



**GUILFORD COUNTY CONTRACT NO. 90002669**  
**Parent Contract No.**

**THIS CONTRACT AMENDMENT** is hereby made, entered into, and effective as of January 08, 2021, by and between GUILFORD COUNTY, a body politic and corporate of the State of North Carolina, hereinafter referred to as the "COUNTY," and NCapital, hereinafter referred to as the "CONTRACTOR," and also collectively referred to as the "Parties."

**W I T N E S S E T H:**

**WHEREAS**, the Parties entered into a CONTRACT on November 1, 2016 whereby the CONTRACTOR agreed to provide the following goods and/or service(s) to the COUNTY: VOIP Add on, and

**WHEREAS**, the initial Contract may be revised or modified with a written Contract executed by both Parties; and,

**WHEREAS**, the Parties now wish to modify the terms of the Contract by changes in payment price; and,

**NOW, THEREFORE**, the Parties mutually agree that, as of the effective date of this Contract, the following changes are hereby made to the initial Contract as follows:

**CHANGES:** Goods and/or Services. PROVIDER will provide the goods and/or services as set forth in their Proposal (Exhibit II and Exhibit III), attached hereto and incorporated herein by reference.

**JURISDICTION.** The Parties agree that this Contract is subject to the jurisdiction and laws of the State of North Carolina. The CONTRACTOR will comply with bid restrictions, if any, and applicable laws, including N.C.G.S. §143-129(j) regarding E-Verify. Any controversies arising out of this Contract shall be governed by and construed in accordance with the laws of the State of North Carolina.

**PRIOR AGREEMENTS.** All other provisions of the initial Contract and subsequent modifications and revisions, are hereby ratified and shall continue in full force and effect without change, unless and until revised upon mutual written Agreement of the Parties, or terminated as provided herein.

(The remainder of this page is intentionally left blank.  
This Contract continues with signatures on the following page.)

WITNESS the following signatures and seals all pursuant to authority duly granted, effective as of the day and year first above written.

**GUILFORD COUNTY**

DocuSigned by:



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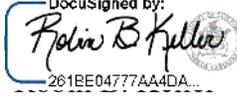
2/15/2021 | 12:54 PM

Date

Guilford County Manager

**ATTEST:**

DocuSigned by:



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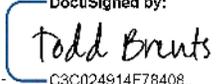
2/22/2021 | 9:07 AM EST

Date

Guilford County Clerk to Board

**NCapital**

DocuSigned by:



C3C024914F78408...

2/25/2021

Date

Chief Financial Officer

**ATTEST:**

DocuSigned by:



FD71BB29F2A24D5...

3/1/2021

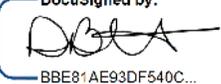
Date

Corporate Secretary (SEAL)

No Corporate Seal Exists

This contract does not create an obligation to purchase and, therefore, has not been preaudited. Purchases under this contract shall only be made pursuant to purchase orders, each of which will contain a preaudit certificate.

DocuSigned by:



BBE81AE93DF540C...  
DENNIS DEWITT

2/12/2021 | 11:31 AM EST

Date

Guilford County Finance Director



## Change Order Request

Exhibit II

# Guilford County Government

A proposal to Guilford County  
Government

1/8/2021

Prepared by:

Alison Eill

Customer Experience Manager

308 Harper Drive, Suite 105

Moorestown, NJ 08057

856.914.5634



**Contents**

**Introduction ..... 3**  
**Scope of Services ..... 3**  
**Pricing..... 3**  
**Contract Terms and Signature Page..... 4**

### INTRODUCTION

Guilford County Government has requested that NWN provide a change order to the Tech Enabled Service contract currently executed between our two organizations. What follows is a definition of the scope of the change order and pricing changes.

As your trusted partner, NWN will continue to leverage its eighteen plus years of investments, resources, vendor relationships and experience to deliver quality services to Guilford County Government.

### SCOPE OF SERVICES

This Change Order modifies the existing IT Management – Hosted UC contract between NWN and Guilford County Government executed November 1, 2016. The scope of this change request is as follows:

- Increase Centralized SIP Trunks (Local & LD) from 225 at \$3,500.00 per month to 478 to \$7,170.00 per month

**Pricing:** The price of the service outlined in this change request is as follows:

Description	Count	Number of Months	Effective Date	Monthly	Annually	Reminder of Contract
Current Centralized SIP Trunks (Local & LD) Usage	225	50	11/1/2016	\$3,500.00	\$42,000.00	
Adjusted Centralized SIP Trunks (Local & LD) Usage	478	10	January 8, 2021	\$7,170.00	\$86,040.00	\$71,700.00
<b>Increased Total:</b>				\$3,670.00	\$44,040.00	



## Change Order Request

### Contract Terms

- Change order must be signed and returned within 10 business days 1/22/2021 or the change order is no longer valid and a new change order will need to be created.
- The term of this agreement is 1/1/2021-10/31/2021.
- Updated pricing will be reflected in the next invoice.

In order to complete this contract, we must receive the following:

- Signed copy of this document

Please see signature page on page two (2) for signatures.

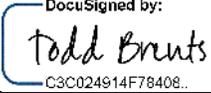
Guilford County Government	NCapital
Signature:	Signature:  C3C024914F78408..
Name:	Name: Todd Brents
Title:	Title: CFO
Date:	Date: 2/25/2021



Exhibit III

# Guilford County Government

A proposal to Guilford County  
Government

1/14/2021

Prepared by:

Alison Eill

Customer Experience Manager

308 Harper Drive, Suite 105

Moorestown, NJ 08057

856.914.5634



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**Contract Terms and Signature Page..... 4**

### INTRODUCTION

Guilford County Government has requested that NWN provide a change order to the Tech Enabled Service contract currently executed between our two organizations. What follows is a definition of the scope of the change order and pricing changes.

As your trusted partner, NWN will continue to leverage its eighteen plus years of investments, resources, vendor relationships and experience to deliver quality services to Guilford County Government.

### SCOPE OF SERVICES

This Change Order modifies the existing IT Management – Hosted UC contract between NWN and Guilford County Government executed November 1, 2016. The scope of this change request is as follows:

- Increase Cisco Call Center Agent or Supervisor from 150 at \$53.00 each and a total \$7,950.00 per month to 175 at \$53.00 and a total \$9,275.00 per month

**Pricing:** The price of the service outlined in this change request is as follows:

Description	Count	Number of Months	Effective Date	Monthly	Annually	Reminder of Contract
Current Cisco Call Center Agent or Supervisor	150	50	11/1/2016	\$7,950.00	\$95,400.00	
Adjusted Cisco Call Center Agent or Supervisor	175	10	January 8, 2021	\$9,275.00	\$111,300.00	\$92,750.00
<b>Increased Total:</b>				\$1,325.00	\$15,900.00	\$13,250.00



## Change Order Request

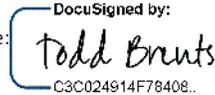
### Contract Terms

- Change order must be signed and returned within 10 business days 1/29/2021 or the change order is no longer valid and a new change order will need to be created.
- The term of this agreement is 1/1/2021-10/31/2021.
- Updated pricing will be reflected in the next invoice.

In order to complete this contract, we must receive the following:

- Signed copy of this document

Please see Signature Page on page two (2) for signatures.

Guilford County Government	NCapital
Signature:	Signature:  C3C024914F78408..
Name:	Name: Todd Brents
Title:	Title: CFO
Date:	Date: 2/25/2021