

Company	VisionTech Pte Ltd
Digital Solution Name & Version Number¹	AI Customer Engagement - Package 1: AICustomerService (Chat)
Appointment Period	20 February 2025 to 19 February 2026
Extended Appointment Period²	20 February 2026 to 19 February 2027

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software This solution is for the purpose of Customer Service where - The AI provides a 24/7 support to users by communicate through either whatsapp or telegram - AI will capture requirements and create ticket on the system for next steps to be taken by the support agents 1) Software AICustomerService (Chat) Version 1 (1 Whatsapp and 1 Telegram user account) Module includes - Guided journey - Fixed user journey - User verification - Fixed user identifier - Ticket management - Ticket categorisation - Ticket prioritisation - Assignee assignment - Data management - Data synchronisation - Assignee assignment - Upload data and FAQ - Status update - Notifications and alerts - Status updates - Support - Hosting maintenance & support - Number of conversations per month: 2,000 - Number of broadcasts per month: 1,000 - Number of words generated per month: 2,000,000		Per year	1.00		
		-	0.00		
2) Hardware Not Applicable					
3) Professional Services Software onboarding		per manday	1.00		
System setup and configuration for ticket management and communication channel setup (Whatsapp and telegram)		per man hour	6.00		
FAQ configuration		per man hour	4.00		
UAT and Go Live Support		per man hour	5.00		
4) Training System training		per man hour	4.00		
5) Others Not Applicable					
Total				\$ 18,000.00	\$ 15,200.00

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