

CCT Tech-and-GO! Start Tech Consultancy

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. 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 SSAs who want to adopt Start Digital solutions (pre-scoped or greenlane solutions) and identify with the following issue statements:

1. We need assistance to select the suitable solution for our needs.
2. My agency does not know which solution to adopt.

Click [here](#) to find out more about Start Digital solutions.

Section F: Consultancy Scope

The consultant will provide the following:

Scope	Scopes of Work
1. Pre-Project Evaluation	(A) Process Mapping <ul style="list-style-type: none">• Develop As-is and To-be process maps for selected solutions.• Streamline processes to optimise solutions and enhance productivity.
	(B) Requirements Study <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Identify opportunities and recommendations (technology adoption, job redesign and process improvements) to address the identified needs and pain points.
	(D) Solutions Recommendation <ul style="list-style-type: none">• 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

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