

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

REGISTRATION NUMBER
AMENDMENT NUMBER 1

AGREEMENT NUMBER C4-DNCS-19-001-63

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED **83 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
Aspen Technology Group Inc.



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	
CONTRACTOR NAME <i>(If other than an individual, state whether a corporation, partnership, etc.)</i> Aspen Technology Group Inc.	
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED 04/22/2021
PRINTED NAME AND TITLE OF PERSON SIGNING Charlie Conaway, Managing Partner	
ADDRESS 300 Main St., Ste 103, Grand Junction, CO 81501	
STATE OF CALIFORNIA	
CONTRACTING AGENCY NAME California Department of Technology	
CONTRACTING AGENCY AUTHORIZED SIGNATURE  <small>Amy Snow (Apr 22, 2021 08:08 PDT)</small>	DATE SIGNED 04/22/2021
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	

**Department of Technology (CDT),
Statewide Technology Procurement (STP)
Use Only**



APPROVED
04/23/2021

DATE


Signed: Tiffany Anderson (Apr 23, 2021 06:39 PDT)

EXEMPT PER:

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 02/24/2021, 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.a. Contractor's amended Response to Category 27 Statement of Work (60 pages)
- 3.a. Contractor's amended Response to Category 27 Catalog A (7 pages)
- 4.a. Contractor's amended Response to Category 28 Business Requirements and Statement of Work (15 pages)

Amendment No. 1 Summary of Changes

C4- DNCS-19-001-63

This Amendment No. 1 ("Amendment") by and between Aspen Technology Group, Inc. ("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:

Header

- Inserted “

State of California
Department of Technology

Aspen Technology Group Inc
C4-DNCS-19-001-63
Category 27 – Technical Requirements

”

Page 2

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 1 content.

Page 3, Table of Contents repagination;

Table 27.2.2.a – Contact Center General Features; changes as follows:

- Page 15, Item # 1-13, Under Bidder's Product Description, Restrictions and Limitations removed blank spaces.

Table 27.2.2.b – Unsolicited General Features; changes made as follows:

- Page 23, Item #1, Updated Feature Name from “Helpshift Email- Chat-SMS- FAQ” to “Advanced Omni – Email, Chat, SMS, FAQ”. Updated Bidder’s Product Description, Restrictions and Limitations text from “Helpshift” to “Advanced Omni Channel”, and removed “Helpshift is a certified Amazon integration partner and also billed based on usage instead of seats, agents or supervisors.

Amazon Connects omnichannel contact center improves customer experience while reducing resolution time. With Amazon Connect, you can build call flows, rules, and reports once across multiple channels.”

- Page 23, Item #2, Updated Feature Name from “Helpshift Digital Bot” to “Digital Bot”. Under Bidder’s Product Description, Restrictions and Limitations removed text “is Helpshift” and “Helpshift is a certified Amazon integration partner and also billed based on usage instead of seats, agents or supervisors.

Amazon Connects omnichannel contact center improves customer experience while reducing resolution time. With Amazon Connect, you can build call flows, rules, and reports once across multiple channels.”

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

- Page 31, Item #1, Updated Bidder’s Product Description, Restrictions and Limitations from “Amazon Connect is a cloud based service and there is no Software package needed, Agents use the Contact Control Panel (CCP) to interact with customers, such as answering calls, placing calls, or setting their status. For agent voice communications, Amazon Connect includes a web-based softphone for incoming and outgoing telephony, or agents can use a traditional telephone service using PSTN.” to “From a web browser, agents can answer, hold, transfer calls based on assigned queues, view reports if permitted by supervisors / admin.”

Table 27.2.3.7.2.a – ACD Supervisor’s Package changes made as follows:

- Page 33, Item #1, Updated Bidder’s Product Description, Restrictions and Limitations from “Using Amazon Connect’s contact flow builder’s graphical user interface, contact center supervisors can create dynamic, personal, and automated customer experiences, without the need to write a single line of code. Amazon Connect makes it possible to design automated contact flows that dynamically adapt to the caller experience in real time. In addition, Amazon Connect is highly flexible and allows you to leverage other AWS services in Amazon Connect. Using AWS Lambda, you can create targeted and personal experiences by accessing virtually any back end system and easily pull

in information such as: past purchases, contact history, and customer tendencies, which can be used to anticipate end customer needs and deliver answer to questions before they are even asked.” to “From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agent’s calls.”

- Page 33, Item #2, Updated Bidder’s Product Description, Restrictions and Limitations from “AWS Identity and Access Management (IAM) is an AWS service that helps an administrator securely control access to AWS resources. IAM administrators control who can be authenticated (signed in) and authorized (have permissions) to use Amazon Connect resources. IAM is an AWS service that you can use with no additional charge.” to “From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agent’s calls.”

Table 27.2.3.7.3.a – ACD System Administrator Software Package - changes made as follows:

- Page 35, Item #1, Updated Bidder’s Product Description, Restrictions and Limitations from “Amazon Connect is cloud based and does not require software Licensing. AWS Identity and Access Management (IAM) is an AWS Identity and Access Management (IAM) is and AWS service that helps an administrator securely control access to AWS resources. IAM administrators control who can be authenticated (signed in) and authorized (have permissions) to use Amazon Connect resources. IAM is an AWS service that you can use with no additional charge.” to “From a web browser, an admin can manage contact flows including prompts, run and modify real-time reports, historical reports and dashboards, fully manage agents, fully manage queues and call routing.”

Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features changes made as follows:

- Page 35, Item #1, Deleted line #1 in its entirety.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #1, 02/24/2021”.

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

Header

- Inserted “

State of California
Department of Technology

Aspen Technology Group Inc
C4-DNCS-19-001-63
Category 27 – Catalog A

”

Page 2,

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 1 content.

Page 3, Table of Contents repagination

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

- Page 5, Item #1, added Non-Recurring Charge from blank to “\$0.00”.
- Page 5, Item #2, added Non-Recurring Charge from blank to “\$0.00”.
- Page 5, Item #2, changed Feature Name from “Chat Bot” to “Digital Bot”.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #1, 02/24/2021”

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

Page 2

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 1 content.

Page 3, Table of Contents repagination

Page 9, Section 28.4, Customized Contact Center Consulting Services, Updated text from “81” to “76”.

Table 28.4.b - Unsolicited Hourly Consulting Services, changes made as follows:

- Page 15, Item #1, Deleted, Line # 1 in its entirety.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #1, 02/24/2021”.

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.