

STANDARD AGREEMENT AMENDMENT
TECH 213A (rev. 06/2020)

REGISTRATION NUMBER
AMENDMENT NUMBER 07

AGREEMENT NUMBER C4-DNCS-19-001-06

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 109 PAGES

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:
 CONTRACTING AGENCY NAME
 California Department of Technology
 CONTRACTOR NAME
 NWN Corporation

2. The term of this Agreement is: April 14, 2020, or upon approval by CDT STP, whichever is later, through June 30, 2025.

3. The maximum amount of this Agreement after this Amendment is: \$0.00
 (Zero Dollars and Zero Cents)

4. The parties agree to comply with the terms and conditions of the amendment. All documents and actions noted below are by reference and made part of the Agreement and incorporated herein:

Effective upon CDT STP approval of this Amendment the revisions are as follows:

Revises contract documents listed in the attached Attachment No. 1 – List of Amended Contractor Response Documents

All other terms and conditions remain the same.

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

CONTRACTOR		Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) NWN Corporation		
CONTRACTOR AUTHORIZED SIGNATURE <small>Matt Curran (Aug 5, 2021 10:18 EDT)</small>	DATE SIGNED 08/05/2021	
PRINTED NAME AND TITLE OF PERSON SIGNING Matt Curran, Chief Financial Officer		
ADDRESS 2969 Prospect Park Dr., Ste. 225, Rancho Cordova, CA 95670		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		
CONTRACTING AGENCY AUTHORIZED SIGNATURE <small>Amy Snow (Aug 5, 2021 09:00 PDT)</small>	DATE SIGNED 08/05/2021	<input type="checkbox"/> EXEMPT PER:
PRINTED NAME AND TITLE OF PERSON SIGNING Amy Snow, Statewide Technology Procurement Branch Chief		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810		

**STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-06, Amendment 7
NWN Corporation**

ATTACHMENT 1 – LIST OF AMENDED CONTRACTOR RESPONSE DOCUMENTS

This Attachment 1 dated June 1, 2021, contains a list of revised contract documents hereby incorporated into this Contract.

- 1) Volume 2, Category 27
 - a. Contractor's amended BAFO Response to Category 27 Technical Statement of Work (75 pages)
- 2) Volume 3, Category 27
 - a. Contractor's amended BAFO Response to Category 27 Catalog A (17 pages)
- 3) Volume 2, Category 28
 - a. Contractor's amended BAFO Response to Category 28 Business Requirements and Technical Statement of Work (12 pages)
- 4) Volume 3, Category 28
 - a. Contractor's amended BAFO Response to Category 28 Catalog A (4 pages)

Amendment No. 7 Summary of Changes

C4- DNCS-19-001-06

This Amendment No. 7 ("Amendment") by and between NWN Corporation ("Contractor") and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, Contractor and State entered into the Agreement for CALNET Data Networks and Communications Services ("Agreement") on April 14, 2020.

WHEREAS, the parties now desire to amend 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 amended as follows:

Category 27 – Standard Contact Center Services Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Header

- Added “

State of California
Department of Technology

NWN Corporation
C4-DNCS-19-001-06, Am 7
Category 27 - Technical Requirements”

Page 2,

- Deleted “Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 7 content.

Pages 3 -4: Table of Contents updated in its entirety.

Page 7,

- Modified the General Provision – eVAQ Section reference from “81” to “76” – Service Costs

Pages 17-54 – Changes made as follows:

Table 27.2.2.b

- Deleted items 4-5, 11-18, 34-37, 49-53, 86-99, 101-102, 108-114, 122-125, 140-143

- Changed feature name items 3, 18, 21, 39-44, 50-59, 64-72, 80-81, 92
- Changed Product ID items 1, 4, 16-17, 21-34, 37-38, 78, 91-92, 94-95
- Changed bidder's product description items 1-95

Table 27.2.3.7.1.b

- Deleted items 1-113

Table 27.2.3.7.2.b

- Removed Extra Blank Lines

Table 27.2.3.7.3.b

- Deleted items 10-49
- Changed bidder's product description items 1-9

Table 27.2.4.5.a

- Changed bidder's product description items 1-2

Table 27.2.4.5.b

- Deleted items 18-26
- Changed bidder's product description items 1-17

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #7, 06/01/2021".

Category 27 – Standard Contact Center Services Catalog A, is hereby amended to include the following and is attached:

Header

- Added

State of California
Department of Technology

NWN Corporation
C4-DNCS-19-001-06, Am 7
Category 27 – Catalog A

Page 2,

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 7 content.

Page 3, Table of Contents; updated in its entirety.

Pages 5-17 – Unsolicited changes made as follows:

Table 27.2.2.b

- Deleted items 4-5, 11-18, 34-37, 49-53, 86-99, 101-102, 108-114, 122-125, 140-143
- Changed feature name items 3, 18, 21, 39-44, 50-59, 64-72, 80-81, 92
- Changed Contractor's Product ID items 1, 6, 26-27, 31-33, 38-48, 56-57, 120, 137-138, 144-145
- Changed monthly recurring charge to Non-recurring charge items 21-23, 33-34, 37-38
- Fixed monthly recurring charge error from BAFO item 48

Table 27.2.3.7.1.b

- Deleted items 1-113

Table 27.2.3.7.3.b

- Fixed monthly recurring charge error from BAFO items 5-6
- Fixed unit of measure item 8
- Deleted items 10-49

Table 27.2.4.5.b

- Fixed monthly recurring charge error from BAFO items 9-12
- Deleted items 18-26

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #7, 06/01/2021".

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.

Category 28 – Custom Contact Center Services Statement of Work (SOW), Technical Requirements and Business Requirements, is hereby amended to include the following and is attached:

Header

- Added

State of California
Department of Technology

NWN Corporation
C4-DNCS-19-001-06, Am 7
Category 28 - Technical & Business Requirements

Page 2,

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 7 content.

Page 3: Table of Contents updated in its entirety.

Page 9, Section 28.4 Custom Contact Center Consulting Services – changes made as follows:

- Modified the General Provision – eVAQ Section reference from “81” to “76” – Service Costs.

Page 12 – Unsolicited changes made as follows:

- Table 28.4.b
- Inserted Bidder’s Product Descriptions for items 1-5
- Deleted items 6-38.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #7, 06/01/2021”.

Category 28 – Custom Contact Center Services Catalog A, is hereby amended to include the following and is attached:

Header

- Added

State of California
Department of Technology

NWN Corporation
C4-DNCS-19-001-06, Am 7
Category 28 – Catalog A

Page 2,

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 7 content.

Page 3, Table of Contents; updated in its entirety.

Page 4, Table 28.4.a – Customized Contact Center Consulting Services changes made as follows:

- Items 1 – 4, Added “N/A” to the Monthly Recurring Charge column

Page 4, Table 28.4.b Unsolicited Customized Contact Center Consulting Services changes made as follows:

- Items 1 – 5, Added “N/A” to the Monthly Recurring Charge column
- Deleted line items 6 – 38.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #7, 06/01/2021”.

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.