

**AMENDMENT No. 03 TO
MASTER SERVICES AGREEMENT FOR GTA DIRECT SERVICES-HOSTED CONTACT
CENTER
CONTRACT# 98000-0000005215-TTE**

This Amendment No. 03 (the “Amendment No. 03”) is made this 30 day of June, 2025, by and between the **GEORGIA TECHNOLOGY AUTHORITY** ("GTA") and **TTEC GOVERNMENT SOLUTIONS, LLC (formerly AVTEX SOLUTIONS, LLC)** (“Supplier”), a Colorado based limited liability company with a business address at 6132 S. Fiddler’s Green Cir., Suite 100N, Greenwood Village, CO 80111 (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 March 4, 2022 having contract number 980000000005215-TTE (the “MSA”), with respect to certain services to be provided to GTA by Supplier, as more particularly described therein.

WHEREAS, the MSA has been amended from time to time by mutual agreement between the Parties as follows:

Amendment No. 01, dated November 8, 2022; and
Amendment No. 02, dated June 26, 2024

WHEREAS, the Parties wish to further amend the MSA by extending the Term for an additional year and updating Exhibit 1A (Order Package (Customer Purchase Agreement, Catalog of Service Levels, Pricing)).

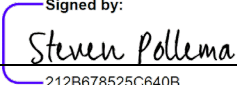
NOW, THEREFORE, in consideration of the promises, the terms and conditions stated herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereto hereby agree as follows:

1. Term. The MSA is hereby amended by extending the term from July 1, 2025 until June 30, 2026.
2. Pricing. Exhibit 1A (Order Package (Customer Purchase Agreement, Catalog of Service Levels, Pricing)) is hereby deleted in its entirety and replaced with the attached Amended and Restated (Order Package (Customer Purchase Agreement, Catalog of Service Levels, Pricing)) attached hereto as Attachment A.
3. Definitions. All capitalized terms used herein and not expressly defined herein shall have the respective meanings given to such terms in the MSA.
4. Successors and Assigns. This Amendment No. 03 shall be binding upon and inure to the benefit of successors and permitted assigns of the Parties hereto.
5. Entire Agreement. Except as expressly modified by this Amendment No. 03, 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. 03 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 ON THE FOLLOWING PAGE]

IN WITNESS WHEREOF, the Parties have caused this Amendment No. 03 to be duly executed by their authorized representatives as of the date set forth above.

TTEC GOVERNMENT SOLUTIONS,
LLC

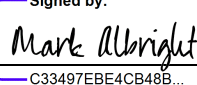
By: 
Signed by: 212B678525C640B...

Name: Steven Pollema

Title: CFO

Date: Jun 20, 2025

GEORGIA TECHNOLOGY AUTHORITY

By: 
Signed by: C33497EBE4CB48B...

Name: Mark Albright

Title: Customer Experience Officer

Date: 6/24/2025

ATTACHMENT A

AMENDED AND RESTATED EXHIBIT 1A (ORDER PACKAGE
(CUSTOMER PURCHASE AGREEMENT, CATALOG OF SERVICE
LEVELS, PRICING))



Delivering a Seamless Customer Experience

Georgia Technology Authority – Amazon Connect Service Catalog



1. Introduction

Amazon Connect is quickly becoming a popular choice for many government agencies who are looking to modernize their contact centers. Amazon Connect offers a feature rich portfolio of contact center applications that are constantly changing and evolving to add new features for their customers. As a cloud-based Contact Center as a Service provider, Amazon Connect is releasing updates and new features on a weekly basis. Having a partner like TTEC Digital who has worked with Amazon Connect since their launch, we have developed a portfolio of managed services for our customers to help them maximize the benefit of Connect. Our premise for managed services is simple, no two journeys are the same and every agency needs different support options for their unique needs.

Custom Fit Managed Services:

TTEC Digital Managed Services offers customized support for your Amazon Connect contact center operations. Each offering is designed to improve how existing teams and functional groups currently provide support for contact center infrastructure.

Simplified Management

We help manage complicated multi-vendor infrastructure so your in-house staff can focus on your core business initiatives and providing support to the citizens of Georgia.

Dedicated Expertise

Leverage our proven expertise to identify areas of service optimization, implement new contact center technology solutions and upgrade your existing technology stack with assurance of on-time delivery and no costly delays.

Continuous Improvement

Our team monitors, supports and optimizes your contact center, ensuring solid solution performance and efficiency to deliver an enhanced customer experience.

Flexible Delivery

We manage your solution in a private cloud environment to allow you to realize cost, reliability, and scalability advantages.

Services to Meet your needs

Our managed services model continues to grow and evolve to meet the feedback we hear from our customers in what they are looking for in a managed service. The TTEC Managed Services portfolio offers three (3) tiers of support that we can tailor to meet your specific needs.

Services include:

Customer Support – Traditional Maintenance and application support.

Proactive Support –Include alerting and monitoring, preventative maintenance and pulse check.

Systems Administration –Includes a monthly services budget and a Technical Account manager.

Strategic Partnering – Monthly stewardship meetings, annual performance review and providing trusted advisor support.

Managed Services to fit your needs

Our methodology is built around customer options to support Amazon Connect contact center and the components you need for success.

Improvements

Change Requests – Monthly stewardship meetings and allocated hours to assist with incremental enhancements.

Peak Demand Staffing – Priority Access Staffing provides resource continuity for larger projects.

Virtual Resource Availability – Just in-time availability to cross-trained staff and access to subject matter experts in IVR, CTI, PM, BA, Development, Speech Design, and UI.

Relationship Management

Change Management – Source/release management, centralized documentation management, and regression testing to help you navigate growth and change.

Technical Account Manager – A single point of contact and expert resource for a formal monthly report card to keep you updated.

Forward Planning – Strategic focus, adherence to best practice, and knowledge of industry trends and improvement opportunities to inform you of future developments.

Operations

Monitoring and Alerting – An operational dashboard with KPI adherence monitor to keep you on track.

Preventative Maintenance – Scheduled routine health checks to prevent surprises.

24/7 Hotline – Expert resources available 24 hours a day, 7 days a week, 365 days a year.

2. Maintenance Tiers

TTEC offers three (3) tiers of maintenance: Core, Full Managed Services, and Enhanced. Below is a description of what is included in each.

Basic Managed Service

TTEC Provided Resources:

- 24x7 Service Desk
- Tier 3 (specialized) support
- Service requests/Bundles
- Projects/Training

Agency Provided Resources:

- Service Desk
- Tier 1 -Basic
- Tier 2 -In-depth
- Proactive Monitoring
- Service Level Management
- Incident Management
- Change Management
- Problem Management
- Process Improvement

Full Managed Service

24x7 TTEC Provided Resources:

- 24x7 Service Desk
- Tier 1 Basic
- Tier 2 In Depth
- Tier 3 Specialized
- Proactive Monitoring
- Service Level Management
- Incident Management
- Problem Management
- Process Improvement
- Service Requests/Bundles
- Projects/Training
- Peak Staffing (priority)
- Assigned Technical Account Management
- ASR Tunings

Agency Provided Resources:

- Agency program manager
- Relationship Management

Enhanced Managed Service

TTEC Provided Resources:

- 24x7 Service Desk
- Tier 1 Basic
- Tier 2 In depth
- Tier 3 Specialized

- Future Strategy Assessment
- Enhanced Delivery Services
- Future State Management
- 24x7 Dedicated Support Team
- Assigned Customer Success Manager
- Assigned Technical Account Manager
- First Adoption of New AWS Offerings
- Full Management of Amazon Connect Eco-system
 - Development
 - Pre-production
 - Production
- CI/CD Pipeline Management
- Managed Upgrade Path for new AWS and TTEC Offerings
- 3rd Party Relationship Management
- Continuous Strategy Assessment
- Continuous Improvement Enablement
- Dedicated Development resource

Agency Provided Resources:

- Agency Program manager
- Relationship Management

3. Pricing Scenarios

Seats	AWS Connect Pricing Tiers (per month)		
	Core	Standard	Extended
10 agents	\$ 500.00	\$2,425.00	\$ 35,879.00
50 agents	\$ 525.00	\$3,325.00	\$ 36,329.00
100 agents	\$ 1,050.00	\$4,450.00	\$ 36,892.00

Pricing for sizes larger than 100 agents will be provided on an individual case basis, pricing will be discounted to account for the size and scope of the individual agency scope.

Your TTEC Account Manager will work with you to determine the pricing.

Additional Professional Services

Customers may require project level work to deploy new features and enhancements with the Amazon Connect platform. TTEC will work with GTA and the appropriate agency to develop a scope of work that will be reviewed and signed off on by the Agency. Below are a representation of what roles and responsibilities are required to do a project.

TTEC- Amazon Connect Professional Services Pricing		
Role	Description	Price (hourly rate)
Project Manager	Senior level resource responsible for overall project and all project documentation and deliverable	\$ 325.00
Solutions Architect	Senior level resource who is responsible for the technical architecture and all Amazon CCaaS components required for CCaaS solution	\$ 325.00
Developer	Technical resource responsible for taking all project deliverables for inclusion in customer project. Also responsible for QA and User Acceptance testing and remediation	\$ 325.00



Certificate Of Completion

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Steven Pollema
steven.pollema@ttecdigital.com
CFO
TTEC Digital, LLC
Security Level: Email, Account Authentication (None)

Signature

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Signature Adoption: Pre-selected Style
Using IP Address: 189.174.209.238
Signed using mobile

Timestamp

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Company Name: TTEC Digital

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Completed	Security Checked	6/20/2025 2:51:30 PM
Payment Events	Status	Timestamps
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