

**NATIONAL ENVIRONMENT AGENCY'S (NEA) IT PLAN AND PROCUREMENT
FOR FY16****Overview**

The National Environment Agency (NEA) is the leading public organisation responsible for improving and sustaining a clean and green environment in Singapore. To support the wide and diverse spectrum of operational services and to consistently deliver high quality services to the public, NEA leverages advanced technologies in its ICT implementation.

Under its 3-Year ICT Roadmap, NEA will adopt three strategies for ICT development and implementation:

- 1) Adopting an Enterprise Approach to ICT implementation
- 2) Engaging Customers Through Anticipatory & User-Centric Services
- 3) Leveraging Technology for Services & Operational Effectiveness

The highlighted key NEA procurement items for FY16/17 are:

Project	Description
1. Waste Eco System	This system aims to support NEA in moving towards Zero Waste through waste reduction, reuse and recycling, as well as to achieve resource sustainability through effective and efficient resource management. The system shall provide waste and energy management functionalities, such as the reporting of waste recycling and management, tracking of waste collection and processed toxic waste, a survey platform, and approval of building plans in relation to waste facilities.
2. NEA One Stop Service Portal (NEA ePortal)	A One Stop citizen-centric portal for eServices, ePayments and eAppointments to allow citizens to submit NEA related applications and permits online, track progress status, make online payments for single/multiple transactions, and book/cancel online appointments with NEA.
3. NEA Integrated Licensing System	A centralised licensing system for processing applications for more than 40 NEA's licences and permits. Key features will include Mobile Application, Intelligent Job Assignment, Geo-

	tagging and Digital Signature.
4. Environment Enforcement Management System	An integrated system that replaces the existing system to enable better oversight of environmental offences. The system will improve efficiency in the monitoring and alerting of cases.

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