STATE OF CALIFORNIA DEPARTMENT OF TECHNOLOGY STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER

AGREEMENT NUMBER AMENDMENT NUMBER C4-DNCS-19-001-28 11

| 1.   | This Agreement is entered into between  | the Contracting Agency and the  | e Contractor named below:  |
|--|---|---|--|
|  | CONTRACTING AGENCY NAME   |   |  |
| •  | California Department of Technology, Office of Technology Services  CONTRACTOR NAME   |   |  |
|  | MCI Communications Services, LLC dba  | Verizon Business Services   |  |
| 2.   |   | on approval of TECH 213 by CDT S  | TP, whichever is later through   |
|  | · · · · · · · · · · · · · · · · · · ·   | nree (3) one-year options to exte   |  |
| 3.   |   | \$0.00<br>(Zero Dollars and Zero Cents)   |  |
| 4.   | The parties agree to comply with the ten<br>actions noted below are by reference a  |   |  |
|  | Effective upon CDT STP approval of this A   | Amendment the revisions are as t  | follows:   |
|  | Revises contract documents list     Contract Documents  | ted in the attached Attachmen   | t No. 1 – List of Amended  |
|  | All other terms and conditions remain the   | e same.   |  |
| IN W   | ITNESS WHEREOF, this Agreement has bee  | en executed by the parties hereto   | Department of Technology (CDT),  |
|  | CONTRACTOR  | en executed by the parties hereto   |  |
| CONT   | CONTRACTOR  RACTOR NAME (If other than an individual, state wh  | en executed by the parties heretone.  Rether a corporation, partnership, etc.)  | Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only  |
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STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 11
Verizon Business Services

## ATTACHMENT 1 - LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 10/30/2023, contains a list of revised contract documents hereby incorporated into this Contract.

Replaces the Contractor's Response for the following documents in their entirety:

16a. Contractor's amended BAFO Response to Category 27 Statement of Work (152 pages)

17a. Contractor's amended BAFO Response to Category 27 Catalog A (27 pages)

## Amendment No. 11 Summary of Changes C4- DNCS-19-001-28

This Amendment No. 11 ("Amendment") by and between MCI Communications Services, LLC, dba Verizon Business Services ("Contractor") and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, Contractor and State entered into the Agreement for CALNET Data Networks and Communications Services ("Agreement") on April 14, 2020.

WHEREAS, the parties now desire to amend 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 amended as follows:

Category 27 – Standard Contact Center Services - Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Pages 2-152, Header, Updated to add Amendment 11 content;

Page 2, Amendment Log, Updated to add Amendment 11 content;

Pages 3-4, Table of Contents repagination;

Pages 89 – 104, Table 27.2.2.b Unsolicited General Features, changes made as follows:

Items 155 - 186, added lines and services content.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 11, 10/30/2023".

Category 27 – Standard Standalone Contact Center Services - Catalog A, is hereby amended to include the

## following and is attached:

Pages 2-27, Header, Updated to add Amendment 11 content;

Page 2, Amendment Log, Updated to add Amendment 11 content;

Page 3, Table of Contents repagination;

Pages 18 – 22, Table 27.2.2.b Unsolicited General Features, changes made as follows:

Items 155 - 186, added lines and services content.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 11, 10/30/2023".

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