CCT Tech-and-GO! Go Consultancy

Section A: Eligibility

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

1. must be a NCSS member or run a MSF-funded programme
2. have attended the consultancy clinic
3. must ensure ownership and participation to the consultancy service
4. must have dedicated budget and manpower to execute on the findings and recommendations of the consultancy service

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 want to adopt Go Digital solutions (non-pre-scoped and/or large-scale integrated IT solutions) and identify with the following issue statements:

1. My agency requires consultancy support to recommend and implement an integrated solution to increase productivity and streamline processes for our corporate functions
2. My agency needs are very specialised and we need help to evaluate and implement a customised solution to support our corporate functions

Click here to find out more about Go Digital solutions.

Section F: Consultancy Scope

The consultant will provide the following:

Scope	Scopes of Work
1. Pre-Project Evaluation	**(A) Process Mapping** • Develop As-is and To-be process maps for selected solutions. • Streamline processes to optimise solutions and enhance productivity.
	(B) Requirements Study • Ascertain key challenges and desired outcomes. • Collect and document SSA needs and user requirements to meet desired objectives. • Consolidate pain points in a systematic way. • Develop a framework to prioritise needs.
	(C) Gaps Analysis • Identify opportunities and recommendations (technology adoption, job redesign and process improvements) to address the identified needs and pain points.
	(D) Solutions Recommendation • Analyse SSAs' current solutions, applications, cybersecurity, hardware and/or infrastructure (where applicable), based on the pain-points and tech needs identified by SSAs. • Provide technical advice on critical IT needs. • Conduct environmental scanning to understand different technologies and shortlist technology solutions • Develop an assessment framework to determine suitability and gaps of the selected technologies. This framework should be easily adopted by SSAs for assessment of other technologies that they wish to adopt in future. • Perform a detailed evaluation of the technology solutions and the vendors. • Recommend and compare at least 3 solutions per technology for SSAs to compare (if these are not already available on www.go.gov.sg/tng); • Organise meetings for the shortlisted vendors to demo the technologies with the SSAs (if required). • Facilitate discussions to finalise the technologies with SSAs and NCSS. • Ascertain suitability and gaps of the recommendations to meet SSA goals
2. Cost Benefit Analysis	• Obtain estimated cost of implementing the solution • Establish indicators to be collected for KPI reporting. • Determine if Project KPIs and deliverables are reasonable and achievable, or otherwise make recommendations that can help SSAs address gaps and meet KPIs. • Analyse the cost vs benefit of implementing the solution to determine the no. of years needed to breakeven.

	• Tabulate the needed cost and benefit analysis, productivity gains and KPI information for SSA's funding application. • Assist SSA's funding application by providing other related and relevant information.
3. IT Implementation	**(A) Project Management** • 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 • 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
	• 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.

Section G: Deliverables and Payment Milestones

Deliverables	Payment Percentage

1. Pre-Project Evaluation Report (PPE), consisting of:
  a) As-is and To-be process maps
  b) User requirements report
  c) Gaps analysis report on pain points, root causes, tech needs
  d) Solutions selection matrix and recommendation report
	30%

2. Project implementation Plan, consisting of:
  a) Project resources
  b) Project milestones
  c) Project timeline
  d) Project KPIs
  e) Change Management Plan
	30%

3. 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