

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Solicitation Number CFOPD-21-R-004		Page of Pages	
				1	1 plus Attachments
2. Amendment/Modification Number Amendment No. 10	3. Effective Date See Box 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption Cloud Contact Center as a Service (CCaaS)		
6. Issued by: Code		7. Administered by (If other than line 6)			
Office of the Chief Financial Officer Office of Contracts 1100 4 th Street SW Suite E610 Washington, DC 20024					
8. Name and Address of Contractor (No. street, city, county, state and zip code) ALL POTENTIAL OFFERORS Code Facility		X	9A. Amendment of Solicitation No. CFOPD-22-R-004		
			9B. Dated (See Item 11) October 12, 2021		
			10A. Modification of Contract/Order No.		
			10B. Dated (See Item 13)		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning a <u>1</u> written copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
A. This change order is issued pursuant to (Specify Authority):					
B. The above numbered contract/order is modified to reflect the administrative changes.					
C. This supplemental agreement is entered into pursuant to authority of:					
D. Other (Specify type of modification and authority) Administrative					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return one (1) copy to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The above referenced solicitation to provide Cloud Contact Center as a Service (CCaaS) is hereby amended to reflect the following changes (Attachment A). ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED					
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.					
15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer Anthony A. Stover, CPPO			
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia  (Signature of Contracting Officer)		16C. Date Signed April 13, 2023	

Attachment A

The following changes has been made to the solicitation:

A. Section B.4 Pricing Summary of the solicitation is hereby deleted and revised as follows:

B.4.1 BASE YEAR

CLIN	Description	Total Cost
001	CCaaS	
002	Implementation (including testing)	
003	Training	
004	Maintenance and Support	
005	Other Services	

B.4.2 OPTION YEAR ONE

CLIN	Description	Total Cost
101	CCaaS	
102	Training	
103	Maintenance and Support	
104	Other Services	

B.4.3 OPTION YEAR TWO

CLIN	Description	Total Cost
201	CCaaS	
202	Training	
203	Maintenance and Support	
204	Other Services	

B.4.4 OPTION YEAR THREE

CLIN	Description	Total Cost
301	CCaaS	
302	Training	
303	Maintenance and Support	
304	Other Services	

B.4.5 OPTION YEAR FOUR

CLIN	Description	Total Cost
401	CCaaS	
402	Training	
403	Maintenance and Support	
404	Other Services	

B.4.6 OPTION YEAR FIVE

CLIN	Description	Total Cost
501	CCaaS	
502	Training	
503	Maintenance and Support	
504	Other Services	

B.4.7 OPTION YEAR SIX

CLIN	Description	Total Cost
601	CCaaS	

602	Training	
603	Maintenance and Support	
604	Other Services	

B.4.8 OPTION YEAR SEVEN

CLIN	Description	Total Cost
701	CCaaS	
702	Training	
703	Maintenance and Support	
704	Other Services	

B.4.9 OPTION YEAR EIGHT

CLIN	Description	Total Cost
801	CCaaS	
802	Training	
803	Maintenance and Support	
804	Other Services	

B.4.10 OPTION YEAR NINE

CLIN	Description	Total Cost
901	CCaaS	
902	Training	
903	Maintenance and Support	
904	Other Services	