

Company	Firstcom Solutions Pte Ltd
Digital Solution Name & Version Number¹	Online Ordering & Payment System Version 0.9
Appointment Period	09 July 2020 to 08 July 2021
Extended Appointment Period²	09 July 2021 to 08 July 2022

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost * (\$)
1) Software					
Software UI creation & setup		per setup	1.00		
i. Programming and setup of online food services platform					
ii. Propose relevant programming workflow for entire website for better user experience					
iii. Mobile & Tablet responsive version					
Content Management System Modules		per setup	1.00		
iv. Enable self-replacement of images, banners, text and other contents.					
vi. Enable self-creation of unlimited product categories & product pages					
vii. Enables pre-upload of products prior to launch date					
"Admin Management Modules		per setup	1.00		
viii. Creation of user groups (outlets)					
ix. Allocation of different user access rights					
x. Backup of files					
xi. Extraction of reports via .xls format"					
Customer Management Modules		per setup	1.00		
xii. Programming of Member-login module with registration function					
xiii. Programing of Admin Dashboard to show summary of sales and customer order transactions					
xiv. Storing of client purchase history and mode of payment					
xv. Indication of client's IP address					
xvi. Client log in portal to view history, update profile and change password					
xvii. Creation of different products, promotions and discounts for different user groups (outlets)					
Online Ordering Management Modules		per setup	1.00		
xviii. Creation of individual product and variables for selection before adding to cart (ie.size & remarks)					
xix. Recurring order function					
xx. Pre-setting of inventory quantity					
xxi. Allow showing of out of stock status or pre-order status when inventory is empty					
xxii. Input of food images and description					
Integration with logistics provider's API and auto calculation of shipping charges to call for delivery on demand					
xxiii. Programming of orders to be identifiable via dine-in, take away or delivery					
xxiv. Programming of automatic notification tools when orders are placed					
xxv. Updating of order status via backend system					
xxvi. Payment gateway integration with provision of API by client's desired merchant (including contactless payment)					
xxvii. Programming of document generation modules to automate processes (Receipt, Sales order, Delivery notice etc)					

<p>Online Ordering Platform- Marketing & Statistics xxviii. Programing of Social Media integration xxix. Programming of meta & SEO tagging function xxx. Programming of newsletter module xxxi. Integration with 3rd party SMS & email blasting platform with API provided by merchant xxxii. Programming of reward point system, coupon and discount code generation xxxiii. Programming of report generation tools for data analysis (products ordered & products viewed summary) xxxiv. Installation of google analytics tools for review of statistics</p>		per setup	1.00		
<p>xxxv. Integration of additional payment gateways (Paypal, Stripe, Wirecard, Paynow & Asiapay) xxxvi. Membership Tier (Customer Grouping)</p>		per setup	1.00		
<p>Inclusive of 1st Year SSL Certification (Subsequent SSL Certification is chargeable @ \$160 per year)</p>		per year	1.00		
<p>Inclusive of 1st Year Website Maintenance xxxvii. Browser compatibility updates xxxviii. Content management (Replacement of existing text and images) *Up to a maximum of 10 updates per year xxxix. Existing plugins update xxxx. Bugs and alignment fixes (Subsequent Website Maintenance is chargeable @ \$850 per year)</p>		per year	1.00		
<p>2) Hardware Inclusive of 1st Year Enterprise Grade Server Rental i. Inclusive of 1 x Domain name ii. Local server with 10GB Space iii. Inclusive of Email & Web hosting iv. Creation of unlimited email accounts v. Complimentary in-house phone & team viewer support (Subsequent Enterprise Grade Server Rental is chargeable @ \$399 per year)</p>		per year	1.00		
<p>3) Professional Services Not Applicable</p>					
<p>4) Training Training and handover i. 1 x Onsite training at client's premise ii. Unlimited re-training at Firstcom's office. iii. Unlimited training and support via team viewer iv. Provision of customised user guide (Inclusive in Package Price)</p>		per session	1.00		
<p>5) Others Not Applicable</p>					
Total			\$ 8,000.00	\$ 8,000.00	

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