

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

REGISTRATION NUMBER
AMENDMENT NUMBER 07

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 182 PAGES

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

<b>CONTRACTOR</b>	Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
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 (Aug 17, 2021 14:37 PDT)</small>	DATE SIGNED 08/17/2021
PRINTED NAME AND TITLE OF PERSON SIGNING Anthony Recine, Senior Vice President	
ADDRESS One Verizon Way, Basking Ridge, NJ 07920	
<b>STATE OF CALIFORNIA</b>	
CONTRACTING AGENCY NAME California Department of Technology	
CONTRACTING AGENCY AUTHORIZED SIGNATURE  <small>Amy Snow (Aug 19, 2021 15:30 PDT)</small>	DATE SIGNED 08/19/2021
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	



EXEMPT PER:

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

This Attachment 1 dated 06/15/2021, contains a list of revised contract documents hereby incorporated into this Contract.

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

- 16a. Contractor's amended BAFO Response to Category 27 Statement of Work (137 pages)
- 17a. Contractor's amended BAFO Response to Category 27 Catalog A (23 pages)
- 18a. Contractor's amended BAFO Response to Category 28 Business Requirements and Statement of Work (17 pages)
- 19a. Contractor's amended BAFO Response to Category 28 Catalog A (4 pages)

# Amendment No. 7 Summary of Changes

## **C4- DNCS-19-001-28**

This Amendment No. 7 ("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:

Header

• Inserted

“  
State of California  
Department of Technology  
”

Verizon Business Services  
C4-DNCS-19-001-28, Am 7  
Category 27 – Technical Requirements

Page 2

- Removed Addendum Log;
- Added Amendment Log and Amendment 7 content

Pages 3-4, Table of Contents repagination;

Page 6, Section 27.2 Contact Center Services, second paragraph changes made as follows:

- General Provisions – eVAQ Section number changed from “81” to “76”

Page 15, Table 27.2.2.a – Contact Center General Features changes made as follows:

- Item 5, Updated Product Identifier “CCLB0000” to “CLBB0000”

Pages 17-89, Table 27.2.2.b – Unsolicited General Features changes made as follows:

- Items 1-4, Deleted;
- Renumbered line item;
- Item 1,
  - Feature Name changed from “Service” to “Implementation”;
  - Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 2, “CCGF Workforce Management System Pro Service”, “CMSP0000”;
- Renumbered line item;
- Item 3,
  - Feature Name changed from “Service” to “Implementation”;
  - Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 4, “CCGF Workforce Management System Advanced Service”, “CWMS0000”;
- Renumbered line items;
- Item 6,
  - Feature Name added “Implementation”;
  - Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 7, “CCGF Workforce Management Workload Manager Service”, “CWFM0000”;
- Renumbered line item;
- Item 8,

- Feature Name changed “Service” to “Implementation”;
- Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 9, “CCGF Workforce Optimization Pro Service”, “CWPR0000”;
- Item 10,
  - Feature Name changed “Service” to “Implementation”;
  - Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 11, “CCGF Quality Management Pro Service”, “CQSR0000”;
- Renumbered line item;
- Item 12,
  - Feature Name added “Implementation”;
  - Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 13, “CCGF Quality Management Analytics PRO Service”, “CCQP0000”;
- Renumbered line item;
- Item 14,
  - Feature Name changed “Service” to “Implementation”;
  - Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 15, “CCGF Quality Management Advanced Service”, “CCQA0000”;
- Renumbered line item;
- Item 16,
  - Feature Name changed “Service” to “Implementation”;
  - Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 17, “CCGF Screen Capture Premium Advanced Service”, “CSCP0000”;
- Renumbered line items;

- Item 16, Deleted;
- Renumbered line items;
- Item 24, Bidder's Product Description, Restrictions and Limitations updated;
- Renumbered line items;
- Item 25,
  - Feature Name added "Implementation";
  - Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 26, "Enhanced Collaborative Browsing Service", "BRCS0000";
- Renumbered line item;
- Item 27,
  - Feature Name changed "User" to "Implementation";
  - Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 28, "Advanced Chat, Proactive Chat and Co-browse Bundle User Service", "ACPB0000";
- Renumbered line items;
- Item 29, Bidder's Product Description, Restrictions and Limitations updated;
- Renumbered line items;
- Item 30,
  - Feature Name added from "Implementation";
  - Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 31, "inView Performance Management Service", "VPRM0000";
- Renumbered line items;
- Item 34,
  - Feature Name added from "Implementation";

- Bidder's Product Description, Restrictions and Limitations updated;
- Added Item 35, "Personal Connection Dialer Enhanced Agent Service", "CDEA0000";
- Added Item 36, "Inbound SMS Implementation", "ISMI0000";
- Added Item 37, "Inbound SMS Application Setup", "ISAS0000";
- Added Item 38, "Inbound SMS Application Platform", "ISMP0000";
- Renumbered line items;
- Added Item 41, "SMS Short Code Overage", "SMGC0000";
- Renumbered line items;
- Added Item 44, "SMS Custom Short Code Overage", "SMEP0000";
- Renumbered line items;
- Added Item 47, "SMS Long Code Overage", "SLNC0000";
- Renumbered line items;
- Item 50,
  - Feature Name changed "Usage Per Message" to "Overage";
  - Bidder's Product Description, Restrictions and Limitations added;
- Renumbered line items;
- Item 54,
  - Feature Name changed from "Overage Outbound SMS Message" to "Outbound SMS Message Overage";
  - Bidder's Product Description, Restrictions and Limitations updated;
- Renumbered line items;
- Items 60-62, Bidder's Product Description, Restrictions and Limitations updated;
- Item 50, Deleted;
- Renumbered line items;

- Item 72, Bidder's Product Description, Restrictions and Limitations updated;
- Item 61, Deleted;
- Renumbered line items;
- Item 83, Bidder's Product Description, Restrictions and Limitations updated;
- Item 73 Deleted;
- Renumbered line items;
- Item 89, Bidder's Product Description, Restrictions and Limitations updated;
- Item 80, Deleted;
- Renumbered line items;
- Item 131, Bidder's Product Description, Restrictions and Limitations updated;
- Item 127, Deleted;
- Renumbered line items;
- Item 132, Deleted;
- Renumbered line items;
- Item 142, Deleted;
- Renumbered line items;

Pages 106-118, Table 27.2.4.5.b – Unsolicited IVR Services and Features changes made as follows:

- Items 7-8, Bidder's Product Description, Restrictions and Limitations updated;
- Item 9, Deleted;
- Renumbered line items;
- Items 10-12, Bidder's Product Description, Restrictions and Limitations updated;
- Item 16,



- Feature Name changed from “Service” to “Implementation”;
- Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 17, “Direct Data Connect (DDC) Service”, “SVDC0000”;
- Item 18,
  - Feature Name added “Implementation”;
  - Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 19, “Omnichannel Analytics Service”, “OCHS0000”;
- Item 19, Deleted, “Hosted Intelligent Contact Routing (HICR) Service”, “HJLY0000”;
- Item 20, Bidder’s Product Description, Restrictions and Limitations updated;
- Items 27, 29-30, Deleted;
- Renumbered line items;
- Item 37, Bidder’s Product Description, Restrictions and Limitations updated;
- Item 41, Deleted;
- Renumbered line items;
- Items 38-40, Bidder’s Product Description, Restrictions and Limitations updated;
- Item 45, Deleted;
- Renumbered line items;
- Item 46,
  - Feature Name added “Implementation”;
  - Bidder’s Product Description, Restrictions and Limitations updated;
- Added Item 47, “Auto Attendant LITE Service”, “ATNL0000”;
- Renumbered line item;
- Item 48,

- Feature Name added “Implementation”;
- Bidder’s Product Description, Restrictions and Limitations updated;
- Item 49, “Auto Attendant Standard Service”, “AUAS0000”;
- Renumbered line item

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #7, 6/15/21”.

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

Header

- Inserted
- |                          |                           |
|--------------------------|---------------------------|
| “                        | Verizon Business Services |
| State of California      | C4-DNCS-19-001-28, Am 7   |
| Department of Technology | Category 27 – Catalog A   |
| ”                        |                           |

Page 2

- Removed Addendum Log;
- Added Amendment Log and Amendment 7 content

Page 3, Table of Contents repagination;

Page 4, Table 27.2.2.a – Contact Center General Features changes made as follows:

- Item 5, Updated Product Identifier “CCLB0000” to “CLBB0000”

Pages 5-23, Table 27.2.2.b – Unsolicited General Features changes made as follows:

- Items 1-4, Deleted;
- Renumbered line item;
- Item 1,
  - Feature Name changed “Service” to “Implementation”;

- Monthly Recurring Charge deleted;
- Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 2, “CCGF Workforce Management System Pro Service”, “CMSP0000”;
- Renumbered line item;
- Item 3,
  - Feature Name changed “Service” to “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 4, “CCGF Workforce Management System Advanced Service”, “CWMS0000”;
- Renumbered line items;
- Item 6,
  - Feature Name added “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 7, “CCGF Workforce Management Workload Manager Service”, “CWFM0000”;
- Renumbered line item;
- Item 8,
  - Feature Name changed “Service” to “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 9, “CCGF Workforce Optimization Pro Service”, “CWPR0000”;

- Item 10,
  - Feature Name changed “Service” to “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 11, “CCGF Quality Management Pro Service”, “CQSR0000”;
- Item 12,
  - Feature Name added “Implementation”;
  - Item 12, Monthly Recurring Charge deleted;
  - Item 12, Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 13, “CCGF Quality Management Analytics PRO Service”, “CCQP0000”;
- Renumbered line item;
- Item 14,
  - Feature Name changed “Service” to “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 15, “CCGF Quality Management Advanced Service”, “CCQA0000”;
- Renumbered line item;
- Item 16,
  - Feature Name changed from “Service” to “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 17, “CCGF Screen Capture Premium Advanced Service”,

“CSCP0000”;

- Renumbered line items;
- Item 16, Deleted;
- Renumbered line items;
- Item 21, Unit of Measure changed “GB” to “Configured User”;
- Renumbered line items;
- Item 23, Unit of Measure changed “User” to “GB Per BU”;
- Renumbered line items;
- Item 25,
  - Feature Name added “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “User” to “Ordered Implementation”;
- Added Item 26, “Enhanced Collaborative Browsing Service”, “BRCS0000”;
- Renumbered line item;
- Item 27,
  - Feature Name changed “User” to “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “User” to “Ordered Implementation”;
- Added Item 28, “Advanced Chat, Proactive Chat and Cobrowse Bundle User Service”, “ACPB0000”;
- Renumbered line items;
- Item 30,
  - Feature Name added “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “User” to “Ordered Implementation”;

- Added Item 31, "inView Performance Management Service", "VPRM0000";
- Renumbered line items;
- Item 34,
  - Feature Name added "Implementation";
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed "Configured User" to "Ordered Implementation";
- Added Item 35, "Personal Connection Dialer Enhanced Agent Service", "CDEA0000";
- Added Item 36, "Inbound SMS Implementation", "ISMI0000";
- Added Item 37, "Inbound SMS Application Setup", "ISAS0000";
- Added Item 38, "Inbound SMS Application Setup", "ISMP0000";
- Renumbered line items;
- Added Item 41, "SMS Short Code Overage", Product ID "SMGC0000";
- Renumbered line items;
- Added Item 44, "SMS Custom Short Code Overage", "SMEP0000";
- Renumbered line items;
- Added Item 47, "SMS Long Code Overage", "SLNC0000";
- Renumbered line items;
- Item 50,
  - Feature Name changed "Usage Per Message" to "Overage";
  - Monthly Recurring Charge corrected;
  - Unit of Measure added "of Overage";
- Renumbered line items;
- Item 54,
  - Feature Name changed "Overage Outbound SMS Message" to

“Outbound SMS Message Overage”;

- Monthly Recurring Charge corrected;
- Renumbered line items;
- Item 50 Deleted;
- Renumbered line items;
- Item 61 Deleted;
- Renumbered line items;
- Item 73 Deleted;
- Renumbered line items;
- Item 80 Deleted;
- Renumbered line items;
- Item 91, Moved Non-Recurring Charge to Monthly Recurring Charge;
- Renumbered line items;
- Item 127 deleted;
- Renumbered line items;
- Item 132 Deleted;
- Renumbered line items;
- Item 142, Deleted;
- Renumbered line items;

Pages 20-23, Table 27.2.4.5.b – Unsolicited IVR Services and Features changes made as follows:

- Items 2-7, Moved Monthly Recurring Charge to Non-Recurring Charge;
- Item 9, Deleted;
- Renumbered line items;
- Items 10-12, Moved Monthly Recurring Charge to Non-Recurring Charge;

- Item 16,
  - Feature Name changed “Service Direct Data Connect (DDC)” to “Direct Data Connect (DDC) Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Business Unit” to “Ordered Implementation”;
- Added Item 17, “Direct Data Connect (DDC) Service”, “SVDC0000”;
- Item 18,
  - Feature Name added “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “Configured User” to “Ordered Implementation”;
- Added Item 19, “Omnichannel Analytics Service”, “OCHS0000”;
- Item 19, Deleted, “Hosted Intelligent Contact Routing (HICR) Service”, “HJLY0000”;
- Items 21 and 26, Moved Monthly Recurring Charge to Non-Recurring Charge;
- Items 27, 29-30, Deleted;
- Renumbered line items;
- Items 28, 30-34, Moved Monthly Recurring Charge to Non-Recurring Charge;
- Item 41, Deleted;
- Renumbered line items;
- Items 38-40, Moved Monthly Recurring Charge to Non-Recurring Charge;
- Item 45, Deleted;
- Renumbered line items;
- Items 42-45, Unit of Measure changed “Occurrence” to “Agent”;
- Item 46,



- Feature Name added “Implementation”;
- Monthly Recurring Charge deleted;
- Unit of Measure changed “User” to “Ordered Implementation”;
- Added Item 47, “Auto Attendant LITE Service”, “ATNL0000”;
- Renumbered line item;
- Item 48,
  - Feature Name added from “Implementation”;
  - Monthly Recurring Charge deleted;
  - Unit of Measure changed “User” to “Ordered Implementation”;
- Added Item 49, “Auto Attendant Standard Service”, “AUAS0000”;
- Item 50, Moved Monthly Recurring Charge to Non-Recurring Charge

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #7, 6/15/21”.

Category 28 – Custom Contact Center Services - Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Header

<ul style="list-style-type: none"> <li>● Inserted</li> </ul> <p>“ State of California Department of Technology ”</p>	<p>Verizon Business Services C4-DNCS-19-001-28, Am 7 Category 28 – Technical &amp; Business Requirements</p>
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Throughout document

- Inserted pages numbers

Page 2

- Removed Addendum Log;
- Added Amendment Log and Amendment 7 content

Page 3, Table of Contents repagination;

Page 9, Section 28.4 Customized Contact Center Consulting Services, second paragraph changes made as follows:

- General Provisions – eVAQ Section number changed from “81” to “76”

Pages 14-17, Table 28.4.b Unsolicited Hourly Consulting Services changes made as follows:

- Item 4, Updated Bidder's Product Description, Restrictions, and Limitations;
- Item 5,
  - Feature Name changed “Premier” to “Basic”;
  - Updated Bidder's Product Description, Restrictions, and Limitations;
- Item 6,
  - Feature Name changed “Premier Plus” to “Essentials”;
  - Updated Bidder's Product Description, Restrictions, and Limitations;
- Item 7,
  - Feature Name changed “Enterprise” to “Choice”;
  - Updated Bidder's Product Description, Restrictions, and Limitations;
- Item 8,
  - Feature Name changed “Enterprise Plus” to “Elite”;
  - Updated Bidder's Product Description, Restrictions, and Limitations;
- Added Item 9, “Custom Help Desk Services”, “NBHD0000”

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #7, 6/15/21”.

Category 28 – Custom Contact Center Services – Catalog A, is hereby amended to include the following and is attached:

Header

“  
State of California  
Department of Technology  
”

Verizon Business Services  
C4-DNCS-19-001-28, Am 7  
Category 28 – Catalog A

Throughout document

- Inserted pages numbers

Page 2

- Removed Addendum Log;
- Added Amendment Log and Amendment 7 content

Page 4, Table 28.4.a - Customized Contact Center Consulting Services changes made as follows:

- Item 2, Non-Recurring Charge corrected;
- Item 4, Non-Recurring Charge corrected

Page 4, Table 28.4.b - Unsolicited Customized Contact Center Consulting Services changes made as follows:

- Items 1-4, Monthly Recurring Charge changed “\$” to “N/A”;
- Item 5,
  - Feature Name changed “Premier” to “Basic”;
  - Non-Recurring Charge added;
  - Monthly Recurring Charge changed “\$” to “N/A”;
  - Unit of Measure changed “Occurrence” to “Hour”;
- Item 6,
  - Feature Name changed “Premier Plus” to “Essentials”;
  - Non-Recurring Charge added;
  - Monthly Recurring Charge changed “\$” to “N/A”;
  - Unit of Measure changed “Occurrence” to “Hour”;
- Item 7,

- Feature Name changed “Enterprise” to “Choice”;
- Non-Recurring Charge added;
- Monthly Recurring Charge changed “\$” to “N/A”;
- Unit of Measure changed “Occurrence” to “Hour”;
- Item 8,
  - Feature Name changed “Enterprise Plus” to “Elite”;
  - Non-Recurring Charge added;
  - Monthly Recurring Charge changed “\$” to “N/A”;
  - Unit of Measure changed “Occurrence” to “Hour”;
- Added Item 9, “Custom Help Desk Services”, “NBHD0000”

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: “Amendment #7, 6/15/21”. 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