

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER
AMENDMENT NUMBER 07

AGREEMENT NUMBER C4-DNCS-19-001-40

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 349 PAGES

- This Agreement is entered into between the Contracting Agency and the Contractor named below:



CONTRACTING AGENCY NAME California Department of Technology
CONTRACTOR NAME AT&T Corp.
- The term of this Agreement is: April 14, 2020, or upon approval of TECH 213 by CDT STP, whichever is later through June 30, 2025
- The maximum amount of this Agreement after this Amendment is: \$0.00 (Zero Dollars and Zero Cents)
- 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.) AT&T Corp.	
CONTRACTOR AUTHORIZED SIGNATURE  <small>Mark Roese (Aug 27, 2021 17:09 PDT)</small>	DATE SIGNED 08/27/2021
PRINTED NAME AND TITLE OF PERSON SIGNING Mark Roese, AVP - State, Local and Education	
ADDRESS 2700 Watt Avenue, Ste. 1213, Sacramento, CA 95821	
STATE OF CALIFORNIA	
CONTRACTING AGENCY NAME California Department of Technology	
CONTRACTING AGENCY AUTHORIZED SIGNATURE  <small>Amy Snow (Aug 31, 2021 13:35 PDT)</small>	DATE SIGNED 08/31/2021
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	

California Department of Technology

APPROVED

09/02/2021

DATE


Signer: Tiffany Alamo (Sep 2, 2021 13:35 PDT)

Statewide Technology Procurement

EXEMPT PER:

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 06/30/2021, contains a list of revised contract documents hereby incorporated into this Contract.

Replaces the Contractor's Response for the following documents in their entirety:

18. Volume 2, Category 27
 - a. Contractor's BAFO Response to Category 27 Statement of Work (254 pages)
19. Volume 3, Category 27
 - a. Contractor's BAFO Response to Category 27 Catalog A (70 pages)
20. Volume 2, Category 28
 - a. Contractor's BAFO Response to Category 28 Statement of Work (17 pages)
21. Volume 3, Category 28
 - a. Contractor's BAFO Response to Category 28 Catalog A (7 pages)

Amendment No. 7 Summary of Changes

C4- DNCS-19-001-40

This Amendment No. 7 ("Amendment") by and between AT&T Corp., Inc. ("Contractor") and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, AT&T Corp. and State entered into the Agreement for CALNET Data Networks and Communication 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:

1. Category 27 – Standard Contact Center Services Statement of Work, is hereby amended to include the following and is attached:

Header

- Added;

State of California
Department of Technology

AT&T Corp.
C4-DNCS-19-001-40, Am 7
Category 27 - Technical Requirements

Page 2,

- Deleted "Addendum Log" table in its entirety, and;
- Added "Amendment Log" and Amendment 7 content.

Pages 3 – 4, Table of Contents repagination.

Page 7, 27.2.1 General Requirements, General Provisions – eVAQ Section number changed from "81" to "76";

Pages 17 – 131, Table 27.2.2.b – Unsolicited General Features:

- Deleted Items 1 – 5, 8, 9, 17 – 21, 30 – 32, 58 – 61, 66, 70, 73, 74, 80 – 85, 87, 106 – 108, 126, 210 – 212, 237 – 242, 244, 278, 279, 283, 284, 291, 327 – 329, 334, 335, 337, 338, 349 – 351, 357, 359, 364, 368, and 374 – 376;

- Renumber table to sequential numbering in its entirety;
- Items 3, 7, and 8, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 11 and 13, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 17, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 33, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 45, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 51,
 - Changed Feature Name from "(up to 100 hours, remote)" to "Remote Support Premium"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Item 52,
 - Changed Feature Name from "(up to 250 hours)" to "Advanced SOW"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Item 53,
 - Changed Feature Name from "(up to 500 hours)" to "Premium SOW"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Item 54,
 - Changed Feature Name from "(up to 25 hours, remote)" to "Remote Support Basic SOW"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Item 55,
 - Changed Feature Name from "(up to 50 hours, remote)" to "Remote Support Advanced SOW"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Item 56,
 - Changed Feature Name from "(up to 100 hours)" to "Basic SOW"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.

- Items 59 and 60, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 77 – 82, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 83, "NICE inContact CXone Outbound Email - Add'l Message", "NIC380";
- Items 84 and 85, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 86, "NICE inContact CXone Analytics Data Ingest API additional record", "NIC371";
- Item 87, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 88, "NICE inContact CXone Interaction Analytics Pro Extended Analysis (per additional record)", "NIC381";
- Item 115, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 117 – 123, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 124, "NICE inContact Inbenta Chatbot Overage", "NIC372";
- Added Item 130, "NICE inContact Inbenta Chatbot Add'l Language Overage", "NIC373";
- Items 131 – 137, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 143, "NICE inContact Inbenta Search Overage", "NIC374";
- Items 144 – 150, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 157, "NICE inContact Inbenta Knowledge Search Engine Overage", "NIC375";
- Added Item 158, "NICE inContact Lightico for CXone (1-300 Sessions)", "NIC376";
- Item 159, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 164 – 170, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 171, "NICE inContact Textel Additional Message", "NIC377";
- Item 173, Changed Bidder's Product Description, Restrictions and Limitations;

- Added Item 174, “NICE inContact Textel - Short Code Message”, “NIC378”;
- Item 179,
 - Changed Feature Name from “Professional Services Implementation” to “Implementation”; and,
 - Changed Bidder’s Product Description, Restrictions and Limitations.
- Item 180,
 - Changed Feature Name from “Workgroup Plus Professional Services Implementation” to “Workgroup Plus - Implementation”; and,
 - Changed Bidder’s Product Description, Restrictions and Limitations.
- Item 181,
 - Changed Feature Name from “Corporate - Professional Services Implementation” to “Corporate - Implementation”; and,
 - Changed Bidder’s Product Description, Restrictions and Limitations.
- Item 182,
 - Changed Feature Name from “Corporate Plus Professional Services Implementation” to “Corporate Plus - Implementation”; and,
 - Changed Bidder’s Product Description, Restrictions and Limitations.
- Item 183,
 - Changed Feature Name from “Enterprise - Professional Services Implementation” to “Enterprise - Implementation”; and,
 - Changed Bidder’s Product Description, Restrictions and Limitations.
- Item 184,
 - Changed Feature Name from “Enterprise Plus - Professional Services Implementation” to “Enterprise Plus - Implementation”; and,
 - Changed Bidder’s Product Description, Restrictions and Limitations.
- Item 185, Changed Feature Name from “Additional Seat” to “Implementation”;
- Item 188, Changed Bidder’s Product Description, Restrictions and Limitations;
- Item 200, Changed Bidder’s Product Description, Restrictions and Limitations;
- Items 203 – 209, Changed Bidder’s Product Description, Restrictions and Limitations;
- Item 211, Changed Bidder’s Product Description, Restrictions and Limitations;

- Items 217 – 226, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 233 – 235, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 242, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 244 – 248, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 252, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 266 and 267, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 287,
 - Changed Feature Name from "CXone Consulting Small (Monthly)" to "CXone Small"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Items 290 and 291, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 302, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 309 – 315, Changed Bidder's Product Description, Restrictions and Limitations; and,
- Items 321 and 322, Changed Bidder's Product Description, Restrictions and Limitations.

Pages 139 – 176, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features:

- Deleted Items 6, 9, 20, 21, 23 – 26, 28, 29, 61 – 64, 82, 83, 89, 92, and 95;
- Renumber table to sequential numbering in its entirety;
- Items 121 – 123, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 145 and 146, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 147, "NICE inContact CXone Feedback Mgt Survey", "NIC379";
- Item 155, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 156, "NICE inContact CXone Feedback Mgt Text Analytics Overage Rate (per text comment)", "NIC382";

- Item 157, Changed Bidder's Product Description, Restrictions and Limitations; and,
- Added Item 158, "NICE inContact CXone Feedback Mgt Auto Translate Overage Rate (per text comment)", "NIC383".

Pages 178 – 186, Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Features:

- Deleted Items 5, 7, 15, and 20;
- Renumber table to sequential numbering in its entirety; and
- Items 7 – 13, Changed Bidder's Product Description, Restrictions and Limitations.

Pages 188 – 194, Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features:

- Deleted Item 5;
- Renumber table to sequential numbering in its entirety;
- Items 3 and 4, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 5,
 - Changed Feature Name from "CXone Onsite Training" to "CXone Training"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Items 6 – 12, Changed Bidder's Product Description, Restrictions and Limitations;
- Added Item 13, "ACD Feature for AT&T Standalone or Converged VoIP", "SV145";
- Added Item 14, "ACD Premium Feature for AT&T Standalone or Converged VoIP", "SV146";
- Added Item 15, "ACD Supervisor Feature for AT&T Standalone or Converged VoIP", "SV147";
- Added Item 16, "IVR Integration Support for AT&T Standalone or Converged VoIP", "SV165";
- Added Item 17, "Contact Center Integration Support for AT&T Standalone or Converged VoIP", "SV166";
- Added Item 18, "Call Center Setup for AT&T Standalone or Converged VoIP", "MTS21"; and,
- Added Item 19, "Call Center implementation requirements workshop for AT&T Standalone or Converged VoIP", "MTS24".

Pages 197 – 218, Table 27.2.4.5.b – Unsolicited IVR Services and Features:

- Deleted Items 41, 70 – 77, and 88;
- Renumber table to sequential numbering in its entirety;
- Item 1, Changed Bidder's Product Description, Restrictions and Limitations;
- Items 49 – 51, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 55, Changed Bidder's Product Description, Restrictions and Limitations;
- Item 56,
 - Changed Feature Name from "Credits (800,000 credits)" to "SMS Package"; and,
 - Changed Bidder's Product Description, Restrictions and Limitations.
- Added Item 80, "Click to Connect", "Multiple (See Below ID's)";
- Added Item 81, "Click to Connect Application Development DTMF Category 1", "CTC01";
- Added Item 82, "Click to Connect DTMF applications, 60-second transactions, 0 to 100,000 minutes", "CTC06";
- Added Item 83, "Click to Connect DTMF applications, 60-second transactions, 100,001 to 500,000 minutes", "CTC07";
- Added Item 84, "Click to Connect DTMF applications, 60-second transactions, more than 500,000 minutes", "CTC08";
- Added Item 85, "Click to Connect Bridging to AT&T Toll free Services", "CTC09";
- Added Item 86, "Click to Connect Bridging to any 8YY service", "CTC10";
- Added Item 87, "Click to Connect Bridging to POTS", "CTC11";
- Added Item 88, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 2", "CTC12";
- Added Item 89, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 3", "CTC13";
- Added Item 90, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 4", "CTC14";
- Added Item 91, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 5", "CTC15";
- Added Item 92, "Click to Connect Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes", "CTC16";
- Added Item 93, "Click to Connect Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes", "CTC17";

- Added Item 94, "Click to Connect Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes", "CTC18";
- Added Item 95, "Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes", "CTC19";
- Added Item 96, "Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes", "CTC20";
- Added Item 97, "Click to Connect Incremental host connectivity, applications with over 500,000 monthly minutes", "CTC21";
- Added Item 98, "Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes", "CTC22";
- Added Item 99, "Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes", "CTC23"; and,
- Added Item 100, "Click to Connect Incremental host connectivity - applications with over 500,000 monthly minutes", "CTC24".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 7, 6/30/21".

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

Header

- Added;

State of California
Department of Technology

AT&T Corp.
C4-DNCS-19-001-40, Am 7
Category 27 – Catalog A

Page 2,

- Deleted "Addendum Log" table in its entirety, and;
- Added "Amendment Log" and Amendment 7 content.

Page 3, Table of Contents repagination.

Pages 5 – 39, Table 27.2.2.b – Unsolicited General Features:

- Deleted Items 1 – 5, 8, 9, 17 – 21, 30 – 32, 58 – 61, 66, 70, 73, 74, 80 – 85, 87, 106 – 108, 126, 210 – 212, 237 – 242, 244, 278, 279, 283, 284, 291, 327 – 329, 334, 335, 337, 338, 349 – 351, 357, 359, 364, 368, and 374 – 376;

- Renumber table to sequential numbering in its entirety;
- Item 51, Changed Feature Name from "(up to 100 hours, remote)" to "Remote Support Premium";
- Item 52, Changed Feature Name from "(up to 250 hours)" to "Advanced SOW";
- Item 53,
 - Feature Name Changed from "(up to 500 hours)" to "Premium SOW"; and,
 - Changed Non-Recurring Charge from "#####" to "\$156,666.67".
- Item 54 Changed Feature Name from "(up to 25 hours, remote)" to "Remote Support Basic SOW";
- Item 55, Changed Feature Name from "(up to 50 hours, remote)" to "Remote Support Advanced SOW";
- Item 56, Changed Feature Name from "(up to 100 hours)" to "Basic SOW";
- Added Item 83, "NICE inContact CXone Outbound Email - Add'l Message", "NIC380", "\$0.0040", "\$0.00", "Message";
- Added Item 86, "NICE inContact CXone Analytics Data Ingest API additional record", "NIC371", "\$0.0600", "\$0.00", "Per Record";
- Added Item 88, "NICE inContact CXone Interaction Analytics Pro Extended Analysis (per additional record)", "NIC381", "\$0.0065", "\$0.00", "Per Record";
- Added Item 124, "NICE inContact Inbenta Chatbot Overage", "NIC372", "\$0.50", "\$0.00", "Per Session";
- Added Item 130, "NICE inContact Inbenta Chatbot Add'l Language Overage", "NIC373", "\$0.05", "\$0.00", "Per Session";
- Added Item 143, "NICE inContact Inbenta Search Overage", "NIC374", "\$0.50", "\$0.00", "Per Session";
- Added Item 157, "NICE inContact Inbenta Knowledge Search Engine Overage", "NIC375", "\$0.50", "\$0.00", "Per Session";
- Added Item 158, "NICE inContact Lightico for CXone (1-300 Sessions)", "NIC376", "\$0.00", "\$885.00", "Each";
- Added Item 171, "NICE inContact Textel Additional Message", "NIC377", "\$0.06", "\$0.00", "Per Message";
- Added Item 174, "NICE inContact Textel - Short Code Message", "NIC378", "\$0.00", "\$0.13", "Per Message";
- Item 179, Changed Feature Name from "Professional Services Implementation" to "Implementation";

- Item 180, Changed Feature Name from “Workgroup Plus Professional Services Implementation” to “Workgroup Plus - Implementation”;
- Item 181, Changed Feature Name from “Corporate - Professional Services Implementation” to “Corporate - Implementation”;
- Item 182, Changed Feature Name from “Corporate Plus Professional Services Implementation” to “Corporate Plus - Implementation”;
- Item 183, Changed Feature Name from “Enterprise - Professional Services Implementation” to “Enterprise - Implementation”;
- Item 184,
 - Changed Feature Name from “Enterprise Plus - Professional Services Implementation” to “Enterprise Plus - Implementation”; and,
 - Changed Non-Recurring Charge from “#####” to “\$154,168.00”.
- Items 185, Changed Feature Name from “Additional Seat” to “Implementation”; and,
- Item 287, Changed Feature Name from “CXone Consulting Small (Monthly)” to “CXone Small”.

Pages 39 – 54, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features:

- Deleted Items 6, 9, 20, 21, 23 – 26, 28, 29, 61 – 64, 82, 83, 89, 92, and 95;
- Renumber table to sequential numbering in its entirety;
- Item 18, Changed Non-Recurring Charge from “#####” to “\$24,968.75”;
- Item 20, Changed Non-Recurring Charge from “#####” to “\$10,972.22”;
- Items 22 – 25, 27, and 28, Changed Non-Recurring Charge from “#####” to “\$12,533.33”;
- Item 30, Changed Non-Recurring Charge from “#####” to “\$10,972.22”;
- Item 48, Changed Non-Recurring Charge from “#####” to “\$31,333.33”;
- Item 49, Update Non-Recurring Charge from “#####” to “\$16,458.33”;
- Added Item 147, “NICE inContact CXone Feedback Mgt Survey”, “NIC379”, “\$1.50”, “\$0.00”, “Per Survey”;
- Added Item 156, “NICE inContact CXone Feedback Mgt Text Analytics Overage Rate (per text comment)”, “NIC382”, “\$0.15”, “\$0.00”, “Text Comment”; and,
- Added Item 158, NICE inContact CXone Feedback Mgt Auto Translate Overage Rate (per text comment)”, “NIC383”, “\$0.25”, “\$0.00”, “Text Comment”.

Pages 54 – 57, Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features:

- Deleted Items 5, 7, 15, and 20; and,
- Renumber table to sequential numbering in its entirety.

Pages 57 – 59, Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features:

- Deleted Item 5;
- Renumber table to sequential numbering in its entirety;
- Item 5, Changed Feature Name from "CXone Onsite Training" to "CXone Training";
- Added Item 13, "ACD Feature for AT&T Standalone or Converged VoIP", "SV145", "\$0.00", "\$9.80", "Each";
- Added Item 14, "ACD Premium Feature for AT&T Standalone or Converged VoIP", "SV146", "\$0.00", "\$11.80", "Each";
- Added Item 15, "ACD Supervisor Feature for AT&T Standalone or Converged VoIP", "SV147", "\$0.00", "\$11.80", "Each";
- Added Item 16, "IVR Integration Support for AT&T Standalone or Converged VoIP", "SV165", "\$0.00", "\$8.82", "Each";
- Added Item 17, "Contact Center Integration Support for AT&T Standalone or Converged VoIP", "SV166", "\$0.00", "\$8.82", "Each";
- Added Item 18, "Call Center Setup for AT&T Standalone or Converged VoIP", "MTS21", "\$352.94", "\$0.00", "Each"; and,
- Added Item 19, "Call Center implementation requirements workshop for AT&T Standalone or Converged VoIP", "MTS24", "\$352.94", "\$0.00", "Each".

Pages 60 – 70, Table 27.2.4.5.b – Unsolicited IVR Services and Features:

- Deleted Items 41, 70 – 77, and 88;
- Renumber table to sequential numbering in its entirety;
- Item 53, Changed Non-Recurring Charge from "#####" to "\$10,425.00";
- Item 56, Changed Feature Name from "Credits (800,000 credits)" to "SMS Package";
- Item 77, Changed Non-Recurring Charge from "#####" to "\$120,000.00";
- Added Item 80, "Click to Connect", "Multiple (See Below ID's)";
- Added Item 81, "Click to Connect Application Development DTMF Category 1", "CTC01", "\$300.00", "\$0.00", "Per Hour";

- Added Item 82, "Click to Connect DTMF applications, 60-second transactions, 0 to 100,000 minutes", "CTC06", "\$0.0350", "\$0.0000", "Per Minute";
- Added Item 83, "Click to Connect DTMF applications, 60-second transactions, 100,001 to 500,000 minutes", "CTC07", "\$0.0350", "\$0.0000", "Per Minute";
- Added Item 84, "Click to Connect DTMF applications, 60-second transactions, more than 500,000 minutes", "CTC08", "\$0.0350", "\$0.0000", "Per Minute";
- Added Item 85, "Click to Connect Bridging to AT&T Toll free Services", "CTC09", "\$0.0350", "\$0.0000", "Per Minute";
- Added Item 86, "Click to Connect Bridging to any 8YY service", "CTC10", "\$0.0350", "\$0.0000", "Per Minute";
- Added Item 87, "Click to Connect Bridging to POTS", "CTC11", "\$0.0350", "\$0.0000", "Per Minute";
- Added Item 88, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 2", "CTC12", "\$300.00", "\$0.000", "Per Hour";
- Added Item 89, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 3", "CTC13", "\$300.00", "\$0.00", "Per Hour";
- Added Item 90, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 4", "CTC14", "\$300.00", "\$0.00", "Per Hour";
- Added Item 91, "Click to Connect Automatic Speech Recognition (ASR) Application Development Category 5", "CTC15", "\$300.00", "\$0.00", "Per Hour";
- Added Item 92, "Click to Connect Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes", "CTC16", "\$0.0375", "\$0.0000", "Per Minute";
- Added Item 93, "Click to Connect Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes", "CTC17", "\$0.0375", "\$0.0000", "Per Minute";
- Added Item 94, "Click to Connect Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes", "CTC18", "\$0.0375", "\$0.0000", "Per Minute";
- Added Item 95, "Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes", "CTC19", "\$0.0450", "\$0.0000", "Per Minute";

- Added Item 96, "Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes", "CTC20", "\$0.0450", "\$0.0000", "Per Minute";
- Added Item 97, "Click to Connect Incremental host connectivity, applications with over 500,000 monthly minutes", "CTC21", "\$0.0450", "\$0.0000", "Per Minute";
- Added Item 98, "Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes", "CTC22", "\$0.0450", "\$0.0000", "Per Minute";
- Added Item 99, "Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes", "CTC23", "\$0.0450", "\$0.0000", "Per Minute"; and,
- Added Item 100, "Click to Connect Incremental host connectivity - applications with over 500,000 monthly minutes", "CTC24", "\$0.0450", "\$0.0000", "Per Minute".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 7, 6/30/21".

3. Category 28 – Custom Contact Center Services, Technical & Business Requirements, is hereby amended to include the following and is attached:

Header

- Added;

State of California
Department of Technology

AT&T Corp.
C4-DNCS-19-001-40, Am 7
Category 28 - Technical & Business Requirements

Page 2,

- Deleted "Addendum Log" table in its entirety, and;
- Added "Amendment Log" and Amendment 7 content.

Page 3, Table of Contents repagination.

Page 9, 28.4 Customized Contact Center Consulting Services, General Provisions – eVAQ Section number changed from "81" to "76";

Pages 12 – 17, Table 28.4.b – Unsolicited Hourly Consulting Services:

- Deleted Items 18 – 23, 36 and 37;

- Renumber table to sequential numbering in its entirety;
- Added Item 6, "AT&T CCC Custom Training", "ACCC231";
- Added Item 7, "AT&T CCC Optimization Consulting", "ACCC83"; and,
- Added Item 21, "Professional Services On-Demand (per 15-minute block)", "NIC131".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 7, 6/30/21".

4. Category 28 – Custom Contact Center Services, Catalog A, is hereby amended to include the following and is attached:

Header

- Added;

State of California
Department of Technology

AT&T Corp.
C4-DNCS-19-001-40, Am 7
Category 28 – Catalog A

Footer

- Added page numbers throughout the document

Page 2,

- Deleted "Addendum Log" table in its entirety, and;
- Added "Amendment Log" and Amendment 7 content.

Pages 4 – 6, Table 28.4.b – Unsolicited Customized Contact Center Consulting Services:

- Deleted Items 18 – 23, 36 and 37;
- Renumber table to sequential numbering in its entirety;
- Item 4, Changed Bidder's Product Identifier from "ACC246" to "ACCC246";
- Added Item 6, "AT&T CCC Custom Training", "ACCC231", "\$274.31", "\$0.00", "Hour";
- Added Item 7, "AT&T CCC Optimization Consulting", "ACCC83", "\$250.25", "\$0.00", "Hour";
- Item 8, Deleted "\$0.00"; and,
- Added Item 21, "Professional Services On-Demand (per 15-minute block)", "NIC131", "\$75.00", "\$0.00", "Per 15 Minute Block".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 7, 6/30/21".

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.