

Company	Zoho Corporation Pte. Ltd.
Digital Solution Name & Version Number¹	Zoho CRM - Zoho CRM - PROFESSIONAL edition, 15 users
Appointment Period	21 January 2021 to 20 January 2022
Extended Appointment Period²	21 January 2022 to 20 January 2023

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software Zoho CRM - PROFESSIONAL subscription for 1 year, 15 users. At \$25, per user per month, Billed Annually. Zoho CRM - PROFESSIONAL comes with the following features, SALES FORCE AUTOMATION Leads, contacts, accounts, and deals management modules. Activity management for Tasks, events, call log, and notes. CRM views and Sales forecasting. BCC dropdown for email and Email insights. Sales scoring and enablement functions, SalesSignals, Advanced filters, Scoring rules (20 fields/module), Assignment rules, Reminders, and Email Association with Deals. PRODUCT CUSTOMIZATION Highly customizable, with Page customization, Rename tabs, Custom fields (155 fields/module), Custom links, Validation Rules (5 rules/layout), and Custom list views (Unlimited). AUTOMATION & PROCESS MANAGEMENT Workflow Rules Active Blueprints (3) to manage states and transitions. Webhooks per day (1/action 10,000 calls/day or 100 calls/user license/day Limit applicable for the org. (whichever is lower)).		Per Year	12.00		
2) Hardware Not Applicable					
3) Professional Services Not Applicable					
4) Training Not Applicable					
5) Others Not Applicable					
Total				\$ 4,500.00	\$ 4,500.00

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