

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

25 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
IFB STPD 12-001-B, C3-B-12-10-TS-01	5
REGISTRATION NUMBER	




- 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
- The term of this Agreement is 04/01/2014 through 6/30/2018
- The maximum amount of this agreement after this amendment is: \$0.00
- 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. Effective upon signature of both parties and approved by STPD Amendment #5 incorporates the following changes to CALNET 3, IFB STPD 12-001-B, Subcategory 6.1 - Hosted IVR/ACD Services;**

- Attachment 1: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 3 – Cost Information, SOW - Catalog A ( pages 24 )

(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.

<b>CONTRACTOR</b>		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only    12/16/16  <input type="checkbox"/> Exempt per:
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
AT&T Corporation		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	11.15.16	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Keith Nagel, CALNET Program Manager		
ADDRESS		
2700 Watt Avenue, Rm. 1213A, Sacramento, 95821		
<b>STATE OF CALIFORNIA</b>		
AGENCY NAME		
California Department of Technology		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	11/17/16	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Barbara Garrett, Deputy Director, Office of Technology Services - STND		
ADDRESS		
P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		



CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01  
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.  
AMENDMENT #5, Rev. October 21, 2016

# **Amendment Summary: IFB-B Amendment #5**

Subcategory 6.1: Hosted IVR/ACD Services



CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01  
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.  
AMENDMENT #5, Rev. October 21, 2016

This Modification No. 5 (“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 Services, Volume 3, Cost Information, 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;
  - **Section 6.1.2.4 - Network Based Interactive Voice Response (NBIVR) Services and Features**, Page 16, Line Item #37, Feature Name - IVR Speech Module, Product Identifier Q09330; Modified the Monthly Recurring Charge from Anew1forme to \$82.00 (please refer to Amendment #3 approved Market Analysis for Q09330 price verification).

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.