

STATE OF CALIFORNIA
 DEPARTMENT OF TECHNOLOGY
 STATEWIDE TECHNOLOGY PROCUREMENT
STANDARD AGREEMENT AMENDMENT
 TECH 213A (NEW 12/2018)

CHECK HERE IS ADDITIONAL PAGES ARE ATTACHED 124 PAGES

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

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

CONTRACTING AGENCY NAME
California Department of Technology

CONTRACTOR 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")

2. The term of this Agreement is: Start Date: 04/07/2014 End Date: 06/30/2020

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:


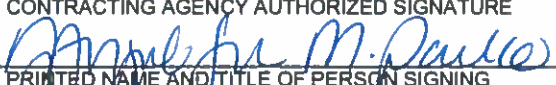
A. This Amendment incorporates the following changes, Subject CALNET 3, IFB STPD12-001-B, Category 6: Call Center Telephony: Subcategory 6.1 – Hosted IVR/ACD

(*) Volume 2, Response to Unique Subcategory Requirements, SOW Technical Requirements Response (98 pages)

(*) Volume 3, Cost Information, SOW Catalog A (26 pages)

All other terms and conditions remain the same.

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

CONTRACTOR		Department of Technology, Statewide Technology Procurement Use Only
CONTRACTOR 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")		
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED (Do not type) 2/18/2019	Approved By [Signature] 19 FEB 2019
PRINTED NAME AND TITLE OF PERSON SIGNING Venita S. Houston, Sr. Analyst - Billing		
ADDRESS 295 Parkshore Drive, Folsom, CA 95630		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED (Do not type) 2.19.19	
PRINTED NAME AND TITLE OF PERSON SIGNING Marlon Paulo, Deputy Director, Statewide Technology Procurement, CDT		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, Rancho Cordova, CA 95741-1810		
<input type="checkbox"/> Exempt Per:		



Verizon

**IFB STPD 12-001-B, C3-B-13-02-TS-08
Amendment #13, Rev. February 12, 2019**

**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. 13
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. 13 ("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 additional capabilities 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 13 and Revised Date
 - Footer, pages i-ii and 1-94
 - Updated to include Amendment 13 and Revised Date
 - Contents repaginated, pages i-ii
 - Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features additions, pages 33-39
 - Short Message Service (SMS) subheading addition, pages 33-34
 - Inbound SMS subheading addition, page 34
 - Addition of line items 20-23, pages 34-35
 - Line item 20, Inbound SMS Implementation, page 34
 - Line item 21, Inbound SMS Application setup, page 34
 - Line item 22, Inbound SMS Application Platform, page 34

- Line item 23, Overage Inbound SMS Per Message, page 35
- Short Message Service (SMS) Short Code subheading addition, page 35
- Addition of line items 24-25, page 35
 - Line item 24, SMS Short Code Implementation, page 35
 - Line item 25, SMS Short Code Platform, page 35
- Short Message Service (SMS) Custom Short Code subheading addition, page 35
- Addition of line items 26-27, page 35
 - Line item 26, SMS Custom Short Code Implementation, page 35
 - Line item 27, SMS Custom Short Code Platform, page 35
- Short Message Service (SMS) Long Code subheading addition, page 36
- Addition of line items 28-29, page 36
 - Line item 28, SMS Long Code Implementation, page 36
 - Line item 29, SMS Long Code User Platform, page 36
- Short Message Service (SMS) Toll Free Long Code subheading addition, page 36
- Addition of line items 30-32, page 36
 - Line item 30, SMS Toll Free Long Code Implementation, page 36
 - Line item 31, SMS Toll Free Long Code Platform, page 36
 - Line item 32, SMS Toll Free Long Code Usage Per Message, page 36
- Outbound SMS subheading addition, pages 36-37
- Addition of line items 33-36, pages 37-38
 - Line item 33, Outbound SMS Campaign Implementation, page 37
 - Line item 34, Outbound SMS Setup, page 37
 - Line item 35, Outbound SMS Application Platform, page 37
 - Line item 36, Overage Outbound SMS Message, pages 37-38
- Outbound Email Campaign Implementation subheading addition, page 38
- Addition of line items 37-41, pages 38-39
 - Line item 37, Outbound Email Package for 100K or 1.5M Plan Implementation, page 38
 - Line item 38, Outbound Email Package 100K Plan, page 38
 - Line item 39, Outbound Email Package 100K Plan Per Message Overage, page 38
 - Line item 40, Outbound Email Package 1.5M Plan, pages 38-39
 - Line item 41, Outbound Email Package 1.5M Plan Per Message Overage, page 39

2. Subcategory 6.1 Hosted IVR/ACD
Volume 3 – Cost Information, SOW Catalog A

- Front Cover
 - Updated cover to include Amendment 13 and Revised Date
- Footer, pages i–iii and 1-22
 - Updated to include Amendment 13 and Revised Date

- Contents updated, pages i-iii
- SOW Catalog A cover sheet, page 1
 - Updated to include Amendment 13 and Revised Date
- Table 6.1.2.2 Network Based Contact Center (NBCC) General Features, pages 8-12
 - Short Message Service (SMS) subheading addition, page 8
 - Inbound SMS subheading addition, page 8
 - Addition of line items 33-36, pages 8-9
 - Line item 33, Inbound SMS Implementation, page 8
 - Line item 34, Inbound SMS Application setup, page 8
 - Line item 35, Inbound SMS Application Platform, page 9
 - Line item 36, Overage Inbound SMS Per Message, page 9
 - Short Message Service (SMS) Short Code subheading addition, page 9
 - Addition of line items 37-38, page 9
 - Line item 37, SMS Short Code Implementation, page 9
 - Line item 38, SMS Short Code Platform, page 9
 - Short Message Service (SMS) Custom Short Code subheading addition, page 9
 - Addition of line items 39-40, pages 9-10
 - Line item 39, SMS Custom Short Code Implementation, page 9
 - Line item 40, SMS Custom Short Code Platform, page 10
 - Short Message Service (SMS) Long Code subheading addition, page 10
 - Addition of line items 41-42, page 10
 - Line item 41, SMS Long Code Implementation, page 10
 - Line item 42, SMS Long Code User Platform, page 10
 - Short Message Service (SMS) Toll Free Long Code subheading addition, page 10
 - Addition of line items 43-45, page 10
 - Line item 43, SMS Toll Free Long Code Implementation, page 10
 - Line item 44, SMS Toll Free Long Code Platform, page 10
 - Line item 45, SMS Toll Free Long Code Usage Per Message, page 10
 - Outbound SMS subheading addition, page 10
 - Addition of line items 46-49, pages 10-11
 - Line item 46, Outbound SMS Campaign Implementation, page 11
 - Line item 47, Outbound SMS Setup, page 11
 - Line item 48, Outbound SMS Application Platform, page 11
 - Line item 49, Overage Outbound SMS Message, page 11
 - Outbound Email Campaign Implementation subheading addition, page 12
 - Addition of line items 50-54, pages 12
 - Line item 50, Outbound Email Package for 100K or 1.5M Plan Implementation, page 12
 - Line item 51, Outbound Email Package 100K Plan, page 12
 - Line item 52, Outbound Email Package 100K Plan Per Message Overage, page 12

CALNET 3 Category 6 (Verizon) Amendment 13
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- Line item 53, Outbound Email Package 1.5M Plan, page 12
- Line item 54, Outbound Email Package 1.5M Plan Per Message Overage, page 12

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.