

Company	Zoho Corporation Pte. Ltd.
Digital Solution Name & Version Number¹	Zoho CRM - Zoho CRM - STANDARD edition, 5 users
Appointment Period	21 January 2021 to 20 January 2022
Extended Appointment Period²	21 January 2022 to 20 January 2023

wef. 20 October 2022

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost * (\$)
1) Software 1 year subscription for 5 users, at \$15 per user/mth. Billed Annually. Zoho CRM - STANDARD includes, SALES FORCE AUTOMATION Leads, contacts, accounts, and deals management modules. Activity management for Tasks, events, call log, and notes. CRM views and Sales forecasting. Advanced filters, Scoring rules (10 fields/module), and Reminders. PRODUCT CUSTOMISATION Highly customisable, with Page customisation, Custom fields (10 fields/module), Custom list views (50/module). AUTOMATION & PROCESS MANAGEMENT Workflow Rules Email Notifications per day (100 emails/user license, 5,000 emails/day (whichever is lower)) PREDICTION AND ARTIFICIAL INTELLIGENCE (ZIA) REPORTS & ANALYTICS SOCIAL & MARKETING AUTOMATION TEAM COLLABORATION ADD-ONS & INTEGRATIONS For more details please refer to - https://www.zoho.com/crm/comparison.html		Per Month	12.00		
2) Hardware Not Applicable					
3) Professional Services Not Applicable					
4) Training Not Applicable					
5) Others Not Applicable					
Total				\$ 900.00	\$ 900.00

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