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

STATE AGENCY'S NAME
California Department of Technology

CONTRACTOR'S NAME

2. The term of this Agreement is
April 7, 2014 through June 30, 2018

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. Effective upon signature of both parties and approved by STP, Amendment #6 incorporates the following changes to CALNET 3, IFB STPD 12-001-B, Category 6: Call Center Telephony, Subcategory 6.1 - Hosted IVR/ACD and Category 7 - Network based managed Security;

3. Attachment 3: Revisions to Category 7 - Network Based Managed Security, Volume 2 - Response to Unique Subcategory Requirements, SOW Technical Requirements Response (pages 48)
4. Attachment 4: Revisions to Category 7 - Network Based Managed Security, Volume 3 - Cost Information, SOW - Catalog A (pages 16)

All other terms and conditions of the original agreement shall remain the same.

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

DATE SIGNED (Do not type)
Marsha K. Harrell. Sr. Consultant - Pricing/Contract Management
ADDRESS
11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670

BY (Authorized Signature)
Marsha K. Harrell

PRINTED NAME AND TITLE OF PERSON SIGNING
Marsha K. Harrell, Sr. Consultant - Pricing/Contract Management

ADDRESS
P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810
Verizon

IFB STPD 12-001-B, C3-B-13-02-TS-08
Amendment #6, Rev. April 13, 2017

CALNET 3, Category 6: Call Center Telephony, Subcategory 6.1 – Hosted IVR/ACD

CALNET 3, Category 7: Network Based Managed Security

Amendment Summary
CALIFORNIA INTEGRATED INFORMATION NETWORK 3 (CALNET 3),
CATEGORY 6 AMENDMENT No. 6
FOR CALL CENTER TELEPHONY,
CATEGORY 7 AMENDMENT No. 6
FOR NETWORK BASED MANAGED SECURITY
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. 6 ("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 features to CALNET 3 Subcategory 6.1 Hosted IVR/ACD, and Category 7, Network Based Managed Security services as follows:

1. Subcategory 6.1 Hosted IVR/ACD,
   Volume 2 – Response to Unique Subcategory Requirements, SOW Technical Requirements Response
   - Front Cover
     o Updated cover to include Amendment 6 and Date
   - Footer, pages i–ii and 1-88
     o Updated to include Amendment 6 and Date
   - Contents repaginated, page ii
   - Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features, pages 62-73
     - Renumbered Items 1-39 to 4-42, HICR Enhanced Automatic Speech Recognition ASR to HICR Advance Integration Connector, pages 62-73
     - Added Item 43, NBIVR Service Direct Data Connect (DDC), HDDC0000, page 73
• Table 6.1.3.8.6 Provisioning (M-S), pages 85-86
  o Added NBIVR Service Direct Data Connect (DDC) to Service and Objective(s) tables, pages 85-86

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

  • Front Cover
    o Updated to include Amendment 6 and Date
  • Footer, pages i–iii and 1-16
    o Updated to include Amendment 6 and Date
  • Contents updated, page iii
  • SOW Catalog A cover sheet, page 1
    o Updated to include Amendment 6 and Date
  • Table 6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features, page 16
    o Added line item 43, NBIVR Service Direct Data Connect (DDC), page 16

3. Category 7, Network Based Managed Security,
  Volume 2 – Response to Unique Subcategory Requirements, SOW Technical Requirements Response

  • Front Cover
    o Updated cover to include Amendment 6 and Date
  • Header, pages i-ii and 1-44
    o Updated to include Agreement #IFB STPD 12-001-B C3-B-13-02-TS-08, Volume 2 - Technical Response, Category 7 Network Based Managed Security
  • Footer, pages i–ii and 1-44
    o Updated to include Amendment 6 and Date
  • Contents repaginated, pages i-ii
  • Table 7.2.4.2.b Unsolicited SIEM Features, pages 18-27
    o Verizon Vulnerability Management (VVM) Service description, pages 19-20
    o VVM Customer Care description, pages 20-21
Added line items 13-26, Vulnerability Management ≤ 256 IP’s to Vulnerability Management Customer Care ≤ 10,000 IP’s, pages 22-24

- Verizon Security Policy Compliance (VSPC) Service description, pages 24-25
- Added line items 27-33, Verizon Policy Compliance (VPC) ≤ 32 IP’s to Verizon Policy Compliance (VPC) ≤ 3,072 IP’s, pages 25-26
- Verizon Web Application Scanning (VWAS) description, page 26
- Added lines 34-39, Verizon Web Application Scanning (VWAS) 1 URL to Verizon Web Application Scanning (VWAS) ≤ 100 URL’s, page 27

- 7.3.8.1 Availability (M-S), page 34
  - Added Vulnerability Management to Service and Objective(s) table, page 34
- 7.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S), page 35
  - Added Vulnerability Management to Service and Objective(s) table, page 35
- 7.3.8.3 Catastrophic Outage 3 (CAT 2) (M-S), page 36
  - Added Vulnerability Management to Service and Objective(s) table, page 36
- 7.3.8.7 Excessive Outage (M-S), page 39
  - Added Vulnerability Management to Service and Objective(s) table, page 39
- 7.3.8.10 Provisioning (M-S), page 42
  - Added Vulnerability Management to Service and Objective(s) table, page 42
- 7.3.8.11 Time to Repair (M-S), page 43
  - Added Vulnerability Management to Service and Objective(s) table, page 43

4. Category 7, Network Based Managed Security, Volume 3 – Cost Information, SOW Catalog A

- Front Cover
  - Updated to include Amendment 6 and Date
- Contents added, page i
- Header, pages 1-13
  - Updated to include C3-B-13-02-TS-08
- Footer, pages i and 1-13
  - Updated to include Amendment 6 and Date
- SOW Catalog A cover sheet
Updated to include Amendment 6 and Date

- Table 7.2.4.2 Security Information and Event Management, pages 6-13
  - Verizon Vulnerability Management (VVM) Service description, page 7
  - VVM Customer Care description, page additions, pages 8-9
  - Added line items 13-26, Vulnerability Management ≤ 256 IP’s to Vulnerability Management Customer Care ≤ 10,000 IP’s, pages 9-11
  - Verizon Security Policy Compliance (VSPC) Service description, page 11
  - Added line items 27-33, Verizon Policy Compliance (VPC) ≤ 32 IP’s to Verizon Policy Compliance (VPC) ≤ 3,072 IP’s, pages 11-12
  - Verizon Web Application Scanning (VWAS) description, page 12
  - Added lines 34-39, Verizon Web Application Scanning (VWAS) 1 URL to Verizon Web Application Scanning (VWAS) ≤ 100 URL’s, pages 12-13

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.