CCT Tech-and-GO! Start DT Consultancy

Section A: Eligibility

The below criteria should be met when applying for Start DT (Design Thinking) 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 2024.

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 assisting the SSA in kick-starting their transformation journey and identify improvement areas using a user centred approach through design thinking.

Examples of issue statements:

- Are you looking at how to improve communication with your customers/ members?

- Do you want to create more convenient and streamlined ways of giving but you're unsure how to serve different types of donors?

- Are you wondering how might you improve effectiveness of outreach programmes?

- Are you thinking how you might enhance onboarding experience for volunteers?

- How might we encourage staff to embark on lifelong learning?

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 or journey 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 tech and non-tech opportunities and recommendations (space, programme design, technology adoption, job redesign and process improvements) to address the identified needs and pain points.
	(D) Solutions Recommendation (For START Digital Solutions only) Click here to find out more about Start Digital solutions. • Analyse SSAs' current solutions based on the pain-points and tech needs identified by SSAs. • 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. • Recommend at least 3 solutions per technology for SSAs to compare (if these are not already available on www.go.gov.sg/tng); • Using the assessment framework, conduct desktop research to evaluate the 3 solutions (where possible) and provide final recommendation to the SSA • Ascertain suitability and gaps of the recommendations to meet SSA goals

Section G: Deliverables and Payment Milestones

Deliverables	Payment Percentage
1. As-is and To-be process maps 2. User requirements report 3. Gaps analysis report on pain points, root causes, tech needs 4. Solutions selection matrix and recommendation report	100%

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