

CCT Tech-and-GO! Digital Strategy Planning (DSP)

Section A: Eligibility

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

1. must be a NCSS member or run a MSF-funded programme
2. have attended the consultancy clinic
3. is planning to embark on a digital transformation project within the organisation in the mid to long term
4. ensures ownership and participation to the strategy planning
5. have dedicated budget and manpower to execute on the findings and recommendation of the strategy planning

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 6 months.

Section E: Who Should Apply

Recommended for SSAs who want to have an overall digital masterplan on the systems they need to adopt in the next 3-5 years to build a future-ready organisation and identify with the following issue statements:

1. My agency has multiple digital systems in place; do I need to replace/integrate them in the coming years?
2. Are the existing digital solutions able to meet my business objectives; what other solutions do I need?

- What do I need to do to digitalise my business processes to meet my organisation's vision and service users' needs?

Section F: Consultancy Scope

The consultant will provide the following:

Scope	Scopes of Work
1. Digital Strategy	<ul style="list-style-type: none"> Assist the agency to define their digital vision and aspiration Facilitate the identification of key market and internal business drivers for digitalisation and analyse current state pain points Perform SWOT analysis at organisational level, evaluate and prioritise digital solutions to meet future service needs of organisation Chart above outputs into an agency-wide five-year digital strategy plan, including (but not limited to) guidance on implementation in stages based on agency needs and priorities Map future state user journeys using a user-centric approach to illustrate the impact to service users
2. Change Management	<ul style="list-style-type: none"> Guide and work with SSAs to determine internal and external stakeholders affected by the changes and require buy-in (including but not limited to Board, senior management and various staff levels within the agency, clients) Perform stakeholder analysis to assess the level of impact and develop the appropriate resistance management plan Identify sponsors/champions and document their roles & responsibilities Develop communication plans to stakeholders affected by the change with corresponding channels and timeline Plan & validate change management strategies and provide change management tools to enable the organisation to secure buy-in from stakeholders

Section G: Deliverables and Payment Milestones

Deliverables	Payment Percentage
1. Digital Strategy Plan	100%
2. Change Management Plan	

Section H: Key Performance Indicators (KPIs)

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

- Attain at least 70% Staff Satisfaction
- Adhere to 100% of Project Timeline