



PT. TRI CIPTA INTEGRA

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OFFICE 8 LEVEL 18-A CENTRAL BUSINESS SENAYAN
KEBAYORAN BARU KOTA ADM JAKARTA SELATAN, DKI
JAKARTA

QUOTATION

Quotation To :
PT Bank BTPN Tbk
Telp:
Email :

Quotation No : QUO/TCI/2023/III/00012
Quotation Date : 09 Maret 2023
Effective Quo Date : 24 Maret 2023

Customer : PT Bank BTPN Tbk
Predictive Dialer System

No.	Description	Price
1	PDS System & Preview Dialing Call with Function Click To Call Predictive Dialer System, Preview Dialing (Click To Call) & EFS Integration Solution based on-premise solution --One Time Charge--	Rp2,305,625,000
2	Analytic Data Target from EFS Example : Base time pickup rate Base on schedule Base on Due Date Can be customize base on customer required --One Time Charge--	
3	Web Admin The page used for configuration with skill adjustments and selecting the outgoing call method used --One Time Charge--	
4	EFS Integration Integrates into EFI systems using API owned by EFS --One Time Charge--	
5	Setup & Configure PDS --One Time Charge--	
6	Hardware Instalation & Software Implementation --One Time Charge--	
7	Core Quality Assurance System As It Is *Exclude Integration with Existing Recording(WFO/NICE) -- License Agent (Checker) -- License QA (Maker) -- License SPV (Singer) --One Time Charge--	
8	License Agent up to 100 Agent --One Time Charge--	
9	Maintenance 1 Years	
Total		Rp2,305,625,000

<i>Additional Module *Optional</i>		
1	Customize Fees Additional Customize - Changes according to company needs - Change Core system	@Mandays 3.225.000,00
2	VoIP Telecommunication fee --Monthly Charge T&C--	@Minute 650,00
<i>Maintenance</i>		
1	Maintenance System PDS & Preventive Maintenance - 1-business day guarantee responses for all issues. - 3h responses for critical issues - Private group chat support via Whatsapp. - Close technical support during on-boarding & integration phase. - All support will only be rendered during operating hours only (Weekdays, 08:00 to 17:00hrs, GMT) - Preventive maintenance is carried out 4 times in 1 year	@Years 250.000.000,00

1. Prices: In IDR, subject to local prevailing tax (The Pricing mentioned above excludes 11% VAT and 2,5% PPh service tax).

2. Validities : 14 Days after date quote

3. Delivery: Installation time frame to be finalized upon receipt of the purchase order and delivery date

4. Payment Terms:

- 60% DP after confirmation of PO order, upon order confirmation due 30 days from date of invoice
- 30% After UAT, upon order confirmation due 30 days from date of invoice
- 10% After BAST, upon order confirmation due 30 days from date of invoice

5. Cancellation: Request for cancellation of purchase order is subject to payment

of cancellation fee in an amount equal to 50% of the order value.

6. Include Maintenance 1 Years

7. Exclude Server & source code

8. we lend the PDS engine server, put 1 box PDS system



Nurmansyah Candra Sakti
Account Manager