

# NATHAN

Trusted for Excellence

**MODIFICATION No. 03**  
**to**  
**PURCHASE ORDER AGREEMENT No. 30133-10-2-Accent -Electronic-031**  
**With**  
**Accent Electronic SA**  
**Under**  
**Nathan Associates Inc. Project No. 30133-10-2**

This modification is made and entered into force as of **January 28, 2020**, between Reprezentanta Companiei Nathan Associates INC in RM ("Client"), having its legal office at 202 Stefan cel Mare blvd., Chisinau, Moldova, and physical office at 27, M. G. Banulescu-Bodoni str., Chisinau, Moldova and Accent Electronic SA ("Contractor"), having its principal place of business at 3/1 Bulgara str. str., Chisinau, Moldova.

## **I. BACKGROUND**

- A. On August 22, 2019 the parties entered into a Firm Fixed Price Purchase Order Agreement (Original 30133-10-2-Accent-Electronic-031) relative to Client's technical assistance to Contractor in implementation of the Moldova Structural Reform Program, MSRP contract number: AID-117-C-17-00003.
- B. A delay of execution occurred during the coordination and implementation of the required processes:
  - In order to finalize Call Centre implementation it is necessary to extend the contract in order to get the following deliverables: training for Call Centre operators and one month for IT adjustments, delay which occurred due to some additional organizational issues which required coordination with all stakeholders.
- C. Given the circumstances, the parties agree to extend the delivery due date for relevant deliverables, and therefore extend the period of performance of the contract.

## **II. PURPOSE OF MODIFICATION No. 03**

This Modification No. 03 is made to reflect the following:

- A) Extend the period of performance through March 01, 2021.
- B) Change the payment terms and conditions.

## **II. THE TEXT OF THE AGREEMENT IS MODIFIED AS FOLLOWS:**

**A.**

- a.** By deleting **p.10 of the Firm Fixed Price Purchase Order Agreement, Estimated Period of Performance**, in its entirety and replacing it with the following: *“Estimated Period of Performance: August 22, 2019 – March 01, 2021”*
- b.** By deleting **Article II. Terms of Reference, p. Deliverables**, in its entirety and replacing it with the following:

| No. | Phase/Activity Scope of Work  | Description of deliverables  | Q/y | Unit Price, MDL (VAT exempt with the right of deduction) | Total Price, MDL (VAT exempt with the right of deduction) | Due Date         |
|-----|---|--|-----|--|---|------------------|
| 1   | Development of the Call Center application software (inclusive of all licenses required for its functionalities for 5 active operators) | Media packs, Full inbound + outbound (voice inbound+ chat + email + open media + social media); cod produs ASPN8006<br><i>License Type: Perpetual;</i><br><i>Note: Includes the ability to integrate with external media sources per Call Center user (operator or supervisor) voice + chat + email + open media + social media)</i><br><i>For social media, include - Facebook and Twitter integration (clients can post on FB or Twitter page)</i> | 5   | 30,113.82  | <b>150,569.10</b>   | January 15, 2020 |
|     |   | uAgent, Smart (Script + CRM + Custom); product code ASPN8204   | 5   | 11,634.89  | <b>58,174.45</b>  | January 15, 2020 |
|     |   | uAgent SIP phone, product code ASPN8206  | 5   | 1,026.61   | <b>5,133.05</b>   | January 15, 2020 |
|     |   | uSupervisor, Management (Supervisor+Script+CRM+custom), product code ASPN805   | 2   | 13,688.10  | <b>27,376.20</b>  | January 15, 2020 |
|     |   | Routing, Intelligent +GUI Bases, product code ASPN8302   | 5   | 8,075.98   | <b>40,379.90</b>  | January 15, 2020 |
|     |   | Voice portal (VXML + ASR/TTS), product code ASPN8403   | 10  | 10,266.08  | <b>102,660.80</b>   | January 15, 2020 |
|     |   | sVoice portal Proactive voice portal (outbound IVR), product code ASPN8404   | 2   | 13,551.22  | <b>27,102.44</b>  | January 15, 2020 |
|     |   | Recorder, Altitude Voice Recorder, product code ASPN8602   | 5   | 3,969.55   | <b>19,847.75</b>  | January 15, 2020 |
| 2   | System software   | Windows Svr 2016 Standard ROK (16 core) - MultiLang  | 1   | 16,463.00  | <b>16,463.00</b>  | January 15,      |

|   |   |  |    |            |                   |                     |
|---|---|--|----|------------|-------------------|---------------------|
|   |   |  |    |            |                   | 2020                |
| 3 | Hardware: computers and 6 screens and 12 for operators                            | Desktop Computer for Operators:<br>DELL Vostro 3668 MT + W10 Pro<br>Intel® Pentium® G4560, 4GB DDR4<br>RAM, 500GB HDD, DVDRW,<br>Intel® HD 610 Graphics, Wi-<br>Fi/BT4.0, 240W PSU, USB<br>KB&MS, Win 10 Pro, Black                                | 6  | 8,785.00   | <b>52,710.00</b>  | January 15,<br>2020 |
|   |   | Monitors for Operators:<br>23.8" AOC IPS LED I2480SX<br>Borderless Black (5ms, 50M:1,<br>250cd, 1920x1080, 178°/178°, VGA,<br>DVI)   | 12 | 2,508.00   | <b>30,096.00</b>  | January 15,<br>2020 |
| 4 | Telecommunication equipment: 7 SIP phones for MSC experts                         | Sip Phones:<br>Grandstream GXP1625, PoE Small-Medium Business HD IP Phone, 2 SIP accounts, 2 line keys with dual-color LED, dual switched 100M/100M Ethernet ports, POE, HD with power supply  | 7  | 1,229.00   | <b>8,603.00</b>   | January 15,<br>2020 |
| 5 | Accessories: 8 headsets for operators and supervisors of the system               | Headsets Plantronics BLACKWIRE C3220 USB-A   | 8  | 901.00     | <b>7,208.00</b>   | January 15,<br>2020 |
| 6 | Hardware: Server for Running the Call Center solution including VBOX and Free SBC | Server for Call Center included VBOX și Free SBC:<br>Lenovo ThinkSystem SR570 (1x Intel Xeon Gold 6128 6C 115W 3.4GHz Processor, RAM 4x 16GB TruDDR4 2666 MHz, HDDs 2x 1.2TB 10K SAS, 2x Redundant PSU 750W) 3 years warranty                      | 1  | 118,666.00 | <b>118,666.00</b> | January 15,<br>2020 |
| 7 | Hardware: NAS for storage of local data and backup                                | NAS – for data storage :<br>4 TB NAS (Dual-Core) 1GHz, 512MB DDR3, 2x HDD 4.0TB, USB 3.0 x2, Gigabit LAN x1, Hardware Encryption Engine, Surveillance: Max.IP cam-8 (4 Free Licenses)  | 1  | 6,415.00   | <b>6,415.00</b>   | January 15,<br>2020 |
| 8 | Hardware: Printer   | Canon i-Sensys LBP212DW, Duplex,Net, WiFi, A4,33ppm,1Gb,1200x1200dpi,60-163ã/i2, 250+100 sheet tray, 5-Line LCD,UFRIL,PCL5e6,PCL6,Adobe® PostScript,Max.80k pages per month,Cartr 052 (3100pag*)/052H (9200pag*),Options AH-1 (500-sheet cassette) | 1  | 4,435.00   | <b>4,435.00</b>   | January 15,<br>2020 |
| 9 | Hardware: Scanner   | Canon DR-C225W II, WiFi, ADF (30 sheets - 50-80g/m2), 3-colour (RGB) LED, CMOS CIS 1 Line Sensor, Front/ Back/ Duplex, B&W   | 1  | 8,785.00   | <b>8,785.00</b>   | January 15,<br>2020 |



|    |   |   |   |            |            |                |
|----|---|---|---|------------|------------|----------------|
|    |   | 25ppm/50ipm - colour 25ppm/50ipm, 600x600dpi, 24-bit colour, Daily Duty Cycle: 1500 scans/day, USB 2.0, W2,7kg  |   |            |            |                |
| 10 | Installation of equipment, operational systems, and application software and integration with MCS existing systems; training for users and 1year maintenance. | <p><b>A. Installation of equipment,</b><br/>installation of operational systems, and applicative software<br/>The software licenses and the equipment included in this offer will be delivered with the necessary installation and installation services to be performed by qualified engineers in min. (2), trained and certified by the manufacturer, according to the attachment.</p> <p><b>B. Implementation &amp; Setting up</b><br/>For provided software licenses and equipment will be provided installation services which will be performed by 2 certified and instructed engineers according to the attachment.<br/>Implementation involves ensuring the required functionality for 6 Call Center users. Additionally, Integration of 7 Experts with the possibility of redirecting from Operators and recording of conversations with Customs customers.<br/>- Support Layer 3 - is provided by the manufacturer (Altitude) and involves access to all product upgrades and patches as well as troubleshooting software bugs found in product operation. It is included in the first year of maintenance.</p> | 1 | 222,757.08 | 222,757.08 | March 01, 2020 |

|                   |  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
|-------------------|--|------|--|-----------------|------------|----------------|-------|-------------------|------------|---------|-------|-------------|------------|---------|-------|-------------------|------------|-----------|-------|-------|--|---------------|------------|-------------|------------|-------|--|------------|------------|---------|-------|-----------|--|------------------|------------|-----------------|-------|------------------|------------|----------------|-------|--|--|--|
|                   | <p>- Support Layer 2 - involves installing updates and patches to which the client has access through L3, initial diagnosis of operating problems, reinstalling the product, reinstalling the software if necessary. Additionally, the development of IVR and agent scripts at customer request, multiple configurations + reconfigurations (agents, campaigns, services, report definitions, etc.), customer consultation during the implementation period (2 months + 1 month stabilization period).</p> <p><b>C. Trainings</b><br/>Basic training / education is included. After trainings, the client will be able to create / modify agents, campaigns, report definitions, and be able to perform maintenance. Trainings are included for a maximum of 6 people. The client will receive the related technical documentation in English. The vendor's documentation includes the description of all APIs with standard languages (C # and Java) as well as ASL (used for script development).</p> <p><b>D. Hardware warranty tems</b><br/>The warranty term of proposed HW equipment:</p> <table><tr><td>Type</td><td></td></tr><tr><td>Desktop PC DELL</td><td>Standard 3</td></tr><tr><td>Vostro 3668 MT</td><td>years</td></tr><tr><td>Monitor 23.8" AOC</td><td>Standard 3</td></tr><tr><td>IPS LED</td><td>years</td></tr><tr><td>Grandstream</td><td>Standard 2</td></tr><tr><td>GXP1625</td><td>years</td></tr><tr><td>Casca Plantronics</td><td>Standard 2</td></tr><tr><td>BLACKWIRE</td><td>years</td></tr><tr><td>C3220</td><td></td></tr><tr><td>Server Lenovo</td><td>Standard 3</td></tr><tr><td>ThinkSystem</td><td>years, NBD</td></tr><tr><td>SR570</td><td></td></tr><tr><td>NAS Server</td><td>Standard 3</td></tr><tr><td>ASUSTOR</td><td>years</td></tr><tr><td>"AS1002T"</td><td></td></tr><tr><td>Printer Canon i-</td><td>Standard 2</td></tr><tr><td>Sensys LBP212DW</td><td>years</td></tr><tr><td>Document Scanner</td><td>Standard 2</td></tr><tr><td>Canon DR-C225W</td><td>years</td></tr></table> | Type |  | Desktop PC DELL | Standard 3 | Vostro 3668 MT | years | Monitor 23.8" AOC | Standard 3 | IPS LED | years | Grandstream | Standard 2 | GXP1625 | years | Casca Plantronics | Standard 2 | BLACKWIRE | years | C3220 |  | Server Lenovo | Standard 3 | ThinkSystem | years, NBD | SR570 |  | NAS Server | Standard 3 | ASUSTOR | years | "AS1002T" |  | Printer Canon i- | Standard 2 | Sensys LBP212DW | years | Document Scanner | Standard 2 | Canon DR-C225W | years |  |  |  |
| Type              |  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Desktop PC DELL   | Standard 3   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Vostro 3668 MT    | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Monitor 23.8" AOC | Standard 3   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| IPS LED           | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Grandstream       | Standard 2   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| GXP1625           | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Casca Plantronics | Standard 2   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| BLACKWIRE         | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| C3220             |  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Server Lenovo     | Standard 3   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| ThinkSystem       | years, NBD   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| SR570             |  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| NAS Server        | Standard 3   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| ASUSTOR           | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| "AS1002T"         |  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Printer Canon i-  | Standard 2   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Sensys LBP212DW   | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Document Scanner  | Standard 2   |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |
| Canon DR-C225W    | years  |      |  |                 |            |                |       |                   |            |         |       |             |            |         |       |                   |            |           |       |       |  |               |            |             |            |       |  |            |            |         |       |           |  |                  |            |                 |       |                  |            |                |       |  |  |  |

|  |                    |  |   |  |            |                                       |
|--|--------------------|--|---|--|------------|---------------------------------------|
| 11   | Warranty & Support | <b>Warranty &amp; Support terms</b><br>Technical Support 1 year<br>- Support Layer 3 - is provided by the manufacturer (Altitude) and involves access to all product upgrades and patches as well as troubleshooting software bugs found in product operation. It is included in the first year of maintenance.<br>- Support Layer 2 - involves installing updates and patches to which the client has access through L3, initial diagnosis of operating problems, reinstalling the product, reinstalling the software if necessary. Additionally, the development of IVR and agent scripts at customer request, multiple configurations + reconfigurations (agents, campaigns, services, report definitions, etc.), customer consultation during the implementation period (2 months + 1 month stabilization period). |   |  |            | March 01, 2020<br>-<br>March 01, 2021 |
| Grand total in MDL, VAT exempt with the right of deduction |                    |  | - |  | 907,381.77 |                                       |

- c. By deleting **p. a. Period of Performance of Article III**, in its entirety and replacing it with the following:

***“Period of Performance***

The period of performance for this order: **August 22, 2019 – March 01, 2021.**”

- B. By deleting phrase **“NO PAYMENT TO THE CONTRACTOR WILL BE PROCESSED FOR INVOICES SUBMITTED AFTER January 26, 2020”** of Article III, p.C (Payment) in its entirety and replacing it with the following:

***“NO PAYMENT TO THE CONTRACTOR WILL BE PROCESSED FOR INVOICES SUBMITTED AFTER March 01, 2020”***

All other terms and conditions of the Original Firm Fixed Price Purchase Order Agreement and any subsequent modifications remain in effect.

In witness whereof, the parties have executed this modification the day and year first above written.

**Nathan Associates Inc.**

By: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_



**Accent Electronic SA**

By: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

