

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER

AGREEMENT NUMBER
C4-DNCS-19-001-32

AMENDMENT NUMBER
02

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 94 PAGES

1.	This Agreement is entered into between the Contracting Agency and the Contractor named below: CONTRACTING AGENCY NAME California Department of Technology CONTRACTOR NAME CenturyLink Communications, LLC dba CenturyLink dba LUMEN
2.	The term of this Agreement is: April 14, 2020, or upon approval of TECH 213 by CDT STP, whichever is later through June 30, 2025 with three (3) one-year options to extend
3.	The maximum amount of this Agreement after this Amendment is: \$0.00 (Zero Dollars and Zero Cents)
4.	The parties agree to comply with the terms and conditions of the amendment. All documents and actions noted below are by reference and made part of the Agreement and incorporated herein: Effective upon CDT STP approval of this Amendment the revisions are as follows: A. Revises contract documents listed in the attached Attachment No. 1 – List of Amended Contract Documents All other terms and conditions remain the same.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) CenturyLink Communications, LLC dba CenturyLink dba LUMEN		
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED 04/19/2021	
PRINTED NAME AND TITLE OF PERSON SIGNING Dennis Fisher, Director of Pricing & Offer Management		
ADDRESS 100 CenturyLink Drive, Monroe, LA 71203		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED 04/19/2021	<input type="checkbox"/> EXEMPT PER:
PRINTED NAME AND TITLE OF PERSON SIGNING Amy Snow, Statewide Technology Procurement Branch Chief		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810		

**STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-32, Amendment 2
CenturyLink Communications dba CenturyLink dba LUMEN**

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 03/24/2021, contains a list of revised contract documents hereby incorporated into this Contract.

Replaces the Contractor's Response for the following documents in their entirety:

- 6.4. Contractor's amended Response to Category 27 Statement of Work (68 pages)
- 7.a. Contractor's amended Response to Category 27 Catalog A (9 pages)
- 8.a. Contractor's amended Response to Category 28 Statement of Work (13 pages)
- 9.a. Contractor's amended Response to Category 28 Catalog A (4 pages)

Amendment No. 2 Summary of Changes

C4- DNCS-19-001-32

This Amendment No. 2 ("Amendment") by and between CenturyLink Communications dba CenturyLink dba LUMEN ("Contractor") and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, Contractor and State entered into the Agreement for CALNET Data Networks and Communications Services ("Agreement") on April 14, 2020.

WHEREAS, the parties now desire to amend the Agreement.

NOW THEREFORE, the parties, in consideration of the mutual covenants contained herein and intending to be legally bound, agree that the Agreement is amended as follows:

Category 27 – Standard Contact Center Services - Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Page 2

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 2 content.

Added headers throughout document

Page 3-4, Table of Contents repagination;

Updated Tables for ADA compliance

- Page 23-26, Table 27.2.2.b – Unsolicited General Features
- Page 33, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features
- Page 42-44, Table 27.2.4.5.b – Unsolicited IVR Services and Features

Page 44, Table 27.2.4.5.b – Unsolicited IVR Services and Features, changes made as follows:

- Line Item #9, Bidder's Product Identifier column, inserted "CC-10017UC"

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #2," 03/24/2021".

Category 27 – Standard Contact Center Services - Catalog A, is hereby amended to include the following and is attached:

Page 2,

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 2 content.

Page 3, Table of Contents repagination

Added headers throughout document

Removed blank spaces throughout document tables for ADA compliance.

Page 4, Table 27.2.2.a – Contact Center General Features, changes made as follows:

- Line Item #7, Bidder's Product Identifier column, deleted "CC-15271WM" and inserted "CC-12673"

Page 5, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Line Item #2, Feature Name, updated from "Rendevous" to "Rendezvous"
- Line Item #9, Unit of Measure, updated text from "Hosting Ctr" to "Hosting Center"

Page 6, Table 27.2.2.b – Unsolicited General Features, changes made as follows:

- Line Item #19, Unit of Measure, inserted "per toll free number"

Page 6, Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features, changes made as follows:

- Line Item #4, Bidder's Product Identifier column, deleted "15272" and inserted "15271"

Page 8, Table 27.2.4.5.b – Unsolicited IVR Services and Features, changes made as follows:

- Line Item #5, Monthly Recurring Charge column, inserted "\$-"
- Line Item #9, Bidder's Product Identifier column, inserted "CC-10017UC"

Page 9, Table 27.2.4.5.b – Unsolicited IVR Services and Features, changes made as follows:

- Line Item #21, Bidder's Product Identifier column, modified "CC-13002" with "CC-13002IF"

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #2, 03/24/2021"

Category 28 – Custom Contact Center Services - Statement of Work (SOW), Business Requirements and Technical SOW, is hereby amended to include the following and is attached:

Page 2

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 2 content.

Page 3, Table of Contents repagination

Added headers throughout document

Page 9, Section 28.4 Customized Contact Center Consulting Services, changes made as follows:

- Deleted "81" and inserted "76" in reference to "Section 76 – Service Costs."

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #2, 03/24/2021".

Category 28 – Custom Contact Center Services - Catalog A, is hereby amended to include the following and is attached:

Page 2,

- Deleted Addendum Log Table in its entirety and
- Added Amendment Log Table with Amendment 2 content.

Page 3, Table of Contents repagination

Added headers throughout document

Page 4, Table 28.4.a – Customized Contact Center Consulting Services, changes made as follows:

- Line Item #3, Bidder's Product Identifier column, modified "CC-1407TG" with "CC-14079TG"

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #2, 03/24/2021"

Except as modified by this Amendment, all of the terms and conditions of the Agreement shall remain in full force and effect in accordance with their terms.