

REGISTRATION NUMBER
AMENDMENT NUMBER 20

AGREEMENT NUMBER C4-DNCS-19-001-28
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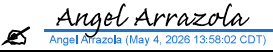

- This Agreement is entered into between the Contracting Agency and the Contractor named below:  

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 213A by CDT-OSTP, whichever is later through June 30, 2028, with no options to extend remaining.
- 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 OSTP 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>	<b>Department of Technology (CDT), Office of Statewide Technology Procurement (OSTP) Use Only</b>
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>Angel Arrazola (May 4, 2026 13:58:02 CDT)</small>	DATE SIGNED <b>05/04/2026</b>
PRINTED NAME AND TITLE OF PERSON SIGNING Angel Arrazola, Sr. Analyst - Contract Management	
ADDRESS 6929 N Lakewood Ave., Tulsa, OK 74117	
<b>STATE OF CALIFORNIA</b>	
CONTRACTING AGENCY NAME California Department of Technology, Office of Technology Services	
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED <b>05/04/2026</b>
PRINTED NAME AND TITLE OF PERSON SIGNING Chaeny Emanavin, Deputy State Chief Technology Officer	
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810	

California Department of Technology

APPROVED

Date **05/04/2026**

Signed Lauren Neisen

Office of Statewide Technology Procurement

EXEMPT PER:

**STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF TECHNOLOGY  
AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 20  
MCI Communications Services, LLC dba Verizon Business Services**

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

This Attachment 1 dated 04/06/2026, 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 (462 pages)
- 17a. Contractor's amended BAFO Response to Category 27 Catalog A (124 pages)

# Amendment No. 20 Summary of Changes

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

This Amendment No. 20 ("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 2-462, Headers, modified to add Amendment 20 content;

Page 2, Amendment Log, modified to add Amendment 20 content;

Pages 3-4, Table of Contents repagination;

Pages 139 – 407, Table 27.2.2.b Unsolicited General Features, changes made as follows:

- Modified Line items 191 – 192 Feature Name and Bidder's Product Description, Restrictions and Limitations,
- Added Line Items 228 - 987.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 20, 04/06/2026".

Category 27 – Standard Standalone Contact Center

Services - Catalog A, is hereby amended to include the following and is attached:

Pages 2-124, Headers, modified to add Amendment 20 content;

Page 2, Amendment Log, modified to add Amendment 20 content;

Page 3, Table of Contents repagination;

Pages 27 – 119, Table 27.2.2.b Unsolicited General Features, changes made as follows:

- Added Line Items 228 - 987.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 20, 04/06/2026".

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.