

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

REGISTRATION NUMBER

AGREEMENT NUMBER
C4-DNCS-19-001-06

AMENDMENT NUMBER
14

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:

A. Revises contract documents listed in the attached Attachment No. 1 – List of Amended Contract 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 <i>(If other than an individual, state whether a corporation, partnership, etc.)</i> NWN Corporation	
CONTRACTOR AUTHORIZED SIGNATURE  <small>Adam Frankel (Nov 21, 2022 13:55 EST)</small>	DATE SIGNED Nov 21, 2022
PRINTED NAME AND TITLE OF PERSON SIGNING Adam Frankel, General Counsel	
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 	DATE SIGNED Nov 21, 2022
PRINTED NAME AND TITLE OF PERSON SIGNING Scott MacDonald, Deputy State Chief Technology Officer	
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810	



EXEMPT PER:

**STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-06, Amendment 14
NWN Corporation**

ATTACHMENT 1 – LIST OF AMENDED CONTRACTOR RESPONSE DOCUMENTS

This Attachment 1 dated September 15, 2022, contains a list of revised contract documents hereby incorporated into this Contract.

14) Volume 2, Category 27

- a. Contractor's amended BAFO Response to Category 27 Technical Statement of Work (77 pages)

15) Volume 3, Category 27

- a. Contractor's amended BAFO Response to Category 27 Catalog A (18 pages)

16) Volume 2, Category 28

- a. Contractor's amended BAFO Response to Category 28 Business Requirements and Technical Statement of Work (15 pages)

17) Volume 3, Category 28

- a. Contractor's amended BAFO Response to Category 28 Catalog A (4 pages)

Amendment No.14 Summary of Changes

C4- DNCS-19-001-06

This Amendment No. 14 ("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

- Changed Amendment 7 to 14

Page 2, Updated Amendment Log to add Amendment 14 content

Pages 3 – 4, Table of Contents repagination;

Page 17 – 19, Table 27.2.2.a – Contact Center General Features changes made as follows:

- Items 14 – 26, added Contact Center General Features from Carousel Industries

Page 35 – 36, Table 27.2.2.b – Unsolicited General Features changes made as follows:

- Items 96 -101, added Unsolicited General Features from Carousel Industries

Page 44, Table 27.2.3.7.1.a – ACD Basic Agent Package Features changes made as follows:

- Item 2, added Basic Agent Software Package from Carousel Industries

Page 46, Table 27.2.3.7.2.a – ACD Supervisor's Package changes made as follows:

- Items 3 – 4, added Basic Supervisor's and Additional Supervisor Packages from Carousel Industries

Page 48, Table 27.2.3.7.3.a – ACD System Administrator Software Package changes made as follows:

- Item 2, added ACD System Administrator Software Package from Carousel Industries

Page 54, Table 27.2.4.5.a IVR Services and Features changes made as follows:

- Items 3 – 4 added IVR Services from Carousel Services

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #14," 09/15/2022".

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

Header

- Changed Amendment 7 to 14

Page 2, Updated Amendment Log to add Amendment 14 content

Page 3, Table of Contents repagination

Pages 4 – 5, Table 27.2.2.a – Contact Center General Features changes made as follows:

- Items 14 - 26, added Contact Center General Features from Carousel Industries

Page 13, Table 27.2.2.b – Unsolicited General Features changes made as follows:

- Items 96 -101, added Unsolicited General Features from Carousel Industries

Page 14, Table 27.2.3.7.1.a – ACD Basic Agent Package Features changes made as follows:

- Item 2, added ACD Basic Agent Package Features from Carousel Industries

Page 14-15, Table 27.2.3.7.2.a – ACD Supervisor's Package changes made as follows:

- Items 3 - 4, added ACD Supervisor's Package from Carousel Industries

Page 15, Table 27.2.3.7.3.a – ACD System Administrator Software Package changes made as follows:

- Item 2, added ACD System Administrator Software Package from Carousel Industries

Page 17, Table 27.2.4.5.a – IVR Services and Features changes made as follows:

- Items 3 - 4, added IVR Services and Features from Carousel Industries

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #14," 09/15/2022".

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

Header

- Changed Amendment 7 to 14

Page 2, Updated Amendment Log to add Amendment 14 content

Pages 3, Table of Contents repagination;

Page 13 – 14, Table 28.4.a – Customized Contact Center Consulting Services changes made as follows:

- Items 5 - 8, added Customized Contact Center Consulting Services from Carousel Industries

Page 15, Table 28.4.b – Unsolicited Hourly Consulting Services changes made as follows:

- Item 6, added Unsolicited Hourly Consulting Services from Carousel Industries

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #14," 09/15/2022".

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

Header

- Changed Amendment 7 to 14

Page 2, Updated Amendment Log to add Amendment 14 content

Page 3, Table of Contents repagination

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

- Items 5 - 8, added Customized Contact Center Consulting Services from Carousel Industries

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

- Item 6, added Unsolicited Customized Contact Center Consulting Services from Carousel Industries

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #14,” 09/15/2022”.

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