

**AMENDMENT No. 02 TO
MASTER SERVICES AGREEMENT FOR GTA DIRECT SERVICES-HOSTED
CONTACT CENTER
CONTRACT No. 98000-0000005215-P28**

This Amendment No. 02 (the “Amendment No. 02”) is made this 14 day of August, 2024, by and between the **GEORGIA TECHNOLOGY AUTHORITY** ("GTA") located at 47 Trinity Avenue SW, Atlanta, Georgia, and **PLATFORM28, LLC** (“Supplier”), a Georgia based limited liability company, whose principle place of business is located at 1100 Peachtree Street NE, Suite 425, Atlanta, Georgia 30309 (each a “Party” and, collectively the “Parties”).

WHEREAS, GTA and Supplier entered into that certain Master Services Agreement for GTA Direct Services-Hosted Contact Center on February 28, 2022 having contract number 98000-0000005215-P28, with respect to certain services to be provided to GTA by Supplier, as more particularly described therein, as amended by the following Amendments (the "MSA"),

Amendment No. 1, dated March 22, 2024.

WHEREAS, the Parties wish to amend the MSA to update Exhibit 3C Pricing.

NOW, THEREFORE, in consideration of the promises, the terms and conditions stated herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereto hereby agree as follows:

1. Exhibit 3C Pricing. The content of “Exhibit 3C Pricing”, as included in the MSA, is deleted and replaced in its entirety with new content of “Exhibit 3C Pricing Version No. 2 dated July 22, 2024”, a copy of which is attached to this Amendment No. 02, incorporated herein and made a part hereof.
2. Definitions. All capitalized terms used herein and not expressly defined herein shall have the respective meanings given to such terms in the MSA.
3. Successors and Assigns. This Amendment No. 02 shall be binding upon and inure to the benefit of successors and permitted assigns of the Parties hereto.
4. Entire Agreement. Except as expressly modified by this Amendment No. 02, the MSA shall be and remain in full force and effect in accordance with its terms and shall constitute the legal, valid, binding and enforceable obligations of the Parties. This Amendment No. 02 and the MSA, collectively, are the complete agreement of the Parties and supersede any prior agreements or representations, whether oral or written, with respect thereto.

[SIGNATURES O FOLLOWING PAGE]

IN WITNESS WHEREOF, the Parties have caused this Amendment No. 02 to be duly executed by their authorized representatives as of the date set forth above.

PLATFORM28, LLC

Signed by:
By: Somer Rochow
554F6F55669746D...
Name: Somer Rochow
Title: CFO
Date: 8/14/2024

GEORGIA TECHNOLOGY

Signed by:
By: Mark Albright
C33497EBE4CB48B...
Name: Mark Albright
Title: Business Management Officer
Date: 8/14/2024

State of Georgia

Georgia Technology Authority



Hosted Contact Center

Attachment 2-A Pricing - Version 2
July 22, 2024

Enterprise Pricing

Hosted Contact Center RFP
NO. 98000-HCC-0000005215

Service Provider Guidelines

This Attachment is for the Service Provider's use when responding to the RFP.

Attachment 2-A Pricing describes all the charges that GTA Customers might incur as part of using the Services described in Service Providers response to the RFP, including those services as detailed in **Attachment 1-B SOW**.

Service Provider Instructions

The Service Provider must save this file as the original filename prefixed with a Service Provider name identifier (i.e.

This Attachment shall be indicative of the Enterprise Pricing for the Services. GTA Customers may attempt to obtain

GTA has provided example charge items in italics at the start of each form. Service Provider must respond and quote

Service Provider should use the forms in the following tabs to submit its Enterprise Pricing.

Tab Descriptions
1. Service Charges This form is to be used to specify the enterprise and indicative pricing for recurring (monthly) charges for the
2. One-Time Charges This form is to be used to specify the enterprise and indicative pricing for one-time charges that might be incurred
3. Rate Card Charges This form is to be used to specify rate card charges for professional services directly associated with the delivery of
4. Equipment Charges This form is to be used to specify charges for optional equipment. GTA assumes and desires a solution where all
5. Assumptions This form is for the Service Provider to detail all assumptions used in pricing the Services. Service Provider will

Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Agent Seat (Not Inclusive of Minutes)	single named agent	monthly	\$50.00
2	HCC Agent Seat (Inclusive of Minutes)	single named agent	monthly	\$140.00
3	HCC Video Chat Agent Base Cost (Includes 5 Seats)	5 Agents	monthly	\$500.00
4	HCC Video Chat Agents Over Base (Over 5)	single named agent	monthly	\$20.00
5	Dynamic Forms/Agent Scripting (optional)	single named agent	monthly	\$18.00
6	HCC Quality Management Seat	single named agent	monthly	included
7	HCC Work Force Management (optional)	single named agent	monthly	\$20.00
8	Toll Free Usage	per minute	monthly	\$0.015
9	Inbound DID Usage	per minute	monthly	\$0.005
10	Outbound DID Usage	per minute	monthly	\$0.01
11	Transcriptions Only (per minute)	per minute	monthly	\$0.01
12	Transcriptions with Summary, and AI QA (per minute)	per minute	monthly	\$0.015
13	Fax Usage	per page	monthly	\$0.04
14	SMS Messaging Usage - (US) Inbound Local	per message	monthly	\$0.01
15	SMS Messaging Usage - (US) Outbound Local	per message	monthly	\$0.01
16	SMS Messaging Usage - (US) Inbound Tollfree	per message	monthly	\$0.01
17	SMS Messaging Usage - (US) Outbound Tollfree	per message	monthly	\$0.01
18	Voice Bot Connector (optional)	per minute	monthly	\$0.003
19	Messaging Bot Connector (optional)	per unique participant	monthly	\$0.05
20	Recordings Storage (Over 60 Days)	per GB	monthly	\$0.03
21	Screen Capture Storage	per GB	monthly	\$0.03
22	Dynamic Forms Storage (Over 60 Days)	per GB	monthly	\$0.035
23	Internal Messaging/Chat	per single named user	monthly	\$2.00
24	Google Data Studio Enterprise Access (per User)	per single named user	monthly	\$10.00
25	Voicemail Transcription (optional)	per 15 seconds	monthly	\$0.010
26	Voip PBX Seat (Business User) (optional)	single named user	monthly	\$15.00
27	Toll Free DID	per number	monthly	\$0.00
28	Local DID	per number	monthly	\$0.00
29	Network Connectivity	per circuit	monthly	If requested and TBD (based on requirments for location)
30	Outsourced Agent Fee	per agent	hourly	
31	(optional)	per unit	monthly	
32	(optional)	per unit	monthly	
33	l)(Option to purchase under Equipment Charges)	per unit	monthly	\$5.00
34	(Option to purchase under Equipment Charges)	per unit	monthly	\$5.00
35	(optional)	per unit	monthly	\$10.00
36	(optional)	per unit	monthly	\$11.00
37	(optional)	per unit	monthly	\$12.00
38	(optional)	per unit	monthly	\$0.40

More phone models avaiable upon request

One-Time Charges

Ref ID	Service Charge	Unit of	Recurring	Charge
1	HCC Implementation per seat	per seat	one-time	\$0.00
2	HCC Implementation per Contact Center	per HCC	one-time	\$0.00
3	Shipping and Handling	per shipment	one-time	Cost (no markup)
4	Assembled: WFM Set-Up, Implementation, and Training (priced by Seat with a 50 Agent or \$2,500 minimum)	per seat	one-time	\$50.00
5	Initial Customized AI Configuration and Testing (Beyond Base AI)	per-org	one-time	\$5,000.00

Rate Card Charges

Ref ID	Rate Card Charge		Charge		Charge		Charge
1	Contact Center Consultant	\$	150	\$	5,700	\$	22,800
2	Professional Trainer	\$	50	\$	2,000	\$	7,600
3	Project Manager	\$	50	\$	2,000	\$	7,600
4	Workforce Management Consultant	\$	100	\$	3,800	\$	15,200
5	Professional Services - Networking	\$	150	\$	5,700	\$	22,800
6	Professional Services - Software Integration	\$	170	\$	6,460	\$	25,840
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							

Equipment Charges

Ref ID	Service Charge	Unit of	Price	Maintenance	Maintenance
1	Polycom Soundpoint IP 335 PoE Desk	each	\$50.00	\$0.00	N/A
2	Polycom Soundpoint IP 450 PoE Desk	each	\$60.00	\$0.00	N/A
3	Polycom Soundpoint IP 550 PoE Desk	each	\$70.00	\$0.00	N/A
4	Polycom Soundstation IP 5000 Conference	each	\$290.00	\$0.00	N/A
5	Polycom Soundstation IP 6000 Conference	each	\$330.00	\$0.00	N/A
6	Polycom Soundstation IP 7000 Conference	each	\$360.00	\$0.00	N/A
7	Polycom PV2460 120V Generic Power	each	\$14.00	\$0.00	N/A

Other phones may be available upon

Service Provider Pricing Assumptions

Service Provider will provide all assumptions used in pricing the Services, notating those assumptions which impact price.

Ref	Price	Description
1	N	Network and hardware configurations comply with Platform28 requirements. Initial configuration, moves, adds and changed are included
2	Y	Platform28 has a fair use policy for Basic Call Routing with our HCC Agent Seat (Inclusive of Minutes) plan. This policy does not apply
3	Y	Scripting feature is per user per month. 10 User Minimum.
4	N	Included in per seat price
5	Y	New workforce management customers will have a one time installation and training cost based on size and scope, not to exceed
6	Y	Domestic Only. International calling will billed at a per country rate. Rates available upon request.
7	N	n/a
8	Y	Domestic Only. Intenational calling will billed at a per country rate. Rates available upon request.
9	N	n/a
10	N	n/a
11	N	n/a
12	N	n/a
13	N	n/a
14	N	n/a
15	N	n/a
16	N	n/a
17	N	n/a
18	N	n/a
19	N	n/a
20	N	n/a
21	Y	If customer needs additional network connectivity to a contact center Platform28 help with sizing and procuring the circuit.
22	Y	Pricing is based on current market rates and is subject to change. Agent rates during holidays, weekends, and training are time and a half.
23-30	Y	Lost or Damaged Leased Phones

Screen Capture Storage

Feature Description:

Platform28's Screen Capture Storage feature allows you to securely save screen recordings of agent-customer interactions. This functionality is helpful for quality assurance, training, and compliance, providing a visual record of the interaction alongside other communication channels. Store your screen captures with ease and retrieve them as needed to enhance your service quality.

Dynamic Forms

Feature Description:

Platform28's Dynamic Forms feature allows for the creation of customizable, interactive forms and scripts that adapt to your customer interactions. This tool enhances data collection and workflow efficiency by guiding agents through predefined paths based on customer responses. Whether it's for capturing detailed customer information or ensuring consistent conversation flows, Dynamic Forms and Scripting streamline your processes, making it easier to maintain high service standards and improve overall productivity.

Dynamic Form Storage (Over 60 Days)

Feature Description:

With Platform28's Dynamic Form Storage, keep your interactive forms and customer data securely stored for over 60 days. This feature ensures that all submitted forms are archived for extended periods, facilitating easy access and review for compliance, analytics, and follow-up actions.

HCC Video Chat Agent Base Cost (Includes 5 Seats)

Feature Description:

The HCC Video Chat Agent Base Cost package includes support for up to 5 agents, allowing your team to offer high-quality video support to your customers. This base package ensures a robust start for your video chat needs, covering essential functionalities and ensuring seamless customer interactions.

HCC Video Chat Agents Over Base (Over 5)

Feature Description:

Expand your video chat capabilities with additional HCC Video Chat Agents Over Base. For every agent added beyond the initial 5, enhance your capacity to handle more customer interactions concurrently, maintaining the same high standards of service and support quality.

Internal Messaging/Chat

Feature Description:

Platform28's Internal Messaging/Chat feature facilitates real-time communication within your team. This internal chat system enhances collaboration, allowing agents and support staff to exchange information quickly and efficiently. Improve teamwork and streamline operations with instant messaging capabilities designed for a seamless workflow.

Google Data Studio Enterprise Access (Per User)

Feature Description:

Gain enterprise-level access to Google Data Studio with Platform28's per-user licensing. This feature provides powerful data visualization and reporting tools, enabling your team to create, share, and collaborate on interactive reports and dashboards. Leverage Google Data Studio's advanced capabilities to turn your data into actionable insights and make informed decisions.

Transcription

Feature Description:

Platform28's Transcription service automatically converts spoken interactions into accurate, searchable text. This feature helps maintain detailed records of customer conversations, ensure compliance and facilitate easy reference for future interactions. Transcriptions are accessible in real-time, enabling agents to focus on delivering exceptional service.

Transcription with AI Summary and Quality Assurance

Feature Description:

Enhance your transcription service with AI-driven summaries and Quality Assurance (QA). This advanced feature not only transcribes interactions but also provides concise summaries, highlighting key points and action items. Additionally, it includes automated QA analysis, helping you maintain high service standards by identifying areas for improvement and ensuring adherence to compliance requirements.