

STATE OF CALIFORNIA  
**STANDARD AGREEMENT AMENDMENT**  
 STD. 213 A (Rev 2/12)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

Pages  
147

AGREEMENT NUMBER	AMENDMENT NUMBER
IFB STPD 12-001-B, C3-B-12-10-TS-01	9
REGISTRATION NUMBER	

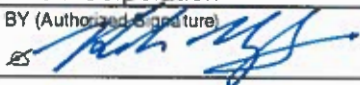

- This Agreement is entered into between the State Agency and Contractor named below:  
STATE AGENCY'S NAME  
 California Department of Technology  
CONTRACTOR'S NAME  
 AT&T Corporation
- The term of this Agreement is 04/01/2014 through 6/30/2019
- The maximum amount of this agreement after this amendment is: \$0.00
- The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

**A. Amendment 9 incorporates the following changes; Subject CALNET 3, IFB STPD 12-001-B, Category 6.1 – Hosted IVR/ACD, has been modified to add additional Services to;**

- Attachment 1: Revisions to Category 6.1, Volume 2, Response to Unique Subcategory Requirements (121 pages)
- Attachment 2: Revisions to Category 6.1, Volume 3 – Cost Information, SOW - Catalog A (25 pages)

(All other terms and conditions of the original agreement shall remain the same.)

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

<b>CONTRACTOR</b>		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only  <i>Approved          BY fbr          6 JUN 2018</i>
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
AT&T Corporation		
BY (Authorized Signature) 	DATE SIGNED (Do not type) 05/17/18	
PRINTED NAME AND TITLE OF PERSON SIGNING Keith Nagel, CALNET Program Manager		
ADDRESS 2700 Watt Avenue, Room 1213A, Sacramento, CA, 95821		
<b>STATE OF CALIFORNIA</b>		<input type="checkbox"/> Exempt per:
AGENCY NAME California Department of Technology		
BY (Authorized Signature) 	DATE SIGNED (Do not type) 5-29-18	
PRINTED NAME AND TITLE OF PERSON SIGNING Marlon Paulo, Deputy Director, Statewide Technology Procurement, CDT		
ADDRESS P.O. Box 1810, Rancho Cordova, CA 95741-1810		



CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01  
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.  
AMENDMENT #9, Rev. April 11, 2018

# **Amendment Summary: IFB-B Amendment #9**

Subcategory 6.1: Hosted IVR/ACD





CALNET 3 IFB STPD 12-001-B, AGREEMENT C3-B-12-10-TS-01  
BETWEEN STATE OF CALIFORNIA AND AT&T CORP.  
AMENDMENT #9, Rev. April 11, 2018

This Modification No. 9 (“Modification”) by and between AT&T Corp. (“AT&T”) (“Contractor”) and the State of California (“State”) is effective upon execution by the parties (“Effective Date”).

WHEREAS, AT&T and State entered into the Agreement for Voice and Data Services (“Agreement”) on March 26, 2014;

WHEREAS, the parties now desire to modify 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 modified as follows:

**1. Subcategory 6.1 – Hosted IVR/ACD Volume 2, Response to Unique Category or Subcategory Requirements, SOW Technical Requirements Response, has been modified to include the following:**

- Cover Page, updated to reflect Amendment Number and Revision Date;
- Page i, Table of Contents repagination;
- Page i-117, Header updated to modify Amendment Number and Revision Date;
- Page 3, Exhibit 8, updated to reflect current expiration date;
- Table 6.1.2.2.b, Unsolicited NBCC General Features, changes made as follows:
  - Page 62, Items # 8 – Items # 11, added Feature Name, Feature Description, and Product Identifiers.

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment #9, Rev. April 11, 2018”

**2. Subcategory 6.1 – Hosted IVR/ACD Volume 3, Cost Information, SOW Catalog A, has been modified to include the following:**

- Cover Page, updated to modify Amendment Number and Revision Date;
- Pages i - 21, Header updated to modify Amendment Number and Revision Date;
- Table 6.1.2.2, Network Based Contact Center (NBCC) General Features, changed as follows:
  - Pages 4 - 5, Items #21 - Items #24, added Feature Name, Feature Description, and Product Identifiers.

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment #9, Rev. April 11, 2018”

3. The price reductions in this Amendment will be effective on the 1<sup>st</sup> of the month following the final signature date of this Amendment.

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.

