

CCT Tech-and-GO! Digital Implementation Consultancy (DIC)

Section A: Eligibility

The below criteria should be met when applying for Digital Implementation Consultancy. Your agency:

1. must be a NCSS member or run a MSF-funded programme
2. have attended the consultancy clinic
3. is implementing an IT solution
4. has a dedicated funding source to support the IT project implementation
5. ensures project ownership and has:
 - a. identified a sponsor who will be the project owner
 - b. resources (e.g. a project team) and a project lead who will be working with the consultant

Section B: Funding

As this is a Pre-scoped Consultancy service, the consultancy cost will range from 35K to 115K depending on scope and complexity.

NCSS will fund all consultancy costs at 80% per project, and SSAs can expect to pay between 7K to 23K.

Detailed pricing schedule will be provided to the SSA after the clinic upon assessing the suitable consultancy category to apply.

Section C: Application

Applications are open all year round until 31st March 2025.

To apply, go to the OurSGGrant (OSG) Portal [here](#). Please select the Grant Scheme as **Community Capability Trust** and Project Category as **Tech-and-GO!**.

You are required to upload the following in your submission:

1. Completed TNG Consultancy Project Proposal*
2. Your agency's Post-Clinic Report

*Available for download on the OSG Portal

Section D: Project Timeline

Estimated project timeline of up to 24 months.

Section E: Who Should Apply

Recommended for SSAs who require project management support for IT implementation projects and identify with the following issue statements:

1. My agency has already identified my preferred vendor/solution and we need support to implement the solution

2. My agency has received TNG tech funding and we are ready to implement the solution with consultancy support

Section F: Consultancy Scope

The consultant will provide the following:

Scope	Scopes of Work
1. IT Implementation	(A) Project Management <ul style="list-style-type: none"> • Establish project timeline • Identify and assign roles and responsibilities • Work with technologies vendors to provide support and guidance to SSAs to ensure smooth implementation (e.g. data migration from current to new solution) • Track project progress • Adhere to each SSAs' project timeline stipulated in the Funding Agreement (or otherwise agreed by NCSS) and must inform NCSS as soon as they foresee challenges in meeting the timeline. • Develop user guides and training plans on new processes, including but not limited to access rights, escalation path etc. • Calculate productivity and staff/client satisfaction measurements and collate into a report for SSAs • Help SSA to submit approval to NCSS for any changes required from approved technology cost • Conduct at least 2 Check-in within Implementation period to track and monitor their progress on the implementation • Flag out issues to NCSS as soon as Contractor(s) become aware of the situation • Review and refine Project Management and Change Management plans based on the progress and effectiveness of the technologies and implementation • Presentation to SSA Board members to obtain buy-in
	(B) Change Management <ul style="list-style-type: none"> • Identify stakeholders (staff, clients and/or their caregivers etc.) that will be impacted by the selected technologies. • Identify sponsors/champions and their roles & responsibilities • Develop communication plans to stakeholders affected by the change • Identify gaps and pockets of resistance and develop resistance management plans and corrective action plans to support and enhance implementation. • Develop customised user guide and training materials on the To-Be processes, redesigned jobs and how to use the technologies, together with FAQ and support for troubleshooting of the technologies. • Conduct Change Management Survey and develop corresponding recovery and corrective action from the survey result. (if necessary conduct the 2nd survey to assess the success of implementation)
	(C) Post Implementation Review

	<ul style="list-style-type: none"> • Track, monitor progress and evaluate impact of redesigned processes & jobs and technologies (e.g. through audits or time-motion study). Summarise key successes and challenges. • Collate and verify <u>final</u> productivity measurements and KPIs for all technologies adopted by each SSA, redesigned jobs and process improvements with proof of documents including productivity calculations, Tech Vendors' quotations and invoices. • Finalise To-Be process maps, Project Management and Change Management plans after incorporating learnings from the implementation stage for SSAs to enable them to continue using the technologies. • Develop support structure and forward plans with SSAs to sustain the redesigned processes & jobs and technologies adoption. • Recommend future digital enhancements to sustain tech adoption, and enhance productivity and staff/client outcome (e.g. cybersecurity, infrastructure, integration with other systems etc) • Conduct survey on satisfaction and feedback for the consultancy with the SSAs. • Develop a summary slide in PowerPoint format covering the following (not limited to): project purpose, background, KPIs, key achievements and learning points etc. • Identify opportunities and recommendations (technology adoption, job redesign and process improvements) to address the identified needs and pain points.
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Section G: Deliverables and Payment Milestones

Deliverables	Payment Percentage
1. Project implementation Plan, consisting of: a) Project resources b) Project milestones c) Project timeline d) Project KPIs e) Change Management Plan	60%
2. Final Consultancy Report, consisting of: a) Post-implementation review b) Project KPIs c) Staff/Client Satisfaction d) PowerPoint Summary Slide	40%

Section H: Key Performance Indicators (KPIs)

Below KPIs to be achieved by both SSA and the consultant for the grant to be fully disbursed:

1. Attain at least 70% Staff Satisfaction
2. Adhere to 100% of Project Timeline

With implementation of IT Solution,

3. Achieve 20% Productivity Gain
4. Breakeven within 4 years or less
5. Achieve at least 70% Staff/Client Satisfaction