Company	VisionTech Pte Ltd
Digital Solution Name & Version Number <sup>1</sup>	Al Commerce - Package 2: CRM Version 2
Appointment Period	05 September 2024 to 04 September 2025
Extended Appointment Period <sup>2</sup>	05 September 2025 to 04 September 2026

## Standard Packaged Solution (ie. Minimum items to be purchased)

Not Applicable  3) Professional Services Software onboarding  System setup and configuration for lead management and communication channel setup (Whatsapp and telegram)  FAQ configuration  UAT and Go Live Support  4) Training System training  Per man hour  Per man hour  Per man hour  Per man hour  4.00  Per man hour  Per man hour  4.00  Per man hour  4.00	Cost	Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost * (\$)
- Appointment Scheduling (In-build scheduler with Google and teams integration) - Communication module (Up to 1,250 from 1,000 conversation per month) - Marketing campaigns management (Up to 1,000 from 250 broadcasts per month) - Marketing broadcast management (Customised message templates) - Recommendation Module (Shopify integration with products and services catalog) - Allert system - Checkout management (Allow customers to add to cart and checkout within communication channels) - Automated conversation flow with customers  2) Hardware Not Applicable  3) Professional Services Software onboarding System setup and configuration for lead management and communication channel setup (Whatsapp and telegram)  FAQ configuration  UAT and Go Live Support  4) Training System training  5) Others Not Applicable	CRM Version 2 (1 What account) Module includes - Leads management - Customer managemen - Appointment Schedulir - Communication moduli per month) - Marketing campaigns is broadcasts per month) - Canned responses talk - Communication log - Communication templa	t ng (In-build scheduler) e (Up to 1,000 conversation management (Up to 250 ored to queries		Per year	1.00		
Not Applicable  3) Professional Services Software onboarding  System setup and configuration for lead management and communication channel setup (Whatsapp and telegram)  FAQ configuration  UAT and Go Live Support  4) Training System training  System training  Others Not Applicable  Per man hour  4.00	Appointment Schedulir Google and teams integ     Communication module conversation per month)     Marketing campaigns if from 250 broadcasts per     Marketing broadcast immessage templates)     Recommendation Mod products and services called the system     Checkout management cart and checkout withir	ration) e (Up to 1,250 from 1,000 management (Up to 1,000 month) nanagement (Customised ule (Shopify integration with atalog) t (Allow customers to add to		Per year	1.00		
Software onboarding  System setup and configuration for lead management and communication channel setup (Whatsapp and telegram)  FAQ configuration  UAT and Go Live Support  Training System training  Others Not Applicable  Per man day  Per man hour  Per man hour  4.00  Per man hour  Fer man hour  4.00  Per man hour  4.00  Per man hour  4.00  Per man hour  4.00	Hardware     Not Applicable						
management and communication channel setup (Whatsapp and telegram)  FAQ configuration  UAT and Go Live Support  Per man hour  Per man hour  Per man hour  Fer man hour  4.00  Per man hour  Per man hour  Fer man hour  Per man hour  Fer man hour  Per man hour  For man hour  Others Not Applicable	'				1.00		
UAT and Go Live Support  Per man hour  Yer man hour  Factoring  System training  Others  Not Applicable  A.00  Per man hour  A.00  Per man hour  A.00  Per man hour  A.00	management and comm	unication channel setup			6.00		
4) Training System training  5) Others Not Applicable	FAQ configuration				4.00		
System training  5) Others Not Applicable	UAT and Go Live Suppo	rt			5.00		
Not Applicable	'				4.00		
	5) Others Not Applicable						

<sup>&</sup>lt;sup>1</sup>A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999 <sup>2</sup>As specified in the Letter of Appointment, IMDA may exercise the option to extend the Appointment Duration for an additional one-year ("Extended Appointment Period")

<sup>\*</sup> Qualifying cost refers to the supportable cost to be co-funded under the grant