

Company	FLAVOR PTE. LTD.
Digital Solution Name & Version Number¹	Flavor Customer Relationship Management System Version 1 - Advanced Mode 3
Appointment Period	28 December 2023 to 27 December 2024
Extended Appointment Period²	28 December 2024 to 27 December 2025

wef. 25 July 2024

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software Flavor CRM Version 1 - Advanced Mode 3 (1 license per outlet, Unlimited user profiles per outlet)					
Modules include:					
- Leads management		per year	1.00		
- Customers management					
- Communications module					
- Staff assignment to customer					
- Communication log					
- Communication templates					
- Reporting module					
- Integration for accounting system					
Email integration and subscription bundle for 1200 emails per year		per year	1.00		
Website lead funneling plugin for 1 year		per year	1.00		
2) Hardware Not Applicable					
3) Professional Services Software onboarding		per manday	0.50		
System setup and configuration inclusive of lead management and communications		per man hour	2.00		
Data Migration for branches, leads, customers and staff data		per man hour	2.00		
UAT and Go Live Support		per man hour	4.00		
4) Training Training for System		per man hour	4.00		
5) Others Not Applicable					
Total				\$ 7,100.00	\$ 6,600.00

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