

Company	I Concept Innovation Pte. Ltd.
Digital Solution Name & Version Number¹	Intercom AI Chatbot by I Concept - Advance
Appointment Start Date	26 June 2025

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software . AI Chatbot Software Intercom Subscription Fee at monthly SGD150 x 12 months. - Inclusive of 1 Admin User Login + 20 Support Users Access Lite seats able to access as collaborator at no extra cost – refer to: https://www.intercom.com/help/en/articles/8205716-seats#h_b37e53dd64 AI Chatbot Software Functions and Features: 1) Shared Inbox 2) Team inboxes 3) Basic Chatbots and Automations 4) Macros 5) Proactive support 6) Ticketing system 7) Tickets portal 8) Workflows for advanced automations 9) Tickets portal 10) Public help center . 11) Unlimited articles 12) Proactive support 13) Multilingual help center 14) Conversation history 15) External & internal sources 16) Pre-built reports 17) Custom events (Audit Trail) 18) Live Chat 19) Inbound email 20) Proactive chats 21) Banner message 22) Custom Answers 23) Social media integration 24) Unlimited usage/chats for backend support agent with Copilot and human chat.		per year / per software	1.00		
		per year/per software	0.00		
2) Hardware Not Applicable					
3) Professional Services AI Chatbot Software Installation and Integration - Being a one time service fee to install and integrate AI Chatbot software to your company website (Advance Setup & 2 Workflows, excluded any 3rd party extension). Advance package for more requirements to the AI Chatbot setup.		per man day	5.00		
UAT and Go Live (inclusive)		per man day	1.00		
4) Training One time training via zoom (up to 2 hours) (inclusive)		per man hour	2.00		
5) Others					

