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| Company | Pepper Cloud Pte. Ltd. |
| Digital Solution Name & Version Number¹ | Pepper Cloud CRM Version 14.0 - Enterprise |
| Appointment Period | 07 September 2023 to 06 September 2024 |
| Extended Appointment Period² | 07 September 2024 to 06 September 2025 |

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

| Cost Item | Unit Cost (\$) | Unit | Quantity | Subtotal (\$) | Qualifying Cost* (\$) |
|---|----------------|-----------------------------------|----------|---------------------|-----------------------|
| 1) Software Software - Pepper Cloud CRM Version 14.0 - Enterprise - BUSINESS MODULE - ACTIVITY MODULE - DASHBOARD - SALES MANAGEMENT - MESSAGE MODULE - WORKFLOW AUTOMATION - ASSIST AI - CAMPAIGN MANAGEMENT - FULL INTEGRATION - CUSTOMIZATION - USER MANAGEMENT - PROFILE, ROLE & PERMISSIONS - IMPORT & EXPORT - SECURITY (2FA & Captcha) (The number of user licences for enterprise pkg is 30 users) | | Perpetual License (upto 30 users) | 1.00 | | |
| 2) Hardware Not Applicable | | | | | |
| 3) Professional Services System setup and configuration inclusive of full user onboarding and support. Includes CRM setup, custom workflow setup, social messaging set up & template creation, form customization, custom fields' setup, user setup, page view creation, integration setup, and salesflow consultation. | | Per Manday | 3.00 | | |
| Data Migration for business module | | Per Manday | 1.00 | | |
| 4) Training Training for Admin User on user definition and org set up, workflow setup & usage, data import & export, setting up message templates, setting up customization, setting up integration, webform management and security management. | | | | | |
| Training for Standard User on data creation and management, usage of business modules, pipeline flow and visualization and usage of all other features in the CRM. | | Per Session | 4.00 | | |
| Using CRM manual (Training hours per session is 4hours) | | | | | |
| 5) Others Not Applicable | | | | | |
| Total | | | | \$ 22,000.00 | \$ 20,500.00 |

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