

Company	OTG Lab Pte. Ltd.
Digital Solution Name & Version Number¹	OTG Lab - Generative AI Customer Engagement - Starter Package
Appointment Period	26 November 2024 to 25 November 2025
Extended Appointment Period²	26 November 2025 to 25 November 2026

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software Generative AI Chatbot Solution on Company's Website Enabling Automated Responses and Providing 24/7 Support 12 Months Subscription Inclusive: - Up to 1000 Queries / Month - Monthly Report on Analytics & Conversations - Continual Training of AI Chatbot's Knowledge Hub		per year	1.00		
2) Hardware Not Applicable					
3) Professional Services Setup of Generative AI Chatbot - Configuration of AI Chatbot's Appearance According to Brand Guidelines - Creation & Submission of Website Sitemap (Up to 20 Pages) - Creation of AI Chatbot's Persona - Uploading of Datasheet (Client to Provide Data) - Training of AI Chatbot's Knowledge Hub - Configuration of AI Chatbot's Citation Features - Configuration of AI Chatbot's Anti-Hallucination Features - UAT & Deployment		per manday	2.00		
4) Training Training & Handover		per manday	0.50		
5) Others Not Applicable					
Total				\$ 3,628.00	\$ 3,628.00

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