

STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
 STD. 213 A (Rev 2/12)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

111

Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
IFB STPD 12-001-B, C3-B-13-02-TS-08	3
REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:
STATE AGENCY'S NAME
 California Department of Technology
CONTRACTOR'S NAME
 Verizon Business Network Services Inc., on behalf of and as agent for MCI Communications Services Inc., MCI Communications Services Inc., MCImetro Access Transmission Services LLC., Verizon California Inc., and Verizon Select Services Inc., (together "Verizon")
2. The term of this Agreement is April 7, 2014 through June 30, 2018
3. The maximum amount of this agreement after this amendment is: \$0.00
4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

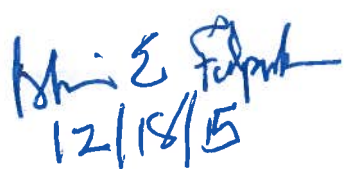
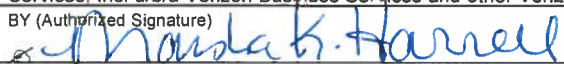

A. Effective upon signature of both parties and approved by STPD Amendment #3 incorporates the following changes to CALNET 3, IFB STPD 12-001-B, Category 6: Call Center Telephony, Subcategory 6.1 - Hosted IVR/ACD.

- 1) Attachment 1: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 2 - Response to Unique Subcategory Requirements, SOW Technical Requirements Response (pages 91)
- 2) Attachment 2: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 3 – Cost Information, SOW - Catalog A (pages 20)

This Agreement is effective upon the start date, or California Department of Technology approval, whichever is later.

All other terms and conditions of the original agreement shall remain the same.

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

CONTRACTOR		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only 
<small>CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)</small> MCI Network Services, Inc. or MCI Financial Management Corp. on behalf of MCI Communications Services, Inc. d/b/a Verizon Business Services and other Verizon Companies		
<small>BY (Authorized Signature)</small> 	<small>DATE SIGNED (Do not type)</small> 11/30/2015	
<small>PRINTED NAME AND TITLE OF PERSON SIGNING</small> Marsha K. Harrell, Sr. Consultant – Pricing/Contract Management		
<small>ADDRESS</small> 11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670		
STATE OF CALIFORNIA		
<small>AGENCY NAME</small> California Department of Technology		
<small>BY (Authorized Signature)</small> 	<small>DATE SIGNED (Do not type)</small> 12/4/15	
<small>PRINTED NAME AND TITLE OF PERSON SIGNING</small> Barbara Garrett, Deputy Director, Office of Technology Services - STND		
<small>ADDRESS</small> P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		

Exempt per:



Verizon

IFB STPD 12-001-B, C3-B-13-02-TS-08
Amendment #3, Rev. October 20, 2015
CALNET 3, Category 6: Call Center Telephony

Subcategory 6.1 – Hosted IVR/ACD

Amendment Summary

CALIFORNIA INTEGRATED INFORMATION NETWORK 3 (CALNET 3),
CATEGORY 6 AMENDMENT No. 3
FOR CALL CENTER TELEPHONY
BETWEEN STATE OF CALIFORNIA
AND
VERIZON BUSINESS NETWORK SERVICES INC. (VBNSI) ON BEHALF OF AND AS AGENT
FOR MCI COMMUNICATIONS SERVICES, INC., MCIMETRO ACCESS TRANSMISSION
SERVICES, LLC, VERIZON CALIFORNIA, INC., AND VERIZON SELECT SERVICES, INC.
("VERIZON")

This Modification No. 3 ("Modification") by and between Verizon Business Network Services Inc. (VBNSI) on behalf of and as agent for MCI Communications Services, Inc., MCImetro Access Transmission Services, LLC, Verizon California, Inc., and Verizon Select Services, Inc. ("Verizon"), the successor in interest to MCI Telecommunications Corporation ("MCI"), and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, Verizon and State entered into the Agreement for Call Center Telephony Services ("Agreement") on April 7, 2014;

WHEREAS, the parties now desire to modify 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 modified as follows:

This amendment is to add features to CALNET 3 Subcategory 6.1 to IVR HICR services as follows:

1. Subcategory 6.1 Hosted IVR/ACD,
Volume 2 – Response to Unique Subcategory Requirements, SOW Technical Requirements Response
 - Front Cover
 - Updated cover to include Amendment 3 and Date
 - Footer, pages i–ii and 1-88
 - Updated to include Amendment 3 and Date
 - Contents repaginated, pages i-ii
 - Table 6.1.2.3.7.1.a Network Based Automatic Call Distributor (NBACD) Basic Agent Package, pages 45-46
 - Item 1, Basic Agent Package – Agents, ABAP0000, removed "above", and added "in Section 6.1.2.3.7.1" in Feature Description, page 45
 - Changed "Call" to "Contact" in Bidder's Description as follows:
 - Item 6, Night Service, ANSV0000, page 45

- Item 7, Overflow Scan, ABOS0000, page 46
- Item 9, Call Delay/Forced Announcement, CDFA0000, page 46
- Item 12, Called Number Display, CLND0000, page 46
- Table 6.1.2.3.7.2.a Network Based Automatic Call Distributor (NBACD) Supervisor's Package, page 50
 - Item 1, Basic Supervisor's Package, SPVP0000, removed "above", and added "in Section 6.1.2.3.7.2" in Feature Description, page 50
- Table 6.1.2.3.7.3.a Network ACD System Administrator Software Package, page 53
 - Item 1, Basic Administrator's Package, BADP0000, removed "above", and added "in Section 6.1.2.3.7.3" in Feature Description, page 53
- Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features, pages 63-73
 - Added line item 7, Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Setup, pages 63-64
 - Added line item 8, Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform, page 64
 - Added line item 9, Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Application, pages 64-65
 - Added line item 10, Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Call Transaction, page 65
 - Renumbered line items 7-35 to 11-39, NBIVR Open Hosted IVR to HICR Advance Integration Connector, pages 65-73
- Table 6.1.3.8.6 Provisioning (M-S), pages 85-86
 - Added Callback for NBIVR IP HICR Setup to Service table, page 85
 - Added Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Application to Service table, page 85
 - Added Callback for NBIVR IP HICR Setup to Objectives table, page 86
 - Added Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Application to Objectives table, page 86
- Table 6.1.3.8.6.a Callback for NBIVR Threshold, page 87
 - Added SLA "Callback for NBIVR Number of Unsuccessful Calls – Threshold"

2. Subcategory 6.1 Hosted IVR/ACD
Volume 3 – Cost Information, SOW Catalog A
- Front Cover
 - Updated to include Amendment 3 and Date
 - Footer, pages i–iii and 1-15
 - Updated to include Amendment 3 and Date
 - Contents repaginated, pages ii-iii
 - SOW Catalog A cover sheet, page 1
 - Updated to include Amendment 3 and Date
 - Table 6.1.2.2 Network Based Contact Center (NBCC) General Features, pages 5-6
 - Item 23, changed “implementation package to “Implementation Package” in the Feature Description, page 5
 - Item 24, removed “Integration” from the Feature Description, page 6
 - Table 6.1.2.3.7.1, Network Based Automatic Call Distributor (NBACD) Basic Agent Package, pages 7-8
 - Changed “Call” to “contact” and “Center” to “center” in the Feature Descriptions as follows:
 - Item 3, Abandon Call Clearing, ABAC0000, page 7,
 - Item 6, Night Service, ANSV0000, page 7
 - Item 7, Overflow Scan, ABOS0000, page 7
 - Item 9, Call Delay/Forced Announcement, CDFA0000, page 8
 - Item 12, Called Number Display, CLND0000, page 8
 - Table 6.1.2.3.7.2, Network Based Automatic Call Distributor (NBACD) Supervisor’s Package, pages 10-11
 - Item 1, changed “package software” to “Package Software” in the Feature Description, page 10
 - Changed “Call” to “contact” and “Center” to “center” in the Feature Descriptions as follows:
 - Item 3, Controlled Overflow, CNTO0000, page 10
 - Item 4, ACD Status Display, ACDS0000, page 10
 - Item 6, Position Status Summary Display, PSTS0000, page 11

- Table 6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features, pages 13-15
 - Added line item 10, Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Setup, page 13
 - Added line item 11, Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform, page 13
 - Added line item 12, Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Application, page 13
 - Added line item 13, Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Call Transaction, page 13
 - Renumbered line items 10-38 to 14-42, NBIVR Open Hosted IVR to HICR Advance Integration Connector, pages 13-15

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