

Company	Zoho Corporation Pte. Ltd.
Digital Solution Name & Version Number¹	Zoho CRM - Zoho CRM - ENTERPRISE edition, 20 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 20 users, at \$45 per user/mth. Billed Annually. Zoho CRM - ENTERPRISE 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 Highly customisable, with Page 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. Webhooks/day (1/action 100,000 calls/day or 500 calls/user license/day Limit applicable for the org. (whichever is lower)) 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 Month	12.00		
2) Hardware Not Applicable					
3) Professional Services Not Applicable					
4) Training Not Applicable					
5) Others Not Applicable					
Total				\$ 10,800.00	\$ 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