

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER
AMENDMENT NUMBER 1

AGREEMENT NUMBER C4-DNCS-19-001-60

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 96 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
 InterVision Systems, LLC

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		Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) InterVision Systems, LLC		
CONTRACTOR AUTHORIZED SIGNATURE Thomas C Keane (May 17, 2021 19:11 PDT)	DATE SIGNED 05/17/2021	
PRINTED NAME AND TITLE OF PERSON SIGNING Thomas Keane, AVP, Sales Public Sector		
ADDRESS 2270 Martin Ave, Santa Clara, CA, 95050		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		<input type="checkbox"/> EXEMPT PER:
CONTRACTING AGENCY AUTHORIZED SIGNATURE Amy Snow (May 18, 2021 09:14 PDT)	DATE SIGNED 05/18/2021	
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		

**STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-60, Amendment 1
InterVision Systems, LLC**

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 05/7/2021, 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. Volume 2, Category 27
 - b. Contractor's BAFO Response to Category 27 Statement of Work (65 pages)
3. Volume 3, Category 27
 - b. Contractor's BAFO Response to Category 27 Catalog A (9 pages)
4. Volume 2, Category 28
 - b. Contractor's BAFO Response to Category 28 Statement of Work (16 pages)
5. Volume 3, Category 28
 - b. Contractor's BAFO Response to Category 28 Catalog A (5 pages)

Amendment No. 1 Summary of Changes

C4- DNCS-19-001-60

This Amendment No. 1 ("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:

Header

- Added

State of California
Department of Technology

InterVision Systems, LLC
C4-DNCS-19-001-60, Am 1
Category 27 – Technical Requirements

Page 2

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

Page 3-4, Table of Contents repagination;

Page 26, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Line item 4, Feature Name column, deleted "-For other country rates please reference URL at bottom of chart)"

- Line item 5, Bidder's Product Description, Restrictions and Limitations column, deleted "For other country rates please reference URL at bottom of chart):"
- Line item 6, Bidder's Product Description, Restrictions and Limitations column, deleted "For other country rates please reference URL at bottom of chart):"
- Line item 7, Bidder's Product Description, Restrictions and Limitations column, deleted "(USA) - For other country rates please reference URL at bottom of chart):"
- Line item 12, Feature Name and Bidder's Product Description, Restrictions and Limitations columns, deleted "Utterance" and inserted "Request"
- Line item 13, Feature Name and Bidder's Product Description, Restrictions and Limitations columns, deleted "Utterance" and inserted "Request"
- Line item 14, Feature Name column, deleted ",subject to change"
- Line item 15, Feature Name column, deleted "*"; Bidder's Product Description, Restrictions and Limitations columns, deleted ",subject to change):" and "*"
- After line item 23, deleted row

Page 36, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features, changes made as follows:

- Deleted all line items

Page 39, Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features, changes made as follows:

- Deleted all line items

Page 42, Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features, changes made as follows:

- Deleted all line items

Page 45, Table 27.2.4.5.b – Unsolicited IVR Services and Features, changes made as follows:

- Deleted line items 2-4

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #1," 05/7/2021".

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

InterVision Systems, LLC
C4-DNCS-19-001-60, Am 1
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

Page 4, Table 27.2.2.a – Contact Center General Features, changes made as follows:

- Line items 1-13, reformatted Non-Recurring Charge and Monthly Recurring Charge columns

Page 5, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Line items 2-23, reformatted Non-Recurring Charge and Monthly Recurring Charge columns
- Line item 4, Feature Name column, deleted “For other country rates please reference URL at bottom of chart)”
- Line item 5, Non-Recurring Charge column, inserted “\$0.0138”; Monthly Recurring Charge column, deleted “\$0.0138”; Unit of Measure column, inserted “Minute” and deleted “Month”
- Line item 6, Non-Recurring Charge column, inserted “\$0.00253”; Monthly Recurring Charge column, deleted “0.00253”; Unit of Measure column, inserted “Minute” and deleted “Month”
- Line item 7, Non-Recurring Charge column, inserted “\$0.00552”; Monthly Recurring Charge column, deleted “0.00552”; Unit of Measure column, inserted “Minute” and deleted “Month”
- Line item 9, Non-Recurring Charge column, inserted “\$0.0207”; Monthly Recurring Charge column, deleted “0.0207”; Unit of Measure column, inserted “Minute” and deleted “Month”

- Line item 10, Non-Recurring Charge column, inserted "\$0.0046"; Monthly Recurring Charge column, deleted "\$0.0046"; Unit of Measure column, inserted "Per Message" and deleted "Month"
- Line item 12, Non-Recurring Charge column, inserted "\$0.0046"; Monthly Recurring Charge column, deleted "\$0.0046"; Unit of Measure column, inserted "Per Request" and deleted "Month"
- Line item 13, Non-Recurring Charge column, inserted "\$0.0008625"; Monthly Recurring Charge column, deleted "0.0008625"; Unit of Measure column, inserted "Per Text Request" and deleted "Month"
- Line item 15, Feature Name column, deleted "*"; Non-Recurring Charge column, inserted "\$0.00002898"; Monthly Recurring Charge column, deleted "\$0.00002898"; Unit of Measure column, inserted "Per Request" and deleted "Month"
- Line item 19, Non-Recurring Charge column, inserted "\$0.01725"; Monthly Recurring Charge column, deleted "\$0.01725"; Unit of Measure column, inserted "Minute" and deleted "Month"
- Line item 20, Non-Recurring Charge column, inserted "\$0.014375"; Monthly Recurring Charge column, deleted "\$0.014375"; Unit of Measure column, inserted "Minute" and deleted "Month"
- Line item 21, Non-Recurring Charge column, inserted "\$0.001725"; Monthly Recurring Charge column, deleted "\$0.001725"; Unit of Measure column, inserted "Per Chat Message" and deleted "Month"
- Line items 24 and 25 deleted

Page 7, Table 27.2.3.7.1.a – ACD Basic Agent Package Features, changes made as follows:

- Line item 1, reformatted Non-Recurring Charge and Monthly Recurring Charge columns

Page 7, Table 27.2.3.7.1.b – Unsolicited ACD Basic Agent Package Features, changes made as follows:

- Line items 1-12 deleted

Page 7, Table 27.2.3.7.2.a – ACD Supervisor's Package, changes made as follows:

- Line item 1 and 2, reformatted Non-Recurring Charge and Monthly Recurring Charge columns

Page 8, Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features, changes made as follows:

- Line items 1-12 deleted

Page 8, Table 27.2.3.7.3.a – ACD System Administrator Software Package, changes made as follows:

- Line item 1, reformatted Non-Recurring Charge and Monthly Recurring Charge columns

Page 9, Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features, changes made as follows:

- Line items 1-12 deleted

Page 9, Table 27.2.4.5.a – IVR Services and Features, changes made as follows:

- Line items 1 and 2, reformatted Non-Recurring Charge column

Page 9, Table 27.2.4.5.b – Unsolicited IVR Services and Features, changes made as follows:

- Line item 1, reformatted Non-Recurring Charge and Monthly Recurring Charge columns; Unit of Measure column, deleted “s”
- Line items 2-9 deleted

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #1, 5/7/2021”

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:

Header

- Added

State of California	InterVision Systems, LLC
Department of Technology	C4-DNCS-19-001-60, Am 1
Category 28 – Technical & Business 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

Page 9 – Section 28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES

Second paragraph

- Deleted, “81” and inserted “76”

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #1, 5/7/2021".

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

InterVision Systems, LLC
C4-DNCS-19-001-60, Am 1
Category 28 – Catalog A

Footer

- Inserted page numbers 2-5

Page 2,

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

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #1, 5/7/2021"

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.