Refer to the KPIs for the Tech-and-GO! project category that your agency is applying for:

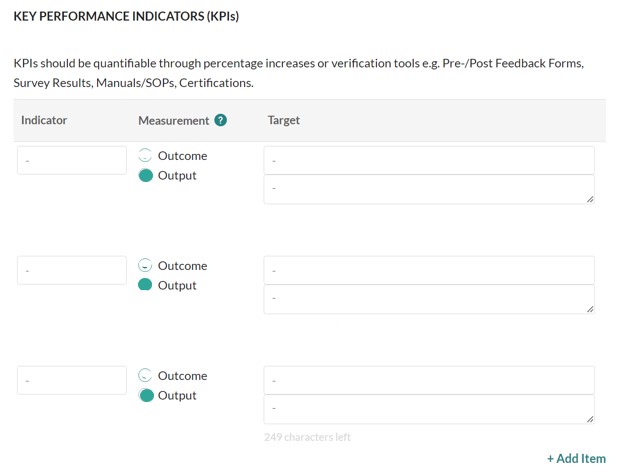
|  |  |
| --- | --- |
| **IT Solution Projects** | Ctrl + Click [here](#_FOR_IT_SOLUTIONS) for the relevant Start, Go and Grow IT Solution Project KPIs. |
| **Pre-Scoped Project Consultancy** | Ctrl + Click [here](#_for_pre-scoped_project) for the relevant Pre-Scoped Project Consultancy KPIs.  Pre-Scoped Consultancy Services include:   * Digital Strategy Planning (DSP) * Data Management Consultancy (DM) * IT Solutions Consultancy:   + Start Consultancy   + Go Consultancy   + Grow Consultancy   + Digital Implementation Consultancy (DIC)   + Consultancy Support Service (CSS) * IT Project Coaching (IPC) |
| **IT Audit, Cyber Security, and Data Protection Consultancy** | Ctrl + Click [here](#_for_it_Audit,) for the relevant IT Audit, Cyber Security (CS), and Data Protection (DP) KPIs. |
| **Robotic Process Automation and Digital Marketing Consultancy** | Ctrl + Click [here](#_for_RPA_AND) for the relevant Robotic Process Automation (RPA) and Digital Marketing KPIs. |
| **IT Professional Services**  **Non Pre-Scoped Project Consultancy** | Ctrl + Click [here](#_for_IT_Professional) for the relevant KPIs.  Ctrl + Click [here](#_for_NON_pre-scoped) for the relevant Non Pre-Scoped Project Consultancy KPIs. |

## FOR IT SOLUTION Projects

Agencies are required to fulfil the following **Output** KPIs for each IT Solution project:

* Productivity gain (20%)
* Staff / client satisfaction (70%)
* *[Only for Go Digital or Grow Digital]:* Return of Investment (ROI) / Breakeven Year (Project costs to breakeven within 4 years)

Fill in the KPI table in the **Proposal** **section** of your application on OurSG Grants Portal according to the following example:



Productivity Gain:

Time saved after system/ solution implementation

*Describe the tool used to track this indicator* e.g.,   
Comparison of time taken between pre and post implementation *OR* Pre and post implementation reports to capture time savings.

*Describe the tool used to track this indicator e.g.,*   
Staff [OR Client] feedback surveys to capture satisfaction rating related to the system/solution implementation*.*

Within 4 years*[Actual figure is not required.]*

Total Project Cost/ Estimated Cost Savings

*[Actual figures are not required.]*

*[Specify only ONE]*

Staff [OR Client] satisfaction related to the system/solution implementation

*[Only for Go Digital or Grow Digital]*

Return on Investment (ROI) / Breakeven Year

xx %

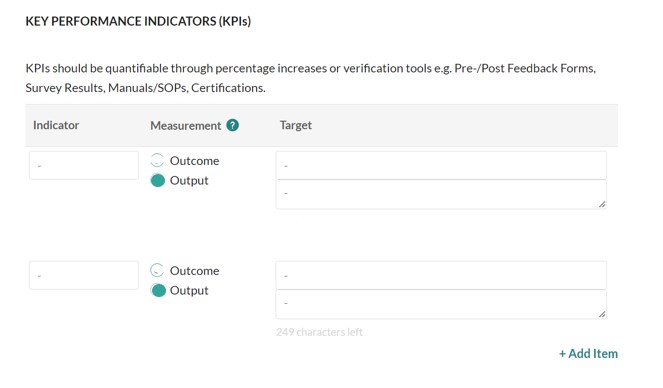
xx %

## for pre-scoped project consultancy

Agencies and contractors are required to fulfil the following KPIs for each consultancy project:

* Staff satisfaction with consultancy service (70%)
* Adherence to project timeline (100%)

Fill in the KPI table in the **Proposal section** of your application on OurSG Grants Portal according to the following:



Scope of Works (SOW)

Final consultancy Report

Consultant Evaluation Survey

xx %

xx %

% Adherence to project timeline as stipulated in Scope of Works, unless otherwise agreed by NCSS

Staff satisfaction with consultancy service

### **THINGS TO NOTE**

For the following consultancy services related to IT Solution(s) adoption, agencies are required to fulfil the below additional KPIs:

Agencies should note the below but are **not required to fill the additional KPIs in the KPI table** in the **Proposal section** on your application on OurSG Grants Portal.

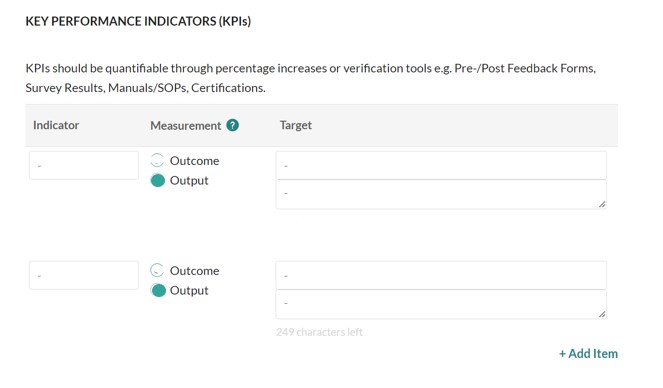
|  |  |
| --- | --- |
| Consultancy Service | Additional KPIs |
| * Go Consultancy * Grow Consultancy * Digital Implementation Consultancy (DIC) * IT Project Coaching (IPC) | * Productivity gain (20% increase) * Staff / client satisfaction related to IT solution(s) implementation (70%) * Return on Investment (ROI) / Breakeven Year (Project costs to breakeven within 4 years) |
|

## for it Audit, CS, and DP consultancy

Agencies and contractors are required to fulfil the following KPIs for each consultancy project:

* Staff satisfaction with consultancy service (70%)
* Adherence to project timeline (100%)

Fill in the KPI table in the **Proposal section** of your application on OurSG Grants Portal according to the following:



Final Consultancy Report

Consultant Evaluation Survey

xx %

xx %

% Adherence to project timeline as stipulated in Project Addendum, unless otherwise agreed by NCSS

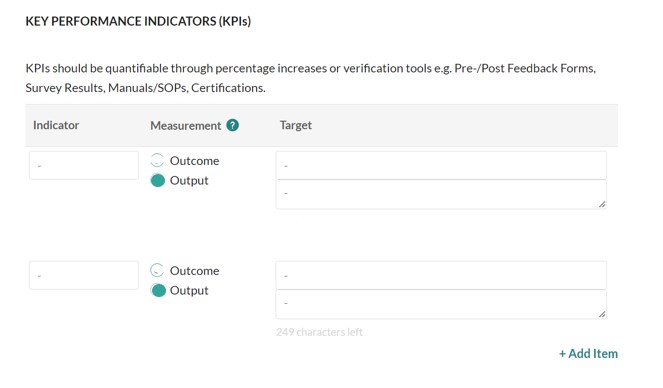
Staff satisfaction with consultancy service

## for RPA AND DIGITAL MARKETING consultancy

Agencies and contractors are required to fulfil the following KPIs for each consultancy project:

* Staff satisfaction with consultancy service (70%)
* Adherence to project timeline (100%)

Fill in the KPI table in the **Proposal section** of your application on OurSG Grants Portal according to the following:



Scope of Works (SOW)

Final consultancy Report

Consultant Evaluation Survey

xx %

xx %

% Adherence to project timeline as stipulated in Scope of Works, unless otherwise agreed by NCSS

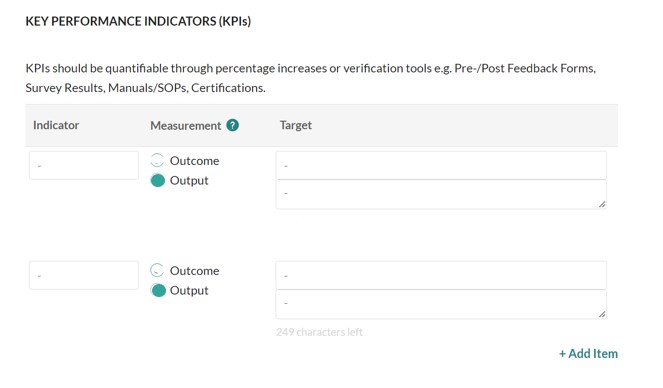
Staff satisfaction with consultancy service

## for IT Professional services

Agencies and contractors are required to fulfil the following KPIs for each consultancy project:

* Staff satisfaction with service (70%)
* Adherence to project timeline (100%)

Fill in the KPI table in the **Proposal section** of your application on OurSG Grants Portal according to the following:



Scope of Works (SOW)

Final Report from Service Provider

Consultant Evaluation Survey

xx %

xx %

% Adherence to project timeline as stipulated in Scope of Works, unless otherwise agreed by NCSS

Staff satisfaction with consultancy service

### **THINGS TO NOTE**

If the IT Professional Service is related to IT Solution(s) adoption, agencies are required to fulfil the below additional KPIs:

Agencies should note the additional KPIs but are not required to fill these into the KPI table in the **Proposal section** on your application on OurSG Grants Portal.

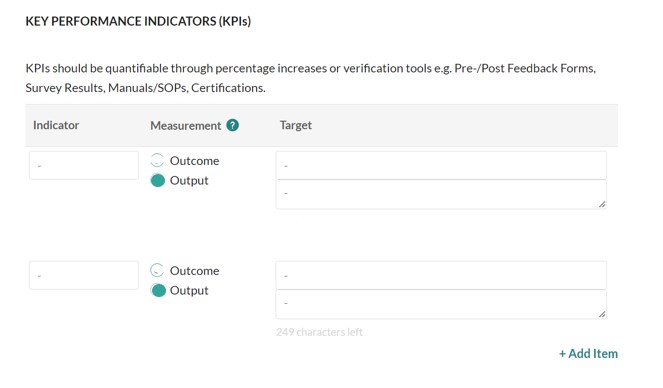
* Productivity gain (20% increase)
* Staff / client satisfaction related to IT solution(s) implementation (70%)
* Return on Investment (ROI) / Breakeven Year (Project costs to breakeven within 4 years)

## for NON pre-scoped project consultancy

Agencies and contractors are required to fulfil the following KPIs for each consultancy project:

* Staff satisfaction with consultancy service (70%)
* Adherence to project timeline (100%)

Fill in the KPI table in the **Proposal section** of your application on OurSG Grants Portal according to the following:



Consultant Evaluation Survey

% Adherence to project timeline as stipulated in Scope of Works, unless otherwise agreed by NCSS

xx %

Scope of Works (SOW)

Final consultancy Report

xx %

Staff satisfaction with consultancy service

**THINGS TO NOTE**

For consultancy projects related to IT Solution(s) adoption, agencies are required to fulfil the below additional KPIs:

Agencies should note the additional KPIs but are not required to fill these into the KPI table in the **Proposal section** on your application on OurSG Grants Portal.

* Productivity gain (20% increase)
* Staff / client satisfaction related to IT solution(s) implementation (70%)
* Return on Investment (ROI) / Breakeven Year (Project costs to breakeven within 4 years)