Dear ICM Vendor,

As an appointed vendor under the SMEs Go Digital programme, we would like to share with you some good practices to maintain during your appointment period. Appended below is a list of FAQs and the Guiding Template on Quotation for you to assist your SME clients:

1. **Good practices to maintain during the appointment period**
2. **Drive Productivity Solutions Grant (PSG) Adoption Numbers**

* The appointment period for each appointed vendor is for one year only, with the option to extend for another year. To qualify for extension, you will need to achieve at least 5 adoptions by the 10th month mark from date of appointment, with no unresolved SMEs feedback or complaints.
* Develop appropriate Go-To-Market (GTM) strategies to acquire adoptions,
* Use CTO-as-a-Service to educate SMEs for cross solution adoptions
* Collaborate with CTO-as-a-Service Operators to drive adoption

1. **Adhere to Letter of Appointment (LOA)’s Terms and Conditions**

* Educate employees on PSG rules and regulation
* Promote PSG solutions fairly and professionally
* Adhere to IMDA’s Pre-Approved@SMEsGoDigital brand guide, including the display of the Pre-Approved@SMEsGoDigital brand grid.
* Deliver all components in Annex 3 and bill non-supportable components in separate quotation and invoice

1. **Proper Customer Management**

* Develop and maintain complaint management framework
* Perform service recovery before customer writes in to complain to Authorities
* Maintain good service delivery track record
* Recommend PSG applicants to SME Centres for assistance
* Submit customer success stories to IMDA

1. **Build Internal Capability**

* Adopt digital solutions to manage your business operations
* Use CTO-as-a-Service to browse for IT solutions for your business operations
* Maintain proper service reports/documentation related to PSG

1. **FAQs & Guiding Template for Quotation**

We would like to highlight the followings for your attention:

1. The quotation/invoice to SME clients must **reflect exactly the same package content in Annex 3**. (Refer to Annex 3 in LOA and Annexes document bundle).
2. Please note that only pre-approved solution package(s) are supported under the PSG. The quotation/invoice for the pre-approved solution package(s) must **not include any additional cost components** not listed in the pre-approved solutions package(s).

Please go through the respective FAQs and Guides on Quotation.

| **For Pre-Approved Solution**  **Supported by** | **Guides/FAQs** | For enquiry on the respective Grant, please ask your SME clients to write to |
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| Enterprise Singapore (ESG) |  | *https://go.gov.sg/askenterprisesg*  <mailto:> |
| Singapore Tourism Board (STB)  (For Pre-Approved Solution listed under Tourism Sector) |  | *https://go.gov.sg/askenterprisesg*  <mailto:> |
| Maritime and Port Authority of Singapore  (For Pre-Approved Solution listed under Sea Transport Sector) | [Link to FAQs](https://www.mpa.gov.sg/docs/mpalibraries/mpa-documents-files/ittd/industry-digital-plan/idp-faq_jul2019.pdf?sfvrsn=598ccd94_2) | [MPA\_IDP@mpa.gov.sg](mailto:MPA_IDP@mpa.gov.sg) |
| Building and Construction Authority (BCA)  (For Pre-Approved Solution listed under Construction and Facilities Management Sector) | For enquiries, please contact BCA at 1800-342-5222 | [bca\_enquiry@bca.gov.sg](mailto:bca_enquiry@bca.gov.sg) |

1. T**echnical Support and Queries for SMEs**

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| **Type** | **Technical Support** | How can SMEs apply? |
| Business Grant Portal | Please write to <https://go.gov.sg/bgphelpdesk>. | For SME’s eligibility and steps to apply for PSG, refer to this [link](https://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/productivity-solutions-grant) . Alternatively, you may refer SMEs to the [step-by-step](https://www.businessgrants.gov.sg/how_it_works) guide for application and claim process using BGP or direct SMEs to seek support from [SMEs Centres](https://www.enterprisesg.gov.sg/non-financial-assistance/for-singapore-companies/network-of-partners/sme-centres/overview) |
| Sea Transport Sector Grant | please refer to [MPA’s website](https://www.mpa.gov.sg/maritime-singapore/what-maritime-singapore-offers/programmes-to-support-your-maritime-business/industry-digital-plan). | |