



COMMONWEALTH of VIRGINIA

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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

Best Regards,

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