

<b>Company</b>	OTG Lab Pte. Ltd.
<b>Digital Solution Name &amp; Version Number<sup>1</sup></b>	OTG Lab - Generative AI Customer Engagement - Advanced Package
<b>Appointment Period</b>	26 November 2024 to 25 November 2025
<b>Extended Appointment Period<sup>2</sup></b>	26 November 2025 to 25 November 2026

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software Generative AI Chatbot Solution on Company's Website  Enabling Automated Responses and Providing 24/7 Support  12 Months Subscription Inclusive: - Up to 2000 Queries / Month - Monthly Report on Analytics & Conversations - Continual Training of AI Chatbot's Knowledge Hub		per year	1.00		
2) Hardware Not Applicable					
3) Professional Services Setup of Generative AI Chatbot - Configuration of AI Chatbot's Appearance According to Brand Guidelines - Creation & Submission of Website Sitemap - Creation of AI Chatbot's Persona - Uploading of Datasheet (Client to Provide Data) - Training of AI Chatbot's Knowledge Hub - Configuration of AI Chatbot's Citation Features - Configuration of AI Chatbot's Anti-Hallucination Features - UAT & Deployment		per manday	3.50		
4) Training Training & Handover		per manday	0.50		
5) Others Not Applicable					
<b>Total</b>				\$ 6,028.00	\$ 6,028.00

<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")

\* Qualifying cost refers to the supportable cost to be co-funded under the grant