STATE OF CALIFORNIA

STANDARD AGREEMENT AMENDMENT

STD. 213 A (Rev 2/12)

X CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED	207 Pages	AGREEMENT NUMBER IFB STPD 12-001-B, C3-B-13-02-TS-08 REGISTRATION NUMBER	AMENDMENT NUMBER 1

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

Verizon Business Network Services Inc., on behalf of and as agent for MCI Communications Services Inc., MCI Communications Services Inc., MCImetro Access Transmission Services LLC., Verizon California Inc., and Verizon Select Services Inc., (together "Verizon")

2. The term of this Agreement is March 26, 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. This amendment incorporates the following changes, Subject CALNET 3, IFB STPD 12-001-B Subcategory 6.1: Hosted IVR/ACD

1) Changes State signature on original STD 213 A, dated (April 7, 2014) from Steve Rushing - Statewide Telecommunication and Network Division (STND), to Barbara Garrett – Statewide Telecommunications and Network Division (STND) (1 page)

2) Attachment 1: Revisions to IFB-B STPD 12-001-B, General Instructions, Addendum 7, dated 1/31/2014 (101 pages)

3) Attachment 2: Revisions to Volume 2, Response to Unique Subcategory Requirements (87 pages)

4) Attachment 3: Revisions to Volume 3, Cost Information (18 pages)

This Agreement is effective upon the start date, or California Department of Technology approval, whichever is later.

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.

CONTRACTOR		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) MCI Network Services, Inc. or MCI Financial Management Corp. on behalf of MCI Communications Services, Inc. d/b/a Verizon Business Services and other Verizon Companies		Approved MCL 3/3/15
BY (Authorized Signature) Marsha K. Harrell	DATE SIGNED (Do not type) 1/15/15	
PRINTED NAME AND TITLE OF PERSON SIGNING Marsha K. Harrell, Sr. Consultant – Pricing/Contract Management		
ADDRESS 11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670		
STATE OF CALIFORNIA		
AGENCY NAME California Department of Technology		
BY (Authorized Signature) Barbara Garrett	DATE SIGNED (Do not type) 1/23/15	
PRINTED NAME AND TITLE OF PERSON SIGNING Barbara Garrett, Deputy Director, Office of Technology Services - STND		☐ Exempt per:
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 #1, Rev. December 3, 2014

CALNET 3, Category 6: Call Center Telephony

Subcategory 6.1 – Hosted IVR/ACD

Amendment Summary

CALIFORNIA INTEGRATED INFORMATION NETWORK 3 (CALNET 3),
CATEGORY 6 AMENDMENT No. 1
FOR CALL CENTER TELEPHONY
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. 1 ("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"), the successor in interest to MCI Telecommunications Corporation ("MCI"), 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") 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 for Subcategory 6.1 blue lines, and to include the IFB and contract agreement numbers, and miscellaneous formatting for clarification as follows:

1. Subcategory 6.1 Hosted IVR/ACD,
   Volume 2 – Response to Unique Subcategory Requirements, SOW Technical Requirements Response

   - Front Cover
     - Updated cover to include Agreement #C3-B-13-02-TS-08, Amendment 1 reference, Date, Subcategory 6.1, Volume 2 – Response to Unique Subcategory Requirements, SOW Technical Requirements Response
   - Contents, pages i - ii
     - Contents repagination
     - Updated subsection title for 6.1.2.2.11 NBCC Advanced Score Card/Advanced Quality Management
   - Header, pages i – ii and 1-84
     - Updated to include Agreement #C3-B-13-02-TS-08, Volume 2 - Technical Response, Subcategory 6.1 Hosted IVR/ACD
   - Footer, pages i – ii and 1-84

  - Updated to include Amendment 1 and date
- 6.1.2.2.11 NBCC Quality Management Description, page 22
  - Modified subsection title to NBCC Advanced Score Card/Advanced Quality Management
  - Modified Description response
- Table 6.1.2.2.a – Network Based Contact (NBCC) General Features, pages 23-25
  - Updated Service name
  - Added Table header rows, pages 24-25
- Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features, pages 26-33
  - Updated Service name, page 26
  - Item 1, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis – Bidder's Product Description revised, page 26
  - Item 2, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package – Feature Name revised; Feature Description revised and Bidder's Product Description revised, page 26
  - Added the following:
    - Item 3, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Additional One Time Support, page 27
    - Item 4, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support, page 27
    - Item 5, NBCC Workforce Management System Advanced Service, pages 27-28
  - Item 3, NBCC Workforce Management System Advanced Service Implementation Package – Changed to Item 6, Feature Name revised; Feature Description revised and Bidder's Product Description revised, page 28
  - Added Item 7, NBCC Workforce Management System Optimization Service, page 29
  - Item 4, NBCC Workforce Management System Optimization Implementation Package – Changed to Item 8, Feature Name revised; Feature Description revised and Bidder's Product Description revised, pages 29-30

- Added Item 9, NBCC Workforce Management System Optimization Advanced Service, page 30
- Item 5, NBCC Workforce Management System Optimization Advanced Implementation Package – Changed to Item 10, Feature Name revised; Feature Description revised and Bidder's Product Description revised, pages 30-31
- Item 6, NBCC Advanced Score Card/Advanced Quality Management – Changed to Item 11, Feature Name revised; Feature Description revised and Bidder's Product Description revised, page 31
- Item 7, NBCC Workforce Management System Echo Survey - Changed to Item 12, page 31
- Item 8, NBCC Workforce Management System Echo Survey Complete Results – Changed to Item 13, page 32
- Item 9, NBCC Hiring – Changed to Item 14, page 32
- Item 10, NBCC Hiring Additional Candidate – Changed to Item 15, page 32
- Item 11, NBCC Screen Capture Customer Premium Network Interface – Changed to Item 16 and Bidder's Product Description revised, page 32
- Item 12, NBCC Progressive Dialing – Changed to Item 17, page 33
- Item 13, NBCC Advanced Outbound Application Usage – Changed to Item 18, page 33
- Added Table header rows, pages 27-33

- Table 6.1.2.3.7.1.a Network Based Automatic Call Distributor (NBACD) Basic Agent Package, pages 45-47
  - Updated Service Name, page 45
  - Added Table header rows, pages 45-47
- Table 6.1.2.3.7.1.b Unsolicited Network Based Automatic Call Distributor (NBACD) Agent Package Features, page 48
  - Updated Service name, page 48
  - Item 1, NBACD Universal Capacity Queue Port - Bidder's Product Description revised, page 48
  - Item 3, NBACD Port Capacity - Bidder's Product Description revised, page 48
- Table 6.1.2.3.7.2.a Network Based Automatic Call Distributor (NBACD) Supervisor's Package, page 50
  - Updated Service Name, page 50
  - Added Table header rows, page 51

- Table 6.1.2.3.7.2.b Unsolicited Network Based Automatic Call Distributor (NBACD) Supervisor's Package, page 51
  - Updated Service Name
- Table 6.1.2.3.7.3.b Unsolicited Network ACD System Administrator Software Package Features, page 53
  - Updated Service Name
- Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features, pages 62-68
  - Updated Service Name, page 62
  - Item 6, HICR IVR with Standard Application Usage - Bidder's Product Description revised, page 63
  - Item 28, NBIVR Custom Project Management-N – Bidder's Product Description revised, page 68
  - Item 29, NBIVR Custom Project Management-M – Bidder's Product Description revised, page 69
  - Item 34, HICR Custom Skills Assessor - Feature Name revised; Feature Description revised and Bidder's Product Description revised, page 71
  - Added Table header rows, pages 61-71

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

- Front Cover
  - Updated cover to include Agreement #C3-B-13-02-TS-08, Amendment 1 reference, date
- Added Table of Contents, pages i-iii
- Header, pages 1-14
  - Updated to include Agreement #C3-B-13-02-TS-08
- Footer, pages 1-14
  - Updated to include Amendment 1 and date
- Table 6.1.2.2 Unsolicited NBCC General Features, pages 3-6
  - Removed Header A-I, page 3
  - Item 2, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package – Feature Name revised, Feature Description and Feature Restrictions,

Limitations, Additional Information revised; Monthly Recurring Charge/item per unit charge deleted, page 4

- Added the following:
  - Item 3, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Additional One Time support, page 5
  - Item 4, NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support, page 5
  - Item 5, NBCC Workforce Management System Advanced Service, page 5
- Item 3, NBCC Workforce Management System Advanced Service Implementation Package – Changed to Item 6, Feature Name revised, Feature Description and Unit of measure revised; Monthly Recurring Charge/item per unit charge deleted, page 5
- Added Item 7, NBCC Workforce Management System Optimization Service, page 5
- Item 4, NBCC Workforce Management System Optimization – Implementation Package – Changed to Item 8, Feature Name revised, Feature Description and Unit of measure revised; Monthly Recurring Charge/item per unit charge deleted, page 5
- Added Item 9, NBCC Workforce Management System Optimization Advanced Service, page 5
- Item 5, NBCC Workforce Management System Optimization Advanced Implementation Package – Changed to Item 10, Feature Name revised, Feature Description and Unit of measure revised; Monthly Recurring Charge/item per unit charge deleted, page 5
- Item 6, NBCC Advanced Score Card/Advanced Quality Management – Changed to Item 11, Feature Name revised, Feature Description and Unit of measure revised; Feature Restrictions, Limitations added, page 6
- Item 7, NBCC Workforce Management System Echo Survey - Changed to Item 12, page 6
- Item 8, NBCC Workforce Management System Echo Survey Complete Results – Changed to Item 13, page 6
- Item 9, NBCC Hiring – Changed to Item 14, page 6
- Item 10, NBCC Hiring Additional Candidate – Changed to Item 15, page 6
- Item 11, NBCC Screen Capture Customer Premium Network Interface – Changed to Item 16; Non-Recurring Charge per items, Monthly Recurring Charge/item per unit and Unit of measure revised, page 6

  - Item 12, NBCC Progressive Dialing – Changed to Item 17, page 6
  - Item 13, NBCC Advanced Outbound Application Usage – Changed to Item 18, page 6

- 6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package, page 7
  - Removed Header A-I
- 6.1.2.3.7.2 Network ACD System Administrator Software Package, page 9
  - Removed Header A-I
- 6.1.2.3.7.3 Network Based Automatic Call Distributor (NBACD) Basic Agent Package, page 11
  - Removed Header A-I
- Table 6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features, pages 12-14
  - Removed Header A-I, page 12
  - Item 6, HICR IVR with Standard Application Usage - Monthly Recurring Charge/item per unit revised, page 12
  - Item 34, HICR Custom Skills Assessor - Feature Name revised and Feature Description revised, page 14

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.