

PT. Sinergy Informasi Pratama
Commercial Proposal

| | | | |
|-----------|---|----------|-------------------------|
| To | : PT Bank Central Asia Tbk. | From | : Bernice Kosasih |
| Address | : Gedung Wisma Asia BCA Jl. Letjen S. Parman No.Kav. 7 Kota Bambu Sel., Kec. Palmerah, Kota Jakarta Barat, Daerah Khusus Ibukota Jakarta 11420 | Telp | : +62 21 5835 5599 |
| | | Fax | : +62 21 5835 5188 |
| | | Email | : bernice@sinergy.co.id |
| Phone | : - | Doc no. | : 0608/TAM/QO/IX/2024 |
| Fax | : - | Rev | : R1.9 |
| Email | : - | Date | : 18 Oct 2024 |
| Attention | : Ibu. Widya Noer Cahyani IT Sourcing & Procurement A – Divisi Logistik dan Gedung PT Bank Central Asia Tbk. | Validity | : 31 Oct 2024 |
| Subject | : Final Best Price Commercial Proposal Hitachi POS Software for BCA Whitelabeling POS in BCA Merchant App | | |

Thank you for the opportunity and trust given to us, PT Sinergy Informasi Pratama ("SIP") and our principal PT. Hitachi Chanel Solutions Indonesia ("Hitachi") to offer Hitachi POS Software for BCA Whitelabeling POS in BCA Merchant App to support the business growth of PT Bank Central Asia ("Bank BCA").

Following the 2nd negotiation meeting with BCA IT Sourcing & Procurement team on October 17th, 2024, herewith we would like to submit the final best price commercial information as follow:

A. Scope of Work

| No | Item | Remark |
|--------------------------|--|--|
| PACKAGE COMPONENT | | |
| 1 | Hitachi POS Software License Package: <ul style="list-style-type: none"> Hitachi POS Software Engine & API Catalogue Management: <ul style="list-style-type: none"> Product Setup Product Category Digital Cashier: <ul style="list-style-type: none"> Product Input Manual Input Basket Order Summary Payment Method Receipt Cashier Clock-in/Clock-out Order Management: <ul style="list-style-type: none"> Order List Order Cancellation Export Order List Setting Management: <ul style="list-style-type: none"> Tax Service Charge Voucher Discount Promo Reporting: <ul style="list-style-type: none"> Sales Revenue Tax | <p>Hitachi POS Software to accommodate Whitelabeling POS in BCA Merchant App Phase 1 (one) with no limitation of devices and no limitation of server environments.</p> <p>Hitachi POS Software integration with BCA Merchant App will be through API methodology.</p> <p>Package component including project</p> |

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| | <ul style="list-style-type: none"><ul style="list-style-type: none">○ Inventory○ Cashier Performance● Dashboard Management● Professional Services:<ul style="list-style-type: none">○ Project Kick-off○ Requirement Gathering○ FSD sign-off○ Phase 1 Development○ API Development○ SIT○ UAT○ Go-Live Preparation○ Project Go-Live | <p>implementation in BCA premise.</p> <p>BCA will provide all server infrastructures including network connection for Hitachi POS Software.</p> | | | | | | | | | | | | | | | | |
|---|---|---|-----------------|---------------|-----------------|---------|-------|--------|----------|---------|----------|---------|--------|---------|-----|---------|--------|------------------------|
| AMC (ANNUAL MAINTENANCE COST) COMPONENT | | | | | | | | | | | | | | | | | | |
| 2 | <p>AMC:</p> <ul style="list-style-type: none">● IM24 Contact Center 24x7 (email, chat, phone)● Hitachi POS Software version upgrade refering to BCA White Label Phase 1 requirements● Free 20 (twenty) man-days per year for enhancement Phase 1 requirements after Project Go-Live● SLA: <table><tr><th>Severity</th><th>Clasification</th><th>Response Time</th><th>Resolution Time</th></tr><tr><td>Level 1</td><td>Fatal</td><td>1 hour</td><td>24 hours</td></tr><tr><td>Level 2</td><td>Moderate</td><td>2 hours</td><td>2 days</td></tr><tr><td>Level 3</td><td>Low</td><td>8 hours</td><td>5 days</td></tr></table> | Severity | Clasification | Response Time | Resolution Time | Level 1 | Fatal | 1 hour | 24 hours | Level 2 | Moderate | 2 hours | 2 days | Level 3 | Low | 8 hours | 5 days | <p>Hitachi POS AMC</p> |
| Severity | Clasification | Response Time | Resolution Time | | | | | | | | | | | | | | | |
| Level 1 | Fatal | 1 hour | 24 hours | | | | | | | | | | | | | | | |
| Level 2 | Moderate | 2 hours | 2 days | | | | | | | | | | | | | | | |
| Level 3 | Low | 8 hours | 5 days | | | | | | | | | | | | | | | |

B. Business Model Option & Pricing Scheme

| Option | Scheme | Hitachi POS Software License Pricing (IDR) | AMC (IDR) | Minimum Contract Period |
|--------|---|--|------------------|-------------------------|
| 1 | <p>Term License Based with validity of 3 (three) years.</p> <p>BCA should renew the Software License after the end of validity period</p> | 1.660.800.000 | 332.160.000/year | 3 (three) years |

C. Additional Development Effort

HITACHI additional development effort in Phase 1 and 2* according to clarification meeting with BCA Product Development Team on September 18th, 2024, at Menara BCA and email confirmation from BCA IT Sourcing & Procurement on September 20th, 2024:

| No | Features | Man-day** | Price (IDR) | Remark |
|----|--|-----------|-------------|--------|
| 1 | <i>Menyediakan sistem pembatalan pesanan melalui cash.</i> | 10 | 75.000.000 | |

| | | | | |
|---|--|-----------------|----------------------|---|
| 2 | Solusi dapat menyediakan sistem untuk customer secara mandiri melakukan order pesanan. | 30 | 225.000.000 | |
| 3 | Solusi dapat menyediakan sistem untuk open bill. | 10 | 75.000.000 | |
| 4 | Solusi dapat menyediakan sistem untuk menghitung balance petty cash. | 10 | 75.000.000 | |
| 5 | Solusi dapat menyediakan sistem customer loyalty bagi merchant. | 75 | 562.500.000 | Hitachi will provide API only for customer loyalty feature. |
| Total | | 135 | 1.012.500.000 | |
| | | Discount | 303.750.000 | |
| Additional Development Effort After Discount | | | 708.750.000 | One-time Cost |

- *) Phase 3 is excluded according to confirmation from BCA Product Development Team during clarification meeting on September 18th, 2024, at Menara BCA.
- **) Man-day rate: IDR 7.500.000/man-day (exclude tax). Man-days effort including feature assessment, development, and internal testing. Man-day is based on fix rate for all Hitachi expertise (Project Manager, Developer, System Analyst, Technical Lead, Business Analyst, QA, etc.)

Terms and Conditions:

1. All prices in Indonesian Rupiah (IDR) and exclusive of:

- Any applicable taxes.
- VAT tax, which must follow Government's regulation and will be borne by customer.
- Tablet or Mobile Device unit.
- Hardware (e.g. Server, Storage, etc) and 3rd Party Software (e.g. Operating System, Web Server, Database, etc).
- Infrastructure and Network Connection for Production, DRC, Development, and Testing (SIT/UAT) environments.
- Leased Line Connection, Firewall, Load Balancer.
- Hitachi POS software source code.

2. Payment Terms:

- Hitachi POS Software Term License Based with validity of 3 (three) years.

| Hitachi POS Software License | AMC |
|--|---|
| <ul style="list-style-type: none"> 50% after PO from PT Bank Central Asia Tbk. to PT Sinergy Informasi Pratama. 30% after SIT sign-off. 20% after UAT sign-off. | <p>100% after End of Software Warranty Period Phase 1.</p> <p>Software AMC for 2nd year and consecutive year will be paid PT Bank Central Asia Tbk. to PT Sinergy Informasi Pratama based on End of Software Warranty Period anniversary date.</p> |

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- b. BCA should renew the Software License after the end of the validity period with the same pricing scheme

| Hitachi POS Software License Pricing (IDR) Year 4 | AMC (IDR) Year 4, 5, and 6 |
|--|-------------------------------|
| 1.660.800.000 | 332.160.000/year |

- c. If BCA doesn't want to renew the Software License after the end of validity period, then BCA will not be eligible to use the Hitachi POS Software and BCA needs to uninstall the Hitachi POS Software from BCA server environments

Additional Development Effort

HITACHI additional development effort in Phase 1 and 2 according to clarification meeting with BCA Product Development Team on September 18th, 2024, at Menara BCA and email confirmation from BCA IT Sourcing & Procurement on September 20th, 2024.

| Additional Development Effort (One-Time Cost) : |
|--|
| <ul style="list-style-type: none"> 50% after PO from PT Bank Central Asia Tbk. to PT Sinergy Informasi Pratama. 30% after SIT sign-off. 20% after UAT sign-off. |

3. Others:

- a. The software warranty is 1 (one) month after Project Go-Live.
- b. The software license would be started prior to the UAT sign-off date.
- c. Implementation Service for Phase 1 consist of 279 man-days, but we (PT SIP) and our principal, Hitachi and their Management decide to provide full support to BCA (no implementation service cost at all) for these efforts.

| No | Phase 1 Project Activity | PIC | Project Team Involvement | | | Month-1 | | | | Month-2 | | | | Month-3 | | | | Man-Day |
|----------------|---|-------------------|-------------------------------------|----|----|---------|----|----|----|---------|----|----|----|---------|----|----|-----|---------|
| | | | | W3 | W4 | W1 | W2 | W3 | W4 | W1 | W2 | W3 | W4 | W1 | W2 | W3 | W4 | |
| 1 | PO from BCA | BCA | | | | | | | | | | | | | | | | |
| 2 | Project Kick-Off | BCA, HCS-IDN, SIP | PM (HCS-IDN + SIP), BA, TL | | | 3 | | | | | | | | | | | 3 | |
| 3 | Requirement Gathering | BCA, HCS-IDN, SIP | PM (HCS-IDN + SIP), BA, Dev, TL | | | 16 | | | | | | | | | | | 16 | |
| 4 | FSD (Functional Specification Document) Preparation | HCS-IDN, SIP | PM (HCS-IDN + SIP), BA, TL | | | 6 | | | | | | | | | | | 6 | |
| 5 | FSD Sign-Off | BCA, HCS-IDN, SIP | PM (HCS-IDN + SIP) | | | | 1 | | | | | | | | | | 1 | |
| 6 | Phase 1 Development | HCS-IDN | PM SIP, Dev, TL | | | | 16 | 16 | 16 | 16 | 16 | | | | | | 80 | |
| 7 | API Development | HCS-IDN | PM SIP, Dev, TL | | | | | | 16 | 16 | 16 | 16 | 16 | | | | 80 | |
| 8 | SIT (System Integration Testing) | BCA, HCS-IDN, SIP | PM (HCS-IDN + SIP), Dev, TL, QA | | | | | | | | | | | 20 | 15 | | 35 | |
| 9 | UAT (User Acceptance Testing) | BCA, HCS-IDN, SIP | PM (HCS-IDN + SIP), BA, Dev, TL, QA | | | | | | | | | | | | 25 | 15 | 40 | |
| 10 | Go-Live Preparation | HCS-IDN | PM (HCS-IDN + SIP), BA, Dev, TL | | | | | | | | | | | | | | 12 | |
| 11 | Project Go-Live | BCA, HCS-IDN, SIP | PM (HCS-IDN + SIP), BA, TL | | | | | | | | | | | | | 6 | 6 | |
| Total Man-days | | | | | | | | | | | | | | | | | 279 | |

Project Team:

- PM - Project Manager (HCS-IDN & SIP)
- BA - Business Analyst

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- Dev - Developer
 - TL - Technical Lead
 - QA - Quality Assurance
- d. The pricing listed above is based on the implementation of Hitachi POS Software standard product. Any additional requirements or CR (Change Request) after or during project implementation/Go-Live will be charged at **IDR 5.250.000/man-day** (exclude tax).
- e. BCA will get free 20 (twenty) man-days quota per year after Project Go-Live. If the man-days usage in the on going year is less than 20 (twenty) man-days, then BCA could carry forward the rest of man-days quota into the next year.
- f. Consulting Services, Customization, and Change Request are not covered herein and will be charged on T&M (Time and Materials) basis at Hitachi and SIP standard daily rates exclude out of pocket expenses for Hitachi and SIP resources.
- g. The implementation package of Hitachi POS Software above will be applicable as a single implementation of the software bundled modules for BCA which is included in the contract. There will be an additional software price and professional services fee if BCA wants to implement the module outside the agreed contract scope .
- h. Implementation scope and price are subject to be changed based on further details requirement and scope finalization between BCA and Hitachi, which might impact with the commercial matter.
- i. Subject to the terms and conditions herein contained, for the Hitachi POS Software & API above will be a non-exclusive and non-transferable license between the parties.
- j. This final best price commercial proposal is valid until October 31st, 2024.

Thus we submit this Commercial Proposal, thank you for your attention and cooperation.

Sincerely,
PT. Sinergy Informasi Pratama



Bernice Kosasih
Account Manager