

**STANDARD AGREEMENT AMENDMENT**  
TECH 213A (rev. 06/2020)

REGISTRATION NUMBER
AMENDMENT NUMBER 05

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 1,454 PAGES


1. This Agreement is entered into between the Contracting Agency and the Contractor named below:  
 CONTRACTING AGENCY NAME  
 California Department of Technology  
 CONTRACTOR NAME  
 MCI Communications Services, LLC. dba Verizon Business Services

2. The term of this Agreement is: April 14, 2020, or upon approval of TECH 213 by CDT STP, whichever is later through June 30, 2025.

3. The maximum amount of this Agreement after this Amendment is: \$0.00 (Zero Dollars and Zero Cents)

4. The parties agree to comply with the terms and conditions of the amendment. All documents and actions noted below are by reference and made part of the Agreement and incorporated herein:  
  
 Effective upon CDT STP approval of this Amendment the revisions are as follows:  
  
 A. Revises contract documents listed in the attached Attachment No. 1 – List of Amended Contract Documents.  
  
 All other terms and conditions remain the same.

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

CONTRACTOR	
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) MCI Communications Services, LLC. dba Verizon Business Services	
CONTRACTOR AUTHORIZED SIGNATURE  <small>Anthony Recine (May 11, 2021 13:12 CDT)</small>	DATE SIGNED 05/11/2021
PRINTED NAME AND TITLE OF PERSON SIGNING Anthony Recine, Senior Vice President	
ADDRESS One Verizon Way, Basking Ridge, NJ 07920	
STATE OF CALIFORNIA	
CONTRACTING AGENCY NAME California Department of Technology	
CONTRACTING AGENCY AUTHORIZED SIGNATURE  <small>Amy Snow (May 11, 2021 14:31 PDT)</small>	DATE SIGNED 05/11/2021
PRINTED NAME AND TITLE OF PERSON SIGNING Amy Snow, Statewide Technology Procurement Branch Chief	
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810	

Department of Technology (CDT),  
Statewide Technology Procurement (STP)  
Use Only



EXEMPT PER:

**STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF TECHNOLOGY  
AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 5  
Verizon Business Services**

**ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS**

This Attachment 1 dated 04/01/2021, contains a list of revised contract documents hereby incorporated into this Contract.

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

- 2a. Contractor's amended BAFO Response to Category 20 Statement of Work (328 pages)
- 3a. Contractor's amended BAFO Response to Category 20 Catalog A (340 pages)
- 4a. Contractor's amended BAFO Response to Category 23 Statement of Work (286 pages)
- 5a. Contractor's amended BAFO Response to Category 23 Catalog A (264 pages)
- 6a. Contractor's amended BAFO Response to Category 24 Statement of Work (90 pages)
- 7a. Contractor's amended BAFO Response to Category 24 Catalog A (17 pages)
- 8a. Contractor's amended BAFO Response to Category 25 Statement of Work (98 pages)
- 9a. Contractor's amended BAFO Response to Category 25 Catalog A (31 pages)

# Amendment No. 5 Summary of Changes

## C4-DNCS-19-001-28

This Amendment No. 5 ("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 Contract start date March 5, 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 20 – MPLS Data Network Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Cover Page

- Changed Bidder's Company name from "Verizon Business Network Services, Inc.," to "Verizon Business Services"

Header

- Insert “

“ State of California  
Department of Technology

Verizon Business Services  
C4-DNCS-19-001-28, Am 5  
Category 20 - Technical Requirements

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3-4

- Table of Contents page numbers updated

Pages 20-21, Table 20.2.9.1.b – Unsolicited MPLS Port Transport Speeds

Feature Name

- Item 13, changed from “MPLS Transport Ethernet Port service at 2 Mbps” to “MPLS Port - 2 Mbps”;
- Item 14, changed from “MPLS Transport Ethernet Port service at 6 Mbps” to “MPLS Port - 6 Mbps”; and
- Item 15, Product ID ETNP0008, from “MPLS Transport Ethernet Port service at 8 Mbps” to “MPLS Port - 8 Mbps”

Pages 39-284, Table 20.2.9.3.b – Unsolicited MPLS Port, Access and Layer 3 Routing Device Bundled Transport Speeds

- Items 13-15, deleted;
- Renumbered Items “16-154” to “13-151”;
  
- Item 155, deleted;
- Renumbered Items “156 – 177” to “152-173”;
- Items 178 - 316 deleted;
- Renumbered Items “317 – 328” to “174 – 185”;
- Items 329 -398 deleted;
- Renumbered Items “399 – 470” to “186 -257”;
- Item 203, Bidders' Product Identifier changed from “SRIS0003” to “SRAI0003”;
- Item 204, Bidders' Product Identifier changed from “SRIS0006” to “SRAI0006”;
- Item 471, deleted;
- Renumbered Items “472 – 475” to “258 – 261”;
- Item 476, deleted;
- Renumbered Items “477 – 485” to “262 – 270”;
- Item 486, deleted;
- Renumbered Items “487 – 502” to “271-286”;
- Item 503, deleted;
- Renumbered Items “504 – 801” to “287-584”;
- Item 802, deleted;
- Renumbered Items “803 – 1008” to “585-790”;
- Item 639, Product Identifier changed from “MNCR0020” to “FRMC0020”;
- Item 637, Product Identifier changed from “MNCR0050” to “FRMC0050”;
- Item 638, Product Identifier changed from “MNCR0100” to “FRMC0100”;
- Item 639, Product Identifier changed from “MNCR1000” to “FRMC1000”;
- Items 1009-1012, deleted;
- Renumbered Items “1013 – 1018” to “791 - 796”;
- Items 1019-1020, deleted;

- Renumbered Item "1021" to "797";
- Item 1022, deleted;
- Renumbered Item "1023" to "798";
- Items 1024 -1045, deleted;
- Renumbered Items "1046 – 1109" to "799 - 862";
- Item 814, Feature Name changed from "Managed Stackable PoE Switch Cisco 52 Port" to "Managed Stackable PoE Switch Cisco 48 Port";
- Item 822, Bidder's Product Identifier changed from "MLRA0000" to "MLNR0000";
- Item 1110, Feature Name MWLAN Access Point Installation, Product ID MWAI0000 deleted; and
- Renumbered Items "1111 – 1122" to "863-874".

Page 295, Table 20.3.2.2 – Unsolicited Services Related Infrastructure

- Deleted entire table contents

Pages 306-308, Technical Service Level Agreements (SLAs) additions:  
20.4.8.1 Availability (M-S)

- Insert
  - "Measurement Process for VSAT service only: The measurement of Availability is between the VSAT Router at customer premise and the router at Verizon Teleport VSAT services using <1.2 Meter Antenna are excluded from this SLA The Availability measurement will begin 24 hours after the opening of a trouble ticket for Portable Quick/Auto Deploy and VSAT Fixed Router/Modem that are located outside 150 driving miles from the service cities (Anaheim, Costa Mesa, Fallbrook, Folsom, Lakewood, Lodi, Long Beach, Modesto, Ontario, Redding, Riverside, Rocklin, Sacramento, Santa Ynez, Stockton, Suisun City, Torrance)";

Services:

- Insert "VNS, VSAT, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization, VSAT"

Objective A Table, Service Type

- Insert "VNS, VSAT, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization";
  - Basic (B) "≥ 99.2%";
  - Standard (S) "≥ 99.5%";
  - Premier (P) "≥ 99.8%";
  - Bidder's Objective Commitment: VNS, VSAT, MAAS,

Managed Routers, MPLS Wireless Backup, Managed WAN,  
Managed WAN Optimization – “S”; SCI – “P”.

Pages 308 – 310, 20.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

- Insert
  - Services: “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”;
  - Objectives table, Access Type – “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”;
    - Basic (B) “≤ 3 hours”;
    - Standard (S) “≤ 2 hours”;
    - Premier (P) “≤ 1 hour”; and
    - Bidder’s Objective Commitment “P”.

Pages 310 – 312, 20.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

Services:

- Insert “VNS, MAAS, SCI, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”

Objectives table, Access Types

- Insert “VNS, MAAS, SCI, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”;
  - Basic (B) “≤ 1 Hour”;
  - Standard (S) “≤ 30 Minutes”;
  - Premier (P) “≤ 15 Minutes”; and
  - Bidder’s Objective Commitment “P”.
- Added “Bidder understands this requirement and shall meet or exceed it? Yes”

Pages 312 – 313

- Insert “20.4.8.3.a Catastrophic Outage 2 (CAT 2) (M-S)

**SLA Name:** VSAT Catastrophic Outage 2 (CAT 2)

**Definition:**

Definition: Any component failure that results in loss of service to 15 or more sites.

**Measurement Process:**

The Outage Duration begins when a network alarm is received by the Contractor from a service impacting event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

**Services:**

VSAT

**Objectives:**

The objective restoral time shall be less than 12 hours.

**Rights and Remedies:**

1. Per Occurrence:
  - 100% credit or refund of the TMRC for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
  - N/A

**Bidder understands this requirement and shall meet or exceed it? Yes”**

Pages 313 – 315, 20.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

Services:

- Insert “VNS, MAAS, SCI, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization, VSAT”;

Objectives table, Access Types

- Insert “VNS, MAAS, SCI, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”;
  - Basic (B) “≤ 30 Minutes”;
  - Standard (S) “N/A”;

- Premier (P) “≤ 15 Minutes”;
- Bidder’s Objective Commitment “P”;
- Insert Bullet before “N/A”; and
- Insert “Bidder understands this requirement and shall meet or exceed it? Yes”.

Pages 315 - 316

- Insert “20.4.8.4.a Catastrophic Outage 3 (CAT 3) (M-S)

**SLA Name:** VSAT Catastrophic Outage 3 (CAT 3)

**Definition:**

The total loss of any service type on a system wide basis

**Measurement Process:**

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded in the trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

**Services:**

VSAT

**Objectives:**

The objective restoral time shall be less than 4 hours.

**Rights and Remedies:**

3. Per Occurrence:
  - 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed occurrence objective for each Cat 3 fault.
4. Monthly Aggregated Measurements:



- N/A

“Bidder understands this requirement and shall meet or exceed it? Yes”

Pages 317 - 319

- Insert “20.4.8.5.a VSAT Service Network Packet Delivery / Transit Delay (D)

**SLA Name:** VSAT Service Network Packet Delivery / Transit Delay  
**Measurement Process:**

The VSAT latency values are derived from samples collected within the Satellite Network Management System (NMS) every 20 seconds. They are aggregated to a 5 minute resolution for each individual circuit. Then for each VSAT circuit that is in primary or backup active traffic carrying mode (Not in backup / idle mode) within the network during each 5 minute period then the latency is aggregated to represent the overall network performance for that 5 minute period and then the five minute results are then averaged over the month to provide a monthly average.

**Definition:**

Network Packet Delivery and Transit Delay are measured from the VSAT hub located at the Verizon Business teleport to the customer’s VSAT modem and back to the VSAT hub.

**Services:**

VSAT

**Objectives:**

<b>Region</b>	<b>Antenna/BUC Size</b>	<b>Maximum Throughput</b>	<b>Network Transit Delay (round trip) Milliseconds (Less or equal to)</b>	<b>Network Packet Delivery (Greater or equal to)</b>
CA	1.2m/3w 1.8m/3w	<= 512 Kbps	800	99%
CA	1.2m/4w 1.8m/3w	<= 1024 Kbps	800	99%

Region	Antenna/BUC Size	Maximum Throughput	Network Transit Delay (round trip) Milliseconds (Less or equal to)	Network Packet Delivery (Greater or equal to)
CA	1.2m/8W 1.8m/4w 2.4m/4w	<= 2048 Kbps	800	99%
CA	1.8m/6w 2.4m/6w	<= 3 Mbps	800	99%
CA	1.2m/16w 1.8m/8w 2.4m/8w	<= 4 Mbps	800	99%

**Rights and Remedies:**

1. Per Occurrence:
  - N/A
2. Monthly Aggregated Measurements:
  - For each Month in which VzB fails to meet the Network Packet Delivery or Network Transit Delay SLA, customer is eligible for a credit equal to 1/30th of the TMRC for the VSAT service.

**“Bidder understands this requirement and shall meet or exceed it? Yes”**

Pages 319 – 320, 20.4.8.6 Excessive Outage (M-S)  
Services:

- Insert “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization, VSAT”

Objectives table, Access Types

- Insert “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”;
  - Basic (B) “16 Hours”;
  - Standard (S) “12 Hours”;
  - Premier (P) “8 Hours”
  - Bidder’s Objective Commitment “P”
- Objectives table, Access Types – Insert “VSAT, 48 Hours”

Pages 320 – 322, 20.4.8.7 Managed Service Proactive Notification (M-S)

Services:

- Insert “VNS, Managed Routers, MPLS Wireless Backup, VSAT (Except Quick Deploy/Auto-Pointing Systems)”

Rights and Remedies, 1. Per Occurrence

- Insert “Customer will receive a credit or refund equal to 10% of the TMRC for each Contractor Managed” at the beginning of the sentence, and deleted “Internet”

Pages 323 – 325, 20.4.8.9 Provisioning (M-S) added additional Access Type line items to:

Services table:

- VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimized and VSAT

Objectives table:

- Inserted, Access Types “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization, VSAT”;
  - Basic (B) “≥ 90%”;
  - Standard (S) “N/A”;
  - Premier (P) “≥ 95%”; and
  - Bidder’s Objective Commitment “P”.

Pages 326 – 328, 20.4.8.10 Time to Repair (TTR) (M-S)

Services:

- Inserted “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”

Objectives:

- Access Types inserted “VNS, MAAS, SCI, Managed Routers, MPLS Wireless Backup, Managed WAN, Managed WAN Optimization”;
  - Basic (B) “6 Hours”;
  - Standard (S) “5 Hours”;
  - Premier (P) “4 Hours”; and
  - Bidder’s Objective Commitment “S”.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment # 5, 04/01/2021”.

Category 20 – MPLS Data Network Catalog A, is hereby

amended to include the following and is attached:

Page 1

- Changed Bidder's Company name from "Verizon Business Network Services, Inc.," to "Verizon Business Services"

Header

- Insert "

“ State of California  
Department of Technology

Verizon Business Services  
C4-DNCS-19-001-28, Am 5  
Category 20 – Catalog A

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Page 3

- Table of Contents page numbers updated

Pages 20-21, Table 20.2.9.1.b – Unsolicited MPLS Port Transport Speeds

Feature Name

- Item 13, changed from "MPLS Transport Ethernet Port service at 2 Mbps" to "MPLS Port - 2 Mbps";
- Item 14, changed from "MPLS Transport Ethernet Port service at 6 Mbps" to "MPLS Port - 6 Mbps"; and
- Item 15, Product ID ETNP0008, from "MPLS Transport Ethernet Port service at 8 Mbps" to "MPLS Port - 8 Mbps"

Pages 40 - 422, 284, Table 20.2.9.3.b – Unsolicited MPLS Port, Access and Layer 3 Routing Device Bundled Transport Speeds

- Items 13-15, deleted;
- Renumbered Items "16-154" to "13-151";
- Item 155, deleted;
- Renumbered Items "156 – 177" to "152-173";
- Items 178 - 316 deleted;
- Renumbered Items "317 – 328" to "174 – 185";
- Items 329 -398 deleted;
- Renumbered Items "399 – 470" to "186 -257";
- Item 203, Bidders' Product Identifier changed from "SRIS0003" to

- “SRAI0003”;
- Item 204, Bidders’ Product Identifier changed from “SRIS0006” to “SRAI0006”;
- Item 471, deleted;
- Renumbered Items “472 – 475” to “258 – 261”;
- Item 476, deleted;
- Renumbered Items “477 – 485” to “262 – 270”;
- Item 486, deleted;
- Renumbered Items “487 – 502” to “271-286”;
- Item 503, deleted;
- Renumbered Items “504 – 801” to “287-584”;
- Item 802, deleted;
- Renumbered Items “803 – 1008” to “585-790”;
- Item 636, Product Identifier changed from “MNCR0020” to “FRMC0020”;
- Item 637, Product Identifier changed from “MNCR0050” to “FRMC0050”;
- Item 638, Product Identifier changed from “MNCR0100” to “FRMC0100”;
- Item 639, Product Identifier changed from “MNCR1000” to “FRMC1000”;
- Items 1009-1012, deleted;
- Renumbered Items “1013 – 1018” to “791 - 796”;
- Items 1019-1020, deleted;
- Renumbered Item “1021” to “797”;
- Item 1022, deleted;
- Renumbered Item “1023” to “798”;
- Items 1024 -1045, deleted;
- Renumbered Items “1046 – 1109” to “799 - 862”;
- Item 814, Feature Name changed from “Managed Stackable PoE Switch Cisco 52 Port” to “Managed Stackable PoE Switch Cisco 48 Port”;
- Item 822, Bidder’s Product Identifier changed from “MLRA0000” to “MLNR0000”;
- Item 1110 Feature Name MWLAN Access Point Installation, Product ID MWAI0000 deleted; and
- Renumbered Items “1111 – 1122” to “863-874”.

Page 306, Table 20.3.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment # 5, 04/01/2021”.

# Category 23 – Metropolitan Area Network Ethernet Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Page 1

- Changed Bidder's Company name from "Verizon Business Network Services, Inc.," to "Verizon Business Services"

Header

- Insert "

State of California  
Department of Technology

Verizon Business Services  
C4-DNCS-19-001-28, Am 5  
Category 23 - Technical Requirements

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Page 4

- Table of Contents page numbers updated

Pages 38-116, Table 23.2.1.6.4 – Unsolicited MAE Services and Features

Bidder's Product Identifier

- Item 3, changed "EDERE0002" to "EDER0002"; and
- Item 147, changed "EETF9999" to "EETF0999".

Pages 128 - 260, 23.4.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted; and
- Items 1 – 874, added

23.5.8 Technical Service Level Agreements (SLA)

Pages 271-272, 23.5.8.1 Availability (M-S)

- Objectives table, Access Type insert "Ethernet Dedicated E-Line National, Ethernet Switched E-Line National, Virtual Private LAN Service (VPLS NATIONAL), Ethernet WAVE National Service";
  - Basic (B) "≥ 99.2%";
  - Standard (S) "≥ 99.5%";
  - Premier (P) "≥ 99.9%"; and

- Bidder's Objective Commitment: "P".

Pages 287-279, 23.5.8.7 Latency (M-S)

- Objectives table, Access Type insert "Ethernet Dedicated E-Line National, Ethernet Switched E-Line National, Virtual Private LAN Service (VPLS NATIONAL), Ethernet WAVE National Service";
  - Basic (B) " $\leq 75\text{ms}$ ";
  - Standard (S) " $\leq 50\text{ms}$ ";
  - Premier (P) " $\leq 25\text{ms}$ "; and
  - Bidder's Objective Commitment: Ethernet Dedicated E-Line National, Ethernet Switched E-Line National, Virtual Private LAN Service (VPLS NATIONAL) insert "B"; Ethernet WAVE National Service insert "P".

Pages 280-281, 23.5.8.8 Packet Loss (M-S)

- Objectives table, Access Type insert "Ethernet Dedicated E-Line National, Ethernet Switched E-Line National, Virtual Private LAN Service (VPLS NATIONAL), Ethernet WAVE National Service";
  - Basic (B) " $\leq .7\%$  Packet Loss";
  - Standard (S) " $\leq .5\%$  Packet Loss";
  - Premier (P) " $\leq .2\%$  Packet Loss"; and
  - Bidder's Objective Commitment "P".

Pages 281-283, 23.5.8.9 Provisioning (M-S)

Services table:

- Service (Features must be installed with service except when listed below. Insert "Ethernet Dedicated E-Line National, Virtual Private LAN Service (VPLS NATIONAL), Ethernet WAVE National Service";
  - Committed Interval Days "30"; and
  - "Coordinated/Managed Project".
- Objective 2 table, Access Type insert "Ethernet Dedicated E-Line National, Ethernet Switched E-Line National, Virtual Private LAN Service (VPLS NATIONAL), Ethernet WAVE National Service";
  - Basic (B) " $\geq 90\%$ ";
  - Standard (S) "N/A";
  - Premier (P) " $\geq 95\%$ "; and
  - Bidder's Objective Commitment "P"

Pages 284-285, 23.5.8.10 Time to Repair (M-S)

- Objectives table, Access Type insert "Ethernet Dedicated E-Line National, Ethernet Switched E-Line National, Virtual Private LAN Service (VPLS

NATIONAL), Ethernet WAVE National Service”;

- Basic (B) “6 Hours”;
- Standard (S) “5 Hours”;
- Premier (P) “4 Hours”; and
- Bidder’s Objective Commitment “S”.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment # 5, 04/01/2021”.

Category 23 – Metropolitan Area Network Ethernet Catalog A, is hereby amended to include the following and is attached:

Page 1

- Changed Bidder’s Company name from “Verizon Business Network Services, Inc.,” to “Verizon Business Services”

Header

- Insert “

State of California Department of Technology	Verizon Business Services C4-DNCS-19-001-28, Am 5 Category 23 – Catalog A
---	---

”

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Page 3

- Table of Contents page numbers updated

Page 9, Table 23.2.1.6.4 – Unsolicited MAE Services and Features  
Feature Name

- Item 3, changed “EDERE0002” to “EDER0002”; and
- Item 147, changed “EETF9999” to “EETF0999”.

Pages 65-264, Table 23.4.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted
- Items 1 – 874, inserted

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment # 5, 04/01/2021”.



Category 24 – Flat Rate Internet Services Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Page 1

- Changed Bidder's Company name from "Verizon Business Network Services, Inc.," to "Verizon Business Services"

Header

- Insert "

State of California Department of Technology	Verizon Business Services C4-DNCS-19-001-28, Am 5 Category 24 – Technical Requirements
---	--

"

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3-4

- Table of Contents page numbers updated

Pages 20 - 26, Table 24.2.5.1.c – Unsolicited Internet Flat Rate Service Offering

- Item 7, deleted; and
- Renumbered Items "8 – 29" to "7 – 28".

Pages 43 – 44, Table 24.2.7 – Additional Unsolicited Internet Services Bidder's Product Identifier

- Item 1, changed "VVPZ0256" to "VLMN0256";
- Item 2, changed "VVPZ0512" to "VLMN0512";
- Item 3, changed "VVPZ1024" to "VLMN1024";
- Item 4, changed "VVPZ1536" to "VLMN1536";
- Item 5, changed "VVPZ2048" to "VLMN2048";
- Item 6, changed "VVPZ3072" to "VLMN3072";
- Item 7, changed "VRSZ0000" to "VLMT0000";
- Item 8, changed "AEJF0000" to "SCNI0000";
- Item 9, changed "AYUR0000" to "APSC0000";

- Item 10, changed “CQKY0000” to “SCAC0000”;
- Item 11, changed “VMFW0512” to “VLMC0512”;
- Item 12, changed “VMFW1536” to “VLMC1536”;
- Item 13, changed “VMFW3072” to “VLMC3072”; and
- Item 14, changed “VETW0000” to “VLCR0000”.

Pages 49 - 54, Table 24.4.4.b – Unsolicited DDoS Detection and Mitigation Service and Features

Feature Name

- Items 8 - 11, changed “DDoS Mitigation, Agnostic Internet, Aggregate” to “DDoS Shield Mitigation”; and
- Items 12-123, deleted.

Page 65, Table 24.5.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted

Pages 76 - 89, 24.6.8 Technical Service Level Agreements (SLA) additions:

Page 77, 24.6.8.1 Availability (M-S)

- Objectives table, Access Type inserted “VVM”;
  - Basic (B) “≥ 99.2%”;
  - Standard (S) “≥ 99.5%”;
  - Premier (P) “≥ 99.9%”; and
  - Bidder’s Objective Commitment (B, S or P) “P”.

Page 80, 24.6.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

- Objectives table, Access Type insert “VVM”;
  - Basic (B) “≤ 30 Minutes”;
  - Standard (S) “N/A”;
  - Premier (P) “≤ 15 Minutes”; and
  - Bidder’s Objective Commitment (B or P): “P”.

Page 81, 24.6.8.5 DDoS Mitigation (M-S)

- Objectives table, inserted Access Type “DDoS Shield Mitigation”;
  - Basic (B) “≤ 45 Minutes”;
  - Standard (S) “≤ 30 Minutes”;
  - Premier (P) “≤ 15 Minutes”; and
  - Bidder’s Objective Commitment (B, S or P) “P”.

Page 87, 24.6.8.9 Provisioning (M-S) additions, page 306

- Services table, Access Type insert “VVM”;
  - Committed Interval Days “45”; and
  - Insert “Coordinated/Managed Project”.
- Objectives, Access Type insert “VVM”;
  - Basic (B) “≥ 90%”;
  - Standard (S) “N/A”;
  - Premier (P) “≥ 95%”; and
  - Bidder’s Objective Commitment (B or P) “P”.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment # 5, 04/01/2021”.

Category 24 – Flat Rate Internet Services Catalog A, is hereby amended to include the following and is attached:

Page 1

- Changed Bidder’s Company name from “Verizon Business Network Services, Inc.,” to “Verizon Business Services”

Header

- Insert “
 

State of California Department of Technology	Verizon Business Services C4-DNCS-19-001-28, Am 5 Category 24 – Catalog A
---	---

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Page 3

- Table of Contents page numbers updated

Page 6, Table 24.2.5.1.c – Unsolicited Internet Flat Rate Service Offering

- Item 7, deleted; and
- Renumbered Items “8 – 29” to “7 – 28”.

Pages 11 - 12, Table 24.2.7 – Additional Unsolicited Internet Services

- Items 1 – 14, insert new items

Pages 13 - 25, Table 24.4.4.b – Unsolicited DDoS Detection and Mitigation Service and Features

Feature Name

- Items 8-11, changed “DDoS Mitigation, Agnostic Internet, Aggregate” to “DDoS Shield Mitigation”;

Monthly Recurring Charge

- Item 11, changed from “\$490.00” to “\$420.00”; and
- Items 12-123, deleted.

Page 27, Table 24.5.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment # 5, 04/01/2021”.

Category 25 – Sustained Bandwidth Internet Services Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Page 1

- Changed Bidder’s Company name from “Verizon Business Network Services, Inc.,” to “Verizon Business Services”

Header

- Insert “

State of California  
Department of Technology

Verizon Business Services  
C4-DNCS-19-001-28, Am 5  
Category 25 – Technical Requirements

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 13 - 16, Table 25.2.5.1.c – Unsolicited InSBET Services

Feature Name

- Item 21, changed “TPWA” to “TPWA0000”

Page 54, Table 25.2.6.1 Unsolicited Sustained Bandwidth Internet Services and Features

- Moved Item 1, Feature Name “Order Expedite” to end of table, and renumbered line items.

Pages 60 - 62, Table 25.4.3.2.b – Unsolicited DDoS Detection and Mitigation Services and Features

Feature Name

- Items 8-11, changed “DDoS Mitigation, Agnostic Internet, Aggregate” to “DDoS Shield Mitigation”

#### Bidder’s Product Identifier

- Item 8, changed “DMAI0020” to “DDSA0020”;
- Item 9, changed “DMAI0018” to “DDSA0018”; and
- Items 12-123, deleted.

#### Page 73, Table 25.5.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted

#### Pages 84 - 98, 25.6.8 Technical Service Level Agreements (SLA) additions and deletions:

##### Pages 84-85, 25.6.8.1 Availability (M-S)

- Objectives table, Access Type deleted “VVM”;
  - Basic (B) “≥ 99.2%”;
  - Standard (S) “≥ 99.5%”;
  - Premier (P) “≥ 99.9%”; and
  - Bidder’s Objective Commitment (B, S or P) “P”.

##### Pages 85-86, 25.6.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

- Objectives table, Access Type delete “VVM”;
  - Basic (B) “≤ 30 Minutes”;
  - Standard (S) “N/A”;
  - Premier (P) “≤ 15 Minutes”; and
  - Bidder’s Objective Commitment (B or P) “P”.

##### Pages 89-90, 25.6.8.5 DDoS Mitigation (M-S)

- Objectives table: Access Service insert “DDoS Shield Mitigation”;
  - Basic (B) “≤ 45 Minutes”;
  - Standard (S) “≤ 30 Minutes”;
  - Premier (P) “≤ 15 Minutes” and
  - Bidder’s Objective Commitment (B, S or P) “P”.

##### Pages 94-95, 25.6.8.9 Provisioning (M-S)

- Services table: Service delete “VVM”;
  - Committed Interval Days “45”; and
  - Deleted “Coordinated/Managed Project”.
- Objective 2 table, Access Type delete “VVM”;
  - Basic (B) “≥ 90%”;
  - Standard (S) “N/A”;
  - Premier (P) “≥ 95%” and

- Bidder's Objective Commitment (B or P) "P".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment # 5, 04/01/2021".

Category 25 – Sustained Bandwidth Internet Services Catalog A, is hereby amended to include the following and is attached:

Page 1

- Changed Bidder's Company name from "Verizon Business Network Services, Inc.," to "Verizon Business Services"

Header

- Insert "

State of California Department of Technology	Verizon Business Services C4-DNCS-19-001-28, Am 5 Category 25 – Category A
---	--

"

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3-4

- Table of Contents page numbers updated

Pages 27 - 28, Table 25.4.3.2.b – Unsolicited DDoS Detection and Mitigation Services and Features

Feature Name

- Items 8-11, changed "DDoS Mitigation, Agnostic Internet, Aggregate" to "DDoS Shield Mitigation"; and
- Items 12 - 123, deleted.

Page 30, Table 25.5.2.2 – Unsolicited Services Related Infrastructure

- Items 1 – 1305, deleted.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment # 5, 04/01/2021".

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.