## ANNEX A: PROJECT PROPOSAL

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| --- | --- |
| Charity Name: | Enter text. |
| Charity UEN: | Enter text. |
| Project Name: | *E.g. Implementation of a Customer Relationship Management System (CRMS)* |

1. Details of IT Solution:

*Include the name, preferred vendor and functional specifications of the large-scale or non-pre-scoped IT solution.*

|  |  |  |
| --- | --- | --- |
| a. | IT Solution Category | *E.g. Customer Relationship Management System (CRMS)* |
| b. | Name of Preferred Vendor | *E.g. ABC Pte Ltd* |
| c. | Name of IT Solution / Infrastructure | *E.g. Salesforce, Microsoft Dynamics 365* |
| d. | Type of IT Solution / Infrastructure | *E.g. Software-as-a-Service, open source, proprietary solution, etc.* |
| e. | Functional Specifications  *List out the list of specifications in bullet points. You may follow the specifications listed in your preferred vendor’s quotation or indicate your charity’s list of requirements* | *E.g.*  *a. Donation Tracking*  *b. Volunteer Recruitment*  *c. Donor/Volunteers Portal* |

1. Project Outcomes and Deliverables:

* 1. Please elaborate on how the IT solution implementation will address the challenges faced to achieve **clear outcomes in productivity and staff/client satisfaction***.*

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| --- |
| *Enter text.* |

* 1. Key Performance Indicators (KPIs):

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

* *Productivity gain (10% increase) [Insert more productivity gain KPIs below where necessary]*
* *Staff / client satisfaction (70%)*

*Fill in the table below with your charity’s Key Performance Indicators (KPIs).*

|  |  |  |
| --- | --- | --- |
| Desired Indicators | Target | Verification Tools |
| Productivity Gain:  Reduce time taken by staff to complete *[e.g. administrative tasks]* | *Example: 30%* | *Example: Pre and post implementation reports to capture the reduction in time taken by staff to complete [e.g. administrative tasks]* |
| Staff/Client *(indicate one)* Satisfaction related to the implementation of *[IT Solution Name]* | *Example: 70%* | *Example: Staff/Client (indicate one) feedback surveys to capture satisfaction rating related to implementation of* *[IT Solution Name]* |

1. Resources to support IT Solution project implementation:

Team Structure

*Please indicate your charity’s team structure for this project (minimally two staff). Insert more rows if required.*

|  |  |  |
| --- | --- | --- |
| Role in this project | Name | Team/Department |
| Project Lead |  |  |
| IT Head (if applicable) |  |  |
| *Add on other roles if applicable* |  |  |

* 1. Please elaborate on **selected vendor’s support services** and **any additional resources** (if applicable) that will support the IT Solution project implementation.

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| *Enter text.* |

1. Scalability and Ease of Adoption:
   1. Does this IT Solution have potential to scale up within the organisation to enable future enhancements and integration?

Yes  No

Please indicate examples of possible additional modules and integration:

|  |
| --- |
| *Enter text.* |

b. Does this IT Solution have potential to scale up to other Charities?

Yes  No

Elaborate on your answer above:

|  |
| --- |
| *Enter text.* |

1. Alignment to sectoral plans (if applicable):

*Please explain how this project aligns to your sector’s sectoral plans (e.g. Industry Digital Plan for Social Services[[1]](#footnote-2)). If sectoral plans are not available, indicate “Not Applicable”.*

|  |
| --- |
| Enter text. |

1. For charities in the Social and Welfare sector, please refer to the [Industry Digital Plan for Social Services (ncss.gov.sg)](https://www.ncss.gov.sg/press-room/publications/detail-page/industry-digital-plan-for-social-services) [↑](#footnote-ref-2)