

CCT Tech-and-GO! IT Project Coaching (IPC)

Section A: Eligibility

The below criteria should be met when applying for Start 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. has dedicated manpower of at least 3 staff, to:
 - a. attend all coaching sessions
 - b. apply the learnings from the coaching sessions to lead and implement future digitalisation projects

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 raise their in-house capability in managing IT projects through coaching sessions and hands-on implementation and identify with the following issue statements:

1. How can my agency gain in-house expertise to manage future IT projects?
2. How do we evaluate suitable IT vendors?
3. How do we manage our stakeholders with the changes resulting from IT projects?

Section F: Consultancy Scope

The consultant will provide coaching sessions to train SSAs in the below digital capabilities (at least 4 out of 7 focus areas):

Digital Capabilities	Support SSAs to develop the Project Report which consist of the following components:	Possible Technical Skills & Competencies (TSC) based on Skills Framework for Infocomm Technology
1. Design Thinking	<ul style="list-style-type: none">• Scope of Problem Statement• User Service Journey Mapping	<ul style="list-style-type: none">• Design Thinking Practice• User Experience Design• User Interface Design• Business Innovation• Business Needs Analysis
2. Technology and Vendor Evaluation	<ul style="list-style-type: none">• Technology and Vendor Evaluation Matrix [including overview of SSA Digital infrastructure, data structure, cybersecurity, etc (where applicable)]	
3. Project Management	<ul style="list-style-type: none">• Scope of Problem Statement• Project Management Plan• Project Implementation Report	<ul style="list-style-type: none">• Project Management• Manpower Planning• Vendor Management
4. Process Improvement	<ul style="list-style-type: none">• As-is and To-be Process Mapping	<ul style="list-style-type: none">• Business Process Re-engineering• Process Improvement & Optimisation• Business Requirement Mapping
5. Change Management	<ul style="list-style-type: none">• Change Management Plan	<ul style="list-style-type: none">• Change Management
6. Job Redesign	<ul style="list-style-type: none">• Revised Job Description	
7. Business Case Development	<ul style="list-style-type: none">• Cost Benefit Analysis	

Section G: Deliverables and Payment Milestones

Deliverables	Payment Percentage
1. Training and Coaching Plan, consisting of: a) Detailed training programme sheet that shall include details of the actual day programme. b) Training materials c) All templates/hand-outs/documents that were given to the participants during training and coaching	50%

<ul style="list-style-type: none"> d) List of Technologies that were showcased (if any) e) Any media (video, audio, etc.) that were shown to the participants (if any) f) Feedback Forms and/or Assessment/ Satisfaction Surveys 	
<ul style="list-style-type: none"> 2. Final Consultancy Report, consisting of: <ul style="list-style-type: none"> a) Signed report by SSA b) Summary of whole project c) Insights about the SSAs, size, number of staff, services provided, how this project connects to their goals etc. d) Details of the project, current challenges, methodology, ideas generated from design thinking that were implemented, technologies adopted, key process streamlined, jobs that were redesigned, outcome achieved. e) Technical Skills & Competencies (TSC) that SSAs learned in the project f) Achievement of Project Key Performance Indicators (KPIs) , outcomes and results from the Assessment/ Satisfaction surveys g) Feedback from learners & SSAs, success stories and learning points. h) Excel file on the calculations and raw data that support the results reported in the Consolidated report 	50%

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