

| | |
|---|--|
| Company | CLOUDE8 PTE. LTD. |
| Digital Solution Name & Version Number¹ | OLLA AI - Growth Pack - Up to 5 Sales Channels |
| Appointment Period | 19 December 2024 to 18 December 2025 |
| Extended Appointment Period² | 19 December 2025 to 18 December 2026 |

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

| Cost Item | Unit Cost (\$) | Unit | Quantity | Subtotal (\$) | Qualifying Cost* (\$) |
|---|----------------|----------|----------|---------------------|-----------------------|
| 1) Software OLLA AI End User License - Up to 3 key Users x 12 months OLLA AI for up to 5 Sales Channels - Meta WhatsApp Business API integration - AI Middleware - GenAI LLM Integration Other services as part of software bundle: - Secure cloud server and domain - Industry standard security and authentication - System backups - Online user guides - Email support - Helpdesk portal | | Per Year | 1.00 | | |
| 2) Hardware Not Applicable | | | | | |
| 3) Professional Services Business assessment | | Per Hour | 5.00 | | |
| Conversation design | | Per Hour | 10.00 | | |
| AI and system configuration of the following standard scenarios: - General Information and FAQs - Lead and Opportunity Funneling - Loyalty Program - Upselling with Vouchers - End-to-end Sales Ordering (with delivery/pickup) - Customer Support | | Per Hour | 10.00 | | |
| Data migration (master data only) | | Per Hour | 5.00 | | |
| Scenario testing | | Per Hour | 5.00 | | |
| 1st month warranty support (FOC) | | Per Hour | 1.00 | | |
| 4) Training - User Onboarding - Training workshops | | Per Hour | 5.00 | | |
| 5) Others Not Applicable | | | | | |
| Total | | | | \$ 15,260.00 | \$ 11,260.00 |

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