

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

CHECK HERE IS ADDITIONAL PAGES ARE ATTACHED 227 PAGES

AGREEMENT NUMBER IFB STPD 12-001-B, C3-B-13-02-TS-08	AMENDMENT NUMBER 14
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 (136 pages)

(*) Volume 3, Cost Information, SOW Catalog A (91 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) 2/27/2019	
PRINTED NAME AND TITLE OF PERSON SIGNING Venita S. Houston, Sr. Analyst - Billing		
ADDRESS 6929 North Lakewood Ave., 5.4-1017, Tulsa, OK 74117		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED (Do not type) 2/28/19	<input type="checkbox"/> Exempt Per.
PRINTED NAME AND TITLE OF PERSON SIGNING Tiffany Angulo, Branch Chief, Statewide Technology Procurement, CDT		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, Rancho Cordova, CA 95741-1810		



Verizon

**IFB STPD 12-001-B, C3-B-13-02-TS-08
Amendment #14, Rev. February 22, 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. 14
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. 14 ("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 14 and Revised Date
 - Footer, pages i-ii and 1-133
 - Updated to include Amendment 14 and Revised Date
 - Contents repaginated, pages i-ii
 - Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features additions, pages 39-78
 - NBCC Digital Customer Experience (CX) subheading addition, pages 39-40
 - NBCC Virtual Agent subheading addition, page 40
 - Addition of line items 42-54, pages 40-45
 - Line item 42, NBCC Virtual Agent – Implementation Small, page 40

- Line item 43, NBCC Virtual Agent – Implementation Medium, pages 40-41
- Line item 44, NBCC Virtual Agent – Implementation Large, page 41
- Line item 45, NBCC Virtual Agent – Implementation Custom Per Hour, page 41
- Line item 46, NBCC Virtual Agent Up to 100k sessions, page 42
- Line item 47, NBCC Virtual Agent Up to 500k sessions, page 42
- Line item 48, NBCC Virtual Agent Up to 1M sessions, pages 42-43
- Line item 49, NBCC Virtual Agent Overage Over 100k sessions, page 43
- Line item 50, NBCC Virtual Agent Overage Over 500k sessions, page 43
- Line item 51, NBCC Virtual Agent Over 1M sessions, pages 43-44
- Line item 52, NBCC Virtual Agent – Third-party API Up to 100k sessions, page 44
- Line item 53, NBCC Virtual Agent – Third-party API Up to 500k sessions, page 44
- Line item 54, NBCC Virtual Agent – Third-party API Up to 1M sessions, pages 44-45
- NBCC Knowledge Assist subheading addition, page 45
- Addition of Line items 55-66, pages 45-49
 - Line item 55, NBCC Knowledge Assist – Implementation Standard Fixed Priced Implementation, page 45
 - Line item 56, NBCC Knowledge Assist – Implementation Custom Per Hour, page 45
 - Line items 57-65, NBCC Knowledge Assist 1 – 250 agents, through NBCC Knowledge Assist 7501 and up agents, pages 45-49
 - Line item 66, NBCC Knowledge Assist – Additional Language Each additional language, page 49
- NBCC Live Agent subheading addition, page 49
- Addition of Line items 67-73, pages 49-51
 - Line item 67, NBCC Live Agent – Implementation Standard Fixed Pried Implementation, pages 49-50
 - Line item 68, NBCC Live Agent – Implementation Custom Per Hour, page 50
 - Line item 69, NBCC Live Agent Per connected channel type (textual chat, voice, video), page 50
 - Line item 70, NBCC Live Agent – Co-Browse Flat monthly, pages 50-51
 - Line item 71, NBCC Live Agent – Text Per session actual usage, page 51
 - Line item 72, NBCC Live Agent – Voice Per minute actual usage, page 51
 - Line item 73, NBCC Live Agent – Video Per minute actual usage, page 51

- NBCC Social Intelligence, NBCC Social Command Center, and NBCC Social Outbound Campaigns subheading addition, page 52
- Addition of Line items 74-115 , pages 52-69
 - Line item 74, NBCC Social – Implementation Standard Fixed Priced Implementation, page 52
 - Line item 75, NBCC Social – Implementation Custom Per Hour, pages 52-53
 - Line items 76-87, NBCC Social Intelligence up to 50K social posts, through NBCC Social Intelligence up to 1B social posts, pages 53-58
 - Line items 88-99, NBCC Social Command Center up to 50K social posts, through NBCC Social Command Center up to 1B social posts, pages 58-63
 - Line items 100-111, NBCC Social Outbound Campaign up to 50K social posts, through NBCC Social Outbound Campaign up to 1B social posts, pages 63-68
 - Line items 112-115 , NBCC Social Intelligence – Historical Data Analysis up to 1M social posts mined, through NBCC Social Intelligence – Historical Data Analysis greater than 10M social posts mined, pages 68-69
- NBCC Connectors subheading addition, page 70
- Addition of Line items 116-120, pages 70-71
 - Line item 116, NBCC Connector – Implementation Standard Fixed Priced Implementation, page 70
 - Line item 117, NBCC Standard Connectors Per Agent connected actual usage, page 70
 - Line item 118, NBCC VZ Connectors Per Agent connected actual usage, page 70
 - Line item 119, NBCC Connector – Voice Per minute actual usage, page 71
 - Line item 120, NBCC Connector – Video Per minute actual usage, page 71
- NBCC Short Message Service (SMS)/NBCC Multimedia Message Service (MMS) subheading addition, page 71
- Addition of Line items 121-125 , pages 71-73
 - Line item 121, NBCC SMS – Implementation Per Code, page 71
 - Line item 122, NBCC SMS – Implementation Custom Per Hour, page 72
 - Line item 123, NBCC SMS – US-based Per SMS, page 72
 - Line item 124, NBCC MMS – US-based Per MMS, page 72
 - Line item 125, NBCC SMS/MMS Operating Charge Per SMS or MMS, pages 72-73
- NBCC CRM subheading addition, page 73
- Addition of Line items 126-135, pages 73-76
 - Line item 126, NBCC CRM – Implementation Standard Fixed Priced Implementation, page 73
 - Line item 127, NBCC CRM – Implementation Custom Per Hour, page 73

- Line items 128-131, NBCC CRM 1 – 250 agents, through NBCC CRM 751 and up agents, pages 73-75
- Line items 132-135 , NBCC CRM – Data Center Geographic Redundancy 1 – 250 agents, through NBCC CRM – Data Center Geographic Redundancy 751 and up agents, pages 75-76
- NBCC CRM Quality Assurance subheading addition, page 76
- Addition of Line items 136-143, pages 76-78
 - Line item 136, NBCC CRM Quality Assurance – Implementation, pages 76-77
 - Line item 137, NBCC CRM Quality Assurance – Implementation Custom Per Hour, page 77
 - Line items 138-143, NBCC CRM Quality Assurance – Up to 1 – 10,000 cases per month, through NBCC CRM Quality Assurance – Up to 200,000 cases and up per month, pages 77-78
- Section 6.1.3.8 Technical Service Level Agreements - Digital Customer Experience added to the following SLA's:
 - 6.1.3.8.1 NBCC Service Outage (M-S) – SLA Name: Contact Center Service Outage, page 125
 - 6.1.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S), page 126
 - 6.1.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S), page 127
 - 6.1.3.8.4 Excessive Outage (M-S), page 128
 - 6.1.3.8.6 Provisioning (M-S), pages 130 and 131

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

- Front Cover
 - Updated cover to include Amendment 14 and Revised Date
- Footer, pages i–iii and 1-87
 - Updated to include Amendment 14 and Revised Date
- Contents updated, pages ii-iii
- SOW Catalog A cover sheet, page 1
 - Updated to include Amendment 14 and Revised Date
- Table 6.1.2.2 Network Based Contact Center (NBCC) General Features, pages 13-77
 - NBCC Digital Customer Experience (CX) subheading addition, page 13
 - NBCC Virtual Agent subheading addition, page 13
 - Addition of line items 55-67, pages 14-21
 - Line item 55, NBCC Virtual Agent – Implementation Small, page 14

- Line item 56, NBCC Virtual Agent – Implementation Medium, pages 15
- Line item 57, NBCC Virtual Agent – Implementation Large, page 16
- Line item 58, NBCC Virtual Agent – Implementation Custom Per Hour, page 16
- Line item 59, NBCC Virtual Agent Up to 100k sessions, page 17
- Line item 60, NBCC Virtual Agent Up to 500k sessions, page 18
- Line item 61, NBCC Virtual Agent Up to 1M sessions, page 19
- Line item 62, NBCC Virtual Agent Overage Over 100k sessions, page 19
- Line item 63, NBCC Virtual Agent Overage Over 500k sessions, page 20
- Line item 64, NBCC Virtual Agent Over 1M sessions, page 20
- Line item 65, NBCC Virtual Agent – Third-party API Up to 100k sessions, page 20
- Line item 66, NBCC Virtual Agent – Third-party API Up to 500k sessions, page 21
- Line item 67, NBCC Virtual Agent – Third-party API Up to 1M sessions, page 21
- NBCC Knowledge Assist subheading addition, page 22
- Addition of Line items 68-79, pages 22-31
 - Line item 68, NBCC Knowledge Assist – Implementation Standard Fixed Priced Implementation, page 22
 - Line item 69, NBCC Knowledge Assist – Implementation Custom Per Hour, page 22
 - Line items 70-78, NBCC Knowledge Assist 1 – 250 agents, through NBCC Knowledge Assist 7501 and up agents, pages 23-31
 - Line item 79, NBCC Knowledge Assist – Additional Language Each additional language, page 31
- NBCC Live Agent subheading addition, page 32
- Addition of Line items 80-86, pages 32-35
 - Line item 80, NBCC Live Agent – Implementation Standard Fixed Pried Implementation, page 32
 - Line item 81, NBCC Live Agent – Implementation Custom Per Hour, page 32
 - Line item 82, NBCC Live Agent Per connected channel type (textual chat, voice, video), page 33
 - Line item 83, NBCC Live Agent – Co-Browse Flat monthly, page 34
 - Line item 84, NBCC Live Agent – Text Per session actual usage, page 34
 - Line item 85, NBCC Live Agent – Voice Per minute actual usage, page 35
 - Line item 86, NBCC Live Agent – Video Per minute actual usage, page 35

- NBCC Social Intelligence, NBCC Social Command Center, and NBCC Social Outbound Campaigns subheading addition, page 35
- Addition of Line items 87-128 , pages 36-67
 - Line item 87, NBCC Social – Implementation Standard Fixed Priced Implementation, page 36
 - Line item 88, NBCC Social – Implementation Custom Per Hour, page 36
 - Line items 89-100, NBCC Social Intelligence up to 50K social posts, through NBCC Social Intelligence up to 1B social posts, pages 37-42
 - Line items 101-112, NBCC Social Command Center up to 50K social posts, through NBCC Social Command Center up to 1B social posts, pages 43-54
 - Line items 113-124, NBCC Social Outbound Campaign up to 50K social posts, through NBCC Social Outbound Campaign up to 1B social posts, pages 55-66
 - Line items 125-128, NBCC Social Intelligence – Historical Data Analysis up to 1M social posts mined, through NBCC Social Intelligence – Historical Data Analysis greater than 10M social posts mined, pages 66-67
- NBCC Connectors subheading addition, page 68
- Addition of Line items 129-133, pages 68-69
 - Line item 129, NBCC Connector – Implementation Standard Fixed Priced Implementation, page 68
 - Line item 130, NBCC Standard Connectors Per Agent connected actual usage, page 68
 - Line item 131, NBCC VZ Connectors Per Agent connected actual usage, page 68
 - Line item 132, NBCC Connector – Voice Per minute actual usage, page 69
 - Line item 133, NBCC Connector – Video Per minute actual usage, page 69
- NBCC Short Message Service (SMS)/NBCC Multimedia Message Service (MMS) subheading addition, page 69
- Addition of Line items 134-138 , pages 69-71
 - Line item 134, NBCC SMS – Implementation Per Code, page 69
 - Line item 135, NBCC SMS – Implementation Custom Per Hour, page 70
 - Line item 136, NBCC SMS – US-based Per SMS, page 70
 - Line item 137, NBCC MMS – US-based Per MMS, page 70
 - Line item 138, NBCC SMS/MMS Operating Charge Per SMS or MMS, page 71
- NBCC CRM subheading addition, page 71
- Addition of Line items 139-148, pages 71-75
 - Line item 139, NBCC CRM – Implementation Standard Fixed Priced Implementation, page 71
 - Line item 140 NBCC CRM – Implementation Custom Per Hour, page 71

- Line items 141-144, NBCC CRM 1 – 250 agents, through NBCC CRM 751 and up agents, pages 72-73
- Line items 145-148 , NBCC CRM – Data Center Geographic Redundancy 1 – 250 agents, through NBCC CRM – Data Center Geographic Redundancy 751 and up agents, pages 74-75
- NBCC CRM Quality Assurance subheading addition, page 75
- Addition of Line items 149-156, pages 75-77
 - Line item 149 NBCC CRM Quality Assurance – Implementation, page 75
 - Line item 150, NBCC CRM Quality Assurance – Implementation Custom Per Hour, page 75
 - Line items 151-156, NBCC CRM Quality Assurance – Up to 1 – 10,000 cases per month, through NBCC CRM Quality Assurance – Up to 200,000 cases and up per month, pages 76-77

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.