

Company	Zoho Corporation Pte. Ltd.
Digital Solution Name & Version Number¹	Zoho CRM - Zoho CRM - ENTERPRISE edition, 10 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 - ENTERPRISE subscription for 1 year for 10 users. at \$45, per user per month, Billed Annually. Zoho CRM - ENTERPRISE 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 dropbox for email and Email insights. Support Multiple currencies. Sales scoring and enablement functions, SalesSignals, Custom signals, Advanced filters, Scoring rules (30 fields/module), Assignment rules, Reminders, and Email parser, Email Association with Deals. PRODUCT CUSTOMIZATION Highly customizable, with Page customization, Rename tabs, Custom fields (300 fields/module), Custom links, Web tabs, Custom modules, Custom buttons, Sandbox, Page layouts, Canvas view, Layout Rules, Validation Rules (10 rules/layout), Subforms and Custom list views (Unlimited) AUTOMATION & PROCESS MANAGEMENT Workflow Rules, Approval Process, Schedules management options.		Per Year	12.00		
2) Hardware Not Applicable					
3) Professional Services Not Applicable					
4) Training Not Applicable					
5) Others Not Applicable					
Total				\$ 5,400.00	\$ 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