

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT			1. Contract Number CFOPD-22-C-014		Page of Pages 12		
2. Amendment/Modification No. Modification 9		3. Effective Date See 16 C below		4. Requisition/Purchase Request No.		5. Solicitation Caption Overflow Call Center	
6. Issued by: Code Office of the Chief Financial Officer Office of Contracts 1100 4 th Street, S.W. Suite E610 Washington, D.C. 20024 202-442-7012 - main			7. Administered by (If other than line 6) 				
8. Name and Address of Contractor (No. street, city, county, state and zip code) Pioneer Customer Experience, LLC 1389 Center Drive, Suite 200 Park City, UT 84098 Kerry Trahan – Vice President Kerry.Trahan@pioneerctx.com 703-810-3000 - main Code _____ Facility _____			9A. Amendment of Solicitation No.		X CFOPD-22-C-014		
			9B. Dated (See Item 11)				
			10A. Modification of Contract/Order No.				
			10B. Dated (See Item 13) August 31, 2022				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ 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 _____ copies 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							
X	A. This change order is issued pursuant to (Specify Authority): 27 DCMR Chapters 2005 and 2008 and Sections I.8 – Changes and F.2 – Option to Extend the Term of the Contract, contained in the contract. The changes set forth in Item 14 are made in the contract/order no. in item 10A.						
	B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the DC Financial Responsibility and Management Assistance Authority.						
	C. This supplemental agreement is entered into pursuant to authority of:						
	D. Other (Specify type of modification and authority)						
E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return <u>1</u> copy to the issuing office.							
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The District intends to achieve the following with Modification 9: This contract identified in Block 10A above is hereby modified as described in page 2. ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A remain unchanged and in full force and effect.							
15A. Name and Title of Signer (Type or print) Kerry Trahan – Vice President				16A. Name of Contracting Officer Dorothy Whisler Fortune, Esq., CPPO, Drakus Wiggins, CPPB, CPPO or Anthony A. Stover, CPPO			
15B. Name of Contractor (Signature of person authorized to sign)		15C. Date Signed 7/31/2026		16B. District of Columbia (Signature of Contracting Officer)		16C. Date Signed 08/10/2026	

- A. Section B.5.5 Option Year 4 is hereby deleted in its entirety and replaced with the following:

B.5.5 OPTION YEAR 4

CLIN	Item Description	Price per Unit	Estimated Quantity	Total Estimated Price
CLIN 401	Overflow Call Center Services	\$ <u>6.55</u> per answered call	52,671 answered calls	<u>\$345,000.00</u>

- B. Pursuant to Section F.2 - Option to Extend the Term of the Contract, the District hereby exercises Option Year 4 for the period of August 31, 2026 through August 30, 2027. The funding for this period is not to exceed \$345,000.00. The cumulative value of the contract is increased by \$345,000.00 to an amount not to exceed \$1,990,483.63.