

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

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

176 Pages

AGREEMENT NUMBER	<b>6</b>
IFB STPD 12-001-B, C3-B-13-02-TS-08	
REGISTRATION NUMBER	

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 April 7, 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. Effective upon signature of both parties and approved by STP, Amendment #6 incorporates the following changes to CALNET 3, IFB STPD 12-001-B, Category 6: Call Center Telephony, Subcategory 6.1 - Hosted IVR/ACD and Category 7 – Network based managed Security;**

1. Attachment 1: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 2 - Response to Unique Subcategory Requirements, SOW Technical Requirements Response ( pages 91)
2. Attachment 2: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 3 – Cost Information, SOW -Catalog A ( pages 20)
3. Attachment 3: Revisions to Category 7 – Network Based Managed Security, Volume 2 - Response to Unique Subcategory Requirements, SOW Technical Requirements Response (pages 48 )
4. Attachment 4: Revisions to Category 7 – Network Based Managed Security, Volume 3 – Cost Information. SOW - Catalog A ( pages 16 )

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.

<b>CONTRACTOR</b>		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		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>5/17/17</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <b>Marsha K. Harrell, Sr. Consultant – Pricing/Contract Management</b>		
ADDRESS <b>11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670</b>		
<b>STATE OF CALIFORNIA</b>		
AGENCY NAME <b>California Department of Technology</b>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>5/18/17</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING <b>Barbara Garrett, Deputy Director, Office of Technology Services - STND</b>		
ADDRESS <b>P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810</b>		

Exempt per:



## Verizon

**IFB STPD 12-001-B, C3-B-13-02-TS-08  
Amendment #6, Rev. April 13, 2017**

**CALNET 3, Category 6: Call Center Telephony,  
Subcategory 6.1 – Hosted IVR/ACD**

**CALNET 3, Category 7: Network Based Managed  
Security**

## Amendment Summary

CALIFORNIA INTEGRATED INFORMATION NETWORK 3 (CALNET 3),  
CATEGORY 6 AMENDMENT No. 6  
FOR CALL CENTER TELEPHONY,  
CATEGORY 7 AMENDMENT No. 6  
FOR NETWORK BASED MANAGED SECURITY  
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. 6 ("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"), 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") and Network Based Managed Security 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 to add features to CALNET 3 Subcategory 6.1 Hosted IVR/ACD, and Category 7, Network Based Managed Security services 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 Amendment 6 and Date
  - Footer, pages i–ii and 1-88
    - Updated to include Amendment 6 and Date
  - Contents repaginated, page ii
  - Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features, pages 62-73
    - Renumbered Items 1-39 to 4-42, HICR Enhanced Automatic Speech Recognition ASR to HICR Advance Integration Connector, pages 62-73
    - Added Item 43, NBIVR Service Direct Data Connect (DDC), HDDC0000, page 73

- Table 6.1.3.8.6 Provisioning (M-S), pages 85-86
  - Added NBIVR Service Direct Data Connect (DDC) to Service and Objective(s) tables, pages 85-86
  
- 2. Subcategory 6.1 Hosted IVR/ACD  
Volume 3 – Cost Information, SOW Catalog A
  - Front Cover
    - Updated to include Amendment 6 and Date
  - Footer, pages i–iii and 1-16
    - Updated to include Amendment 6 and Date
  - Contents updated, page iii
  - SOW Catalog A cover sheet, page 1
    - Updated to include Amendment 6 and Date
  - Table 6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features, page 16
    - Added line item 43, NBIVR Service Direct Data Connect (DDC), page 16
  
- 3. Category 7, Network Based Managed Security,  
Volume 2 – Response to Unique Subcategory Requirements, SOW Technical Requirements Response
  - Front Cover
    - Updated cover to include Amendment 6 and Date
  - Header, pages i-ii and 1-44
    - Updated to include Agreement #IFB STPD 12-001-B C3-B-13-02-TS-08, Volume 2 - Technical Response, Category 7 Network Based Managed Security
  - Footer, pages i–ii and 1-44
    - Updated to include Amendment 6 and Date
  - Contents repaginated, pages i-ii
  - Table 7.2.4.2.b Unsolicited SIEM Features, pages 18-27
    - Verizon Vulnerability Management (VVM) Service description, pages 19-20
    - VVM Customer Care description, pages 20-21

- Added line items 13-26, Vulnerability Management  $\leq$  256 IP's to Vulnerability Management Customer Care  $\leq$  10,000 IP's, pages 22-24
  - Verizon Security Policy Compliance (VSPC) Service description, pages 24-25
  - Added line items 27-33, Verizon Policy Compliance (VPC)  $\leq$  32 IP's to Verizon Policy Compliance (VPC)  $\leq$  3,072 IP's, pages 25-26
  - Verizon Web Application Scanning (VWAS) description, page 26
  - Added lines 34-39, Verizon Web Application Scanning (VWAS) 1 URL to Verizon Web Application Scanning (VWAS)  $\leq$  100 URL's, page 27
  - 7.3.8.1 Availability (M-S), page 34
    - Added Vulnerability Management to Service and Objective(s) table, page 34
  - 7.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S), page 35
    - Added Vulnerability Management to Service and Objective(s) table, page 35
  - 7.3.8.3 Catastrophic Outage 3 (CAT 2) (M-S), page 36
    - Added Vulnerability Management to Service and Objective(s) table, page 36
  - 7.3.8.7 Excessive Outage (M-S), page 39
    - Added Vulnerability Management to Service and Objective(s) table, page 39
  - 7.3.8.10 Provisioning (M-S), page 42
    - Added Vulnerability Management to Service and Objective(s) table, page 42
  - 7.3.8.11 Time to Repair (M-S), page 43
    - Added Vulnerability Management to Service and Objective(s) table, page 43
4. Category 7, Network Based Managed Security, Volume 3 – Cost Information, SOW Catalog A
- Front Cover
    - Updated to include Amendment 6 and Date
  - Contents added, page i
  - Header, pages 1-13
    - Updated to include C3-B-13-02-TS-08
  - Footer, pages i and 1-13
    - Updated to include Amendment 6 and Date
  - SOW Catalog A cover sheet

- Updated to include Amendment 6 and Date
- Table 7.2.4.2 Security Information and Event Management, pages 6-13
  - Verizon Vulnerability Management (VVM) Service description, page 7
  - VVM Customer Care description, page additions, pages 8-9
  - Added line items 13-26, Vulnerability Management  $\leq$  256 IP's to Vulnerability Management Customer Care  $\leq$  10,000 IP's, pages 9-11
  - Verizon Security Policy Compliance (VSPC) Service description, page 11
  - Added line items 27-33, Verizon Policy Compliance (VPC)  $\leq$  32 IP's to Verizon Policy Compliance (VPC)  $\leq$  3,072 IP's, pages 11-12
  - Verizon Web Application Scanning (VWAS) description, page 12
  - Added lines 34-39, Verizon Web Application Scanning (VWAS) 1 URL to Verizon Web Application Scanning (VWAS)  $\leq$  100 URL's, pages 12-13

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.