

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

114 Pages


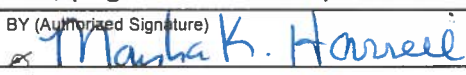

AGREEMENT NUMBER	AMENDMENT NUMBER 11
IFB STPD 12-001-B, C3-B-13-02-TS-08	
REGISTRATION NUMBER	

- 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., MCImetro Access Transmission Services LLC., Verizon California Inc., and Verizon Select Services Inc., (together "Verizon")
- The term of this Agreement is 04/07/2014 through 06/30/2019
- The maximum amount of this agreement after this amendment is: \$0.00
- 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:
 - This Amendment incorporates the following changes, Subject CALNET 3, IFB STPD 12-001-B, Category 6: Call Center Telephony: Subcategory 6.1 – Hosted IVR/ACD
 - (*) Volume 2, Response to Unique Subcategory Requirements, SOW Technical Response (91 pages)
 - (*) Volume 3, Response to Unique Subcategory Requirements, SOW Catalog A - Cost Information (21 pages)

This agreement or amendment is effective upon the start date, or upon California Department of Technology approval, whichever is later. Items shown with an Asterisk (*) are hereby incorporated by reference and made part of this agreement as if attached hereto.

All other Terms and Conditions shall remain the same.

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

CONTRACTOR		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only APPROVED JUL 20 2018 <i>by</i> 
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) Verizon Business Network Services Inc., on behalf of and as agent for MCI Communications Services Inc., MCImetro Access Transmission Services LLC., Verizon California Inc., and Verizon Select Services Inc., (together "Verizon")		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>7/3/18</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING Marsha K. Harrell, Sr. Consultant – Pricing/Contract Management		
ADDRESS 295 Parkshore Drive, Folsom, CA 95630		
STATE OF CALIFORNIA		
AGENCY NAME California Department of Technology		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>20 JULY 2018</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING Marlon Paulo, Deputy Director, Statewide Technology Procurement, CDT		
ADDRESS P.O. Box 1810, Rancho Cordova, CA 95741-1810		

Exempt per:



Verizon

**IFB STPD 12-001-B, C3-B-13-02-TS-08
Amendment #11, Rev. June 4, 2018**

**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. 11
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. 11 ("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"), 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") and Network Based Managed Security 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 a feature to CALNET 3 Subcategory 6.1 Hosted IVR/ACD 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 11 and Revised Date
 - Footer, pages i-ii and 1-88
 - Updated to include Amendment 11 and Revised Date
 - Contents repaginated, page ii
 - Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features, page 33
 - Added Item 19, Network Based Contact Center (NBCC) Agent Console for Salesforce, page 33
2. Subcategory 6.1 Hosted IVR/ACD
Volume 3 – Cost Information, SOW Catalog A

- Front Cover
 - Updated cover to include Amendment 11 and Revised Date
- Footer, pages i-iii and 1-17
 - Updated to include Amendment 11 and Revised Date
- Contents updated, pages i-iii
- SOW Catalog A cover sheet, page 1
 - Updated to include Amendment 11 and Revised Date
- Table 6.1.2.2 Network Based Contact Center (NBCC) General Features, page 7
 - Added line item 32, Network Based Contact Center (NBCC) Agent Console for Salesforce, page 7

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.