

Company	Crystal Net Pte Ltd
Digital Solution Name & Version Number¹	Crystal Dash CRM - Professional Edition (3 Users)
Appointment Period	20 October 2022 to 19 October 2023
Extended Appointment Period²	20 October 2023 to 19 October 2024

wef. 01 December 2023

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

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software License Crystal Dash CRM Professional Edition subscription for 3 users per year Modules - Leads, Prospects, Clients, Sales Management - Client Communication Activities Integration (Chat/Email/Calls/WhatsApp) - Opportunity, Customer Groups and Case Management - Appointment Scheduling - Email Integration with Email Templates Management - Notification Alerts & Followups - Marketing Campaign Management - Dashboard and Reports - AI Features with Workflow Automation		per user	3.00		
2) Hardware Not Applicable					
3) Professional Services Scoping and Documentation Starter CRM Setup based on Industry Generic Workflow System setup and configuration inclusive of Contacts and Opportunity/Case Management, Appointment, Email Integration, Alerts, Dashboard, Followup, Lead Campaign Data Migration for Leads/Prospects/Clients UAT and Go Live Support		per man day	5.00		
4) Training Training for Staff Users on System Workflow (6 hours training session)		per man hour	6.00		
5) Others Not Applicable					
Total				\$ 9,460.00	\$ 4,500.00

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