-end support, charities are encouraged to take up Starter Pack, which is a bundled consultancy comprising of modules from DIC and DSP:

- DSP - Process Management
- DIC/DSP - Change Management
- DIC - Project Management

26) Is there consultancy for cyber security?

Yes, we offer consultancy services for Cyber Security and Data Protection to Charities. Please visit our website for more details.

Applications

27) When are the application windows?

Applications for CCF-ICT, Go Digital Charities and Charities Consultancy funding are open throughout the year. Please refer to table below for estimated outcome of application:

Grant	Funding Outcome Notification (Estimated) [1]
CCF-ICT	10 weeks
Go Digital (under Tech-and-GO! Charities)	12 weeks
Technical Advisory & Project Consultancy	6 weeks

Please note that the processing time of applications may take longer if the applications are more complex and / or incomplete.

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[1] Do note that outcome of applications for incomplete, larger and more complex applications will require more time to evaluate.

28) What is the link to the application form?

Charities may submit their applications online via the OurSG Grants Portal at https://oursggrants.gov.sg/grants/ccf/instruction.

For more information, please contact NCSS Sector Digitalisation team at Tech-and-GO@ncss.gov.sg

29) How do we know which fund to apply for?

If your charity requires foundational solutions which are listed on Tech-and-GO!, please apply for CCF-ICT. If your charity requires higher funding for larger scale and/or specialised projects, you may apply for Go Digital.

Your charity may apply for Consultancy if it require to benefit from professional guidance and have greater assurance over the success of your charity's digital transformation journey.

30) Can the acquired IT solutions be used for the agency's subsidiary or related party?

No, the acquired digital solutions should only be used by the applicant entity and not by a related party.

31) How long must the acquired IT solutions be held for?

Charities are expected to hold the acquired IT solutions during the funding period. For example, if your agency is funded for three years, then you should hold the solution during the three-year funding period from the date of deployment. NCSS may conduct random checks to ensure charities adhere to the holding period.

32) If we need more time to implement IT solutions, when and how can we ask for project extension?

Charities shall email the project extension request to Tech-and-GO@ncss.gov.sg at least 1 month before the project implementation deadline, in order for the appeal to be considered. For CCF-ICT projects, no more than 6 months extension is allowed. For TNG Charities Go Digital projects, no more than 24 months extension is allowed.

33) What happens after three years of deployment of the acquired IT solutions?

NCSS does not mandate the duration of use for the digital solutions. Charities are required to maintain the solutions and ensure that it is deployed for as long as the tech is relevant to the operations of the agency/programme.

34) Can my agency change to another vendor or make application revisions?

Please contact Tech-and-GO@ncss.gov.sg to request for any changes to your application.

35) May I withdraw my application?

You may withdraw your application by submitting a request to Tech-and-GO@ncss.gov.sg.