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AMENDMENT # A1

Contract # EDS A27-26-004-A1

This is an Amendment to the Contract (the "Contract") previously identified as **EDS # A27-26-004** entered into by and between the **Indiana Secretary of State (the "State")** and **NetFor Inc. (the "Contractor")** approved by the last State signatory on **August 13, 2025**.

In consideration of the mutual undertakings and covenants hereinafter set forth, the parties agree as follows:

1. The Contract is extended for 6 months. The Contract shall remain in effect through **January 31, 2027**.

2. The Contract is amended to include Auto Dealer Services Division "Auto Check" application license and support detailed in **Attachment A**: "Solution Overview" fixed monthly price for professional services provided August, 2026 through January, 2027. Renumeration for Professional services detailed in **Attachment A** shall not exceed **Four Hundred Seventy-Four Thousand Dollars ($474,000.00)**.

All matters set forth in the original Contract and not affected by this Amendment shall remain in full force and effect.

Non-Collusion and Acceptance

The undersigned attests, subject to the penalties for perjury, that the undersigned is the Contractor, or that the undersigned is the properly authorized representative, agent, member or officer of the Contractor. Further, to the undersigned's knowledge, neither the undersigned nor any other member, employee, representative, agent or officer of the Contractor, directly or indirectly, has entered into or been offered any sum of money or other consideration for the execution of this Amendment other than that which appears upon the face hereof. **Furthermore, if the undersigned has knowledge that a state officer, employee, or special state appointee, as those terms are defined in IC § 4-2-6-1, has a financial interest in the Amendment, the Contractor attests to compliance with the disclosure requirements in IC § 4-2-6-10.5.**

In Witness Whereof, the Contractor and the State have, through their duly authorized representatives, entered into this Amendment. The parties, having read and understood the foregoing terms of this Amendment, do by their respective signatures dated below agree to the terms thereof.

Netfor Inc. [Contractor]	Indiana Secretary of State [Indiana Agency]
By:	By:
Jeffrey D. Medley, Pres./CEO	Jerold A. Bonnet, Deputy Secretary of State
Name and Title, Printed	Date: 7/24/22
Date: 7/24/26	

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EDS A27-26-040-A1

ATTACHMENT A

NETFOR

Business Process Outsourcing | Since 1995

Solution Overview

Indiana Secretary of State Extension

Prepared for

Netfor, Inc. | Indianapolis, IN | netfor.com

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Executive Summary

Netfor proposes a six-month extension of the Indiana Secretary of State service desk engagement, covering July 1, 2026 through December 31, 2026. This extension is designed to provide cost predictability, operational stability, and continuity during a period of significant system change.

The proposed structure provides:

- Fixed monthly pricing of $79,000 for simplified budgeting and forecasting
- Service continuity during the Notary and INBiz system transitions
- Elimination of monthly billing variability
- Continued service level accountability under a fixed-cost model
- Enhanced intake and routing capabilities built into the existing IVR framework

This approach allows the Secretary of State's office to maintain operational continuity, reduce budget uncertainty, and focus internal resources on critical system initiatives without the distraction of fluctuating service desk costs.

Why This Extension Makes Sense

The Secretary of State's office is entering a period of meaningful operational transition. The Notary system migration and the INBiz modernization initiative are expected to generate increased call volume and support complexity through the second half of 2026.

Changing service desk providers during this period would introduce transition risk at the worst possible time. Netfor's team is already trained on the State's systems, workflows, and constituent expectations. Retaining that institutional knowledge during the transition period avoids the learning curve, service disruption, and quality risk that come with onboarding a new provider.

Volume has been trending slightly upward over recent months, and additional demand pressure is expected in Q3 2026 as new applications are released. A fixed pricing model gives the State cost certainty during a period where demand may increase, rather than absorbing the billing impact of higher volume months.

Predictable Six-Month Budget

The Secretary of State paid $710,476 for the nine-month period from July 1, 2025 through March 31, 2026. That equates to an average monthly run rate of approximately $78,942 per month.

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The proposed fixed monthly price of $79,000 is essentially aligned with the current run rate, a difference of just $58 per month, while eliminating month-to-month billing variability entirely.

Component	Detail
Fixed Monthly Price	$79,000 per month
Extension Period	July 1, 2026 through December 31, 2026
Six-Month Total	$474,000

> *The fixed price provides full budget predictability during a period of expected volume increase. The current run rate represents a conservative baseline; actual cost avoidance under the fixed pricing model may exceed the nominal difference.*

Continuity Through System Transitions

Two significant system transitions are expected to affect service desk operations during this extension period:

- Notary System Transition: Migration to a new notary platform will generate constituent questions, process changes, and increased call volume during the rollout period.
- INBiz Modernization: The modernization of the INBiz business filing system will drive additional support demand as users navigate updated workflows and interfaces.

Netfor's existing team has direct experience with these programs and the constituent base they serve. Maintaining that continuity during the transition period protects both service quality and constituent experience.

Enhanced Intake and Routing

As part of this extension, Netfor will enhance the front-end intake process within the existing IVR and routing framework. This improvement is designed to identify caller needs earlier in the interaction and route calls more efficiently before an agent engages.

How It Works

The enhanced intake and routing process is built into Netfor's current phone intake capability. It will:

- Capture caller name, phone number, email, and intent earlier in the call flow
- Identify the general reason for the call before agent engagement
- Route calls more accurately based on caller need

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- Provide agents with better context before they pick up the call
- Reduce the amount of time agents spend gathering basic information

Expected Benefits

- Reduced average handle time
- Improved routing accuracy
- More consistent call handling
- Better agent utilization
- Improved caller experience

Delivery Approach

This capability is delivered as an enhancement to the existing IVR and routing process. There is no separate technology project, no change to how constituents access support, and no disruption to current operations. Design and configuration will take place during Q3 2026, with testing and phased implementation during Q4 2026.

Value to the Secretary of State

This proposed structure provides the Secretary of State with a more predictable and efficient service desk model during a period that demands stability.

Key benefits include:

- Fixed monthly cost for easier budget planning
- Elimination of monthly billing variability and invoice reconciliation
- Continued service continuity during major system changes
- Enhanced routing and intake capabilities at no additional cost
- Improved agent efficiency and call handling consistency
- Defined service level commitments throughout the extension
- Simplified contract management
- A stable platform for future service desk planning

Netfor will continue monitoring actual call volume, handle time, and service performance during the extension period. This information will be reviewed at the conclusion of the six-month term to inform any future service model or pricing discussions.

Conclusion

Netfor's proposed extension provides a practical path to maintain service quality and stabilize costs through a period of operational transition.

The six-month fixed pricing model keeps the State's monthly service desk cost aligned with the current run rate while eliminating billing variability, preserving institutional knowledge, and delivering enhanced intake and routing capabilities.

Total proposed six-month fixed cost: $474,000

Monthly fixed price: $79,000

Extension period: July 1, 2026 through December 31, 2026

> *Detailed contract terms, pricing breakout, service level commitments, and operational assumptions are provided in Attachment A.*

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Attachment A

Service Extension Terms and Operational Commitments

Indiana Secretary of State Service Desk Extension

1. Contract Term

Item	Detail
Extension Period	July 1, 2026 through December 31, 2026
Duration	Six (6) months
Pricing Model	Fixed monthly

2. Pricing

Monthly Pricing by Account

Account	Monthly Price	Six-Month Total
BSD	$68,160	$405,840
ASDS	$11,360	$68,160
Total	**$79,000**	**$474,000**

Monthly Comparison to Current Run Rate

Month	Current Run Rate	Proposed Fixed	Difference
July 2026	$78,942	$79,000	($58)
August 2026	$78,942	$79,000	($58)
September 2026	$78,942	$79,000	($58)
October 2026	$78,942	$79,000	($58)
November 2026	$78,942	$79,000	($58)
December 2026	$78,942	$79,000	($58)
Six-Month Total	**$473,652**	**$474,000**	**($348)**

> *The current run rate of $78,942 is based on the nine-month period from July 1, 2025 through March 31, 2026 ($710,476 total). Volume has been trending upward, and Q3 2026 is expected to*

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> *bring additional demand from system transitions. Actual cost avoidance under the fixed pricing model may exceed the nominal difference shown above.*

3. Scope of Services

Netfor will provide the following services during the extension period:

- Inbound service desk support for BSD and ASDS constituent inquiries
- Call handling, case creation, and case resolution
- Escalation management per established procedures
- Fixed monthly pricing inclusive of normal volume fluctuations
- Continued KPI and performance management
- Support during the Notary and INBiz transition periods
- Design, configuration, testing, and phased implementation of enhanced intake and routing improvements within the existing IVR framework

4. Service Level Commitments

The transition to fixed monthly pricing does not reduce accountability. Netfor will continue to operate under defined service level targets throughout the extension period.

Metric	Target
Availability	99.99%
Answer Time	Less than 3.0 minutes, with 70% of calls answered in less than 30 seconds
Call Abandonment	Less than 6%
Case Reopen Rate	Less than 2%
First Call Resolution (all calls)	Greater than 80%
First Call Resolution (resolvable calls)	Greater than 95%
Service Order Accuracy	Greater than 98%
Call Handle Time	Less than 8.0 minutes
Customer Satisfaction	Greater than 90%

5. Volume Monitoring

Netfor and IN SOS will monitor actual call volume, handle time, and service performance during the extension period. This information will be reviewed at the conclusion of the six-month term to inform any future service model or pricing discussions.

6. Enhanced Intake and Routing

Netfor will enhance the front-end intake process within the existing IVR and routing framework during the extension period. This enhancement is built into Netfor's current phone intake capability and is designed to capture caller name, phone number, email, and intent earlier in the call flow to reduce agent intake time and improve routing and context.

Implementation Timeline

Timeframe	Activity
Q3 2026 (July through September)	Design and configuration
Q4 2026 (October through December)	Testing and phased implementation

7. Operational Assumptions

- Pricing assumes continuation of current scope and service model
- No material change to the number of supported applications or service categories
- Netfor staffing levels will be maintained to meet service level commitments
- The State will provide reasonable advance notice of system transition timelines and expected impact to call volume
- Any material change to scope, supported systems, or operating requirements may require a pricing review

8. Contract-Ready Summary

Item	Detail
Provider	Netfor, Inc.
Client	Indiana Secretary of State
Extension Period	July 1, 2026 through December 31, 2026
Duration	Six (6) months
BSD Monthly Price	$68,160
ASDS Monthly Price	$11,360
Total Monthly Price	$79,000
Six-Month Total	$474,000
Pricing Model	Fixed monthly, inclusive of normal volume fluctuations
Service Level Commitments	Per Section 4 of this Attachment

Volume Monitoring	Per Section 5 of this Attachment
Enhanced Intake and Routing	Per Section 6 of this Attachment

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