STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER	
AGREEMENT NUMBER C4-DNCS-19-001-60	AMENDMENT NUMBER 2

☒ **CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED** 93 **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

   InterVision Systems, LLC

2. The term of this Agreement is: December 21 2020, or upon approval of TECH 213 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 *(If other than an individual, state whether a corporation, partnership, etc.)* InterVision Systems, LLC	
CONTRACTOR AUTHORIZED SIGNATURE / DATE SIGNED 12/28/2022	
PRINTED NAME AND TITLE OF PERSON SIGNING Thomas Keane, AVP, Sales Public Sector	APPROVED 12/28/2022
ADDRESS 3035 Prospect Park Drive #150, Rancho Cordova, CA 95670	Samit Wangnoo
STATE OF CALIFORNIA	
CONTRACTING AGENCY NAME California Department of Technology	
CONTRACTING AGENCY AUTHORIZED SIGNATURE Scott MacDonald / DATE SIGNED 12/28/2022	
PRINTED NAME AND TITLE OF PERSON SIGNING Scott MacDonald, Depute State Chief Technology Officer	☐ EXEMPT PER:
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-19-001-60, Amendment 2
InterVision Systems, LLC

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 11/01/2022, contains a list of revised contract documents hereby incorporated into this Contract.

Replaces the Contractor's Response for the following documents in their entirety:
2. Volume 2, Category 27
    b. Contractor's BAFO Response to Category 27 Statement of Work (75 pages)
3. Volume 3, Category 27
    b. Contractor's BAFO Response to Category 27 Catalog A (17 pages)

Amendment No. 2 Summary of Changes

C4- DNCS-19-001-60

This Amendment No. 1 ("Amendment") by and between InterVision Systems, LLC. ("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 December 21, 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:

Page 2

- Updated Amendment Log Table with Amendment 2 content.

Updated headers throughout with "Am 2".

Page 3-4, Table of Contents repagination;

Page 16 -23, Table 27.2.2.a – Contact Center General Features, changes made as follows:

- Item 5, Bidder's Product Description column, deleted "eGain Solve:"
- Item 6, Bidder's Product Description column, deleted "eGain Solve:"
- Item 7, Bidder's Product Description column, deleted "Calabrio ONE:"
- Item 8, Bidder's Product Description column, deleted "Usan Dialer:"
- Item 9, Bidder's Product Description column, deleted "Usan Dialer:"
- Item 11, Bidder's Product Description column, deleted "Amazon Contact Lens:"

- Item 12, Bidder's Product Description column, deleted "Voice Foundry Screen Capture:"
- Item 13, Bidder's Product Description column, deleted "Usan Dialer:"

Pages 24 - 38, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Item 1, Feature Name column, deleted "(USA)".
- Item 2, Feature Name column, changed from "Per Month Charge Per Toll Free Number (1time cost, not a charge per call)" to "Toll Free Number (USA)".
- Item 3, Feature Name column changed from "Per Month Charge per DID Number (1 time cost, not a charge per call USA)" to "DID Number (USA)"
- Item 4, Feature Name column, deleted "(USA)".
- Item 5, Feature Name column, added "(USA)".
- Item 6, Feature Name column, added "(USA)".
- Item 7,
  - Feature Name column, deleted "from… to USA" added " & Canada",
  - Bidder's Product Description column, deleted, "from USA" added "and Canada".
- Added new features, Items 8 – 9.
- Item 10,
  - Feature Name column, deleted "Per Message via…Chat" added "**Core Charges**",
  - Bidder's Product Identifier column, deleted, "2722b7a",
  - Bidder's Product Description column, deleted "Amazon Connect Charges – (Globally): Per Message via Amazon Connect Chat".
- Item 11,
  - Feature Name column, deleted "Lex Charges (Globally) added "Connect Inbound / Outbound Voice Usage",
  - Bidder's Product Identifier column, added, "2722b9";
  - Bidder's Product Description column, added "Amazon Connect Charges - (Globally): Per Min via Amazon Connect Calls. Only available when procured in conjunction with Contact Center services.".
- Item 12,

- o Feature Name column, changed from "Per Voice Request Usage" to "Amazon Connect High-Volume Outbound Voice Usage",
- o Bidder's Product Identifier column, deleted "2722b12" added "2722c1",
- o Bidder's Product Description column, deleted "Amazon Lex Charges (Globally) Per Text Request" added "Amazon Connect High Volume Outbound Voice. Only available when procured in conjunction with Contact Center services.".
- Item 13,
  - o Feature Name column, deleted "Per Text Request", added "Amazon Connect Cases",
  - o Bidder's Product Identifier column, deleted "2722b13" added "2722d24",
  - o Bidder's Product Description column, deleted "Amazon Lex Charges (Globally) Per Text Request", added "Amazon Connect Cases. Only available when procured in conjunction with Contact Center services.".
- Item 14,
  - o Feature Name column, deleted "AWS Lambda Charges (USA) (Note that currently the first 1M Lambda invocations are at no charge per month), added "Amazon Connect Chat",
  - o Bidder's Product Identifier column added "2722b10",
  - o Bidder's Product Description column, added "Amazon Connect Charges - (Globally): Per Message via Amazon Connect Chat. Only available when procured in conjunction with Contact Center services.".
- Item 15,
  - o Feature Name column, deleted "Per Request" and added "Amazon Connect Contact Lens (First 5M min)",
  - o Bidder's Product Identifier column added "2722b19" deleted "2722b15",
  - o Bidder's Product Description column, changed from "AWS Lambda Charges – (USA) (Note that currently the Globally): first 1M Lambda invocations are at no charge per month Per Request" to "Contact Lens for Amazon Connect Charges - (Globally): Per min for first 5M mins per month. Only available when procured in conjunction with Contact Center services.".
- Item 16,

- o Feature Name column, deleted "S3 Standard Storage Charges – (USA)" added "Amazon Connect Contact Lens (5M min +)",

  - o Bidder's Product Identifier column added "2722b20",

  - o Bidder's Product Description column added " Contact Lens for Amazon Connect Charges - (Globally): Per min for mins above 5M mins per month. Only available when procured in conjunction with Contact Center services."

- Item 17,

  - o Feature Name column, deleted "Per GB per Month" and added "Amazon Connect Contact Lens chat messages",

  - o Bidder's Product Identifier column added "2722b21" deleted "2722b17",

  - o Bidder's Product Description column deleted "S3 Standard Storage Charges – (USA) Per GB per Month" added "Contact Lens for Amazon Connect Charges - (Globally): Per Chat message. Only available when procured in conjunction with Contact Center services."

- Item 18,

  - o Feature Name column, deleted " Contact Lens for …Charges – (Globally)", added "Customer Profiles",

  - o Bidder's Product Identifier column added " 2722c3 ",

  - o Bidder's Product Description column added "Amazon Connect Customer Profiles. Only available when procured in conjunction with Contact Center services."

- Item 19,

  - o Feature Name column, deleted "Per min for first 5M mins per month" added "Amazon Connect Tasks",

  - o Bidder's Product Identifier column added "2722c2", deleted "2722b19",

  - o Bidder's Product Description column changed from "Contact Lens for Amazon Connect Charges – (Globally): Per min for first 5M mins per month." to "Amazon Connect Tasks. Only available when procured in conjunction with Contact Center services."

- Item 20,

  - o Feature Name column, deleted "Per min for minutes above 5M mins per month" added Amazon Connect Voice ID"

  - o Bidder's Product Identifier column added "2722c4" deleted "2722b20",

- o Bidder's Product Description column changed from "Contact Lens for Amazon Connect Charges – (Globally): Per min for first 5M mins per month." to "Amazon Connect Voice ID. Only available when procured in conjunction with Contact Center services."
- Item 21,
  - o Feature Name column, deleted "Per Chat message" added "Amazon Connect Wisdom",
  - o Bidder's Product Identifier column added "2722c5" deleted "2722b21",
  - o Bidder's Product Description column changed from "Contact Lens for Amazon Connect Charges – (Globally): Per Chat message" to "Amazon Connect Wisdom. Only available when procured in conjunction with Contact Center services."
- Item 22,
  - o Feature Name column, added "**Amazon Connect API Gateway Charges**" deleted "Quality Management Cabrio ONE",
  - o Bidder's Product Identifier column deleted "2722b22",
  - o Bidder's Product Description column deleted "Quality Management Cabrio ONE"
- Item 23,
  - o Feature Name column, added "Amazon Connect API Gateway Requests - HTTP API Calls" deleted "Screen Capture Calabrio ONE",
  - o Bidder's Product Identifier column added "2722c6" deleted "2722b23",
  - o Bidder's Product Description column added "Amazon API Gateway Requests - HTTP API Calls. Only available when procured in conjunction with Contact Center service." Deleted "Screen Capture Calabria ONE".
- Added new features, Items 24-169

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #2," 11/01/2022".

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

Page 2
- Updated Amendment Log Table with Amendment 2 content.