

<b>Company</b>	I Concept Innovation Pte. Ltd.
<b>Digital Solution Name &amp; Version Number<sup>1</sup></b>	Intercom AI Chatbot by I Concept - Advance
<b>Appointment Start Date</b>	26 June 2025

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software . AI Chatbot Software Intercom Subscription Fee at monthly SGD150 x 12 months. - Inclusive of 1 Admin User Login + 20 Support Users Access Lite seats able to access as collaborator at no extra cost – refer to: <a href="https://www.intercom.com/help/en/articles/8205716-seats#h_b37e53dd64">https://www.intercom.com/help/en/articles/8205716-seats#h_b37e53dd64</a> AI Chatbot Software Functions and Features: 1) Shared Inbox 2) Team inboxes 3) Basic Chatbots and Automations 4) Macros 5) Proactive support 6) Ticketing system 7) Tickets portal 8) Workflows for advanced automations 9) Tickets portal 10) Public help center . 11) Unlimited articles 12) Proactive support 13) Multilingual help center 14) Conversation history 15) External & internal sources 16) Pre-built reports 17) Custom events (Audit Trail) 18) Live Chat 19) Inbound email 20) Proactive chats 21) Banner message 22) Custom Answers 23) Social media integration 24) Unlimited usage/chats for backend support agent with Copilot and human chat.		per year / per software	1.00		
		per year/per software	0.00		
2) Hardware Not Applicable					
3) Professional Services AI Chatbot Software Installation and Integration - Being a one time service fee to install and integrate AI Chatbot software to your company website (Advance Setup & 2 Workflows, excluded any 3rd party extension). Advance package for more requirements to the AI Chatbot setup.		per man day	5.00		
UAT and Go Live (inclusive)		per man day	1.00		
4) Training One time training via zoom (up to 2 hours) (inclusive)		per man hour	2.00		
5) Others					

Technical Support					
1 year technical support via email - The scope of technical support includes:					
- Servicing of chatbot system errors and bugs encountered		per man hour	1.00		
- Identifying and advising on current chatbot's operational issues					
- Responsive to chatbot issues and requests (on business days, Mondays to Fridays, 9am to 6pm)					
			<b>Total</b>	\$ 5,800.00	\$ 5,800.00

<sup>1</sup>A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999

\* Qualifying cost refers to the supportable cost to be co-funded under the grant