Participating Addendum Number CFOPD-27-A-010
(also referred to as Agreement No. CFOPD-27-A-010
for
CLOUD SOLUTIONS SERVICES
between
District of Columbia Government, Office of the Chief Financial Officer
and
CARAHSOFT TECHNOLOGY CORPORATION

This Participating Addendum (also referred herein as "Agreement") is entered into by the District of Columbia Government, Office of the Chief Financial Officer ("Participating Entity") and the following Contractor (each a "Party" and collectively the "Parties"), pursuant to District of Columbia Official Code § 2-354.11, for the purpose of participating in NASPO ValuePoint Master Agreement Number **LS4983**, executed by Contractor and the State of Utah for Cloud Solutions Services ("Master Agreement"):

Carahsoft Technology Corporation ("Contractor")
11493 Sunset Hills Road Suite 100
Reston, VA 20190

I. PARTICIPATING ADDENDUM CONTACTS.

Contractor's contact for this Participating Addendum is:

Contact Name: Mariah Edwards
Contact Title: NASPO Contract Advisor
Contact Email Address: mariah.edwards@carahsoft.com
Contact Phone Number: 703-889-9734

Participating Entity's contact for this Participating Addendum is:

Contact Name: Lisa Pierson
Contact Title: Contracting Officer Technical Representative (COTR)
Contact Email Address: lisa.pierson@dc.gov
Contact Phone Number: 202-442-6352

II. TERM. This Participating Addendum is effective as of November 16, 2026 and shall continue for a period of one (1) year ending one (1) year from the date of the Contracting Officer's signature; unless the Participating Addendum is terminated sooner in accordance with the terms set forth herein.

III. TERM EXTENSIONS. The Participating Entity may extend the term of this Agreement, or successive fractions thereof, by written notice to the Contractor before the expiration of the Agreement. The option period will be up to the termination of the Master Agreement, as amended, unless the Participating Addendum is terminated sooner in accordance with the terms set forth herein.

IV. PARTICIPATION AND USAGE. This Participating Addendum may be used by the Office of the Chief Information Officer (OCFO) and all subagencies within the authority of the Chief Procurement Official for the Participating Entity and by law. Participating Entity has sole authority to determine which entities are eligible to use this Participating Addendum. If Contractor becomes aware that an entity's use of this Participating Addendum is not authorized, Contractor will notify NASPO ValuePoint to initiate outreach to the appropriate parties.

V. GOVERNING LAW. The construction and effect of this Participating Addendum and any Orders placed hereunder will be governed by and construed in accordance with the laws of the District of Columbia, including, but not limited to, the District of Columbia Procurement Practices Reform Act of 2010, (D.C. Law 18-371; D.C. Official Code §§ 2-351.01, et seq.) and D.C. Municipal Regulations Title 27.

VI. SCOPE. Except as otherwise stated herein, this Participating Addendum incorporates the scope, pricing, terms, and conditions of the Master Agreement and the rights and obligations set forth therein as applied to

the Contractor and Participating Entity and Purchasing Entities along with Attachment A (Statement of Work), Attachment B (Pricing) and Attachment C (Proposal).

a. **Products.** All Amazon Web Services products available through the Master Agreement may be offered and sold by Contractor to the Purchasing Entity.

b. **Services.** All Amazon Web Services available through the Master Agreement may be offered and sold by Contractor to the Purchasing Entity.

c. **Contractor Partners**. Amazon Web Services only. Contractor will ensure that the participation of Contractor's subcontractors, dealers, distributors, resellers, and other partners is in accordance with the terms and conditions set forth in the Master Agreement and in this Participating Addendum.

VII. **AMENDMENTS TO MASTER AGREEMENT.** Any amendment to the Master Agreement shall be deemed incorporated into this Participating Addendum unless the amendment is rejected by the Participating Entity in writing to Contractor within ten (10) calendar days of the amendment's effective date and is documented thereafter via written amendment hereto.

VIII. **ORDER OF PRECEDENCE.** Any conflict between this Participating Addendum and the Master Agreement will be resolved in favor of the Participating Addendum.

IX. **ORDERS.** Purchasing Entities may place orders under this Participating Addendum by referencing the Participating Addendum Number on an Order. Each Order placed under this Participating Addendum is subject to the pricing and terms set forth herein and in the Master Agreement, including applicable discounts, reporting requirements, and payment of administrative fees to NASPO ValuePoint and Participating Entity, if applicable.

X. **FEDERAL FUNDING REQUIREMENTS.** Orders funded with federal funds may have additional contractual requirements or certifications that must be satisfied at the time the Order is placed or upon delivery. When applicable, a Purchasing Entity will identify in the Order any alternative or additional requirements related to the use of federal funds. By accepting the Order, Contractor agrees to comply with the requirements set forth therein.

XI. **SUPPLEMENTAL TERMS AND CONDITIONS.** This Participating Addendum includes the following supplementing terms and conditions:

1. **Funding Obligation.**

1.1 There will be no payment obligation of any kind between the District and the Contractor in conjunction with this Agreement.

2. **Resellers.**

2.1 The Contractor shall provide the services to the Purchasing Entity on behalf of Amazon Web Services at the pricing, service level, and terms and conditions of the Master Agreement.

2.2 The Contractor shall notify the Purchasing Entity promptly when changes occur.

2.3 The Contractor shall provide quotes, accept purchase orders, and accept payment from the Purchasing Entity, in conjunction with this Agreement, for direct order taking, processing, fulfillment, and provisioning against the Master Agreement.

2.4 The Contractor's participation with the Purchasing Entity in association with this Agreement shall be in accordance with the terms and conditions set forth in the Master Agreement.

3. Nonexclusivity.

3.1 This Agreement is not an exclusive contract. The Purchasing Entity is not precluded from the purchase of goods and services from other sources.

4. Administration.

4.1 The Purchasing Entity's points of contact and the Contracting Officer for this Agreement is:

Anthony A. Stover, CPPO,
Contracting Officer
District of Columbia Office of the Chief Financial Officer
1100 4th Street, SW, Suite E620
Washington, DC 20024
Telephone: 202-442-7122
Fax: 202-442-6454
Email: Anthony.stover@dc.gov

4.1.1 The Contracting Officer is the only official authorized to legally bind the Purchasing Entity and make changes to the requirements, terms and conditions of this Agreement. Only the Contracting Officer can increase, decrease, extend or terminate this Agreement. All other changes are unauthorized. A replacement of the Contracting Officer for this Agreement, if any, will be enacted by a written modification to this Agreement.

4.1.2 The Contractor will not comply with any order, directive or request that changes or modifies the requirements of this Agreement, unless issued in writing and signed by the Contracting Officer.

4.2 The Contracting Officer Technical Representative for this Agreement is:

Lisa Pierson
Contracting Officer Technical Representative (COTR)
Office of the Chief Information Officer (OCIO)
1100 4th St. SW E620 Washington, DC 20024
Telephone: 202-442-6352
Fax: 202-442-6454
Email: lisa.pierson@dc.gov

4.2.1 The COTR is responsible for general administration of the Agreement and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the Agreement. The COTR has the responsibility of ensuring the Contractor conforms to the requirements of the Agreement and such other responsibilities and authorities as may be specified in the Agreement.

XII. NOTICE. Any notice required herein shall be sent to the following address

For Contractor:

Contact Name: Mariah Edwards
Contact Title: NASPO Contracts Advisor
Contact Email Address: mariah.edwards@carahsoft.com
Contact Phone Number:703-889-9734

For Participating Entity

Contact Name: Lisa Pierson
Contact Title: Contracting Officer Technical Representative (COTR)
Contact Email Address: lisa.pierson@dc.gov
Contact Phone Number: 202-442-6352

XIII. SUBMISSION OF PARTICIPATING ADDENDUM TO NASPO VALUEPOINT. Upon execution, the Contractor shall email a copy of this Participating Addendum and any amendments hereto to NASPO ValuePoint at pa@naspovaluepoint.org. While Participating Entity will maintain the official record of this Participating Addendum, the Parties agree that this Participating Addendum, as amended, may be published on the NASPO ValuePoint website.

SIGNATURE

The undersigned for each Party represents and warrants that this Participating Addendum is a valid and legal agreement binding on the Party and enforceable in accordance with the Participating Addendum's terms and that the undersigned is duly authorized and has legal capacity to execute and deliver this Participating Addendum and bind the Party hereto.

IN WITNESS WHEREOF, the Parties have executed this Participating Addendum.

CONTRACTOR:

Madeline Hall
Signature

Madeline Hall
Printed Name

Senior Contracts Administrator
Title

11/13/2026
Date

PARTICIPATING ENTITY:

Signature

Anthony A. Stover
Printed Name

Contracting Officer
Title

November 16, 2026
Date

Attachment A

Statement of Work

Background:

The purpose of this is to continue our ability to receive Amazon connect consumption and managed services support in alignment with the new NASPO agreement. The new Master Agreement contract number is LS4983. Renewal limit for the Master contract is till September 15th, 2036.

Amazon Connect Consumption:

The OCFO Call Center currently supports the following nine business units which have slightly different operating hours and diverse routing patterns:

a. Office of Tax and Revenue (OTR) Customer Service Administration (CSA)
b. OTR Collections and Enforcement Administration (COL)
c. OTR Audits and Investigation Administration Questionable Refund Detection Team (QRDT)
d. OTR Real Property Tax Administration (RPTA) Recorder of Deeds (ROD)
e. OTR E-Services
f. OTR Fraud Hotline
g. Office of Finance and Treasury (OFT) Central Collections Unit (CCU)
h. OFT Unclaimed Property
i. OCIO Service Desk (SD)

OCFO has Three Regions, Development, TEST and production to support the above units. The Contractor shall bill based on the monthly usage in OFT, OCIO and OTR instances all together.

Each year OCFO will establish an Annual Amazon connect consumption estimate based on prior year in collaboration with Carahsoft and AWS. For the Base year, District is requiring an amount of 40K per month, or not to exceed $480K per contract year. As mentioned above, the bills to pay would be based on actual consumption.

Amazon Connect Managed Services Support
The Contractor Shall:

1. Provide Amazon Connect Application Support

a. The Contractor shall provide comprehensive support for the Customer's Amazon Connect contact center solution, including incident management, configuration changes, troubleshooting, and performance optimization.

b. The Contractor shall analyze and resolve application issues, coordinate with stakeholders, and ensure timely resolution in accordance with approved SLAs.

2. Operate a Dedicated Service Desk

a. The Contractor shall establish and maintain a dedicated service desk to process contact center–related inquiries, incidents, and service requests from Customer personnel.

b. The Contractor shall ensure continuous, uninterrupted support for Customer operations through timely responses and resolutions.

3. Manage Service Level Agreements (SLAs) and Operational Level Agreements (OLAs)

a. The Contractor shall define, monitor, and manage SLAs to ensure agreed service levels are met, including response times and incident handling.

b. The Contractor shall manage OLAs with internal support teams to ensure coordinated and timely problem resolution.

4. Perform Change Management Activities

a. The Contractor shall administer a structured change management process for Amazon Connect configuration updates, enhancements, and change requests.

b. The Contractor shall assess impacts, obtain required approvals, implement changes, and conduct post-implementation reviews.

5. Provide Level 2 and Level 3 Technical Support

a. The Contractor shall provide Level 2 technical support for incident resolutions requiring specialized expertise.

b. The Contractor shall provide Level 3 support to resolve complex technical challenges and to deliver advanced customization and optimization to meet Customer's business needs.

6. Deliver Managed Services Activities (Annual Scope)

The Contractor shall perform the following services annually as part of the managed services program:

a. Provide unlimited support for incident and break/fix tickets relating to Amazon Connect malfunctions.

b. Complete Moves, Adds, Changes, and Deletes (MACD) requests requiring less than eight hours per request.

c. Enable new Amazon Connect features based on Customer business needs (≤ 8 hours per request).

d. Provide proactive system monitoring.

e. Perform vendor management and act as liaison with Amazon Support.

f. Provide monthly performance reporting and quarterly Amazon Connect product enhancement reviews.

g. Conduct an annual business review and an annual innovation workshop.

h. Provide a Service Delivery Manager and support engineering resources during Eastern Time business hours.

i. Conduct quarterly on-site visits with Customer leadership.

j. Provide 50 monthly development hours to support Lambda updates, new call flows, routing profiles, capabilities, reporting requests, and related custom solutions (Lambda, Redshift, DynamoDB).

7. Comply With Usage Controls

a. The District will not use support or development hours to initiate or deliver new projects, migrations, or major feature builds. Such activities require a separately scoped project.

b. The Contractor shall provide monthly usage reports showing Support Hours consumed through MACD and development activities.

c. The Contractor shall obtain prior written approval for any effort expected to exceed contracted limits or for the purchase of additional hours.

d. The District agrees that unused hours shall not roll over into subsequent years or contract periods.

8. Meet Incident Response Service Levels

The Contractor shall meet the following response times:

a. **Production System Down:** < 1 hour response time

b. **Production System Impaired:** < 4 hours

c. **System Impaired:** < 12 hours

d. General Guidance: < 24 hours

9. Fulfill Contractor Responsibilities

The Contractor shall:

a. Obtain necessary Amazon and system access as provided by the Customer.

b. Complete all the required training that is assigned

c. Provide information to office of Integrity and oversight for background checks

d. Adhere to project assumptions and work within constraints provided in the SOW.

e. Coordinate with Customer to ensure uninterrupted support.

10. Provide Required Personnel and Roles

a. The Contractor shall assign a Managed Services Leader as the primary point of contact responsible for project oversight, resource coordination, and schedule alignment.

b. The Contractor shall provide engineers to perform incident support and MACD activities.

PRICE QUOTATION

CARAHSOFT TECHNOLOGY CORP

11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
PHONE (703) 871-8585 | FAX (703) 871-8505
WWW.CARAHSOFT.COM | AWS@CARAHSOFT.COM

TO: Satya Kommuri
Director Tax Systems
OCFO DC
1350 Pennsylvania Avenue NW
Suite 203
Washington, DC 20004 USA

EMAIL: satya.kommuri@dc.gov

PHONE: (202) 442-7031

FROM: Jonathan Cavero
Carahsoft Technology Corp.
11493 Sunset Hills Road
Suite 100
Reston, Virginia 20190

EMAIL: Jonathan.Cavero@carahsoft.com

PHONE: (571) 662-4642

TERMS:
Contract Number: 101416
Master Contract Number: AR2472
Contract Term: 04/09/2019 to 01/13/2027
Shipping Point: FOB Destination
Credit Cards: VISA/MasterCard/AMEX
Remit To: Same as Above
Payment Terms: Net 30 (On Approved Credit)
Sales Tax May Apply

QUOTE NO:	68552690
QUOTE DATE:	10/22/2026
QUOTE EXPIRES:	11/19/2026
RFQ NO:	
SHIPPING:	ESD
TOTAL PRICE:	$788,790.00
TOTAL QUOTE:	$788,790.00

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE		QTY	EXTENDED PRICE
		BASE YEAR					
1	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Base Year | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2026 End Date: 11/15/2027	$200,000.00	$25,732.50	COOP	12	$308,790.00
2	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Base Year Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2026 End Date: 11/15/2027	$500,000.00	$40,000.00	COOP	12	$480,000.00
		BASE YEAR SUBTOTAL:					$788,790.00
		SUBTOTAL:					$788,790.00

SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE		QTY	EXTENDED PRICE
		OPTION YEAR 1					
3	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 1 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2027 End Date: 11/15/2028	$200,000.00	$26,504.48	COOP	12	$318,053.76

SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE		QTY	EXTENDED PRICE
4	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 1 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2027 End Date: 11/15/2028	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 1 SUBTOTAL:					$798,053.76
		OPTION YEAR 2					
5	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 2 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2028 End Date: 11/15/2029	$200,000.00	$27,299.61	COOP	12	$327,595.32
6	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 2 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2028 End Date: 11/15/2029	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 2 SUBTOTAL:					$807,595.32
		OPTION YEAR 3					
7	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 3 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2029 End Date: 11/15/2030	$200,000.00	$28,118.59	COOP	12	$337,423.08
8	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 3 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2029 End Date: 11/15/2030	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 3 SUBTOTAL:					$817,423.08

SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE		QTY	EXTENDED PRICE
		OPTION YEAR 4					
9	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 4 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2030 End Date: 11/15/2031	$200,000.00	$28,962.16	COOP	12	$347,545.92
10	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 4 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2030 End Date: 11/15/2031	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 4 SUBTOTAL:					$827,545.92
		OPTION YEAR 5					
11	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 5 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2031 End Date: 11/15/2032	$200,000.00	$29,831.02	COOP	12	$357,972.24
12	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 5 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2031 End Date: 11/15/2032	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 5 SUBTOTAL:					$837,972.24
		OPTION YEAR 6					
13	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 6 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2032 End Date: 11/15/2033	$200,000.00	$30,725.95	COOP	12	$368,711.40

SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE		QTY	EXTENDED PRICE
14	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 6 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2032 End Date: 11/15/2033	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 6 SUBTOTAL:					$848,711.40
		OPTION YEAR 7					
15	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 7 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2033 End Date: 11/15/2034	$200,000.00	$31,647.73	COOP	12	$379,772.76
16	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 7 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2033 End Date: 11/15/2034	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 7 SUBTOTAL:					$859,772.76
		OPTION YEAR 8					
17	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 8 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2034 End Date: 11/15/2035	$200,000.0000	$32,597.1601	COOP	12	$391,165.92
18	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 8 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2034 End Date: 11/15/2035	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 8 SUBTOTAL:					$871,165.92

PRICE QUOTATION

CARAHSOFT TECHNOLOGY CORP

11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
PHONE (703) 871-8585 | FAX (703) 871-8505
WWW.CARAHSOFT.COM | AWS@CARAHSOFT.COM

SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE		QTY	EXTENDED PRICE
		OPTION YEAR 9					
19	AR2472-CAR001-101	Custom Professional Services. Scoped Milestone. SOW Required. Day 2 Managed Services Pricing Post Implementation | Option Year 9 | Monthly Support Services Carahsoft Technology Corporation - AR2472-CAR001-101 Start Date: 11/16/2035 End Date: 11/15/2036	$200,000.00	$33,575.08	COOP	12	$402,900.96
20	AWS-Bucket1	AWS Consumption Bucket Amazon Connect Consumption Estimate Option Year 9 Amazon Web Services, Inc. - AWS-Bucket1 Start Date: 11/16/2035 End Date: 11/15/2036	$500,000.00	$40,000.00	COOP	12	$480,000.00
		OPTION YEAR 9 SUBTOTAL:					$882,900.96

Please see the attached statement of work for additional terms.

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Annual reviews will be conducted to right size the level of support to meet customer objectives.

Attachment C

carahsoft

Statement of Work

DC Office of the Chief Financial Officer

October 26th, 2026

SOLUTION PROVIDED BY

ScaleCapacity

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Overview

This SOW dated as of the SOW Effective Date set forth above, is entered into by and made pursuant to the services agreement set forth above ("Agreement") between Carahsoft Technology Corporation ("Carahsoft" or "Prime Contractor") and DC Office of the Chief Financial Officer ("DC OCFO") or "Customer"). All services will be provided by ScaleCapacity ("ScaleCapacity", "Subcontractor" or "Partner"). The purpose of this SOW is to define the scope of work, deliverables, and terms for the Amazon Connect support and service management engagement between Customer and Partner and shall be effective as of Date of signature.

Executive Summary

Customer is seeking support of their contact center operations by requesting for Partner to provide managed services program (MSP) support for their Amazon Connect solution. This MSP support will enable Customer to leverage our team to handle incident management, resolve issues promptly, and continuously optimize performance. Partner will handle system configuration, administration, ongoing monitoring, and maintenance in a managed services support program.

Our managed services allow you to focus on your core business while we maximize the potential of your contact center solution.

Based on the documented requirements and features, ScaleCapacity has prepared this Statement of Work (SOW), which includes a high-level scope, estimated cost, and payment schedules.

Objectives

- **Amazon Connect Application Support**: Partner will provide comprehensive support for Customer's Amazon Connect contact center solution, including incident resolution, configuration changes, and performance optimization. This involves analyzing and troubleshooting application issues, coordinating with relevant stakeholders, and ensuring timely resolutions.
- **Service Desk**: Partner will establish a dedicated service desk to handle contact center-related queries, incidents, and service requests from Customer's users. The service desk will provide prompt response and resolution, ensuring uninterrupted customer service operations.
- **SLA and OLA Management**: Partner will define and manage Service Level Agreements (SLAs) with Customer, ensuring that agreed-upon service levels for the Amazon Connect contact center are consistently met. Additionally, Partner will establish and manage Operational Level Agreements (OLAs) with internal teams to ensure effective coordination and timely resolution of incidents and problems.
- **Change Management**: Partner will establish a change management process to handle Amazon Connect configuration changes, updates, and enhancements. This includes assessing change impact, coordinating change approvals, implementing changes, and conducting post-implementation reviews to minimize risks and disruptions to Customer's contact center operations.
- **Level 2 and Level 3 Support for incident resolutions**: These areas of Level 2 support ensure that organizations leveraging an Amazon Connect managed service receive expert assistance in managing and optimizing their contact center operations.
    - Level 3 support focuses on resolving complex technical challenges, providing advanced customization, and offering strategic guidance to optimize the Amazon Connect solution according to the organization's unique needs and goals.

Project Team

Project Sponsors

The projects sponsors provides strategic oversight, final decision-making authority, and organizational support for the Amazon Connect migration project. This individual ensures the project aligns with business objectives, removes organizational barriers, and secures necessary resources and budget approvals throughout the project lifecycle.

Table 1 Project Sponsors

Name	Title	Company	Contact
Randy Hicks	Sr. Dir. of Contact Center	ScaleCapacity	Randy.Hicks@scalecapacity.com

Project Stakeholders

The project stakeholders sponsor the project from an operational perspective and serve as the primary liaison between the project team and the customer's contact center operations. This role ensures business requirements are accurately captured, user adoption strategies are effective, and the project delivers measurable improvements to contact center performance and customer experience.

Table 2 Project Stakeholders

Name	Title	Company	Contact
TBD			
TBD			
TBD			
TBD			

Project Assumptions

This scope of work is based on the following key assumptions:

- These additional costs shall not be incurred or owed unless a written modification is signed by both parties.
- Partner assumes that ongoing appropriate Amazon access will be provided by Customer to Partner support staff.
- Partner and customer acknowledge that this Service tier accurately reflects the parties understanding of the Services as of the date of its signing. Neither party is responsible for errors in or omissions to the information supplied by the other party upon which it reasonably relied.
- During the support contract, Partner Managed Services staff will require access to provide support under the terms of the contract. Partner will work with our customers to define a strategy for accessing the customer environment for support during the contract period

Service Level Agreement on Incidents

Severity Level	Response Times	Description	Examples
Production System Down	< 1 hour response	Customer's business is significantly impacted. Important functions of a customer's application are unavailable.	All Amazon Connect agents unable to login / accept calls. Calls into Amazon Connect ring busy or ring no answer.
Production System Impaired	< 4 hours response	Important functions of a customer application are impaired or degraded.	Customer's backend endpoint (e.g. data lake / database, etc.) is unavailable. Customer experiencing call quality issues. Amazon Lex service is unavailable.
System Impaired	< 12 hours response	Non-critical functions of a customer application are behaving abnormally, or you have a time-sensitive development question.	Amazon Connect service impaired, but calls can still be routed to an agent or customer can still receive. Amazon Lex service experiences delays in responses.
General Guidance	< 24 hours response	Customers have a general development question, or you want to request a feature.	Informational messages/prompts Moves, Add, Changes, Deletes (MACD) – see below for examples: • Moving a user from one routing profile to another. • Add a user, agent status or prompt. • Change a user's routing profile, or security profile. Changing the verbiage of an existing prompt. • Remove a user, queue, or prompt.

Scope of Work

This agreement encompasses the following per annum:

- Unlimited support of Incident / Break Fix tickets – when Amazon Connect is not functioning as designed
- < 8 hours per request for Moves, Adds, Changes, and Deletes (MACD)
- < 8 hours per request to enable new Amazon Connect features – in accordance to current business needs
- Proactive monitoring
- Vendor Management – Liaison with Amazon Support
- Monthly Service Performance reporting
- Quarterly review of Amazon Connect product enhancements for alignment with Customer
- Annual Business Review
- Annual Immersion Workshop for Innovation
- Service Delivery Manager
- Connect Support Engineering Resource available during ET business hours
- Quarterly on-site visits with service delivery manager and leadership
- Development Hours – 50 hours monthly
    - Includes Lambda Updates
    - New call flows
    - New Routing Profiles
    - New Capabilities
    - Reporting requests
    - Ongoing support for any Amazon Connect Contact Center setups and configurations needed due to Customer's need for additional users, routing profiles, and queues.
    - Custom developed solutions including Lambda's, Redshift, Dynamo DB, etc.

Usage Controls

1. Request Size and Project Thresholds
    - Support and Development Hours shall not be used to initiate or deliver new projects, migrations, or major feature builds. These efforts will be referred to as a separate, project scoped effort.
2. Monitoring and Approvals
    - Partner will provide monthly usage reports detailing Support Hours consumed by MACD and development.
    - Requests expected to exceed the limits either by allocation or require additional hours to be purchased require prior written approval by both parties.
        - In the event of the approval to purchase additional hours, a change order will be created to reflect the increase in hours.

Hours will not roll over in the following year or contract period.

Project Cost Estimates

Invoice Schedule: According to Attachment B

Annual reviews will be conducted to right size the level of support to meet customer objectives. Carahsoft shall be paid upon the submission of a proper invoice to continue monthly support services. Payment of all fees will be made NET Thirty (30) days from the receipt of a proper invoice.

Customer and ScaleCapacity Responsibilities

The in-scope services, anticipated project duration, planned outcomes and fee estimates are based on the assumptions, including Customer's execution of its responsibilities. Any incorrect assumption or delay or nonperformance of the Customer responsibilities may result in delays or Partner's inability to perform its responsibilities.

- Provide access to, and make available, the project sponsors, stakeholders, subject matter experts, and other key personnel as required during the project.
- Provide Partner personnel access to existing documentation detailing application, network, and/or infrastructure architecture.
- Provide subject matter expertise regarding source systems and data models.
- Provide Partner project team/personnel access to AWS account and existing on-premises environment as requested.
- Provide on a timely basis such information, documentation, decisions, approvals, and assistance that are reasonably necessary to Partner's work or that Partner reasonably requests.
- Provide complete, accurate and current information and update it promptly and continuously as necessary during the engagement.

ScaleCapacity Team Structure

The ScaleCapacity team for this engagement will involve the following roles:

Role	Description
Managed Services Leader	The Managed Services Leader will be the point of contact with Client. They will ensure the engagement stays on target. The Managed Services Leader is also responsible for tracking availability of delivery team members and Client stakeholders and ensuring there is time for the necessary collaboration.
Engineer / Support	Engineers will perform hands-on support of incident and incremental changes as defined as Move, Add, Changes and Deletion (MACD) changes.

Change Order

Changes to project scope, incorrect assumptions or missing prerequisites may affect cost, resources or scheduling. Other circumstances may arise beyond Partner's control that may cause it to be unable to accomplish the project objectives and would require a modification to this SOW. Any such modification shall be memorialized in a mutually executed change order that details material changes to staff requirements, deliverables, fees and milestones, as applicable. If the parties do not agree to such proposed change order, then either may suspend the Services to allow time for the parties to agree on an alternative change order. Should Services be suspended for a consecutive period of fifteen (15) business days, either party may thereafter terminate this project plan immediately upon notice to the other party.

SOW Termination

The termination of this SOW shall be in accordance with the terms of the 27 DCMR and governed by the Laws of the District of Columbia.

The District may terminate performance of work under this contract in whole or, from time to time, in part if the Contracting Officer determines that a termination is in the District's interest. The Contracting Officer shall terminate by delivering to the Contractor a Notice of Termination specifying the extent of termination and effective date.

(b) After receipt of a Notice of Termination, and except as directed by the Contracting Officer, the Contractor shall immediately proceed with the following obligations, regardless of any delay in determining or adjusting any amounts due under this clause:

(1) Stop work as specified in the notice.

(2) Place no further subcontracts or orders (referred to as subcontracts in this clause) for materials, services, or facilities, except as necessary to complete the continued portion of the contract.

(3) Terminate all contracts to the extent they relate to the work terminated.

(4) Assign to the District, as directed by the Contracting Officer, all rights, title and interest of the Contractor under the subcontracts terminated, in which case the District will have the right to settle or pay any termination settlement proposal arising out of those terminations.

(5) With approval or ratification to the extent required by the Contracting Officer, settle all outstanding liabilities and termination settlement proposals arising from the termination of subcontracts. The approval or ratification will be final for purposes of this clause.

(6) As directed by the Contracting Officer, transfer title and deliver to the District (i) the fabricated or unfabricated parts, work in process, completed work, supplies, and other materials produced

or acquired for the work terminated, and (ii) the completed or partially completed plans, drawings, information, and other property that, if the contract has been completed, would be required to be furnished to the District.

(7) Complete performance of the work not terminated.

(8) Take any action that may be necessary, or that the Contracting Officer may direct, for the protection and preservation of the property related to this contract that is in the possession of the Contractor and in which the District has or may acquire an interest.

(9) Use its best efforts to sell, as directed or authorized by the Contracting Officer, any property of the types referred to in subparagraph (6) above; provided, however, that the Contractor (i) is not required to extend credit to any purchaser and (ii) may acquire the property under the conditions prescribed by, and at prices approved by, the Contracting Officer. The proceeds of any transfer or disposition will be applied to reduce any payments to be made by the District under this contract, credited to the price or cost of the work, or paid in any other manner directed by the Contracting Officer.

(c) After the expiration of ninety (90) days (or such longer period as may be agreed to) after receipt by the Contracting Officer of acceptable inventory schedules, the Contractor may submit to the Contracting Officer a list, certified as to quantity and quality of termination inventory not previously disposed of excluding items authorized for disposition by the Contracting Officer. The Contractor may request the District to remove those items or enter into an agreement for their storage. Within fifteen (15) days, the District will accept title to those items and remove them or enter into a storage agreement. The Contracting Officer may verify the list upon removal of the items, or if stored, within forty-five (45) days from submission of the list, and shall correct the list, as necessary, before final settlement.

(d) After termination, the Contractor shall submit a final termination settlement proposal to the Contracting Officer in the form and with the certification prescribed by the Contracting Officer. The Contractor shall submit the proposal promptly, but no later than one year from the effective date of termination, unless extended in writing by the Contracting Officer upon written request of the Contractor within this one-year period. However, if the Contracting Officer determines that the facts justify it, a termination settlement proposal may be received and acted on after one year or any extension. If the Contractor fails to submit the proposal within the time allowed, the Contracting Officer may determine, on the basis of information available, the amount, if any, due to the Contractor because of the termination and shall pay the amount determined.

(e) Subject to paragraph (d) above, the Contractor and the Contracting Officer may agree upon the whole or any part of the amount to be paid because of the termination. The amount may include a reasonable allowance for profit on work done. However, the agreed amount, whether under this paragraph (e) or paragraph (f) below, exclusive of costs shown in subparagraph (f)(3) below, may not exceed the total contract price as reduced by (1) the amount of payment previously made and (2) the contract price of work not terminated. The contract shall be amended, and the Contractor paid the agreed amount. Paragraph (f) below shall not limit, restrict, or affect the amount that may be agreed upon to be paid under this paragraph.

(a) If the Contractor and the Contracting Officer fail to agree on the whole amount to be paid because of the termination work, the Contracting Officer shall pay the Contractor the amounts determined by the

Contracting Officer as follows, but without duplication of any amounts agreed on under paragraph (e) above:

(1) The contract price for completed supplies or services accepted by the District (or sold or acquired under subparagraph (b)(9) above) not previously paid for, adjusted for any saving of freight and other charges.

(2) The total of :

(i) The costs incurred in the performance of the work terminated, including initial costs and preparatory expense allocable thereto, but excluding any costs attributable to supplies or services paid or to be paid under subparagraph (f)(1) above;

(ii) The cost of settling and paying termination settlement proposals under terminated subcontracts that are properly chargeable to the terminated portion of the contract if not included in subparagraph (f)(1) above; and

(iii) A sum, as profit on subparagraph f(1) above, determined by the Contracting Officer to be fair and reasonable; however, if it appears that the Contractor would have sustained a loss on the entire contract had it been completed, the Contracting Officer shall allow no profit under this subparagraph (iii) and shall reduce the settlement to reflect the indicated rate of loss.

(3) The reasonable cost of settlement of the work terminated, including-

(i) Accounting, legal, clerical, and other expenses reasonably necessary for the preparation of termination settlement proposals and supporting data;

(ii) The termination and settlement of subcontractors (excluding the amounts of such settlements); and

(iii) Storage, transportation, and other costs incurred, reasonably necessary for the preservation, protection, or disposition of the termination inventory.

(g) Except for normal spoilage, and except to the extent that the District expressly assumed the risk of loss, the Contracting Officer shall exclude from the amounts payable to the Contractor under paragraph (f) above, the fair value as determined by the Contracting Officer, of property that is destroyed, lost, stolen, or damaged so as to become undeliverable to the District or to a buyer.

(h) The Contractor shall have the right of appeal, under the Disputes clause, from any determination made by the Contracting Officer under paragraphs (d), (f) or (j), except that if the Contractor failed to submit the termination settlement proposal within the time provided in paragraph (d) or (j), and failed to request a time extension, there is no right of appeal. If the Contracting Officer has made a determination of the amount due under paragraph (d), (f) or (j), the District will pay the Contractor (1) the amount determined by the Contracting Officer if there is no right of appeal or if no timely appeal has been taken, or (2) the amount finally determined on an appeal.

(i) In arriving at the amount due the Contractor under this clause, there shall be deducted:

(1) All unliquidated advances or other payments to the Contractor under the termination portion of the contract;

(2) Any claim which the District has against the Contractor under this contract; and

(3) The agreed price for, or the proceeds of sale of, materials, supplies, or other things acquired by the Contractor or sold under the provisions of this clause and not recovered by or credited to the District.

(j) If the termination is partial, the Contractor may file a proposal with the Contracting Officer for an equitable adjustment of the price(s) of the continued portion of the contract. The Contracting Officer shall make any equitable adjustment agreed upon. Any proposal by the Contractor for an equitable adjustment under this clause shall be requested within ninety (90) days from the effective date of termination unless extended in writing by the Contracting Officer.

(k) (1) The District may, under the terms and conditions it prescribes, make partial payments and payments against costs incurred by the Contractor for the terminated portion of the contract, if the Contracting Officer believes the total of these payments will not exceed the amount to which the Contractor shall be entitled.

(2) If the total payments exceed the amount finally determined to be due, the Contractor shall repay the excess to the District upon demand together with interest computed at the rate of 10 percent (10%) per year. Interest shall be computed for the period from the date the excess payment is received by the Contractor to the date the excess payment is repaid. Interest shall not be charged on any excess payment due to a reduction in the Contractor's termination settlement proposal because of retention or other disposition of termination inventory until 10 days after the date of the retention or disposition, or a later date determined by the Contracting Officer because of the circumstances.

(l) Unless otherwise provided in this contract or by statute, the Contractor shall maintain all records and documents relating to the terminated portion of this contract for 3 years after final settlement. This includes all books and other evidence bearing on the Contractor's costs and expenses under this contract. The Contractor shall make these records and documents available to the District, at the Contractor's office, at all reasonable times, without any direct charge. If approved by the Contracting Officer, photographs, micrographs, or other authentic reproductions may be maintained instead of original records and documents.

Acceptance and Authorization

IN WITNESS WHEREOF, the parties below have executed this SOW with an Effective Date being the latter of the two dated signatures below.

Carahsoft Technology Corp.	DC OCFO
Signature	Signature
Elaine Shadid	Anthony A. Stover
Printed name	Printed name
Service Contract Specialist TL	Contracting Officer
Title	Title
11/13/2026	November 16, 2026
Date	Date

Exhibit A

GENERAL TERMS AND CONDITIONS

Services: Partner shall provide Amazon Connect managed services as outlined in the SOW, including system configuration, administration, monitoring, incident management, performance optimization, and security enhancements.

Term and Termination: The SOW shall commence on the agreed-upon start date and continue until the completion of the specified services, unless terminated earlier as per the agreed termination conditions or by mutual consent.

Payment Terms: Customer agrees to pay Partner the fees as stated in the SOW, according to the agreed payment schedule. Payment shall be made within the specified time frame, and all payments shall be in the agreed currency.

Availability of Funds: Customer's payment obligations under this SOW are subject to the availability of appropriated funds. If funds are not appropriated or otherwise made available to support continued performance in any future fiscal period, Customer may terminate this SOW upon written notice to Partner without further liability other than payment for Services performed and non-cancellable costs incurred by Partner through the effective date of termination.

The District's liability under this contract is contingent upon the future availability of appropriated monies with which to make payment for the contract purposes. The legal liability on the part of the District for payment of any money shall not arise unless and until such monies shall have been provided. The District's obligation to pay under this contract is subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351; (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01 – 355.08 (2001); (iii) D.C. Official Code § 47-105 (2001); and (iv) D.C. Official Code § 1-204.46 (2001), as the foregoing statutes may be amended from time to time. Any expenditures under the contract in excess of the encumbered budget authority are subject to appropriation or additional budget authority.

Service Level Agreements (SLAs): Partner shall adhere to mutually agreed SLAs, which define measurable performance metrics, including system availability, incident response and resolution times, and service desk response times.

Confidentiality and Data Protection: Both parties shall maintain the confidentiality of each other's proprietary information and customer data, taking necessary measures to protect against unauthorized access or disclosure, in compliance with applicable data protection laws.

Confidentiality – Additional Terms: "Confidential Information" means any non-public information disclosed by one party to the other in connection with this SOW, whether disclosed orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information. Confidential Information does not include information that (a) is or becomes publicly available through no fault of the receiving party, (b) was rightfully in the receiving party's possession prior to disclosure, (c) is independently developed by the receiving party without use of the disclosing party's Confidential Information, or (d) is required to be disclosed by law or court

order, provided the receiving party gives prompt notice to the disclosing party where legally permitted. Each party's confidentiality obligations under this SOW shall survive for three (3) years following termination or expiration of this SOW. Partner shall notify Customer promptly, and in no event later than seventy-two (72) hours, upon discovery of any unauthorized access to or disclosure of Customer data.

Intellectual Property Rights: Partner acknowledges that all intellectual property rights related to the Amazon Connect managed service, including customized configurations and deliverables, shall remain the property of Customer.

Partner Background IP: Partner shall retain all right, title, and interest in and to any pre-existing tools, software, methodologies, know-how, and other intellectual property owned or developed by Partner prior to, or independent of, this SOW ("Partner Background IP"). Partner hereby grants Customer a non-exclusive, perpetual, royalty-free license to use any Partner Background IP incorporated into the deliverables, solely as necessary for Customer to use the deliverables for their intended purpose.

Limitation of Liability: Except for a party's indemnification obligations under this SOW, breach of confidentiality, or gross negligence or willful misconduct, neither party shall be liable to the other for any indirect, incidental, consequential, special, or punitive damages arising out of or related to this SOW. Each party's total aggregate liability arising out of or related to this SOW shall not exceed the fees paid or payable to Partner under this SOW in the twelve (12) months preceding the event giving rise to the claim.

Indemnification: Partner shall indemnify, defend, and hold harmless Customer and Prime Contractor from and against any third-party claims, damages, and reasonable costs (including reasonable attorneys' fees) arising from (a) Partner's gross negligence or willful misconduct, (b) Partner's breach of its confidentiality obligations under this SOW, or (c) any claim that the deliverables provided by Partner infringe or misappropriate a third party's intellectual property rights, in each case subject to the limitations of liability set forth above. Governing Law and Jurisdiction: This agreement shall be governed by and construed in accordance with the laws of the jurisdiction agreed upon by the parties. Any disputes arising from this agreement shall be subject to the exclusive jurisdiction of the agreed-upon courts.

Governing Law and Jurisdiction: This agreement shall be governed by and construed in accordance with the laws of the District of Columbia. Any disputes arising from this agreement shall be subject to the exclusive jurisdiction of the courts of the District of Columbia, or such administrative forum as may be required under 27 DCMR for disputes arising from this SOW.

Entire Agreement and Amendments: This SOW, along with any attached exhibits or addendums, constitutes the entire agreement between Customer and Partner. Any amendments or modifications to this agreement must be in writing and signed by both parties.

By signing this document, both Customer and Partner acknowledge that they have read, understood, and agreed to the terms and conditions outlined in this SOW for the provision of Amazon Connect managed services.