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

2. The term of this Agreement is 04/07/2014 through 06/30/2019

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:

Call Center Telephony: Subcategory 6.1 – Hosted IVR/ACD

(*) Volume 2, Response to Unique Subcategory Requirements, SOW Technical Response (91 pages)

(*) Volume 3, Response to Unique Subcategory Requirements, SOW Catalog A - Cost Information (21 pages)

This agreement or amendment is effective upon the start date, or upon California Department of Technology approval, whichever is later. Items shown with an Asterisk (*) are hereby incorporated by reference and made part of this agreement as if attached hereto.

All other Terms and Conditions shall remain the same.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto:

CONTRACTOR


BY (Authorized Signature) Marsha K. Harrell, Sr. Consultant – Pricing/Contract Management

DATE SIGNED 11/16/2018

PRINTED NAME AND TITLE OF PERSON SIGNING
Marsha K. Harrell, Sr. Consultant – Pricing/Contract Management

ADDRESS
295 Parkshore Drive, Folsom, CA 95630

STATE OF CALIFORNIA

AGENCY NAME
California Department of Technology

BY (Authorized Signature) Marilyn Paulo, Deputy Director, Statewide Technology Procurement, CDT

DATE SIGNED 07/20/2018

PRINTED NAME AND TITLE OF PERSON SIGNING
Marilyn Paulo, Deputy Director, Statewide Technology Procurement, CDT

ADDRESS
P.O. Box 1810, Rancho Cordova, CA 95741-1810

CALIFORNIA DEPARTMENT OF TECHNOLOGY
Use Only

APPROVED JUL 20 2018

Exempt per: