

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

81

Pages

AGREEMENT NUMBER	<b>1</b>
IFB STPD 12-001-B, C3-B-12-10-TS-12	
REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME  
 California Department of Technology

CONTRACTOR'S NAME  
 NWN Corporation

2. The term of this Agreement is 03/26/2014 through 6/30/2018

3. The maximum amount of this agreement after this amendment is: \$0.00

4. 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. This Amendment incorporates the following Changes:  
 Subject CALNET 3, IFB STPD 12-001-B Category 6.1 Hosted IVR/ACD

**Attachment 1 - Revisions to, Subcategory 6.1, Volume 2, SOW Response to Unique Category Response**  
**Attachment 2 - Revisions to, Subcategory 6.1, Volume 3, Cost Information, SOW Catalog A**

B. Changes State signature on original STD 213 dated (April 1, 2014)  
 From: Steve Rushing - Statewide Telecommunications and Network Division (STND)  
 To: Barbara Garrett - Statewide Telecommunications and Network Division (STND)

(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.

CONTRACTOR		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) NWN Corporation		 10/24/14
BY (Authorized Signature) 	DATE SIGNED (Do not type) 10/24/14	
PRINTED NAME AND TITLE OF PERSON SIGNING Matthew S. Niemann, VP of Strategic Contracts		
ADDRESS 11931 Foundation Place, Suite 250; Gold River, CA 95670		
STATE OF CALIFORNIA		<input type="checkbox"/> Exempt per:
AGENCY NAME California Department of Technology		
BY (Authorized Signature) 	DATE SIGNED (Do not type) 10/20/14	
PRINTED NAME AND TITLE OF PERSON SIGNING Barbara Garrett, Deputy Director, Office of Technology Services - STND		
ADDRESS P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		



**IFB STPD 12-001-B, C3-B-12-10-TS-12  
Amendment #1, Rev. September 25, 2014**

**CALNET 3, Category 6.1 IVR/ACD**

**NWN**

**Amendment Summary: IFB B  
Amendment 1**



## Amendment Summary – Volume 2

### SOW Technical Requirements

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In this summary represent all substantive changes (minus immaterial changes such as formatting) made to NWN Corporation's Final Proposal previously submitted to the State.

- Updated Cover Sheet to include contract # and dates
- Removed Page 2 entirely
- Updated Headers and Footers to include contract # and dates
- Updated Table Content pagination updates to reflect in final
- Updated documentation for better flow control of pagination removing or adding extra paragraph spaces
- Inserted blank cells to allow for contiguous flow for Tables and added Table header and continued
- On all Tables in first square added description (**Item #**) and top justified all text
- Tables continued/adjusted table header to flow to next page on continuous tables
- Completed spellcheck on all pages
- 6.1.2.1 NBCC General Requirements – Changed spelling of fibre to fiber (pg.4)
- 6.1.2.2.9 NBCC Automated Predictive Outbound Dialing changed self service to self-service (pg. 15)
- Table 6.1.2.2.a – NBCC General Features (continued) added to top of continuing table (pg. 19 & 20)
- Figure 6.1.3.6.1-1 numbering was corrected to 6.1.2.3.6.1-1 (pg. 27)
- Table **Error! Reference source not found..a** NBACD Basic Agent Package (continued) added to top of continuing table (pg. 30 -32)
- Table **Error! Reference source not found..a** NBACD Supervisor's Package (continued) added to top of continuing table (pg. 35)
- Table 6.1.2.3.7.2.a NBACD Supervisor's Package changed non contact to non-contact (pg. 35)
- 6.1.2.4.b are amended services and reflected in redline:
  - Added item 4 to the Table (pg. 41)
  - Added item 5 & 6 to the Table (pg. 42)
  - Deleted blank cells beneath item 6 (pg. 42)
- Table **Error! Reference source not found..b** Unsolicited NBIVR Services and Features (continued) added to top of continuing table (pg. 42)
- SLA Name: Provisioning (Continued) added to top of continuing table (pg. 56)



## Amendment Summary – Volume 3 Cost Information

### SOW Catalog A

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In this summary represent all substantive changes (minus immaterial changes such as formatting) made to NWN Corporation's Final Proposal previously submitted to the State.

- Updated Cover Sheet to include contract # and dates
- Removed Page 2 entirely
- Updated Headers and Footers to include contract # and dates on all pages
- Updated documentation for better flow control of pagination removing or adding extra paragraph spaces all pages
- Inserted blank cells to allow for contiguous flow for Tables and added Table header and continued on all pages
- Completed spellcheck on all pages
- Added column headers to the tables & justified them top center on all pages and shaded header cells
- Tables continued/adjusted table header to flow to next page on continuous table on all pages
- Inserted Table Contents (pg. 2)
- 6.1.2.2 NBCC General Features – Removed A-I heading (pg. 3)
- 6.1.2.2 NBCC General Features – Added Column headings (pg. 4-7)
- 6.1.2.2 NBCC General Features – Changed 1 to 14 (pg. 5)
- 6.1.2.2 Corrected Numbering sequence - NBCC General Features – Changed 3 to 16 (pg. 6)
- 6.1.2.2 Corrected Numbering sequence - NBCC General Features – Changed 4 to 17 (pg. 6)
- 6.1.2.2 Corrected Numbering sequence - NBCC General Features – Changed 5 to 18 (pg. 7)
- 6.1.2.3.7.1 NBACD Basic Agent Package – Removed A-I heading (pg.8)
- 6.1.2.3.7.1 NBACD Basic Agent Package – Added Column headings (pg.9-12)  
(Line Item #, Feature Name, Contractors Product Identifier, Feature Description, Feature Restrictions Limitations and additional information, Non Recurring Charge per item, Monthly recurring charge/item per unit, Unit of Measure, Charge per Change per item)
- 6.1.2.3.7.1 Corrected Numbering sequence - NBACD Basic Agent Package – Changed 1 to 16 (pg. 12)
- 6.1.2.3.7.1 Corrected Numbering sequence - NBACD Basic Agent Package – Changed 2 to 17 (pg. 12)
- 6.1.2.3.7.2 NBACD Supervisor Package - Removed A-I heading (pg. 13)
- 6.1.2.3.7.2 NBACD Supervisor Package - Added Column headings (pg.14-15)



- 6.1.2.3.7.2 Corrected Numbering sequence - NBACD Supervisor Package - Changed 1 to 7 (pg. 15)
- 6.1.2.3.7.2 Corrected Numbering sequence - NBACD Supervisor Package - Changed 2 to 8 (pg. 15)
- 6.1.2.3.7.3 Network ACD Admin Software Package – Removed A-I heading (pg. 16)
- 6.1.2.3.7.3 Removed blank cells from bottom of tables (pg.16)
- 6.1.2.4 NBIVR Services and Features - Removed A-I heading (pg. 17)
- 6.1.2.4. are amended services and reflected in redline:
  - Added item 4 to the Table (pg. 18)
  - Added item 5 & 6 to the Table (pg. 18)
- 6.1.2.4 Removed blank cells from bottom of tables (pg.18)