

REGISTRATION NUMBER

AGREEMENT NUMBER
C4-DNCS-19-001-60

AMENDMENT NUMBER
5

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 by CDT-OSTP, whichever is later, through June 30, 2025, with three (3) one-year options to extend.

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 this reference made part of the Agreement and incorporated herein:

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

A. Revises contract documents listed in the attached Attachment No. 1 – List of Amended Contract

All other terms remain the same.

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

CONTRACTOR

Department of Technology (CDT),
Office of Statewide Technology Procurement (OSTP)
Use Only

CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.)

InterVision Systems, LLC

CONTRACTOR AUTHORIZED SIGNATURE


Jody G. Cire (Nov 21, 2024 12:29 MST)

DATE SIGNED

Nov 21, 2024

PRINTED NAME AND TITLE OF PERSON SIGNING

Jody Cire, Chief Financial Officer

ADDRESS

3035 Prospect Park Drive #150, Rancho Cordova, CA 95670

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME

California Department of Technology, Office of Technology Services

CONTRACTING AGENCY AUTHORIZED SIGNATURE



DATE SIGNED

Nov 21, 2024

PRINTED NAME AND TITLE OF PERSON SIGNING

Chaeny Emanavin, 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-19-001-60, Amendment 5
InterVision Systems, LLC**

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 7/22/2024 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 (85 pages)
- 3.a. Contractor's amended Response to Category 27 Catalog A (24 pages)

Amendment No. 5 Summary of Changes

C4- DNCS-19-001-60

This Amendment No. 5 ("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 to add Amendment 5 content;

Pages 2-85, Updated Headers with Amendment 5 content;

Pages 3-4, Table of Contents repagination;

Pages 24-47, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Item 12, Changed Feature Name "Amazon Connect High-Volume Outbound Voice Usage" to "Amazon Connect Outbound Voice Campaigns Usage";
- Added Item 13, "Amazon Connect Global Resiliency", "2722f01", "Amazon Connect Global Resiliency Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 14, "Amazon Connect App Calling", "2722f02", "Amazon Connect App Calling Charges. Only available when procured in conjunction with Contact Center services.";

- Added Item 15, "Amazon Connect Video", "2722f03", "Amazon Connect Video Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 18, "Amazon Connect SMS", "2722f04", "Amazon Connect SMS Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 22, "Amazon Connect Contact Lens Evaluations", "2722f05", "Amazon Connect Contact Lens Evaluations Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 23, "Amazon Connect Contact Lens Screen Recording", "2722f06", "Amazon Connect Contact Lens Screen Recording Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 25, "Amazon Connect Guides", "2722f07", "Amazon Connect Guides Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 27, "Amazon Connect Q", "2722f08", "Amazon Connect Q Charges. Only available when procured in conjunction with Contact Center services.";
- Item 31, Added "Amazon Connect Advanced Reporting Charges";
- Added Item 32, "Amazon Connect Advanced Reporting and Analytics for Voice Channels", "2722f39", "Amazon Connect Advanced Reporting and Analytics for Voice Channels Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 33, "Amazon Connect Advanced Reporting and Analytics for Chat Channels", "2722f40", "Amazon Connect Advanced Reporting and Analytics for Chat Channels Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 34, "Amazon Connect Advanced Reporting and Analytics for Task Channels", "2722f41", "Amazon Connect Advanced Reporting and Analytics for Task Channels Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 35, "Amazon Connect Advanced Reporting and Analytics Enterprise Care", "2722f42", "Amazon Connect Advanced Reporting and Analytics Enterprise Care Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 56, "Amazon Connect CloudTrail Lake Ingest & Store Annual Retention", "2722f09", "CloudTrail Lake Ingest & Store Annual Retention Charges. Only available when procured in conjunction with Contact Center services."

- Added Item 59, "Amazon Connect CloudTrail Event Transfer", "2722f10", "CloudTrail Event Transfer Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 70, "Amazon Connect CloudWatch Log Analyze (Live Tail)", "2722f11", "CloudWatch Log Analyze (Live Tail) Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 97, "Amazon Connect Glue Data Catalog Requests", "2722f12", "Glue Data Catalog Requests Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 107, "Amazon Connect Kinesis Data Streams Extended Data Retention", "2722f13", "Kinesis Data Streams Extended Data Retention Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 117, "Amazon Connect Lambda Ephemeral Storage", "2722f14", "Lambda Ephemeral Storage Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 121, "Amazon Connect Lex Streaming Speech", "2722f15", "Lex Streaming Speech Charges. Only available when procured in conjunction with Contact Center services.";
- Item 139, Changed Feature Name "Amazon Connect Pinpoint SMS messages" to "Amazon Connect Pinpoint SMS messages, USA";
- Added Item 140, "Amazon Connect Pinpoint SMS carrier fee, USA", "2722f16", "Pinpoint SMS carrier fee, USA Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 141, "Amazon Connect Pinpoint SMS International", "2722f17", "Pinpoint SMS International Charges. Only available when procured in conjunction with Contact Center services.";
- Item 145, Changed Feature Name "Amazon Connect Pinpoint Dedicated Short Code SMS Number," to "Amazon Connect Pinpoint Dedicated Short Code SMS Number, USA";
- Added Item 146, "Amazon Connect Pinpoint Dedicated Short Code Setup Fee", "2722f23", "Pinpoint Dedicated Short Code Setup Fee Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 147, "Amazon Connect Pinpoint SMS Deliverability Dashboard", "2722f26", "Pinpoint SMS Deliverability Dashboard Charges. Only available when procured in conjunction with Contact Center services.";

- Added Item 148, "Amazon Connect Pinpoint Phone number validation", "2722f25", "Pinpoint Phone number validation Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 149, "Amazon Connect Pinpoint One-Time Password (OTP)", "2722f24", "Pinpoint One-Time Password (OTP) Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 150, "Amazon Connect Pinpoint Company Registration", "2722f18", "Pinpoint Company Registration Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 151, "Amazon Connect Pinpoint Company Vetting Fee", "2722f19", "Pinpoint Company Vetting Fee Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 152, "Amazon Connect Pinpoint Regular Campaign", "2722f21", "Pinpoint Regular Campaign Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 153, "Amazon Connect Pinpoint Low-Volume Campaign", "2722f22", "Pinpoint Low-Volume Campaign Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 154, "Amazon Connect Pinpoint Campaign Registration Fee", "2722f20", "Pinpoint Campaign Registration Fee Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 155, "Amazon Connect Pinpoint Additional Domains", "2722f27", "Pinpoint Additional Domains Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 156, "Amazon Connect Pinpoint Predictive Email Tests", "2722f28", "Pinpoint Predictive Email Tests Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 157, "Amazon Connect Pinpoint Dedicated IP Address", "2722f29", "Pinpoint Dedicated IP Address Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 164, "Amazon Connect Quicksite Author Pro", "2722f30", "Quicksite Author Pro Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 166, "Amazon Connect Quicksite Reader Pro", "2722f31", "Quicksite Reader Pro Charges. Only available when procured in conjunction with Contact Center services.";
- Added Item 167, "Amazon Connect Quicksite Readers Session Overage Fee", "2722f32", "Quicksite Readers Session Overage Fee Charges. Only available when procured in conjunction with Contact Center services."

- Added Item 169, “Amazon Connect Quicksite Paginated Reports Plan”, “2722f33”, “Quicksite Paginated Reports Plan Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 170, “Amazon Connect Quicksite Paginated Reports Units”. “2722f34”, “Quicksite Paginated Reports Units Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 171, “Amazon Connect Quicksite Embedded Usage”, “2722f35”, “Quicksite Embedded Usage Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 172, “Amazon Connect Quicksite Embedded Sessions”, “2722f36”, “Quicksite Embedded Sessions Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 173, “Amazon Connect Quicksite Alerts and Anomaly Detection”, “2722f37”, “Quicksite Alerts and Anomaly Detection Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 174, “Amazon Connect Quicksite Spice Data Storage”, “2722f38”, “Quicksite Spice Data Storage Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 175, “Amazon Connect Quicksite Standard Edition”, “2722f43”, “Quicksite Standard Edition. Only available when procured in conjunction with Contact Center services.”;
- Item 208,
 - Changed Feature Name “Amazon Connect Business Support” to “Amazon Connect AWS Support”;
 - Changed Bidder’s Product Description, Restriction, and Limitations “AWS Business Support. Only available when procured in conjunction with Contact Center services.” to “AWS Support. Only available when procured in conjunction with Contact Center services.”;
- Added Item 209, “Amazon Connect AWS Business Support (Minimum)”, “2722s01bm”, “AWS Business Support (Minimum) Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 210, “Amazon Connect AWS Developer Support (Minimum)”, “2722s01dm”, “AWS Developer Support (Minimum)Charges. Only available when procured in conjunction with Contact Center services.”;
- Added Item 211, “Amazon Connect AWS Enterprise Support (Minimum)”, “2722s01em”, “AWS Enterprise Support (Minimum) Charges. Only available when procured in conjunction with Contact Center services.”;

- Added Item 212, “Amazon Connect AWS Enterprise Support (On-Ramp)”, “2722s01er”. “AWS Enterprise Support (On-Ramp) Charges. Only available when procured in conjunction with Contact Center services.”; and,
- Renumbered to sequential numbering.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment 5, 07/22/24”.

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

Page 2, Updated Amendment Log to add Amendment 5 content;

Pages 2-24, Updated header with Amendment 5 content;

Page 3, Table of Contents repagination;

Pages 5-22, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Item 12, Changed Feature Name “Amazon Connect High-Volume Outbound Voice Usage” to “Amazon Connect Outbound Voice Campaigns Usage”;
- Added Item 13, “Amazon Connect Global Resiliency”, “2722f01”, “\$0.036”, “\$”, “Per Minute”;
- Added Item 14, “Amazon Connect App Calling”, “2722f02”, “\$0.0115”, “\$”, “Per Minute”;
- Added Item 15, “Amazon Connect Video”, “2722f03”, “\$0.0175”, “\$”, “Per Minute”;
- Added Item 18, “Amazon Connect SMS”, “2722f04”, “\$0.0115”, “\$”, “Per Message”;
- Added Item 22, “Amazon Connect Contact Lens Evaluations”, “2722f05”, “\$”, “\$14.00”, “Per Agent”;
- Added Item 23, “Amazon Connect Contact Lens Screen Recording”, “2722f06”, “\$0.007”, “\$”, “Per Minute”;
- Added Item 25, “Amazon Connect Guides”, “2722f07”, “\$0.0058”, “\$”, “Per Message Sent”;
- Added Item 27, “Amazon Connect Q”, “2722f08”, “\$”, “\$46.00”, “Per Agent”;
- Item 31, Added “Amazon Connect Advanced Reporting Charges”;

- Added Item 32, “Amazon Connect Advanced Reporting and Analytics for Voice Channels”, “2722f39”, “\$0.0036”, “\$”, “per minute”;
- Added Item 33, “Amazon Connect Advanced Reporting and Analytics for Chat Channels”, “2722f40”, “\$0.0008”, “\$”, “per message”;
- Added Item 34, “Amazon Connect Advanced Reporting and Analytics for Chat Channels”, “2722f41”, “\$0.008”, “\$”, “per task”;
- Added Item 35, “Amazon Connect Advanced Reporting and Analytics Enterprise Care”, “2722f42”, “12%”, “\$”, “percent of monthly spend”;
- Added Item 56, “Amazon Connect CloudTrail Lake Ingest & Store Annual Retention”, “2722f09”, “\$0.86”, “\$”, “per GB”;
- Added Item 59, “Amazon Connect CloudTrail Event Transfer”, “2722f10”, “\$2.30”, “\$”, “per 100,000 events”;
- Added Item 70, “Amazon Connect CloudWatch Log Analyze (Live Tail)”, “2722f11”, “\$0.011”, “\$”, “per minute”;
- Added Item 97, “Amazon Connect Glue Data Catalog Requests”, “2722f12”, “\$1.15”, “\$”, “per 1M requests”;
- Added Item 107, “Amazon Connect Kinesis Data Streams Extended Data Retention”, “2722f13”, “\$0.023”, “\$”, “per Shard Hour”;
- Added Item 117, “Amazon Connect Lambda Ephemeral Storage”, “2722f14”, “\$0.000000036”, “\$”, “per GB-second”;
- Added Item 121, “Amazon Connect Lex Streaming Speech”, “2722f15”, “\$0.0075”, “\$”, “per 15-second interval”;
- Item 139, Changed Feature Name “Amazon Connect Pinpoint SMS messages” to “Amazon Connect Pinpoint SMS messages, USA”;
- Added Item 140, “Amazon Connect Pinpoint SMS carrier fee, USA”, “2722f16”, “\$0.00347”, “\$”, “per message”;
- Added Item 141, “Amazon Connect Pinpoint SMS International”, “2722f17”, “\$1.15”, “\$”, “per message”;
- Item 145, Changed Feature Name “Amazon Connect Pinpoint Dedicated Short Code SMS Number”, to “Amazon Connect Pinpoint Dedicated Short Code SMS Number, USA”;
- Added Item 146, “Amazon Connect Pinpoint Dedicated Short Code Setup Fee”, “2722f23”, “\$750.00”, “\$”, “per number”;
- Added Item 147, “Amazon Connect Pinpoint SMS Deliverability Dashboard”, “2722f26”, “\$1,437.00”, “\$”, “per month”;
- Added Item 148, “Amazon Connect Pinpoint Phone number validation”, “2722f25”, “\$0.007”, “\$”, “per request”;

- Added Item 149, "Amazon Connect Pinpoint One-Time Password (OTP)", "2722f24", "\$0.052", "\$", "per verification";
- Added Item 150, "Amazon Connect Pinpoint Company Registration", "2722f18", "\$4.60", "\$", "per company";
- Added Item 151, "Amazon Connect Pinpoint Company Vetting Fee", "2722f19", "\$46.00", "\$", "per vetting request.";
- Added Item 152, "Amazon Connect Pinpoint Regular Campaign", "2722f21", "\$11.50", "\$", "per number";
- Added Item 153, "Amazon Connect Pinpoint Low-Volume Campaign", "2722f22", "\$2.30", "\$", "per number";
- Added Item 154, "Amazon Connect Pinpoint Campaign Registration Fee", "2722f20", "\$57.50", "\$", "per number";
- Added Item 155, "Amazon Connect Pinpoint Additional Domains", "2722f27", "\$28.75", "\$", "per domain";
- Added Item 156, "Amazon Connect Pinpoint Predictive Email Tests", "2722f28", "\$11.50", "\$", "per test";
- Added Item 157, "Amazon Connect Pinpoint Dedicated IP Address", "2722f29", "\$28.75", "\$", "per month";
- Added Item 164, "Amazon Connect Quicksite Author Pro", "2722f30", "\$57.00", "\$", "per user";
- Added Item 166, "Amazon Connect Quicksite Reader Pro", "2722f31", "\$23.00", "\$", "per user";
- Added Item 167, "Amazon Connect Quicksite Readers Session Overage Fee", "2722f32", "\$0.58", "\$", "per session";
- Added Item 169, "Amazon Connect Quicksite Paginated Reports Plan", "2722f33", "\$575.00", "\$", "per month";
- Added Item 170, "Amazon Connect Quicksite Paginated Reports Units", "2722f34", "\$1.15", "\$", "per report";
- Added Item 171, "Amazon Connect Quicksite Embedded Usage", "2722f35", "\$288.00", "\$", "per month";
- Added Item 172, "Amazon Connect Quicksite Embedded Sessions", "2722f36", "\$0.34", "\$", "per session";
- Added Item 173, "Amazon Connect Quicksite Alerts and Anomaly Detection", "2722f37", "\$0.58", "\$", "per 1,000 metrics";
- Added Item 174, "Amazon Connect Quicksite Spice Data Storage", "2722f38", "\$0.44", "\$", "per GB";
- Added Item 175, "Amazon Connect Quicksite Standard Edition", "2722f43", "\$14.00", "\$", "per user";

- Item 208, Changed Feature Name “Amazon Connect Business Support” to “Amazon Connect AWS Support”;
- Added Item 209, “Amazon Connect AWS Business Support (Minimum)”, “2722s01bm”, “\$100.00”, “\$”, “per month”;
- Added Item 210, “Amazon Connect AWS Developer Support (Minimum)”, “2722s01dm”, “\$29.00”, “\$”, “per month”;
- Added Item 211, “Amazon Connect AWS Enterprise Support (Minimum)”, “2722s01em”. “\$15,000.00”, “\$”, “per month”;
- Added Item 212, “Amazon Connect AWS Enterprise Support (On-Ramp)”, “2722s01er”. “\$5,500.00”, “\$”, “per month.”; and,
- Renumbered to sequential numbering.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment 5, 07/22/24”.

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.