

STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
 STD. 213 A (Rev 2/12)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

21 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-22 (DTS 06E1392)	17
REGISTRATION NUMBER	

- This Agreement is entered into between the State Agency and Contractor named below:
 STATE AGENCY'S NAME
California Technology Agency (Formerly Office of the State Chief Information Officer (OCIO))
 CONTRACTOR'S NAME
MCI Network Services, Inc. or MCI Financial Management, Corp. on behalf of MCI Communications Services, Inc. d/b/a Verizon Business Services and other authorized Verizon Companies
- The term of this Agreement is 1/30/2007 through 1/29/2014
- The maximum amount of this agreement after this amendment is: N/A
- 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. Signature authority for the Office of the State Chief Information Officer (OCIO) has changed to the California Technology Agency per Chapter 404, Statutes of 2010, AB 2408 effective January 1, 2011. Under Public Contract Code Section 12120, this administrative amendment hereby replaces the State Agency's Name on the STD 213 A as follows:

From: Department of General Services
To: California Technology Agency

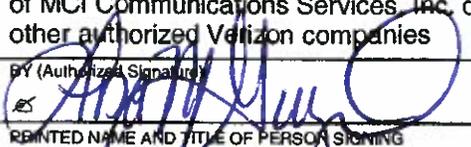
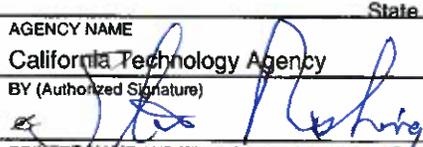
All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by California Technology Agency, Office of Telecommunications Procurement, ~~3101 Gold Camp Dr.~~, Rancho Cordova, CA ~~95670~~.
 95741 P.O. Box 1810, Mail Stop Y 12,

Continued on the next page.

This Agreement is effective June 1, 2012, or upon California Technology Agency 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 TECHNOLOGY AGENCY Use Only 
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) <u>MCI Network Services, Inc. or MCI Financial Management, Corp. On behalf of MCI Communications Services, Inc. d/b/a Verizon Business Service and other authorized Verizon companies</u>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>11/30/12</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <u>Lisa M. Guignard, Director-Pricing/Contract Management</u>		
ADDRESS <u>22001 Loudoun County Parkway, Ashburn, VA 20147</u>		
State of California		
AGENCY NAME		<input type="checkbox"/> Exempt per:
<u>California Technology Agency</u>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>12/12/12</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <u>Steve Rushing, Deputy Director, Office of Technology Services - STND</u>		
ADDRESS <u>P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810</u>		

Continuation

STD 213A Standard Agreement Amendment 5-06-58-22 (DTS 06E1392) 17

Pursuant to Section 28 Contract Modifications under RFP DGS-2053, the following Amendments and changes are made to the following sections and attachments:

B. This amendment includes the following changes, Subject CALNET 2, MSA 3 (Verizon):

1. 6.3.5.1 Converged Services, IP Network Based Automatic Call Distribution (ACD), Attachment 3 has been modified to include additional services as follows:

- Addition of “Services” in the Section name in the header, pages 1-14
- Correction of Section name in the footer, pages 1-14
- Virtual Contact Center (VCC) subheading addition, page 2
 - Virtual Contact Center – Agent Package Set-Up addition, page 2
 - Feature Limits or Compatibility Restrictions addition “Existing clients migrating from Web Center to the new VCC platform will have the \$15 Agent Package Set Up - NRC fee waived”, page 2
 - Virtual Contact Center – Agent Package addition, page 2
 - Virtual Contact Center – Supervisor Package Set-Up addition, page 3
 - Feature Limits or Compatibility Restrictions addition “Existing clients migrating from Web Center to the new VCC platform will have the \$15 Supervisor Package Set Up - NRC fee waived.”, page 3
 - Virtual Contact Center – Supervisor Package addition, page 3
 - IP Toll Free Terminations addition, pages 4-5
 - IP Toll Free Local Origination addition, page 5
 - IP Toll Free Alternate Routing addition, page 6
 - IP Toll Free Network Call Redirect addition, page 6
 - IP Toll Free Combined Features Package addition, page 7
 - Virtual Contact Center Installation addition, pages 8-9
 - Feature Limits or Compatibility Restrictions additions “Custom application development may apply based upon customer requirements.” “Existing clients migrating from Web Center to the new VCC platform will have the \$5,000 VCC Installation - NRC fee waived.”, page 8
 - Virtual Contact Center Queuing addition, page 9
 - Virtual Contact Center Recording addition, page 10
 - Virtual Contact Center Recording Data Storage addition, page 11
 - Virtual Contact Center Automated Speech addition, page 11
 - Virtual Contact Center Automated Speech Implementation addition, page 12
 - Virtual Contact Center Hiring – Candidates addition, page 13
 - Contact Center Advanced Design Consulting – Executive Consulting addition, page 13
- Applicable Service Level Agreements: Provisioning addition, page 14

Replace Attachment 3 Section 6.3.5.1 (Pages 1-2) with amended section (Pages 1-14)

2. 6.3.5.1 Converged Services, IP Network Based Automatic Call Distribution (ACD), Attachment 4 has been modified to include additional services as follows:

- Deletion of "Services" in the Section name in the footer, pages 1-4
- Virtual Contact Center (VCC) subheading addition, page 2
 - Note addition under subheading, page 2
 - Virtual Contact Center – Agent Package Set-Up addition, page 2
 - Virtual Contact Center – Agent Package addition, page 2
 - Virtual Contact Center – Supervisor Package Set-Up addition, page 2
 - Virtual Contact Center – Supervisor Package addition, page 2
 - IP Toll Free Terminations addition, page 2
 - IP Toll Free Local Origination addition, page 2
 - IP Toll Free Alternate Routing addition, page 2
 - IP Toll Free Network Call Redirect addition, page 2
 - IP Toll Free Combined Features Package addition, page 2
 - Virtual Contact Center Installation addition, page 2
 - Virtual Contact Center Queuing addition, page 2
 - Virtual Contact Center Recording addition, page 2
 - Virtual Contact Center Recording Data Storage addition, page 2
 - Virtual Contact Center Automated Speech addition, page 3
 - Virtual Contact Center Automated Speech Implementation addition, page 3
 - Virtual Contact Center Hiring – Candidates addition, page 3
 - Contact Center Advanced Design Consulting – Executive Consulting addition, page 3

Replace Attachment 4 Section 6.3.5.1 (Pages 1-2) with amended section (Pages 1-4)

C. Amendment Summary:

- **What is this amendment about?**

Section 6.3.5.1 Converged Services, IP Network Based Automatic Call Distribution (ACD), Attachments 3 & 4 are being modified to include a replacement platform Virtual Call Center (VCC) which will replace existing Contact Center Hosted ACD/Web Center Services and Features that have reached their End-of Life cycle. The services being replaced are currently located in Section 6.3.5.

- **Why is the contract being amended?**

This amendment will provide a transition path for existing contract customers that are currently using Contact Center Hosted ACD/Web Center Services and Features.

- **What is the reason/purpose for the amendment?**

The purpose of this amendment is to provide an alternative Call Center Platform so continuity of service can be assured for agencies.

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Service Identifier: IP Network Based Automatic Call Distribution (ACD)

Description of the Service: The Contact Center Solution will provide 8 to over 192 ports of IP Network ACD. Converged IP Contact Center Applications are ubiquitous and available to all CALNET II Contact Centers. The Contact Center solutions provided are scalable and can be customized to meet the requirements of the smallest to the very largest CALNET II Contact Centers. The IP Contact Center Application platforms are redundant, the routes are diverse, and provide survivability for Business Continuity and Disaster Planning conditions.

Unless noted separately in Attachment 4, services include the following elements: planning, applicable design, engineering, testing, installation, and training, where applicable.

The VCC platform is replacing the Web Center platform for ACD service. All ACD functions will be maintained as they exist.

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
IP Network Based Automatic Call Distributor (ACD)	See Below	The Contact Center Solution will provide 8 to over 192 ports of IP Network ACD. This service is a cost per minute charge that Verizon bundles into the agent/supervisor package of IP Based ACD.	
- IP Network ACD 8 Port	IACD0008		
- IP Network ACD 24 Port	IACD0024		
- IP Network ACD 48 Port	IACD0048		
- IP Network ACD 96 Port	IACD0096		
- IP Network ACD 192 Port	IACD00192		
- IP Network ACD Over 192 Port	IACD00193		

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Virtual Contact Center (VCC)			
Virtual Contact Center - Agent Package Set-Up	VAPS0000	Virtual Contact Center - Agent Package Set-Up applies to newly ordered agents or Verizon change to be added to the hosted VCC platform. This feature requires a VCC Agent Package.	Existing clients migrating from Web Center to the new VCC platform will have the \$15 Agent Package Set Up - NRC fee waived.
Virtual Contact Center - Agent Package	VCCA0000	Virtual Contact Center (VCC) is a flexible and customizable network-based contact center solution that supports more complex Contact Center applications. This agent package includes ACD, IVR, CTI, Email Interactions, Chat Interactions, Speech Recognition, Web Call-back, scheduled call back, collaboration, and fax interactions. This feature requires a VCC Agent Package Set-Up.	Minimum of one supervisor package required for VCC Agent Package.

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Virtual Contact Center - Supervisor Package Set-Up	VSPS0000	Virtual Contact Center - Supervisor Package Set-Up applies to newly ordered Supervisor Package or Verizon change to be added to the hosted VCC platform. This feature requires a VCC Supervisor Package.	Existing clients migrating from Web Center to the new VCC platform will have the \$15 Supervisor Package Set Up - NRC fee waived.
Virtual Contact Center - Supervisor Package	VCCS0000	Virtual Contact Center (VCC) is a flexible and customizable network-based contact center solution that supports more complex Contact Center applications. Supervisor Package features include Coaching, Enhanced Reporting, eLearning, Customer Survey, Quality Monitoring, Workforce Management, and Voice Recording. This feature requires a VCC Supervisor Package Set-Up.	Minimum of one agent package is required for VCC Supervisor Package.

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>IP Toll Free Terminations</p>	<p>ITFT0000</p>	<p>VoIP Inbound calls can terminate to IPCC-certified devices in the United States and anywhere in the world where Verizon has received governmental or regulatory approval for such terminations. Termination of VoIP Inbound (via Verizon Private IP or Internet Dedicated Service) is currently approved for the following countries: Argentina, Greece, Singapore, Australia, Hong Kong, South Korea, Austria, Hungary, Spain, Belgium, Italy, Sweden, Canada, Japan, Switzerland, Chile, Netherlands, Taiwan, Czech Republic, Norway, United Kingdom, United States, Denmark, Poland, France, Portugal, Germany, and Puerto Rico (U.S. Territory). IP Toll Free</p>	

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		Terminations are required for VCC implementations.	
IP Toll Free Local Origination	ITFL0000	VoIP Inbound Local Origination calls made to local telephone numbers are enabled with the same capabilities of intelligent call routing, treatment, and management typically used to connect toll-free calls to contact centers. Local Origination telephone numbers (TNs) are Verizon VoIP numbers, or numbers that have been ported to Verizon, which enable inbound calls to be provisioned. IP Toll Free Local Origination may be required for VCC implementations.	

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
IP Toll Free Alternate Routing	ITFA0000	IP Toll Free Alternate Routing provides customers to pre-define alternate routing arrangements that can be activated upon command in the event of a customer emergency such as power outages, natural disasters or other service disruptions.	
IP Toll Free Network Call Redirect	ITFN0000	IP Toll Free Network Call Redirect provides redirect or overflow calls in real-time according to outage, busy, or other customer-specific conditions up to 5 hops.	

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
IP Toll Free Combined Features Package	ITFC0000	IP Toll Free Combined Features Package includes Time-of-Day/Time-of-Interval Routing, Cross Corporate Identification Routing (CCID), Day-of-Week Routing, Exchange Routing, Geographic/Point-of-Call Routing and Percentage Allocation Routing.	

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
<p>Virtual Contact Center Installation</p>	<p>VCCI0000</p>	<p>Virtual Contact Center (VCC) Installation includes one instance of a Customer Work Group Application install. Verizon certified VCC system acceptance deployment is required for this service. One-Time Application setup fee to create the infrastructure databases including ACD, IVR, CTI, Email Interactions, Chat Interactions, Speech Recognition, Web Call-back, scheduled call back, collaboration, and fax interactions per customer work group application. Verizon will provide a presales implementation questionnaire for customer to determine the requirements VCC application type to be designed, deployed and managed. Verizon</p>	<p>Custom application development may apply based upon customer requirements.</p> <p>Existing clients migrating from Web Center to the new VCC platform will have the \$5,000 VCC Installation - NRC fee waived.</p>

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		<p>will verify that the customer work group application is tested to meet customer requirements. Verizon will provide a project plan. Verizon will provide basic remote training and documentation.</p>	
<p>Virtual Contact Center Queuing</p>	<p>VCCQ0000</p>	<p>Virtual Contact Center (VCC) Queuing provides one additional place in queue beyond the number of agents and supervisors deployed.</p>	<p>Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.</p>

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Virtual Contact Center Recording	VCCR0000	Virtual Contact Center (VCC) Recording multiple recording options including Agent initiated, Supervisor initiated, and platform automated. VCC provides basic storage per agent and supervisor. When the basic storage is exceeded, VCC will hold most recent activity. Recordings can be stored locally at the customer premise. Customer has the ability to log into the portal to download the information manually based upon their storage requirements before information is discarded by VCC.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Virtual Contact Center Recording Data Storage	VCRS0000	Virtual Contact Center (VCC) Recording/Data Additional Network Storage is available when the VCC recording is exceeded on a per agent or supervisor basis. This additional storage is available through the VCC platform on a per GB basis.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.
Virtual Contact Center Automated Speech	VCAS0000	Virtual Contact Center Speech Services uses automatic speech recognition (ASR), text-to-speech (TTS), and related technologies to support automated self-service and call routing. Speech offers a more powerful alternative to touch-tone services, and enables the caller to perform many functions. This has a per minute platform charge when the caller is connected.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Virtual Contact Center Automated Speech Implementation	VCAI0000	<p>Virtual Contact Center (VCC) Implementation includes one speech application. This charge includes consultation, design and implementation. Verizon will provide a presales implementation questionnaire for customer to determine the requirements VCC speech application type to be designed and deployed. Verizon will verify that the speech application is tested to meet customer requirements. Verizon will provide a project plan. Verizon will provide documentation. This is charged on an hourly rate basis.</p>	<p>Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.</p>

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Feature Name	Feature Identifier	Feature Description	Feature Limits or Compatibility Restrictions
Virtual Contact Center Hiring - Candidates	VCCH0000	Virtual Contact Center Hiring Application is a job applicant system that will test candidates based on their Windows navigation skills, ability to multi-task, business reasoning, job match, personality, and voice clarity. This is a web based application the user logs into to check their skills. This is a Verizon hosted fully managed solution.	Requires Virtual Contact Center (VCC) Agent Package and Supervisor Package.
Contact Center Advanced Design Consulting - Executive Consultant	CCEC0000	Contact Center Services constitute the design, integration, and implementation of contact center technologies and solutions to support complex contact center environments. Provides technical and architectural oversight of contact center services engagements.	

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD) Attachment 3

Applicable Service Level Agreements:

- IP Contact Center Service Outage
- Excessive Outage
- Notification
- Provisioning
- Response Duration from Receipt of Order
- Administrative Service Level Agreements

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)
Attachment 4

Service Identifier: Converged Services, IP Network Automatic Call Distribution (ACD)

The pricing includes the following elements: planning, applicable design, engineering, testing, wiring, termination, installation, and training, where applicable.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
IP Network Based Automatic Call Distributor (ACD)					
- IP Network ACD 8 Port	IACD0008	Per Minute	\$0.00	0.02465	\$0.00
- IP Network ACD 24 Port	IACD0024	Per Minute	\$0.00	0.02465	\$0.00
- IP Network ACD 48 Port	IACD0048	Per Minute	\$0.00	0.02465	\$0.00
- IP Network ACD 96 Port	IACD0096	Per Minute	\$0.00	0.02465	\$0.00
- IP Network ACD 192 Port	IACD00192	Per Minute	\$0.00	0.02465	\$0.00
- IP Network ACD Over 192 Port	IACD00193	Per Minute	\$0.00	0.02465	\$0.00

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)
Attachment 4

Virtual Contact Center (VCC)

Note: Web Center is an End of Life product. Therefore Verizon Business will waive set up NRC installation fees, Feature ID's VAPS0000, VSPS0000, and VCCI0000, for existing clients migrating from Web Center to Virtual Contact Center.

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Virtual Contact Center - Agent Package Set-Up	VAPS0000	Per Agent	\$15.00	N/A	N/A
Virtual Contact Center - Agent Package	VCCA0000	Per Agent	N/A	\$119.00	N/A
Virtual Contact Center - Supervisor Package Set-Up	VSPS0000	Per Supervisor	\$15.00	N/A	N/A
Virtual Contact Center - Supervisor Package	VCCS0000	Per Supervisor	N/A	\$127.50	N/A
IP Toll Free Terminations	ITFT0000	Per Minute	\$0.00	\$0.0179	N/A
IP Toll Free Local Origination	ITFL0000	Per Minute	N/A	\$0.0179	N/A
IP Toll Free Alternate Routing	ITFA0000	Per Alternate Routing Plan	\$0.00	\$42.50	N/A
IP Toll Free Network Call Redirect	ITFN0000	Per Toll Free ID	\$0.00	\$8.50	N/A
IP Toll Free Combined Features Package	ITFC0000	Per Toll Free Number	\$0.00	\$42.50	N/A
Virtual Contact Center Installation	VCCI0000	Per Application	\$5,000.00	N/A	N/A
Virtual Contact Center Queuing	VCCQ0000	Per Port	N/A	\$61.20	N/A
Virtual Contact Center Recording	VCCR0000	Per Agent/ Supervisor	N/A	\$11.05	N/A
Virtual Contact Center Recording Data Storage	VCRS0000	Per GB of Storage	N/A	\$15.30	N/A

Revised: MSA 3 Amendment No. 17 - 6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)
Attachment 4

Feature Name	Feature Identifier	Unit of Measure	Unit Non - Recurring	Unit Recurring	Change Charges
Virtual Contact Center Automated Speech ✓	VCAS0000	Per Minute	N/A	\$0.085	N/A
Virtual Contact Center Automated Speech Implementation ✓	VCAI0000	Per Hour	\$340.00	N/A	N/A
Virtual Contact Center Hiring - Candidates ✓	VCCH0000	Per Candidate	N/A	\$17.00	N/A
Contact Center Advanced Design Consulting - Executive Consultant ✓	CCEC0000	Per Hour	\$213.75	N/A	N/A

6.3.5.1, Converged Services, IP Network Based Automatic Call Distribution (ACD)
Attachment 4

Taxes and Surcharges

The following taxes and/or surcharges may apply. See CALNET II Exhibit 5A - Tax Determination Matrix, Module 3 specific detail.

CA Sales Tax
CA City Utility Users Tax
CA 9-1-1 Surcharge
CA Universal Lifeline Surcharge
CA Relay Service and Communications Device Fund Surcharge
Teleconnect Fund Surcharge
CA PUC Fee
AD Valorem Surcharge
California High Cost Fund
Federal Universal Service Fee/Charge
Regulatory Charge
Administrative Charge