STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT
TECH 213A (rev. 06/2020)

☒ **CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 95 PAGES**

REGISTRATION NUMBER	
AGREEMENT NUMBER C4-DNCS-19-001-32	AMENDMENT NUMBER 04

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

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

CONTRACTOR NAME *(If other than an individual, state whether a corporation, partnership, etc.)*
CenturyLink Communications, LLC dba CenturyLink dba LUMEN

CONTRACTOR AUTHORIZED SIGNATURE: Dennis Fisher (Jul 13, 2021 11:27 MDT) — DATE SIGNED: 07/13/2021

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: Amy Snow (Jul 13, 2021 09:05 HST) — DATE SIGNED: 07/13/2021

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

Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only

California Department of Technology
APPROVED
DATE 07/14/2021
Signed Tiffany Arguello (Jul 14, 2021 10:01 PDT)
Statewide Technology Procurement

☐ EXEMPT PER:

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-32, Amendment 4
CenturyLink Communications, LLC dba CenturyLink dba LUMEN

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 06/01/2021, 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.a. 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. 4 Summary of Changes

C4- DNCS-19-001-32

This Amendment No. 4 ("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 January 11, 2021.

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

- Updated Amendment Log Table and headers with Amendment 4 content.

Pages 3-4

- Table of Contents Table of Contents repagination.

Page 7, Section 27.2.1 General Requirements

- Changed eVAQ, Section "81" to "76".

Page 26, Table 27.2.2.b – Unsolicited General Features

- Item #20: added "Recurrent Training – On-site";
  - Bidder's Product Identifier: "CC-14079TS"; and
  - Description: "Recurrent Training via Instructor on-site. Computer Based Training & Job Aids included"

Page 49, Table 27.2.5 – Standard Contact Center Service Locations

- Rows 4-10, deleted

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #4, 06/01/2021".

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

Page 2

- Updated Amendment Log Table and document headers with Amendment 4 content.

Page 6, Table 27.2.2.b – Unsolicited General Features

- Item #20: Added "Recurrent Training – On-site, CC-14079TS, $1,900.00, $-, Day".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #4, 06/01/2021"

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

Updated Amendment Log Table and document headers with Amendment 4 content.

Page 13, Table 28.4.b – Unsolicited Customized Contact Center Consulting Services

- Item #2 "Recurrent Training – On-site, CC-14079TS" deleted in its entirety; and
- Renumbered subsequent items "3-5" to "2-4"

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #4, 06/01/2021".

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

Page 2

- Updated Amendment Log Table and document headers with Amendment 4 content.

Page 4, Table 28.4.b – Unsolicited Customized Contact Center Consulting Services

- Item #2 "Recurrent Training – On-site, CC-14079TS, $1,900.00, $-, Day" deleted in its entirety
- Renumbered subsequent items "3-5" to "2-4"

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment #4, 06/01/2021"

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.