

Company	VisionTech Pte Ltd
Digital Solution Name & Version Number¹	AI Customer Engagement - Package 2: 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 - The AI will first provide first line of support to users by providing troubleshooting steps or solutions to users - AI will capture requirements and create ticket on the system for next steps to be taken by the support agents - Alternatively, AI will can escalate the communicate to a live agent and the live agent can continue to chat with the user after escalation 1) Software AICustomerService (Chat) Version 2 (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 Add ons - Package 2 - Guided journey - Customised user journey - User verification - Customised user identifier - Dynamic user identifier - Status update - Assignee alerts and follow ups - Troubleshooting - Step by step instructions - Real-time problem solving - Dynamic knowledge base - Escalation - Escalation management - Escalation criteria - Support - Hosting maintenance & support - Number of conversations per month: 3,000 - Number of broadcasts per month: 5,000 - Number of words generated per month: 4,000,000		per year	1.00		
		per year	1.00		
		-	0.00		
2) Hardware Not Applicable					
3) Professional Services Software onboarding		per man day	2.00		

System setup and configuration for ticket management and communication channel setup (Whatsapp and telegram)	per man hour	8.00		
FAQ configuration	per man hour	6.00		
UAT and Go Live Support	per man hour	5.00		
4) Training				
System training	per man hour	6.00		
5) Others				
Not Applicable				
Total			\$ 36,000.00	\$ 16,500.00

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