



SERVICES AGREEMENT

This Services Agreement ("Agreement"), TTEC Government Solutions, LLC, with offices at 6312 South Fiddler's Green Circle, Suite 100N, Greenwood Village, CO 80111 ("Service Provider") and Client (as noted below) ("Client"), is entered into as of November 5, 2024 (the "Effective Date"). Client desires that Service Provider provide professional services to evaluate, implement Amazon Connect, and/or act as a reseller of Amazon Web Services ("AWS") ("Service"). The parties agree as follows:

Time and Materials Services			
In Scope	Service	Estimated Hours	Estimated Fee
1 <input type="checkbox"/>	Amazon Connect Contact Center Setup and Configuration	0	0
2 <input type="checkbox"/>	Amazon Connect Dual Tone Multi Frequency and Interactive Voice Response (DTMF/IVR) Contact Flow design and review sessions inbound and outbound calls	0	0
3 <input type="checkbox"/>	Amazon Connect and Amazon Lex IVR/Contact Flows; Create 0 Amazon Lex Bots with required intents and Slots	0	0
4 <input type="checkbox"/>	Custom Agent Desktop	0	0
5 <input type="checkbox"/>	Reporting	0	0
6 <input type="checkbox"/>	Migrating to Multiple Environments	0	0
7 <input type="checkbox"/>	User Acceptance Testing, Migration, and Go-live Support	0	0
8 <input type="checkbox"/>	Training/Knowledge Transfer Sessions	0	0
9 <input type="checkbox"/>	Service Provider Project Management	0	0
Total T&E Estimated Fees			

Fixed Fee Services		
In Scope	Service	Fees
10 <input type="checkbox"/>	Custom Amazon Connect Voicemail Installation Services	0
11 <input type="checkbox"/>	Holiday and Emergency Hours and Situational Messages	0
4 <input type="checkbox"/>	Customer Agent Desktop Installation	0
12 <input type="checkbox"/>	Salesforce Classic Console/Lightning CRM Integration	0
13 <input type="checkbox"/>	Salesforce Classic CRM Integration	0
14 <input type="checkbox"/>	ServiceNow Integration	0
15 <input type="checkbox"/>	Microsoft Dynamics CRM Integration	0
16 <input checked="" type="checkbox"/>	Amazon Connect Non-Emergency Bot (See Attachment 1, Statement of Work)	\$103,800
17 <input type="checkbox"/>	Data Analytics	0
Attachment 2	Managed Services (Attachment 2)	\$36,000

Fixed Fee Services		
In Scope	Service	Fees
Standard AWS Program	Reseller Program - Amazon Connect	0
Total Fixed Fees		\$139,800

Services	Total Fees
Fixed Fee Fees	\$103,800
Managed Services Fees	\$36,000
Total Estimated Fees	\$139,800

Payment Terms, Expenses and Invoicing

- Client shall pay all invoiced amounts within thirty (30) calendar days from the date of the invoice. Invoices unpaid after thirty (30) days will bear interest the lesser of one (1.0%) percent per month or the highest rate allowed by law.
- Invoices will be sent based on the following schedule:
 - Fixed fee items (if applicable) will be invoiced
 - Fifty percent (50%) of the fixed fees will be invoiced upon execution of this Agreement.
 - Twenty-five (25%) of the fixed fees will be invoiced upon delivery of code for User Acceptance Testing.
 - All remaining fixed fees will be invoiced upon deployment into the production environment and taking production traffic or if no issues have been reported over two weeks of User Acceptance Testing.
 - Time and Material service hours (if applicable) will be invoiced monthly in arrears.
 - Managed Service fees (if applicable) will be invoiced upon deployment of services into the production environment.
 - AWS Service fees (if applicable for Resell) will be invoiced monthly based on usage consumption.
- AWS Services Resell Program**
Client has the option to participate in the Resell Program, which enables consolidated billing to be provided by Service Provider for all AWS services. Invoices will be sent monthly based on usage consumption of all AWS services utilized. AWS reseller terms can be found here: <https://aws.amazon.com/pricing/>

Delay

Service Provider shall not be liable for any delay or failure in performance due to or arising in connection with: (i) any instructions of Client or any information provided by Client or its agents to Service Provider, (ii) any act or omission of Client or any third-party supplier of Client, (iii) any breach by Client of any of its obligations hereunder, or (iv) the inaccuracy or non-occurrence of any assumption stated in Attachment A. Client shall be responsible for the amount of any increased costs incurred by the Service Provider as a result thereof and any impacted deadlines / milestones will be automatically extended by an amount of time reasonably required to compensate for such delay. Service Provider will provide Client with reasonable prior written notice of any such delay or failure and will provide documentation of costs incurred.

Client Responsibilities

- To enable Service Provider to provide the Services under this Agreement, Client shall provide Service Provider with all necessary information, timely access to subject matter experts, will schedule milestone meetings, as applicable, and provide timely approvals when necessary.
- Client will provide the prompts in the form of wav files or text files for Polly text-to-speech (TTS) playback for all languages within the Connect Contact Flow.



- Client will provide the necessary permissions, and access to, AWS for Service Provider personnel to configure, test, and develop the Amazon Connect system.
- Client will provide all files and content, per design requirements, to support Holiday requirements within the Contact Flows.
- Client agents will use stated supported browser versions of Chrome and/or Firefox.
- Client is responsible for their VDI and networking infrastructure.
- Amazon Connect Real-time and Historical Command Center Dashboards will be used to view real-time and historical data.
- Calls transferred to external numbers are not tracked by Amazon Connect and will not have associated historical data or real-time tracking.
- Client shall provide Service Provider appropriate, least-privilege, role-based access control (RBAC) to their AWS accounts, Domain, and network during the engagement.

Change Management Process

- Any changes to the scope of this Agreement require the parties sign a written Change Order documenting such changes in scope and/or fees.

Assumptions:

- Delays and/or scope changes will result in additional charges and duration.
- Changes requiring additional charges/duration require an executed change request.
- All work to be done within Client's AWS accounts.
- Client is responsible for AWS charges.

Optional Service Offerings

Services not specifically defined in this Agreement are out of scope; however, other Service offerings are available as specified in Attachment A, which may include, but not be limited to:

- ☐ CRM Integration
- ☐ Workforce Management Integration
- ☐ Virtual Desktop Integration (VDI) Support
- ☐ PCI or Secure IVR Requirements
- ☐ Custom Agent Desktop
- ☐ Custom Historical & Real-time Reporting
- ☐ Call Quality & Speech Analytics
- ☐ Complete Network Assessment
- ☐ Screen Recording on Amazon Connect
- ☐ Scheduled Callback
- ☐ Web Scheduled Callback
- ☐ Lex Integration (NLU)
- ☐ UX/UI Consultation Services
- ☐ Post Call Surveys

General Terms and Conditions

The General Terms and Conditions attached below are fully incorporated into this Agreement by this reference.

Detailed Service Descriptions are contained in Attachment 1 and Service Provider's Managed Services offering defined in Attachment 2 to this Agreement and are incorporated herein by reference.

Counterparts

This Agreement may be executed in multiple counterparts, each of which shall be deemed an original and all of which together shall be deemed one and the same agreement. The exchange of a fully-executed Agreement (in counterparts or otherwise) by facsimile or email shall be sufficient to bind the parties to the terms and conditions of this Agreement.

CLIENT

CITY OF OKLAHOMA CITY

See Page 12 for Client signatures.

Signed _____

Name: _____

Title: _____

Email: _____

Date: _____

CLIENT BILLING CONTACT

Name: Jonathan Love

Address: 700 Colcord Dr.

Phone: 405-297-1880

Email: jonathan.love@okc.gov

SERVICE PROVIDER

TTEC GOVERNMENT SOLUTIONS, LLC

Christian Wagner
Signed _____

Name: Christian Wagner

Title: GVP Amazon Practice, TTEC Digital

Date: Sep 19, 2024



GENERAL TERMS AND CONDITIONS

Services.

During the term of this Agreement, Service Provider will provide the services described in this Agreement and Attachment A (the "Services")

Client may, from time to time, request Service Provider order hardware, software, software subscription services, pass-through cloud services and/or pass-through maintenance services (the "Products") from various third party manufacturers (including, but not limited to, various Products from Amazon, Inc., Calabrio, Inc., Verint Americas Inc., inContact, Inc., NICE Ltd., and Nuance Communications, Inc.) (the "Manufacturer") on its behalf. Accordingly, the parties agree to the following terms and conditions:

Products. Client acknowledges and agrees: (i) they have received, accepted and agreed to be bound by the Manufacturer's End User License Agreement (the "EULA"), and (ii) they have received, accepted and agreed to be bound by the Manufacturer's applicable terms and conditions for the software subscription services, hardware and/or pass-through maintenance services purchased by Client (the "Manufacturer Terms"), and (iii) that Service Provider is not a party and is not a third party beneficiary of the EULA or the Manufacturer Terms. Client further agrees to Manufacturer's then-current Product shipment policies (including such Manufacturer's policies covering any risk of loss and transfer of title)

Confidentiality. The parties acknowledge that in performing their respective obligations hereunder, each party may disclose to the other party ("Disclosing Party") or receive from the other party ("Receiving Party"), certain confidential or proprietary information regarding its business, products, services or financial information ("Confidential Information"). The Receiving Party may only use the Confidential Information exclusively for the purposes for which it was provided under this Agreement and under no circumstances shall disclose it to any third parties except with the prior written consent of the Disclosing Party. The parties agree that this Agreement is the Confidential Information of both parties and, in addition, may be accessed and viewed by Amazon as part of their reseller, audit and review processes.

Intellectual Property. All existing and pre-existing Service Provider intellectual property rights (including copyrights, tools, designs and methodologies and any derivatives or modifications thereto) incorporated into the materials and information provided by Service Provider to Client, shall remain vested exclusively with Service Provider ("TTEC IP"), except as noted below. Service Provider grants Client a nonexclusive, revocable, royalty free limited licence to use TTEC IP solely for Client's internal use and only in relation to the activities and purposes set out herein. Except for TTEC IP, ownership of all copyrights in the tangible material developed specifically for Client pursuant to the Services provided under this Agreement, shall vest in Client upon full payment of the fees and other costs set out herein and Client's compliance in all other respects with this Agreement. Client grants its consent to Service Provider for inserting Client's logos and other similar intellectual property into the materials and/or deliverables under this Agreement unless Client notifies Service Provider in writing to the contrary.

Service Provider's Warranties. Service Provider warrants that it: (i) will perform the Services in a competent and diligent manner exercising reasonable care; (ii) it shall comply with all applicable laws and regulations in its provision of the Services; and (iii) its employees shall comply with all reasonable safety and security rules and normal operating procedures of Client provided such rules and procedures are clearly communicated to Service Provider.

THE WARRANTIES IN THIS SECTION ARE EXCLUSIVE AND EXPRESSLY DISCLAIMED ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR USE OR PURPOSE, OR ANY WARRANTIES THAT THE SERVICE PROVIDER OFFERINGS OR WORK PRODUCT WILL BE ERROR-FREE OR OPERATE WITHOUT INTERRUPTION, OR THAT THE SERVICE PROVIDER OFFERINGS OR WORK PRODUCT WILL PROVIDE ANY SPECIFIC RESULTS OR MEET THE REQUIREMENTS OF CLIENT.

CLIENT ACKNOWLEDGES THAT SERVICE PROVIDER IS NOT THE MANUFACTURER OF ANY OF THE PRODUCTS AND ANY PRODUCT WARRANTIES ARE PROVIDED SOLELY BY THE MANUFACTURER, AND SERVICE PROVIDER MAKES NO WARRANTIES WHATSOEVER, INCLUDING WITHOUT LIMITATION, TITLE, INFRINGEMENT, THE MERCHANTABILITY OF THE PRODUCTS OR THEIR FITNESS FOR ANY PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTIES THAT MIGHT ARISE THROUGH USAGE OF TRADE, COURSE OF DEALING, OR COURSE OF PERFORMANCE. SERVICE PROVIDER SHALL HAVE NO DUTY TO DEFEND, INDEMNIFY, OR HOLD HARMLESS CLIENT FROM OR AGAINST ANY DAMAGES OR COSTS INCURRED BY CLIENT ARISING FROM THE INFRINGEMENT OF PATENTS OR TRADEMARKS OR THE VIOLATION OF COPYRIGHTS BY PRODUCTS.

Disclaimer of actions caused by and/or under the control of third parties. SERVICE PROVIDER DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM SERVICE PROVIDER'S NETWORK AND OTHER PORTIONS OF THE INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES (SUCH AS NETWORK CARRIERS). AT TIMES, ACTIONS OR INACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CLIENT'S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ACCORDINGLY, SERVICE PROVIDER DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS. CLIENT IS SOLELY RESPONSIBLE FOR THE CONNECTION TO THE SERVICES, INCLUDING THE INTERNET CONNECTION.

Indemnification. Service Provider, at its expense, shall defend Client from and against any third party claim that Client's use of the Services infringes a trade secret, patent or copyright (in each case existing on the date of this Agreement) or arises out of: (i) bodily injury or death caused by the negligence or willful misconduct of Service Provider, (ii) arises out of Service Provider's violation of any applicable laws and shall pay any costs or damages that may be finally awarded against Client in connection therewith. The application of the foregoing indemnities is conditional upon Client: (a) notifying Service Provider in writing of a claim or suit promptly; (b) providing reasonable cooperation (at Service Provider's expense) in the defense of the claim; (c) granting Service Provider full authority to defend or settle the claim or suit at its discretion; and (d) not making any settlement in respect of the claim or taking any action, which may prejudice Service Provider's defense of the claim.

Limitation of Liability. Neither party nor its affiliates, officers, employees, and agents, licensors and suppliers, shall have any liability to the other party whether in contract, tort (including, without limitation, negligence) or otherwise for consequential, exemplary, incidental, indirect or punitive loss, damage, expenses or for loss of business, data, revenue, profits, or use, even if it has been advised of the possibility of such damages or if they are foreseeable. Except as provided by law, in no event shall the cumulative amount of Service Provider's liability (whether in contract, tort, negligence, strict liability in tort or by statute or otherwise) to Client or to any third party concerning performance or



non-performance of the Services or in any manner related to this Agreement, for any and all claims shall not, as applicable exceed the Services fees paid by Client to Service Provider pursuant to this Agreement.

Service Provider shall not be liable to Client, Client's customers, or any other party for any loss, damage, or injury that results from the use or application by Client, Client's customers, or any other party, of Products delivered to Client, unless the loss or damage results directly from the intentionally tortious or fraudulent acts or omissions of Service Provider. In no event shall Service Provider be liable to Client, Client's customers or any other party for loss, damage, or injury of any kind or nature arising out of or in connection with this POA or any Order in excess of the net purchase price of the specific Product giving rise to the loss, damage, injury or claim and actually delivered to and paid for by Client hereunder. IN NO EVENT SHALL SERVICE PROVIDER BE LIABLE TO CLIENT, CLIENT'S CUSTOMERS OR ANY OTHER PARTY FOR INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF GOOD WILL, LOSS OF ANTICIPATED PROFITS, OR OTHER ECONOMIC LOSS ARISING OUT OF OR IN CONNECTION WITH THIS POA ANY ORDER OR ANY PRODUCTS, EVEN IF NOTIFICATION HAS BEEN GIVEN AS TO THE POSSIBILITY OF SUCH DAMAGES. Service Provider shall also not be liable for any delays or failures in its performance due to circumstances beyond its reasonable control.

Termination. The Agreement shall terminate: (i) following the delivery of the Services; (ii) Client providing 30 days prior written notice to Service Provider of its intent to terminate this Agreement; or (iii) immediately in the event of the bankruptcy, winding up or administration of either party. In the event of termination, Service Provider shall be entitled to recover all fees and costs reasonably incurred in the period up to the effective termination date.

Data Privacy. Client represents and covenants that Client has been (and shall be in the future) provided with any and all notices to and received any and all consents from Data Subjects to allow Service Provider to perform the Services without violating the Data Protection Laws. Service Provider represents and covenants that it will only use and disclose Personal Data in accordance with the applicable Data Protection Laws and in order to provide Services under this Agreement. For the purposes of this Agreement: (i) "Data Subjects" shall mean identified or identifiable persons to whom Personal Data relates; (ii) "Personal Data" shall mean any information relating to an identified or identifiable person; and (iii) "Data Protection Laws" shall mean any applicable law or regulation concerning data protection that governs the processing of Personal Data under this Agreement.

In addition, if Client is located in the European Union the following shall apply in processing Personal Data. Service Provider is acting as a Data Processor as that term is defined in the General Data Protection Regulation ("GDPR"). Service Provider agrees that when processing Personal Data, it will: (a) follow the documented instructions of Client when processing data, including any processing necessary to fulfil obligations under this Agreement; (b) ensure that all employees who process the data are subject to confidentiality obligations; (c) implement appropriate technical and organizational security measures and in accordance with its information security policies and Article 32 of the GDPR; (d) implement measures to assist Client in complying with the rights of data subjects including those set forth in Chapter III of the GDPR; (e) assist Client in obtaining approval from data protection authorities where required by the GDPR; (f) when the data is no longer needed, securely destroy the data in its possession; and (g) make available to Client the information necessary to demonstrate compliance with the GDPR. When Service Provider engages third

parties for carrying out specific processing activities on behalf of Client, the same data protection obligations as set forth in this paragraph will be imposed on the third party. The parties agree that the EU Commission's Controller to Processor Clauses will apply when any Personal Data is transferred outside the European Union or a country that has not been determined to offer an adequate level of protection to Personal Data.

Choice of Law / Venue. This Agreement shall be governed in all respects by the laws of the State of Oklahoma without regard to any conflicts of law principles, decisional law, or statutory provision that would require or permit the application of another jurisdiction's substantive law.

Miscellaneous.

- * Each party is an independent contractor and, as such, does not have any authority to bind or commit the other. Nothing herein shall be deemed or construed to create a joint venture, partnership or agency relationship between the parties for any purpose.
- * Each party warrants that it shall not offer employment to staff members of the other party for a period of one (1) year following the completion of the Services, provided that neither party shall be restricted in any general solicitation for employees (including through the use of employment agencies) not specifically directed at any such persons.
- * Neither party shall be liable to the other for any failures or delays arising out of conditions beyond its reasonable control, including, but not limited to, war, terrorist acts, civil disobedience, riots, rebellions, work stoppages, fire, storms, electrical failures, acts of God and similar occurrences.
- * This Agreement may not be assigned by either party without the prior approval of the other. Notwithstanding anything to the contrary herein, Service Provider may delegate or subcontract the performance of all or any portion of its duties hereunder.
- * During the entire term of this Agreement, Service Provider shall maintain appropriate professional indemnity, liability, employers' liability and other common customary risk insurance with a reputable insurance company.
- * The parties agree that the United Nations Convention on Contracts for the International Sale of Goods is specifically excluded from application to this Agreement.
- * Notwithstanding anything in this Agreement to the contrary, Service Provider may seek injunctive or other equitable relief in any court of competent jurisdiction to protect any actual or threatened: (i) misappropriation or infringement of its intellectual property rights or those of its licensors or (ii) breach of Service Provider's confidentiality rights.
- * Neither party shall be deemed to have waived any provision hereof, or any right hereunder, unless such waiver is in a writing executed by a duly authorized representative of such party. No waiver by either party of any provision, hereof or right hereunder shall constitute a subsequent waiver of such provision or such right, or a waiver of any other provision or right.
- * If any provision of this Agreement is found invalid by a court of competent jurisdiction, such provision shall be severed or modified to the extent necessary to cure such invalidity, and this Agreement, so modified, shall remain in force and effect.
- * This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes all previous communications and understandings between the parties with respect thereto.



ATTACHMENT A DETAILED SERVICE DESCRIPTIONS

☐ 1. Contact Center Setup and Configuration

- Conduct detailed design review session to define contact center setup and configuration requirements.
- Create of new Amazon Connect instance including all required baseline AWS accounts and services
- Service Provider to provide professional services to support user authentication.
- Service Provider to provide consultative services to support agent connectivity.
- Setup inbound configuration to route calls according to the Client Contact Flow requirements
- Create and configure Hours of Operation
- Create and configure Amazon Connect Routing Profiles and Call Queues to support Client skills-based routing and language requirements.
 - Configuration of required Routing Profiles and Queues.
 - Assign agents to Routing Profiles based upon skillsets
 - Assign hours of operation to queues
- Create and configure:
 - Security profiles for agents, supervisors, managers, and administrators
 - Quick Connects to support transferring calls
 - Agent status indicators to track Agent status.
 - Agent hierarchy to reflect Client management structure for report filters
- Create and configure Client wav files and text messages to support:
 - Customer Hold Music (wav file)
 - Whisper Messages
 - Prompt

☐ 2. Amazon Connect DTMF IVR/Contact Flows

- Conduct a detailed design review session to define Amazon Connect Contact Flow requirements.
- Provide professional services to develop the required Amazon Connect DTMF IVR call flows based upon the Client provided inbound and outbound provided call flows and/or requirements
 - Create inbound Amazon Connect Contact Flows to greet callers and route to the correct agent group based upon the number dialed
 - Create inbound Amazon Connect Flows to enable callers to connect to an agent directly using "Direct Dial Agent"
 - Create outbound Amazon Contact Flows to support outbound agent calls
- Provide professional services to develop the required Amazon Lambda functions to support the Client provided inbound and outbound provided call flows and/or requirements.
 - Lambda functions to support integrations with backend databases
 - Lambda functions to support application requirements supported by a DynamoDB table if required (e.g. Blacklist)

☐ 3. Amazon Lex IVR Amazon Connect

- Conduct a detailed design review session to define Amazon Lex requirements
- Provide professional services to develop the required Amazon Connect IVR call flows

- Create ~~CloudFront~~ ~~number of Amazon~~ number of Amazon Lex Bots with required Intents and Slots to support Client requirements
- Provide professional services to develop the required Amazon Lambda functions to support the Client Amazon Lex Bots and Amazon Connect Contact Flows
 - Lambda functions to support validation of customer spoken digits
 - Lambda functions to support validations of custom Slot values.

☐ 4. Custom Agent Desktop & Client Requirements

- Install and configure the Amazon Connect custom agent desktop software
 - Install and configure CloudFront for support edge access to the custom agent desktop.
 - Install and configure custom agent desktop software in Client's environment (e.g. S3 bucket)

☐ 5. Reporting

- Configure and setup call recording for all agents within Amazon Connect solution.
 - Configure system for 100% recording of inbound and outbound calls
 - Ensure all announcements are configured to inform customers "all calls will be recorded"
 - Ensure all recordings will be encrypted at rest.
- Work with Client to create up to two (2) real-time views using the embedded Amazon Connect real time reporting application and available metrics
- Work with Client to create up to two (2) historical reports using the embedded Amazon Connect historical reporting application and available metrics
- Create a Kinesis stream to export Amazon Connect historical information to a data repository for access by Client's BI tool to create custom reports
 - Ensure the existing Amazon Connect tables are configured properly in the data repository.
 - Ensure CTR and CTR Attribute tables for each instance are populating with the available Amazon Connect historical data
 - Create and setup Kinesis stream to export historical information to data repository.
 - Setup and configure data repository tables to store Amazon Connect historical information
 - Provide necessary information to enable access to the historical data by Client's external reporting tool.
- Provide Client consultation services to review Amazon Connect historical data fields
 - Client will need some assistance to understand the Amazon Connect historical data structure and fields within the AWS repository.
- Provide consulting resources to collect and visualize the required real-time and historical Amazon Connect information in browser-based window for displaying on Client provided wallboards
 - Conduct a design review session to identify the desired fields and Amazon Connect sources to support Client's real-time visualizations.



- Leverage available Amazon Connect real-time APIs and historical data records to create the required Kibana visualizations based upon the design review session
- ☐ 6. **Migrating to Multiple Environments**
 - Provide support services during the migration of Client's Amazon Connect applications and related AWS Services to the following environments:
 - Dev
 - QA
 - Stage
 - Production
- ☐ 7. **User Acceptance Testing, Migration, and Go-live Support**
 - Testing – Service Provider to provide full support of Client Application, Integration, and Client Application testing
 - Migration and Go-Live Support – Service Provider to provide support for contact center migration
 - Go-live – Service Provider to provide full go-live support during start-up and migration
- ☐ 8. **Training/Knowledge Transfer Sessions**

Service Provider will provide remote training and knowledge transfer sessions for Client and its representative that detail Amazon Connect enhancements and new functionality to enable Client's representatives to successfully use the Amazon Connect solution and integrations.

This will at least include

 - A single remote Amazon Connect representative and supervisor train-the-trainer sessions with up to five participants; and
 - A single remote administrator and knowledge transfer session with approximately five participants covering advance configuration and custom applications.
- ☐ 9. **Service Provider Project Management**
 - Primary point of contact for all Service Provider stakeholders related to this project and facilitator for development team
 - Coordinates internal Service Provider resources and manages projects based on time, scope, and budget
 - Provides change orders to project scope along with schedule and costs
 - Act as the single point of contact for all project related tasks (discovery, planning, testing, etc.)
- ☐ 10. **Amazon Connect Voicemail**

This section should include any custom requirements to the out-of-the-box voicemail solution. The "out-of-the-box" installation services are a fixed cost and included in the fixed cost table below

 - Conduct a design review session to gather requirements for voicemail solution including:
 - Timestamp and Reporting Requirements
 - Individual Voicemail Requirements
 - Queue Voicemail Requirements
 - Email Distribution Lists
 - Provide services to support the deployment and configuration of Amazon Connect Voicemail solution to support Client's requirements
 - Provide support during deployment of Amazon Connect voicemail solution
 - Configure Amazon Connect Voicemail solution to support Individual Voicemail. Configure Amazon Connect Voicemail solution to support Queue Voicemail.
- ☐ 11. **Holiday and Emergency Hours and Situational Messages**
 - Create and configure holiday and emergency schedule and situational application for the administration and management of holiday and emergency hours and situational messaging
 - Create and configure Amazon Cognito to support authentication of users to create and modify Holiday and Emergency hours and Situational messaging
 - Create and configure DynamoDB to support the Holiday and Emergency hours and Situational Messaging application.
 - Create and configure holiday and emergency schedules.
 - Create and configure situational messaging
 - Create and configure Lambda functions to support the ability to check for holiday and emergency hours and situational messaging from within an Amazon Connect Contact flow.
 - Incorporate Lambda functions within the contact flows to support holiday and emergency hours and situational messaging
- ☐ 12. **Salesforce Classic Console/Lightning CRM Integration**

Implement the Amazon Connect Salesforce Adapter to support the following capabilities:

 - Display Call Attributes
 - Display/Capture Disposition Codes
 - Call Recording/Playback
 - Click-to-Call
 - Screen-pop on SFDC record
 - Install and configure Amazon Connect Salesforce custom applications to support Salesforce queries from Amazon Connect Contact Flows
 - Install and configure the Amazon Connect Salesforce CRM CTI integration to support the exporting of Amazon Connect Call Center Metrics to the Salesforce CRM
- ☐ 13. **Salesforce Classic CRM Integration**
 - Implement the Amazon Connect Salesforce Adapter to support the following capabilities:
 - Embedded CCP Panel
 - Display Caller ID
 - Click-to-Call
 - Install and configure Amazon Connect Salesforce custom applications to support Salesforce queries from Amazon Connect Contact Flows.



- Install and configure the Amazon Connect Salesforce CRM CTI integration to support the exporting of Amazon Connect Call Center Metrics to the Salesforce CRM

☐ 14. **ServiceNow Integration**

Install and configure the Amazon Connect ServiceNow CTI adapter to support the following capabilities:

- Display Caller ID
- Embedded Call Controls
- Click-to-Call
- Screen-pop on ServiceNow record, based on caller ID
- Show Recent Incident History, based on caller ID
- Show Recent Call History for caller based on caller ID, with Call Recordings
- Shortcut button for creating a new Incident

☐ 15. **Microsoft Dynamics CRM Integration**

- Implement the Amazon Connect CTI Adapter for Dynamics to support the following capabilities:

- Embedded CCP Panel
- Display Caller ID
- Click-to-Call
- Screen-pop, based on Caller ID

✓ 16. **TTEC Digital Non-Emergency Bot**
See Attachment 1 – Statement of Work

☐ 17. **TTEC Digital Data Analytics**

- Implement the TTEC Digital Data Analytics



Attachment 1
Statement of Work

This Statement of Work ("SOW") is entered into between City of Oklahoma City ("Client") and TTEC Government Solutions, LLC ("TTEC"), and shall be effective as of **September 6, 2024**. This SOW and the Services and Deliverables hereunder shall be governed by the terms and conditions set forth in the Master Services Agreement dated effective **September 6, 2024**, (the "Agreement") between Client and TTEC. If there is a conflict between the SOW and the Agreement, the Agreement will control with respect to the subject matter thereof, unless expressly amended in this SOW. Capitalized terms used in this SOW have the meaning attributed to them in the Agreement.

Project Prerequisites / Dependencies

The details for this SOW were based upon the following set of assumptions:

- The client's AWS Account Exists and there will be no need to provision an AWS Account as part of the project
- An AWS Pinpoint SMS (Short Message Service) number is required for SMS functionality, there is no integration with outside SMS providers.
- Acquisition of long codes for SMS functionality is the responsibility of the client. The process which will be outlined in documentation will be followed by OKC 911 and will be completed either prior to project kick-off or within 48 hours of project kick-off. Delays to following the process could result in delays for the implementation and result in additional effort to deploy the solution outside of the quote provided.
- Client will provide the necessary permissions and access to AWS for TTEC personnel to configure, test, and develop the system within five (5) days of project kick-off. Delays providing required access could result in delays for the implementation and result in additional effort to deploy the solution outside of the quote provided.
- Timing for responses/information requests from project delivery resources occur within 48 business hours. Delays to providing required information could result in delays for the implementation and result in additional effort to deploy the solution outside of the quote provided.
- Client will be responsible for providing complete Content/Intent/Action information using provided configuration documentation tools.
- All interactions with the client and training sessions will be conducted remotely.
- Client will leverage text-to-speech (TTS) files for prompts to be leveraged by the Auto-direct bot.
- Client is responsible for its Virtual Desktop Infrastructure ("VDI") and networking infrastructure.
- Amazon Pinpoint out of the box reporting will be used to view real-time and historical data.
- Creating User Acceptance Testing (UAT) scripts are the responsibility of the client

Description of Services

Introduction

This Statement of Work (SOW) outlines the scope, responsibilities, and pricing for the delivery of the TTEC Digital AutoDirect Bot solution aimed at augmenting existing emergency dispatch centers for municipalities. This initiative provides a low entry barrier for municipalities seeking to enhance their emergency response capabilities without overburdening current resources. This solution is designed to disposition non-emergency callers efficiently, offering a scalable and flexible approach to meet the evolving needs of public safety communications.

Deliverables:

The project encompasses the following deliverables:

- **AutoDirect Bot Solution Deployment:** A standalone AutoDirect Bot application capable of handling non-emergency calls with the following functions:
 - **Information Provisioning:** Implement functionality for the AutoDirect Bot to provide answers to up to 10 common non-emergency queries. This involves programming the AutoDirect Bot to understand and respond to specific intents related to municipal services, public safety information, and other non-emergency issues.
 - **PSTN Call Transferring:** Enable the AutoDirect Bot to transfer calls to up to 10 phone numbers, departments, or personnel when a query cannot be resolved autonomously. This feature includes setting up dynamic routing based on caller needs identified by the bot, ensuring callers are connected to the right service aiding in the mitigation of unnecessary time spent for 911 centers.
 - **SMS Information Delivery:** Incorporate SMS capabilities to allow the AutoDirect Bot to send information directly to the caller's mobile device. This is particularly useful for providing detailed instructions that can be more conveniently accessed through text.



- **Webform Deployment:** A standalone Webform capable of handling input of a drop-down selection and less than 10 free-form fields for common non-emergency options. The webform information will be sent to an email distribution list provided by Oklahoma City. This solution will be designed to allow (one) 1 webform that will be distributed through an SMS message as part of the Auto-Direct Bot implementation that will be related to Animal Control intents. There will be an SMS message distributed from the bot with a link to a webform for constituents to click on bringing them to a webform that will allow them to report common animal control issues.

Professional Services: Including deployment to a single production instance, customer education on solution management, support for User Acceptance Testing (UAT), up to one (1) training session on the review of Missed Utterance Reports from the Console, and transition to Managed Service Provider (MSP) for ongoing support.

Professional services up to 75 hours includes:

- Solution deployment within the AWS environment.
 - Customer education for AutoDirect Bot/data population.
 - Support for UAT.
 - Training session and review of the Missed Utterance Report.
 - MSP transition and project management/specified project meetings.
- Project Meetings**
- Project Kick-off (one (1) Project Kick-off meeting lasting up to 1-hour)
 - Discovery and design (one (1) discovery session up to 1-hour)
 - Intent Review Up to two (2) 30-minute Amazon Lex intent review sessions
 - Up to three (3) 30-minute UAT meetings
 - One (1) 1-hour Go-live support meeting

TTEC will provide the following Services:

Description Auto Direct 911
Solution Discovery & Design <ul style="list-style-type: none"> • TTEC Digital will distribute intent capture documentation to be completed by Oklahoma City for the AutoDirect Bot. There will be up to two (2) intent review sessions to provide guidance should sessions be needed. • Facilitate one (1) 1-hour discovery/design review session: <ul style="list-style-type: none"> ○ To discuss requirements related to SMS throughput and provide documentation for long code acquisition. This may include SMS Design, Number Claims, and Service Limit Increases. ○ Review Website Design, Architecture, and Functionality of solution.
Installation & Set-up <p>Install test and configure the AutoDirect Bot to support the following capabilities:</p> <ul style="list-style-type: none"> • Transfer calls to up to 10 phone numbers/ or departments/personnel when a query cannot be resolved autonomously. This feature includes setting up dynamic routing based on caller needs identified by the bot, ensuring callers are connected to the right service aiding in the mitigation of unnecessary time spent for 911 • Incorporate SMS capabilities to allow the AutoDirect Bot to send information directly to caller's mobile device.
Reporting and Data Visualization <ul style="list-style-type: none"> • Provide Client consultation services to review AWS Pinpoint reporting.



User Acceptance Testing (UAT)

- UAT will include support for Client Application testing.
- UAT will include one (1) UAT kickoff and training session and two (2) 30-minute UAT check ins with the client during the UAT period.
- UAT does not include detailed test scripts created by TTEC Digital.

Note: Additional UAT requirements or meetings may result in a change request.

Migration, Go-live Support and Post Go-Live

- Go-live – TTEC Digital to provide two (4) hours for go-live support during start-up and migration.
- Post Go-live – TTEC Digital will provide one (1) hour for post go-live support
- Managed Services Program Transition

Training/Knowledge Transfer Sessions Training / Knowledge Transfer

- TTEC Digital will provide remote training and knowledge transfer sessions for Client and its representative that detail AutoDirect Bot functionality to enable Client's representatives to successfully use the solution.
- TTEC Digital will create training materials and documentation to support remote training and knowledge transfer session(s)

Note: Additional training sessions will result in additional hours and a change request.

TTEC Digital Project Management

- Primary point of contact for all TTEC Digital stakeholders related to this project and facilitator for development team.
- Coordinates internal TTEC Digital resources and manages projects based on time, scope, and budget.
- Provides change orders to project scope along with schedule and costs.
- Act as the single point of contact for all project related tasks (discovery, planning, testing, etc.).
- Facilitate and conduct project meetings.

Managed Services

The Managed Services Program, starting after the successful implementation of the Auto Direct Bot, provides comprehensive support, incident and change management, platform monitoring, and regular tuning, aimed at optimizing the AutoDirect Bot's performance and ensuring the Client can efficiently manage non-emergency services for their citizens. These are some of the key services that comprise the Managed Services Program:

- Global service center intake for direct support requests and queries.
- Comprehensive software and hardware support from basic troubleshooting (Level-1) to more complex issue resolution (Level-2).
- Incident management to respond to and resolve unexpected service disruptions.
- Change management to facilitate seamless updates and modifications to the AutoDirect Bot solution.
- Operations management for ongoing oversight and optimization of the AutoDirect Bot's performance.
- Platform monitoring through AWS CloudWatch for AutoDirect bot solution.
- Sessions dedicated to bot reporting and tuning as part of enhancement budget.

Project Fees

TTEC will perform the Services at the rates and fees set forth in table below.

	Total Fees
Fixed Fee Fees Auto-Direct Solution	\$103,800.00



MSP Cost (1 Year term with 4 enhancement hours/month)	\$36,000.00
Total	\$139,800.00

Invoices will be sent based on the following schedule:

- Fixed fee items will be invoiced:
 - Fifty percent (50%) of the fixed fees will be invoiced upon execution of this SOW.
 - Twenty-five (25%) of the fixed fees will be invoiced upon start of User Acceptance Testing
 - All remaining fixed fees, including MSP fees, will be invoiced upon deployment into the production environment and taking production traffic or if no issues have been reported over two weeks of UAT

Payment terms are governed by the Agreement. All amounts quoted are in United States Dollars (USD). Client is responsible for payment of any shipping charges and all applicable taxes. Preapproved travel expenses (if applicable) are billed at cost.

Assumptions

Project success, budget, and duration depend on adherence to the following assumptions:

Category	Detail
Scope	<ul style="list-style-type: none"> • Delays and/or scope changes will result in additional charges and duration. • Changes requiring additional charges/duration require an executed Change Request.
Costs	<ul style="list-style-type: none"> • All work to be done within Client's AWS accounts. • Client is responsible for AWS charges.
Access	<ul style="list-style-type: none"> • Client to provide TTEC Digital appropriate, least-privilege, role-based access control (RBAC) to their AWS accounts, Domain, and network during the engagement. • Access and onboarding tasks will take no more than three (3 hours) per TTEC digital resource assigned to the project.
Participation	<ul style="list-style-type: none"> • Client to assign a person with appropriate authority and organizational knowledge to be the single point of contact for scheduling. • Client to supply all relevant process and procedural documentation as it pertains to this project. • Client to provide all application installers, installation guides, application licensing, activation keys, current systems documentation, access to key knowledge holders, solution materials, and documentation, including: <ul style="list-style-type: none"> ○ Existing configurations of current platforms ○ As-built documentation from current platforms for re-use ○ Known issues with the current environment. ○ Design performed during the scoping process. ○ Client requirements and expectations for delivery ○ Client process and procedures ○ Security and compliance requirements / considerations • Client to provide leadership on the effort and coordinate all internal people/vendor scheduling, change control, and approvals required. • It is assumed that building a consensus within Client on the deliverables presented will be a quick and orderly process. • TTEC Digital shall not be liable for any deficiency in performing services if such deficiency results from Client's failure to perform assigned tasks or to provide full cooperation.

Out of Scope

The below-mentioned items are considered out of scope for this project:

The following items are explicitly excluded from this project's scope. Some can be provided at an additional cost:

- Integration with client IDP/SSO source for website authentication, authentication is through AWS Cognito Only.
- Integration with systems outside the specified AWS environment.



- The need to deploy the auto-bot solution to development/lower level environments.
- Custom development beyond the standard AutoDirect Bot functionalities and webform functionality.
- Off-site support and training (all services will be delivered remotely).
- Any additional meetings outside what is referenced in this document's project meeting section. If additional meetings are required, they can be charged at a time and materials cost.
- Expansion of the AutoDirect Bot solution beyond the initial scope without a separate agreement.
- Publishing webform on website(s) for Oklahoma City.
- Anything not specifically stated as in scope is considered out of scope.

Acceptance

The signatures below represent Client approval for TTEC Digital to commence work on this project as defined within this SOW and an agreement to pay all fees incurred in the delivery of such work. TTEC Digital must receive this signed Statement of Work, along with a Purchase Order, before any work on the project can be scheduled. Any changes to this SOW are subject to Change Control and must be mutually agreed upon in writing by the parties using TTEC's standard Change Request Process. The TTEC Digital Project Manager will be responsible for logging and tracking the progress of all Change Requests. Change Requests will be performed by TTEC Digital on a time and materials basis at the published rates unless otherwise mutually agreed.

City of Oklahoma City

Signature

Mark K. Stonecipher

Printed Name

Vice-Mayor

Title

November 5, 2024

Date

TTEC Government Solutions, LLC

Signed by

Christian Wagner

Signature

Christian Wagner

Printed Name

GVP Amazon Practice, TTEC Digital

Title

Sep 19, 2024

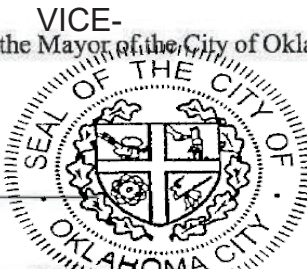
Date

APPROVED by the Council and **SIGNED** by the Mayor of the City of Oklahoma City this 5TH day of NOVEMBER, 2024.

ATTEST:

City Clerk

Amy K. Simpson



REVIEWED as to form and legality for the City of Oklahoma City.

Assistant Municipal Counselor



Attachment 2 Managed Services

Managed Service Program

The Managed Service Program wraps a professional and cost-effective management process around the Amazon Connect environment

Specific benefits could include:

- A dedicated Account Manager
- Expert, Planned System Maintenance and Administration
- 24/7 System and Application Support
- A Flexible Staff Extension – Bundled Professional Service Hours
- Scheduled Monthly Meetings to Review and Coordinate Activities
- Continuous Access to a Team of Experts (Contact Center, IVR, CTI)
- Forward Planning Participation
- A Robust, Web-Based Program Portal and Management Process
- Adaptability to Changing Business & Technical Needs

For Post Production Managed Services & Technical/Application Support Service Provider offers a range of flexible support packages that can include reselling AWS

different levels of post-production support for Amazon Connect that also includes support for all custom-developed applications developed as part of this Attachment 2

Service Provider affords our Clients many benefits, including the following:

- Immediate access to industry-qualified contact center support personnel 24x7x365
- Access to a cohesive, bespoke support model tailored for each Client support offered by Amazon Web Services (AWS) (complete details can be found here - <https://aws.amazon.com/premiumsupport/compare-plans/>)
- Service Provider provides its custom support packages to augment AWS support as defined in table below
- Front-line support for Amazon Connect and any required escalations to AWS (if applicable)
- As applicable, Services Provider will support custom-developed applications and integration points including Client-owned data sources; (CRM and WFM integration, reporting, etc.)
- Support ongoing Amazon Connect updates to ensure all 3rd party integration functions as designed
- Manage all trouble-ticketing and 3rd party engagements
- Support quarterly reviews, roadmap discussions, ongoing assessments and fine-tuning
- Managed Services Tier and Fees:

	Operational Support Tier
Program Includes	24x7 Service Desk Tier 2 (in depth) Tier 3 (specialized) Proactive Monitoring Vendor Management Service Requests/Bundles Projects/Training Shared account management
Program Annual Fee	\$36,000
Hours Included Monthly	8

Certificate Of Completion

Envelope Id: 07C47829A7C041F3A665823AF5655DEE

Status: Completed

Subject: Please DocuSign: City of OK City OKC 911 Services Agreement Form 1 and SOW Approved CP J...

Source Envelope:

Document Pages: 13

Signatures: 2

Envelope Originator:

Certificate Pages: 5

Initials: 0

Jenn Gower

AutoNav: Enabled

3500 American Blvd W #300

EnvelopeId Stamping: Enabled

Bloomington, MN 55431

Time Zone: (UTC-06:00) Central Time (US & Canada)

jenn.gower@ttecdigital.com

IP Address: 64.207.219.135

Record Tracking

Status: Original

Holder: Jenn Gower

Location: DocuSign

9/18/2024 2:22:13 PM

jenn.gower@ttecdigital.com

Signer Events

Christian Wagner

christian.wagner@ttecdigital.com

GVP Amazon Practice, TTEC Digital

Ttec Digital

Security Level: Email, Account Authentication
(None)

Signature

Signed by:

3E8F9C4E9A95471

Signature Adoption: Pre-selected Style
Using IP Address: 73.246.59.18

Timestamp

Sent: 9/18/2024 2:25:50 PM

Viewed: 9/19/2024 10:45:22 AM

Signed: 9/19/2024 10:45:33 AM

Electronic Record and Signature Disclosure:

Accepted: 9/19/2024 10:45:22 AM

ID: 29c55ac9-10ee-4e4c-81a9-07ea830904ff

Company Name: TTEC Digital

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Kelley Jacob

kelley.jacob@ttecdigital.com

Security Level: Email, Account Authentication
(None)

Electronic Record and Signature Disclosure:

Accepted: 8/13/2024 11:42:31 AM

ID: 8af8deed-da62-495f-ae6a-038be9c1e65a

Company Name: TTEC Digital

COPIED

Sent: 9/19/2024 10:45:35 AM

Viewed: 9/19/2024 10:49:14 AM

Larisa Kravtsova

larisa.kravtsova@ttecdigital.com

Security Level: Email, Account Authentication
(None)

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

COPIED

Sent: 9/19/2024 10:45:37 AM

Carbon Copy Events

Accounting Projects
accountingproject@ttecdigital.com
Security Level: Email, Account Authentication
(None)
Electronic Record and Signature Disclosure:
Accepted: 12/1/2023 6:19:04 AM
ID: 497cb4a2-95c1-464c-aaa8-9cd00f6d5121
Company Name: TTEC Digital

Status

COPIED

Timestamp

Sent: 9/19/2024 10:45:38 AM

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	9/18/2024 2:25:50 PM
Certified Delivered	Security Checked	9/19/2024 10:45:22 AM
Signing Complete	Security Checked	9/19/2024 10:45:33 AM
Completed	Security Checked	9/19/2024 10:45:38 AM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, TTEC Digital (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact TTEC Digital:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: privacy@avtex.com

To advise TTEC Digital of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at privacy@avtex.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from TTEC Digital

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to privacy@avtex.com and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with TTEC Digital

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;

ii. send us an email to privacy@avtex.com and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify TTEC Digital as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by TTEC Digital during the course of your relationship with TTEC Digital.



CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 2

DATE (MM/DD/YYYY)
09/26/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis Towers Watson Insurance Services West, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: WTW Certificate Center PHONE (A/C No. Ext): 1-877-945-7378 FAX (A/C No): 1-888-467-2378 E-MAIL: certificates@wtwco.com ADDRESS: certificates@wtwco.com																					
INSURED TTEC Digital, LLC 9197 S. Peoria Street Englewood, CO 801125833	<table><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A:</td><td>National Fire Insurance Company of Hartford</td><td>20478</td></tr><tr><td>INSURER B:</td><td>Continental Insurance Company</td><td>35289</td></tr><tr><td>INSURER C:</td><td>American Casualty Company of Reading Penns</td><td>20427</td></tr><tr><td>INSURER D:</td><td>Transportation Insurance Company</td><td>20494</td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	National Fire Insurance Company of Hartford	20478	INSURER B:	Continental Insurance Company	35289	INSURER C:	American Casualty Company of Reading Penns	20427	INSURER D:	Transportation Insurance Company	20494	INSURER E:			INSURER F:		
INSURER(S) AFFORDING COVERAGE		NAIC #																				
INSURER A:	National Fire Insurance Company of Hartford	20478																				
INSURER B:	Continental Insurance Company	35289																				
INSURER C:	American Casualty Company of Reading Penns	20427																				
INSURER D:	Transportation Insurance Company	20494																				
INSURER E:																						
INSURER F:																						

COVERAGES

CERTIFICATE NUMBER: W35137651

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GL 6081752045	10/01/2024	10/01/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> COMP & COLL. <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> \$1,000 Ded.			BUA 6081753485	10/01/2024	10/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0			6081257182	10/01/2024	10/01/2025	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> No	N/A	WC 6072754984	10/01/2024	10/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Workers Compensation & Employers Liability Per Statute - CA			WC 6072754936	10/01/2024	10/01/2025	E.L. - Each Accident \$1,000,000 E.L.-Disease Each Emp \$1,000,000 E.L.-Disease Pol Lmt \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

SEE ATTACHED

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Coverage	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

© 1988-2016 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

SR ID: 26481213

BATCH: 3636302

AGENCY CUSTOMER ID: _____

LOC #: _____

**ADDITIONAL REMARKS SCHEDULE**Page 2 of 2

AGENCY Willis Towers Watson Insurance Services West, Inc.		NAMED INSURED TTEC Digital, LLC 9197 S. Peoria Street Englewood, CO 801125833	
POLICY NUMBER See Page 1		EFFECTIVE DATE: See Page 1	
CARRIER See Page 1	NAIC CODE See Page 1		

ADDITIONAL REMARKS**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,****FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

INSURER AFFORDING COVERAGE: Transportation Insurance Company NAIC#: 20494
POLICY NUMBER: WC 6072800197 EFF DATE: 10/01/2024 EXP DATE: 10/01/2025

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation	EL Each Accident	\$1,000,000
& Employers Liability - RETRO	E.L-Disease Each Emp	\$1,000,000
Per Statute - AZ, MA, OR, WI	E.L-Disease Pol Lmt	\$1,000,000

INSURER AFFORDING COVERAGE: Transportation Insurance Company NAIC#: 20494
POLICY NUMBER: GAP 6072754628 EFF DATE: 10/01/2024 EXP DATE: 10/01/2025

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation	E.L - Each Accident	\$1,000,000
& Employers Liability - Stop Gap	E.L-Disease Each Emp	\$1,000,000
Per Statute - ND, OH, WA, WY	E.L-Disease Pol Lmt	\$1,000,000



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/29/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MARSH USA LLC. 1225 17TH STREET, SUITE 1300 DENVER, CO 80202-5534 401749-C-23-24		CONTACT NAME: PHONE (A/C. No. Ext): FAX (A/C. No): E-MAIL ADDRESS:	
INSURED TTEC Digital, LLC 6312 S Fiddlers Green Cir, STE 100N, Greenwood Village, CO 80111		INSURER(S) AFFORDING COVERAGE INSURER A : Arch Specialty Insurance Company INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :	
		NAIC # 21199	

COVERAGES

CERTIFICATE NUMBER:

SEA-003953016-04

REVISION NUMBER: 4

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG \$ \$ \$ \$ \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) \$ \$ \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE AGGREGATE \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT \$ \$ \$
A	Professional E&O/Cyber			NPL0070169-00	12/31/2023	02/01/2025	Limits: SIR Value: 5,000,000 2,500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

CERTIFICATE HOLDER

CANCELLATION

TTEC Holdings, Inc and TTEC Digital
6312 S Fiddlers Green Cir, STE 100N
Greenwood Village, CO 80111

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

© 1988-2016 ACORD CORPORATION. All rights reserved.