

Company	Zoho Corporation Pte. Ltd.
Digital Solution Name & Version Number¹	Zoho CRM - Professional - 15 users
Appointment Period	10 August 2023 to 09 August 2024
Extended Appointment Period²	10 August 2024 to 09 August 2025

wef. 02 May 2024

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software 1 year subscription for 15 users, at \$28 per user/mth (Billed Annually). This package includes, SALES FORCE AUTOMATION Leads, contacts, accounts, and deals management modules. Activity management, Sales forecasting, Sales scoring, Scoring rules (20 fields/module), Assignment rules. PRODUCT CUSTOMISATION Highly customisable, with Page customisation, Custom fields (155 fields/module), Page layouts, Canvas view, (5 rules/layout), Subforms and Custom list views (Unlimited) AUTOMATION & PROCESS MANAGEMENT Workflow Rules, Approval Process. Active Blueprints (3) to manage states and transitions. Webhooks/day (1/action 100,000 calls/day or 100 calls/user license/day Limit applicable for the org. (whichever is lower)) PREDICTION AND ARTIFICIAL INTELLIGENCE (ZIA) REPORTS & ANALYTICS SOCIAL & MARKETING AUTOMATION ADD-ONS & INTEGRATIONS For more details please refer to - https://www.zoho.com/crm/comparison.html		Per User	15.00		
2) Hardware Not Applicable					
3) Professional Services Online CRM setup & configuration. 30 minutes		Per Manday	1.00		
4) Training Online Training for Admin/Standard User on CRM setup & basic implementation assistance. 30 minutes Feature walkthroughs, and Step-by-step guidance on CRM setup & configuration. 30 minutes		Per Manday	1.00		
5) Others Not Applicable					
Total				\$ 5,040.00	\$ 3,360.00

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