

STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
 STD. 213 A (Rev 2/12)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

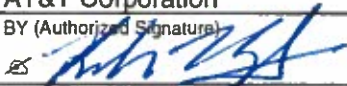

146 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER 3
IFB STPD 12-001-B, C3-B-12-10-TS-01	
REGISTRATION NUMBER	

1. **This Agreement is entered into between the State Agency and Contractor named below:**
STATE AGENCY'S NAME
 California Department of Technology
CONTRACTOR'S NAME
 AT&T Corporation
2. The term of this Agreement is 04/01/2014 through 6/30/2018
3. The maximum amount of this agreement after this amendment is: \$0.00
4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:
 - A. **This Amendment incorporates the following changes,**
Subject CALNET 3, IFB STPD 12-001-B, Subcategory 6.1 : Hosted IVR/ACD Services (AT&T)
 1. Attachment 1: IFB STPD 12-001-B – Volume 2 - Response to Unique Category or Subcategory, SOW Technical Requirements Response (121 pages)
 2. Attachment 2: IFB STPD 12-001-B - Volume 3 – Cost Information, SOW Catalog A (24 Pages)

(All other terms and conditions of the original agreement shall remain the same.)

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only <i>Approved</i> <i>MEL</i> <i>5/18/16</i>
<small>CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)</small>		
AT&T Corporation		
<small>BY (Authorized Signature)</small>	<small>DATE SIGNED (Do not type)</small>	
	4-27-16	
<small>PRINTED NAME AND TITLE OF PERSON SIGNING</small>		
Keith Nagel, CALNET Program Manager		
<small>ADDRESS</small>		
2700 Watt Avenue, Rm. 1213A, Sacramento, 95821		
STATE OF CALIFORNIA		
<small>AGENCY NAME</small>		
California Department of Technology		
<small>BY (Authorized Signature)</small>	<small>DATE SIGNED (Do not type)</small>	
	5/2/16	
<small>PRINTED NAME AND TITLE OF PERSON SIGNING</small>		
Barbara Garrett, Deputy Director, Office of Technology Services - STND		
<small>ADDRESS</small>		
P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		
		<input type="checkbox"/> Exempt per:



CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.
AMENDMENT #3, Rev. April 20, 2016

Amendment Summary: IFB-B Amendment #3

Subcategory 6.1: Hosted IVR/ACD





CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.
AMENDMENT #3, Rev. April 20, 2016

This Modification No. 3 (“Modification”) by and between AT&T Corp. (“AT&T”) (“Contractor”) and the State of California (“State”) is effective upon execution by the parties (“Effective Date”).

WHEREAS, AT&T and State entered into the Agreement for Voice and Data Services (“Agreement”) on April 1, 2014;

WHEREAS, the parties now desire to modify the Agreement.

NOW THEREFORE, the parties, in consideration of the mutual covenants contained herein and intending to be legally bound, agree that the Agreement is modified as follows:

1. Subcategory 6.1 – Hosted IVR/ACD, Volume 2, Response to Unique Subcategory Requirements, SOW Technical Requirements Response, has been modified to include the following:

- Cover Page, updated to modify Amendment Number and Revision Date;
- Page i, Table of Contents repagination;
- Pages i-117, Header updated to modify Amendment Number and Revision Date;
- Page 23, 6.1.2.1, NBCC General Requirements, modified Description response;
- Page 25, 6.1.2.1, modified Geographic Diversity response;
- Page 26, 6.1.2.1, modified Framework Layer response;
- Pages 34-39, inserted diagrams for CenturyLink Network Based Call Center services;
- Table 6.1.2.2.b, Unsolicited NBCC General Features, added the following items:
 - Page 61, item #3, Application Subscription Server;
 - Page 61, item #4, Display Board Adapter;
 - Page 61, item #5, Analog Access Connection;
 - Page 61, item #6, Cross Connection for Transport; and
 - Page 61, item #7, Cross Connect Extension.
- Page 85, 6.1.2.4.1, Network Based, modified Description response;
- Page 87, 6.1.2.4.5, WAS Hosting, modified Description response;
- Table 6.1.2.4.b, Unsolicited NBIVR Services and Features, added the following items:
 - Page 99, item #34, IVR Speech Module;
 - Page 100, item #35, Overflow Protection;
 - Page 100, item #36, Notify Monthly Service Fee;
 - Page 100, item #37, Notify Voice Message Delivery Fee;
 - Page 100, item #38, Notify Bridging Fee;
 - Page 101, item #39, Notify Fax Message Delivery Fee;
 - Page 101, item #40, Notify Email Message Delivery Fee;
 - Page 101, item #41, Notify SMS Message Delivery Fee;
 - Page 101, item #42, Notify Short Code Set-up Fee;
 - Page 101, item #43, Notify Random Short Code Fee;
 - Page 102, item #44, Notify Vanity Short Code Fee;
 - Page 102, item #45, Notify Single Tenant Hosting;
 - Page 102, item #46, Notify Single Tenant Hosting;
 - Page 102, item #47, Review and Redesign of existing IVR applications;



CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.
AMENDMENT #3, Rev. April 20, 2016

- Page 102, item #48, IVR Voice Prompt Translation and Recording; and
- Page 103, item #49, Targus Look Up.

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment #3, Rev. April 20, 2016”

2. Subcategory 6.1 – Hosted IVR/ACD, Volume 3, Cost Information, SOW Catalog A, has been modified to include the following:

- Cover Page, updated to modify Amendment Number and Revision Date;
- Pages i-20, Header updated to modify Amendment Number and Revision Date;
- Page 2, table 6.1.2.2, Network Based Contact Center (NBCC) General Features, modified Description of Service;
- Page 2, table 6.1.2.2, modified Geographic Availability response;
- Table 6.1.2.2, Network Based Contact Center (NBCC) General Features, added the following items:
 - Page 4, item #16, Application Subscription Server;
 - Page 4, item #17, Display Board Adapter;
 - Page 4, item #18, Analog Access Connection;
 - Page 4, item #19, Cross Connection for Transport; and
 - Page 4, item #20, Cross Connect Extension.
- Page 11, table 6.1.2.4, Network Based Interactive Voice Response (NBIVR) Services and Features, modified Geographic Availability response;
- Table 6.1.2.4, Network Based Interactive Voice Response (NBIVR) Services and Features, added the following items:
 - Page 16, item #37, IVR Speech Module;
 - Page 16, item #38, Overflow Protection;
 - Page 16, item #39, Notify Monthly Service Fee;
 - Page 16, item #40, Notify Voice Message Delivery Fee;
 - Page 17, item #41, Notify Bridging Fee;
 - Page 17, item #42, Notify Fax Message Delivery Fee;
 - Page 17, item #43, Notify Email Message Delivery Fee;
 - Page 17, item #44, Notify SMS Message Delivery Fee;
 - Page 18, item #45, Notify Short Code Set-up Fee;
 - Page 18, item #46, Notify Random Short Code Fee;
 - Page 18, item #47, Notify Vanity Short Code Fee;
 - Page 18, item #48, Notify Single Tenant Hosting;
 - Page 19, item #49, Notify Single Tenant Hosting;
 - Page 19, item #50, Review and Redesign of existing IVR applications;
 - Page 19, item #51, IVR Voice Prompt Translation and Recording; and
 - Page 19, item #52, Targus Look Up.

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment #3, Rev. April 20, 2016”

Except as modified by this Amendment, all of the terms and conditions of the Agreement shall remain in full force and effect in accordance with their terms.