STATE OF CALIFORNIA DEPARTMENT OF TECHNOLOGY STATEWIDE TECHNOLOGY PROCUREMENT

## STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

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

REGISTRATION NUMBER

12

1.			n the Contracting Agency	and the Contrac	ctor named below:
	CONTRACTING AGENCY NAME				
-	California Departme CONTRACTOR NAME	nt of Technology, (	Office of Technology Servi	ces	
		ns Services, LLC dba	a Verizon Business Services		
2.			on approval of TECH 213 by		ever is later through
	Agreement is: Ju	une 30, 2025, with	n three (3) one-year opti	ions to extend.	
3.	The maximum amou Agreement after this		\$0.00 (Zero Dollars and Zero Cents)		
4.			erms and conditions of the and made part of the Agr		
	Effective upon CDT S	STP approval of this	Amendment the revisions	are as follows:	
	A. Revises contr Contract Doc		ted in the attached Attac	chment No. 1 -	List of Amended
	All other terms and co	onditions remain th	e same.		
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114 4411	NESS WHEREOF, I'lls A	Agreement nas bee	en executed by the parties	Depo	urtment of Technology (CDT), e Technology Procurement (STP)
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STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 12
Verizon Business Services

## ATTACHMENT 1 - LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 06/02/2024, 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 (199 pages)
- 17a. Contractor's amended BAFO Response to Category 27 Catalog A (28 pages)

## Amendment No. 12 Summary of Changes C4- DNCS-19-001-28

This Amendment No. 12 ("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 2-145 Header, Updated to add Amendment 12 content;

Page 2, Amendment Log, Updated to add Amendment 12 content;

Pages 3-4, Table of Contents repagination;

Pages 104 – 144, Table 27.2.2.b Unsolicited General Features, changes made as follows:

Items 187 - 198, added lines and services content.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 12, 06/02/2024".

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

Pages 2-28, Header, Updated to add Amendment 12 content;

Page 2, Amendment Log, Updated to add Amendment 12 content;

Page 3, Table of Contents repagination;

Pages 22 – 23, Table 27.2.2.b Unsolicited General Features, changes made as follows:

Items 187 - 198, added lines and services content.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 12, 06/02/2024".

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.