Company	VisionTech Pte Ltd
Digital Solution Name & Version Number[1]	AI Customer Engagement - Package 3: AICustomerService (Call)
Appointment Period	20 February 2025 to 19 February 2026
Extended Appointment Period[2]	20 February 2026 to 19 February 2027

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

Cost Item	Unit Cost ($)	Unit	Quantity	Subtotal ($)	Qualifying Cost * ($)
1) Software This solution is for the purpose of Customer Service where - The AI provides a 24/7 support to users by communicate through phone call - AI will capture requirements and create ticket on the system for next steps to be taken by the support agents - Alternatively, AI will can escalate the communicate to a live agent by routing the call to a live agent hotline 1) Software AICustomerService (Call) Version 1 (1 phone number) Module includes - Guided journey -- Fixed user journey - User verification -- Fixed user identifier - Ticket management -- Ticket categorisation -- Ticket prioritisation -- Assignee assignment - Data management -- Data synchronisation -- Assignee assignment -- Upload data and FAQ - Status update -- Notifications and alerts -- Status updates - Escalation		per year	1.00		
- Support -- Hosting maintenance & support -- Number of call mins per month: 10,500		-	0.00		
2) Hardware Not Applicable					
3) Professional Services Software onboarding		per man day	2.00		
System setup and configuration for ticket management and communication channel setup (Call)		per man hour	8.00		
FAQ configuration		per man hour	6.00		
UAT and Go Live Support		per man hour	5.00		
4) Training System training		per man hour	6.00		
5) Others Not Applicable					
Total				$ 36,000.00	$ 16,500.00

_____ _____

[1] A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999
[2] 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")
* Qualifying cost refers to the supportable cost to be co-funded under the grant