STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

**STANDARD AGREEMENT AMENDMENT**

TECH 213A (rev. 06/2020)

| REGISTRATION NUMBER | |
|---|---|
| AGREEMENT NUMBER<br>C4-DNCS-19-001-28 | AMENDMENT NUMBER<br>11 |

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

CONTRACTING AGENCY NAME
California Department of Technology, Office of Technology Services

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, with three (3) one-year options to extend

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** | | **Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only** |
|---|---|---|
| CONTRACTOR NAME *(If other than an individual, state whether a corporation, partnership, etc.)*<br>MCI Communications Services, LLC dba Verizon Business Services | | |
| CONTRACTOR AUTHORIZED SIGNATURE<br>Angel Arrazola<br>Angel Arrazola (Dec 18, 2023 12:52 CST) | DATE SIGNED<br>Dec 18, 2023 | |
| PRINTED NAME AND TITLE OF PERSON SIGNING<br>Angel Arrazola, Senior Analyst | | |
| ADDRESS<br>6929 N Lakewood Ave, Tulsa, OK 74117 | | |
| **STATE OF CALIFORNIA** | | |
| CONTRACTING AGENCY NAME<br>California Department of Technology, Office of Technology Services | | |
| CONTRACTING AGENCY AUTHORIZED SIGNATURE<br>Victor Krause | DATE SIGNED<br>Dec 18, 2023 | |
| PRINTED NAME AND TITLE OF PERSON SIGNING<br>Victor Krause, Acting Deputy State Chief Technology Officer | | ☐ EXEMPT PER: |
| CONTRACTING AGENCY ADDRESS<br>P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810 | | |



**STATE OF CALIFORNIA**
**CALIFORNIA DEPARTMENT OF TECHNOLOGY**
**AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 11**
**Verizon Business Services**

## ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 10/30/2023, 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 (152 pages)
17a. Contractor's amended BAFO Response to Category 27 Catalog A (27 pages)

# Amendment No. 11 Summary of Changes

## C4- DNCS-19-001-28

This Amendment No. 11 ("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 2-152, Header, Updated to add Amendment 11 content;

Page 2, Amendment Log, Updated to add Amendment 11 content;

Pages 3-4, Table of Contents repagination;

Pages 89 – 104, Table 27.2.2.b Unsolicited General Features, changes made as follows:

Items 155 - 186, added lines and services content.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 11, 10/30/2023".

## Category 27 – Standard Standalone Contact Center Services - Catalog A, is hereby amended to include the

following and is attached:

Pages 2-27, Header, Updated to add Amendment 11 content;

Page 2, Amendment Log, Updated to add Amendment 11 content;

Page 3, Table of Contents repagination;

Pages 18 – 22, Table 27.2.2.b Unsolicited General Features, changes made as follows:

Items 155 - 186, added lines and services content.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 11, 10/30/2023".

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.