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

**CONTRACTING AGENCY NAME**
California Department of Technology

**CONTRACTOR NAME**

2. The term of this Agreement is:
   - **Start Date:** 04/07/2014
   - **End Date:** 06/30/2020

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/AutoCall

      (*) Volume 2, Response to Unique Subcategory Requirements, SOW Technical Requirements Response (98 pages)

      (*) Volume 3, Cost Information, SOW Catalog A (26 pages)

   All other terms and conditions remain the same.

IN WITNESS THEREOF, this Agreement has been executed by the parties hereto.

<table>
<thead>
<tr>
<th>CONTRACTOR</th>
<th>Department of Technology, Statewide Technology Procurement Use Only</th>
</tr>
</thead>
</table>
| **CONTRACTOR NAME** (If other than an individual, state whether a corporation, partnership, etc.)
| **CONTRACTOR AUTHORIZED SIGNATURE**
Venita S. Houston, Sr. Analyst - Billing | **DATE SIGNED** (Do not type)
2/18/2019 |
| **PRINTED NAME AND TITLE OF PERSON SIGNING**
Venita S. Houston, Sr. Analyst - Billing | |
| **ADDRESS**
295 Parkshore Drive, Folsom, CA 95630 | |

STATE OF CALIFORNIA

<table>
<thead>
<tr>
<th>CONTRACTING AGENCY NAME</th>
<th>Statewide Technology Procurement, CDT</th>
</tr>
</thead>
</table>
| **CONTRACTING AGENCY AUTHORIZED SIGNATURE**
Marlon Paulo, Deputy Director, Statewide Technology Procurement, CDT | **DATE SIGNED** (Do not type)
2/19/19 |
| **PRINTED NAME AND TITLE OF PERSON SIGNING**
Marlon Paulo, Deputy Director, Statewide Technology Procurement, CDT | |
| **CONTRACTING AGENCY ADDRESS**
P.O. Box 1810, Rancho Cordova, CA 95741-1810 | |

[Exempt Per: ]