



**STATE OF OKLAHOMA AMENDMENT No. 1 TO STATEWIDE CONTRACT  
AMENDMENT CONTRACT WITH CENTRAL RESEARCH , INC (CRI).**

This Amendment No. 1 (“Amendment”) to Statewide Contract 1118 - Call Center Managed Services (“Contract”) is effective on the date of the last signature below (the “Amendment Effective Date”) and is entered into between the State of Oklahoma by and through the Office of Management and Enterprise Services (“State”) and Central Research, Inc (CRI) (“Supplier”). This Amendment supplements and amends the Contract effective August 12, 2024, including all supplements and amendments thereto. Unless otherwise indicated herein, capitalized terms used in this Amendment without definition shall have the respective meanings specified in the Contract.

For good and valuable consideration, the parties agree to amend the Contract as follows:

1. Update to pricing found in Attachment A.
2. In the event of a conflict between the terms and conditions hereof and the terms and conditions of the Contract, the specific terms set forth in this Amendment shall govern the subject matter herein.
3. Except as expressly modified in this Amendment, all terms and/or provisions of the Contract not addressed herein remain as executed by the parties in the Contract and remain in full force and effect.
4. This Amendment may be executed by electronic signature in counterparts (e-mail, facsimile or otherwise). The counterparts each of which shall constitute an original, but all of which together shall constitute one and the same instrument.

The undersigned represent and warrant that they are authorized, as representatives of the party on whose behalf they are signing, to sign this Amendment and to bind their respective party thereto:

**STATE OF OKLAHOMA**  
**by and through the**  
**OFFICE OF MANAGEMENT AND**  
**ENTERPRISE SERVICES:**

**Central Research, Inc (CRI)**

By: Amanda Otis  
Amanda Otis (Sep 9, 2024 08:58 CDT)

By: Philip Dearborn  
Philip Dearborn (Sep 9, 2024 09:32 EDT)

Name: Amanda Otis  
Title: State Purchasing Director  
Date: Sep 9, 2024

Name: Philip Dearborn  
Title: Sr. VP & General Counsel  
Date: Sep 9, 2024

## 1 Services - Tiered Pricing/Consumption Based Pricing

### Exhibit 4 Services - Tiered Pricing/Consumption Based Pricing SW1118 Call Contact Center

Description	Unit of Measure	List Price	% off List Price	Cost per Unit
Call Center Agent Junior	Time & Materials (T&M) Labor Hour	\$28.80	2%	\$28.23
Call Center Agent	T&M Labor Hour	\$33.05	2%	\$32.39
Call Center Agent II	T&M Labor Hour	\$38.26	2%	\$37.49
Customer Service Technician I	T&M Labor Hour	\$44.08	10%	\$39.68
Customer Service Technician II	T&M Labor Hour	\$57.40	10%	\$51.66
Customer Service Technician Lead	T&M Labor Hour	\$72.67	10%	\$65.40
Consultant/Subject Matter Expert I	T&M Labor Hour	\$117.87	10%	\$106.09
Consultant/Subject Matter Expert II	T&M Labor Hour	\$141.41	10%	\$127.27
Consultant/Subject Matter Expert III	T&M Labor Hour	\$199.90	10%	\$179.91
Database Specialist	T&M Labor Hour	\$85.22	10%	\$76.70
Project Manager	T&M Labor Hour	\$131.88	5%	\$125.29
Program Director	T&M Labor Hour	\$198.13	10%	\$178.32
Senior Program Manager	T&M Labor Hour	\$170.48	10%	\$153.43
Telecommunications Engineer	T&M Labor Hour	\$166.02	10%	\$149.42
Administrative Specialist	T&M Labor Hour	\$38.79	10%	\$34.91
Technical Team Leader	T&M Labor Hour	\$102.55	10%	\$92.29
Trainer I	T&M Labor Hour	\$41.35	5%	\$39.28
Trainer II	T&M Labor Hour	\$77.22	10%	\$69.50
Technology Analyst	T&M Labor Hour	\$86.97	10%	\$78.28
Staff Engineer	T&M Labor Hour	\$123.32	10%	\$110.99
Technology Consultant	T&M Labor Hour	\$124.61	10%	\$112.15