STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER	
AGREEMENT NUMBER C4-DNCS-19-001-06	AMENDMENT NUMBER 21

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

CONTRACTING AGENCY NAME
California Department of Technology, Office of Technology Services

CONTRACTOR NAME
NWN Corporation

2. 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.

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

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.)*
NWN Corporation

CONTRACTOR AUTHORIZED SIGNATURE: Adam Frankel (Feb 14, 2024 15:14 EST)
DATE SIGNED: Feb 14, 2024

PRINTED NAME AND TITLE OF PERSON SIGNING
Adam Frankel, General Counsel

ADDRESS
11070 Whiterock Road, Suite 250, Rancho Cordova, CA 95670

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME
California Department of Technology, Office of Technology Services

CONTRACTING AGENCY AUTHORIZED SIGNATURE: Victor Krause
DATE SIGNED: Feb 15, 2024

PRINTED NAME AND TITLE OF PERSON SIGNING
Victor Krause, Acting 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 Feb 20, 2024
Signed Raman Pabla
Statewide Technology Procurement

☐ EXEMPT PER:

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-06, Amendment 21
NWN Corporation

ATTACHMENT 1 – LIST OF AMENDED CONTRACTOR RESPONSE DOCUMENTS

This Attachment 1 dated February 2, 2024, contains a list of revised contract documents hereby incorporated into this Contract.

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

14.a. Contractor's amended BAFO Response to Category 27 Technical Statement of Work (107 pages)
15.a. Contractor's amended BAFO Response to Category 27 Catalog A (34 pages)

Amendment No. 21 Summary of Changes

C4- DNCS-19-001-06

This Amendment No. 21 ("Amendment") by and between NWN Corporation ("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 Communication Services ("Agreement") on April 14, 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, Technical Requirements, is hereby amended to include the following and is attached:

Page 2, Changed Amendment Log to add Amendment 21 content;

Pages 2-107, Changed header to add Amendment 21 content;

Pages 3-4, Table of Contents repagination;

Updated Pages 36-63, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Added new SKUs, line items 102-337

Updated Page 72, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features

- Added new SKU, line item 1

Updated Page 75, Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features

- Added new SKUs, line items 1-2

Updated Page 78-79, Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features

- Added new SKU, line item 10

Updated Pages 86, Table 27.2.4.5.b – Unsolicited IVR Services and Features

- Added new SKU, line items 18-20

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 21, 02/02/2024.

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

Page 2, Changed Amendment Log to add Amendment 22 content;

Pages 2-34, Changed header to add Amendment 22 content;

Pages 3, Table of Contents repagination;

Updated Pages 6-30, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Renumbered all line items
- Pages 13-30, added new SKUs, line items 102-337

Updated Page 30, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features

- Added new SKU, line item 1

Updated Page 31, Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features

- Added new SKUs, line items 1-2

Updated Page 32, Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features

- Added new SKU, line item 10

Updated Pages 34, Table 27.2.4.5.b – Unsolicited IVR Services and Features

- Added new SKUs, line items 18-20

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 21, 02/02/2024.

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.