STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER	
AGREEMENT NUMBER C4-DNCS-19-001-63	AMENDMENT NUMBER 2

☒ **CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 58 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
Aspen Technology Group Inc.

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

CONTRACTOR NAME *(If other than an individual, state whether a corporation, partnership, etc.)*
Aspen Technology Group Inc.

CONTRACTOR AUTHORIZED SIGNATURE
Charlie conaway (Mar 18, 2022 08:57 MDT)

DATE SIGNED
03/18/2022

PRINTED NAME AND TITLE OF PERSON SIGNING
Charlie Conaway, Managing Partner

ADDRESS
300 Main St., Ste 103, Grand Junction, CO 81501

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME
California Department of Technology

CONTRACTING AGENCY AUTHORIZED SIGNATURE
Scott MacDonald (Mar 18, 2022 08:28 PDT)

DATE SIGNED
03/18/22

PRINTED NAME AND TITLE OF PERSON SIGNING
Scott MacDonald, Deputy State Chief Technology Officer

CONTRACTING AGENCY ADDRESS
P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810

Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only

California Department of Technology
APPROVED
DATE 03/18/2022
Signed Samit Wangnoo
Statewide Technology Procurement

☐ EXEMPT PER:

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-63, Amendment 2
Aspen Technology Group Inc.

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 2 dated 01/31/2022, 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 (57 pages)

Amendment No. 2 Summary of Changes

C4- DNCS-19-001-63

This Amendment No. 2 ("Amendment") by and between Aspen Technology Group, Inc. ("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 to header, "Am 2"

Page 2

- Updated Amendment Log Table with Amendment 2 content.

Page 3, Table of Contents repagination.

Table 27.2.2.a – Contact Center General Features; changes as follows:

- Page 15, Item 2, Updated Bidder's Product Description, Restrictions, and Limitations. Added: "Genesys and TalkDesk other AWS hosted cloud-based contact center solutions."

- Page 17, Item 5, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "Amazon Connect" Added: "Aspen Collab"

- Page 18, Item 7, Updated Bidder's Product Description, Restrictions, and Limitations. Added: "Aspen WFM-"

- Page 19-20, Item 8, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "The powerful StartOutboundVoiceContact API actions makes Amazon Connect Ideal tool for managing this dynamic. This action enables you to program outbound calls to contact customers. These contacts might take the form of automated reminders, follow-up calls, calls to schedule appointments. A first-time contact initiated from an online one-click call button, or a promotional outreach." Added: "This action enables you to program outbound calls to contact customers. These contacts might take the form of automated reminders, follow-up calls to schedule appointments, a first-time contact initiated from an online one-click call button, or a promotional outreach."

- Page 20, Item 9, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "The powerful StartOutboundVoiceContact API actions makes Amazon Connect the ideal tool for managing this dynamic."

- Page 21, Item 10, Updated Bidder's Product Description, Restrictions, and Limitations. Added: "Aspen-Dialer provides the caller with an automatic callback. The automatic callback is a feature of an IVR system that allows a caller to choose to be called back rather than wait on hold in the phone queue. When an agent becomes available, the system will call the customer and when they answer, they are connected to the agent." Deleted:After a voice prompt, a working queue is selected and ita queue status is checked. A voice prompt tells customers if the wait for the selected queue is longer than 5 minutes. Customers are offered a choice to wait in the queue or to be placed into a callback queue. If the customer decides to wait in the queue, the Set customer queue flow block places them in a queue flow flow that provides a callback option. That is, it places them in Sample interruptible queue flow with callback."

- Page 21, Item 11, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "Amazon Lambda function provides this data to external BI applications if desired, while standard metrics are reported inside Amazon Connect." Added: "Aspen-Analytics empowers a call center to analyze and track agent performance across 100% of customer interactions. This will assure that customers are being treated properly and their issues resolved appropriately when they call in. This will also increase agent's productivity.

- Page 22, Item 12, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "Amazon Connect is an open platform so it is easy to integrate with existing or other third party Systems that provide Screen Capture capabilities. The Amazon Connect Service API

Documentation provides details about all the operations, types, inputs and outputs, and error codes. The Amazon Connect Participant Service API provides details about the APIs used by chat participants, such as agents and customers." Added: Amazon Connect, Genesys and TalkDesk other AWS hosted cloud-based contact center solutions are open platforms so, it is easy to integrate with existing or other third-party Systems that provide Screen Capture capabilities."

- Page 22, Item 13, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "Connect supports inbound and outbound as a blended service. Routing Profiles dictate how calls are routed to agents, and those profiles are specified based on skills, permissions, and roles." Added: ", Genesys and TalkDesk" and "All support inbound and outbound as a blended service."

Table 27.2.2.b – Unsolicited General Features; changes as follows:

- Page 23, Item 2, Updated Bidder's Product Description, Restrictions and Limitations. Added: ", Genesys and TalkDesk"

Table 27.2.4.5.a – IVR Services and Features; changes as follows:

- Page 37, Item 1, Updated Bidder's Product Description, Restrictions and Limitations. Deleted: "Amazon Connect service usage fee is fixed. Amazon Connect is a pay-as-you-go service. There are no required up-front payments, long-term commitments or minimum monthly fees. While our rates are given on a per minute basis, you pay by the second (minimum 10s) for Amazon Connect voice usage plus any associated telephony charges." Added: "Aspen-IVR is a pay-as-you-go service. There are no required up-front payments, long-term commitments, or minimum monthly fees.

- Page 37, Item 2, Updated Bidder's Product Description, Restrictions, and Limitations. Deleted: "Amazon Connect service usage fee is fixed. Amazon Lex is a service for building conversational interfaces into any application using voice and text. Amazon Lex provides the advanced deep learning functionalities of automatic speech recognition (ASR) for converting speech to text, and natural language understanding (NLU) to recognize the intent of the highly engaging user experiences and lifelike conversational interactions." Added: "Aspen-ASR is a per min IVR with Speech Recognition service.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #2, 01/31/2022".

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.