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|---|----------------------------------|
| Company | Zoho Corporation Pte. Ltd. |
| Digital Solution Name & Version Number¹ | Zoho CRM - Enterprise - 10 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 10 users, at \$50 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 (30 fields/module), Assignment rules. PRODUCT CUSTOMISATION Custom fields (300 fields/module), Page layouts, Canvas view, (10 rules/layout), Subforms and Custom list views (Unlimited) AUTOMATION & PROCESS MANAGEMENT Workflow Rules, Approval Process. Active Blueprints (20) to manage states and transitions. CommandCenter for automation and process orchestration. 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 | 10.00 | | |
| 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 | | | | \$ 6,000.00 | \$ 5,000.00 |

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