



# COMMONWEALTH of VIRGINIA

Robert Osmond  
Chief Information Officer  
Email: [cio@vita.virginia.gov](mailto:cio@vita.virginia.gov)

## Virginia Information Technologies Agency

7325 Beaufont Springs Drive  
Richmond, Virginia 23225  
(804) 510-7300

TDD VOICE -TEL. NO.  
711

May 15, 2023

Mr. Eric Adkins  
Sr. Client Partner  
Verizon Business Network Services LLC on behalf of MCI Communications Services LLC d/b/a  
Verizon Business Services  
*Transmitted via email*

**RE: SLA 1.3.5 Performance Exclusion and RFS Reengineered RCD**

Mr. Adkins,

Considering the changes related to RFS Reengineered, VITA recognizes that there is value in replacing the Critical Service Level Agreement (SLA), 1.3.5 for Solution Request Proposal Delivery with a quarterly Recurring Critical Deliverable (RCD) for Request for Solution Process Assessment.

The Changes related to the SLA and RCD will be included in the Project Evolution modification and therefore, VITA acknowledges that we will Exclude SLA 1.3.5 beginning with the June 2023 performance period, and we will not impose service level credits related to the aggregate service level of the SLA. In addition, upon execution of Project Evolution, the RCD will be incorporated in applicable exhibits, Service Management Manual (SMM) and in the Deliverable Obligations Tracking System (DOTS).

Thank you, and if you have you have questions, please contact me or Trudy  
[Ellis@vita.virginia.gov](mailto:Ellis@vita.virginia.gov)

Best Regards,

Ryan Thompson  
Senior Commercial Contract Manager  
Virginia IT Agency (VITA)  
On behalf of the Commonwealth of Virginia