

STANDARD AGREEMENT AMENDMENT

STD 213 A (rev 6/03)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED PAGES (see attached Standard 213 A Pages)

AGREEMENT NUMBER OTP 11-126805	AMENDMENT NUMBER 3
REGISTRATION NUMBER 1209904.2	

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME

California Department of Technology (Hereafter referred to as "Department of Technology, CDT, or the State")

CONTRACTOR'S NAME

Global Tel *Link Corporation (Hereafter referred to as the "Prime Contractor or Contractor")

2. The term of this Agreement is May 31, 2012 through May 30, 2018

3. The maximum amount of this Agreement after this Amendment is ANNUAL EXPECTED CONCESSION REVENUE - 17 MILLION

4. The parties mutually agree to this amendment as follows. All actions note below are by this reference made are part of the Agreement and incorporated herein:

See attached STD, 213 A Pages

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

CONTRACTOR

CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)

Global Tel *Link Corporation

BY (Author)

DATE SIGNED (Do not type)

3/25/16

ADDRESS

12021 Sunset Hills Rd. Suite 100, Reston, VA 20190

STATE OF CALIFORNIA

AGENCY NAME

California Department of Technology

DATE SIGNED (Do not type)

3/29/16

ADDRESS

P.O. Box 1810, Rancho Cordova, CA 95741-1810

CALIFORNIA
Department of Technology
Use Only

Approved
3/29/16

MAR 30 2016

Exempt Per: _____

Upon signature of both parties and approval by the California Department of Technology (CDT), Statewide Technology Procurement Division (STPD) Amendment #3 makes the following changes to the Statement of Work (SOW), Section 6, Technical Requirements, Section 7, Cost, and Appendix C: Glossary of Terms:

SOW Changes

1. Changes as defined in the attached redline Scope of Work document to reflect the addition of Cell Phone Interdiction Solutions (CIS) where applicable.
2. SOW Table of Contents - Modified Table of Contents to reflect additions to Section(s) and or Exhibit(s).
3. SOW 4. Administration of Contract – Changed the "California Technology Agency" to "California Department of Technology (CDT)". Also changed the point of contact for CDT to "Gerard Negrete" for CDCR to "Kelley Graham" and for Global Tel*Link to "Michael K Patterson, and updated their administrated information.
4. SOW 6. Inmate/Ward Telephone System (IWTS) Service – Added references to Advance Pay One Calls and Exhibit J
5. SOW 7. Changed Section name from "Managed Access System Services" to "Managed Access System/Cell Phone Interdiction Solutions Services", and deleted "process all calls to" adding "permit processing of" and added "calls from all cellular wireless communication devices as required by federal, state, and local laws and regulations" and added references to CIS
6. SOW 9 thru 11 – Added references to CIS
7. SOW 11.1 Changed Section name from "IWTS/MAS Run Rate Method" to "IWTS/MAS/CIS Run Rate Method - Relative to Table SOW-2 Rate Reduction Calculation Example added "CIS Service Level Agreement Rights and Remedies Minutes" and recalculated Example Rates
8. SOW 13 Changed Section name from "CDCR Facilities and Anticipated IWTS Equipment" to "CDCR Facilities and IWTS Equipment"
9. SOW 13.1 thru 14 – Some IWTS abbreviations deleted
10. SOW 15 Changed Section name from "MAS Locations" to "MAS/CIS Locations" - Deleted the reference to Exhibit 6 P Future Adult Facility MAS Locations Anticipated and added reference to CIS
11. SOW 17. State Responsibilities – Added "3) For CIS services – The State retains sole responsibility for performing any changes to installed physical plant infrastructure components such as wiring and conduits."
12. SOW 17.2 – Changed Section name from "Implementation of New Existing IWTS/MAS Services" to "Implementation of New Existing IWTS/MAS/CIS Services"-- Added "CIS".
13. SOW 20 – Changed Section name from "Moves, Adds, and Changes of the IWTS/MAS Equipment" to "Moves, Adds, and Changes of the IWTS/MAS/CIS Equipment" – Added "CIS"
14. SOW 21 & 22 – Deleted "Inmate/Ward Telephone System/Managed Access System"
15. SOW Exhibit E – Changed Exhibit name from "SOW EXHIBIT-E MAS WORK AUTHORIZATION PROCESS AND FORM" to "SOW EXHIBIT-E MAS/CIS WORK AUTHORIZATION PROCESS AND FORM" - Added references to CIS and changed "California Technology Agency" to "California Department of Technology (CDT)".
16. SOW Exhibit F Changed Exhibit name from "SOW EXHIBIT-F INMATE/WARD TELEPHONE SYSTEM/MANAGED ACCESS SYSTEM CONTRACT CHANGE REQUEST" to "SOW EXHIBIT-F CONTRACT CHANGE REQUEST" - Added references to CIS
17. SOW Exhibit G Changed Exhibit name from "SOW EXHIBIT-G REQUEST FOR INFORMATION CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION INMATE/WARD TELEPHONE SYSTEM/MANAGED ACCESS SYSTEM" to "SOW EXHIBIT-G REQUEST FOR INFORMATION CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION - Deleted "Inmate/Ward Telephone System/Managed Access System" and added references to CIS
18. SOW Exhibit I – Adds "CDCR IT Change Management Policy Documentation Guidelines"
19. SOW Exhibit J – Adds "Prepaid and Advance Pay Account Transaction Fees Definitions/Information"

Section 6. Technical Requirements Changes

20. Section 6. Added the reference to the new service Cell Phone Interdiction Solutions (CIS)
21. Section 6.2.3.1 - Deleted "The Prime Contractor shall work with the State to implement any changes within 12 months of the regulation effective date or as dictated by the statute at no cost to the State and no increase in rates to the called parties"
22. Section 6.2.3.2 – Deleted "The Prime Contractor shall work with the State to implement any changes within 12 months of the legislation's effective date or as dictated by the statute".
23. Section 6.2.10.1 – Deleted abbreviation "IWTS/MAS"
24. Section 6.2.13 Deleted – abbreviation "IWTS"
25. Section 6.5.2.1 Deleted – abbreviation "IWTS"
26. Section 6.16 - Delete "Exhibit 6-S Managed Access System Implementation of Facilities" and replaced with "Exhibit 6-S Managed Access System Implementation of Facilities". Removed reference to any Future MAS Locations and added "Exhibit 6-O Adult Institution MAS Location is the complete list of CDCR Facilities where MAS will be deployed, and Contractor's sole remaining obligation with respect to the deployment of MAS at these facilities and under the Contract is to maintain, without further alteration, the technology that has been deployed as of January 1, 2016"
27. Section 6.17.5 - Delete "A listing of future CDCR facilities is provided in Exhibit 6-P, Future Adult Facility MAS Locations Anticipated" Removes reference to any Future MAS Locations. Added "provided, however, that Exhibit 6-O and not Exhibit 6-R, represents the list of CDCR Facilities where MAS will be deployed".
28. Section 6.17.8.1 - Deleted abbreviation "IWTS/MAS"
29. Section 6.17.9.2 - Deleted "MAS Service Scalability" Section
30. Section 6.18.1 – Delete "Authentication shall be based on a combination of cellular wireless device hardware and associated phone number, and shall accommodate connectivity for all cellular wireless device types in North America" and added "as required by federal, state, and local laws and regulations and "The Parties agree that Exhibit 6-O is the complete list of CDCR Facilities where MAS will be deployed, and Contractor's sole remaining obligation with respect to the deployment of MAS at these facilities and under the Contract is to maintain, without further alteration, the technology that has been deployed as of January 1, 2016".
31. Section 6.18.1.1 – Deleted "following designated and to the extent that these areas are" and added "by the deployment of MAS as of January 1, 2016" and "to Authorized phones specified by CDCR and".
32. 6.18.3 – Deleted "following devices and associated" and added "incorporated in the MAS as of January 1, 2016 and deleted the following:
 1. Cellular – 824-849/869-894 MHz;
 2. PCS – 1850-1990 MHz;
 3. iDEN – 806-824/851-869 MHz;
 4. AWS – 1710-1755/2110-2170 MHz; and,
 5. Other spectrum bands in use for cellular communications during MAS deployment.

- Prime Contractor is responsible for maintaining coverage of the most current cellular communication technologies in use at all accepted sites until full deployment of MAS is complete
33. Sections 6.18.4, 6.18.4.2, and 6.18.4.3 - Added "700 MHz" to account for new Public Safety Radio Band
 34. Sections 6.18.6.1, 6.18.6.2 - Added "as required by federal, state, and local laws and regulations" to ensure compliance with Penal Code 4576 in MAS Processing of E9-1-1 Calls and address access to MAS Real-Time Monitoring of Blocked Cellular Wireless Communications
 35. Section 6.18.6.4 - Delete "and Email" from heading and "or email transmissions" from 1st sentence. Eliminates the requirement to provide a message response to unauthorized cellular devices in response to attempting an email.
 36. Section 6.18.6.5 - Deleted "upon issuance of a warrant" and added as permitted by California Penal Code Section 4576 or any other applicable federal, state, and local laws and regulations.
 37. Section 6.21.3 - Modified Priority 2 description of Criteria for Priority 2 - Major; "Impact: Data unavailable. The MAS is unable to fulfill request for data in response to CDCR Authorized staff as permitted by California Penal Code Section 4576 or any other applicable federal, state, and local laws and regulations." Removes specifically requiring a warrant and opens it up to applicable laws and regulation for federal, state, and local.
 38. Section 6.21.4.2 - Deleted "and Hardware Refresh for MAS, and refreshed"
 39. Section 6.21.4.3 - Added "existing frequencies covered by the MAS as of January 1, 2016"
 40. Section 6.22.5.1.1 - Deleted "upon issuance of a warrant," and "reporting, analysis, or viewing." Added "CDCR Authorized staff as permitted by California Penal Code Section 4576 or any other applicable federal, state, and local laws and regulations." Removes specifically requiring a warrant and opens it up to applicable laws and regulation for federal, state, and local.
 41. Section 6.22.5.3.4 - Deleted "in the event that CDCR obtains a warrant to discover such information." Inserted "as permitted by California Penal Code Section 4576 or any other applicable federal, state, and local laws and regulations." Removes specifically requiring a warrant and opens it up to applicable laws and regulation for federal, state, and local.
 42. Section 6.23.4 - Reference Service Level - MAS Processing of 9-1-1 ETS Calls: Modified Definition to read, "9-1-1 emergency calls must be processed by the MAS as required by federal, state, and local laws and regulations." Modified Measurement to read, "The call processing SLA will be based upon the opening of a trouble ticket as a result of a legitimate blocked 9-1-1 emergency call(s). If legitimate blocked 9-1-1 emergency calls are concurrently occurring at various locations, the trouble ticket will remain open until all blocked call issues at a single CDCR facility are resolved." Inserted "legitimate" in Monthly Objective. Also, removed "Mas Implementation (Service Level, Definition, Measurement, Monthly Objective and Rights and Remedies) as covered by the MAS as of January 1, 2016"
 43. Section 6.24.2.3 - Deleted "Inmate/Ward Telephone System/Managed Access System"
 44. Section 6.24.8 - Grammatical correction
 45. Section 6.25 - Adds new Section "Introduction for the Cell Phone Interdiction Solutions (CIS): Sections 6.25.1 thru 6.25.14.10 - to describe the technical and operational requirements. This section describes the CIS functional requirements for detection devices, forensic extraction tools, and forensic analysis. CDCR proposes placing a complement of Cell Phone Interdiction Solutions for detection and forensic extraction at each of the 34 Adult prisons. Requirements for maintenance, technical support, and training for the CIS will be included and provided by the Prime Contractor. The entire implementation of the Cell Phone Interdiction Solutions will be at no cost to the State under this existing contract.
 46. Section 6.26 "Exhibits" - Changed from "6.25" to "6.26" to accommodate numbering sequence format
 47. Exhibit 6-B IWTS Customer Reference Form - Deleted
 48. Exhibit 6-0 Adult Institution MAS Locations - Updated to reflect changes throughout Section 6 as defined in attached Section 6 redlined document.
 49. Exhibit 6-S Managed Access System Implementation of Facilities - Updated to reflect changes throughout Section 6 as defined in attached Section 6 redlined document.
 50. Exhibit 6-S2 adds "Cell Phone Interdiction Solution Complements"; Total Complement for All Prisons and CDCR HQ Level Complement Units.
 51. Exhibit 6-S3 adds "Cell Phone Interdiction Solutions Training Requirements"; CIS Equipment/Devices, Estimated Students per Class, Initial Training Classes, Additional Training Seats and NOTES
 52. Exhibit 6-S4 adds "Criminal Intelligence Analyst Requirements"; Summary, Knowledge, Education and/or Experience and Computer Skills

Section 7. Cost Changes

53. Section 7 - Exhibit 7-B - Domestic Cost Evaluation Worksheet - Changes reflect FCC rulings established 2/1/14
54. Section 7 - Exhibit 7-B - Changes to "Prepaid Account One-time Fee" whereas deleted was "Setup and added is Transaction"
55. Section 7 - Exhibit 7-B - Added "Advance Pay One Call Transaction Fee"
56. Section 7 - Exhibit 7-B - Added "****Advance Pay One Call Transaction Fee is an automated payment method fee (via debit or credit card) used with a prepaid calling option that does not have a minimum balance requirement and does not require setting up a PrePaid account".
57. Exhibit 7-D Cost Evaluation Matrix- Deleted is "Exhibit revised per Addendum 12"

Appendix C - Glossary of Terms Changes

58. Appendix C - Glossary of Terms - Added definitions for Cell Phone Interdiction Solutions (CIS) and Criminal Intelligence

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME