

Exhibit 115

STATE OF CALIFORNIA

STANDARD AGREEMENT

STD 213 (Rev 06/03)

Cleared
CSGDate SPR 10/13/15

AGREEMENT NUMBER

M6100352

REGISTRATION NUMBER

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

STATE AGENCY'S NAME

Employment Development Department

CONTRACTOR'S NAME

Bank of America, NA

2. The term of this Agreement is: 8/1/2016 through 7/31/2021, or five (5) years from final approval. In addition, EDD has the option to renew for two (2) additional two (2) year terms.
3. The maximum amount of this Agreement is: \$0.00 No Dollars No Cents. The contract is no cost for the EDD. The Contractor is to provide revenue shares to the EDD in accordance with Attachment VI.1 of their Proposal.
4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement.

Exhibit A – Scope of Work

2 Pages

Exhibit B * – General Terms and Conditions

GTC 610

Exhibit C – Request for Proposal (RFP) #65466 (Incorporated by reference)

Exhibit D – Bank of America's response to RFP 65466 (Incorporated by reference)

Exhibit E - Confidentiality Requirements

3 Pages

Items shown with an Asterisk (*), are hereby incorporated by reference and made part of this agreement as if attached hereto.

These documents can be viewed at <http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx>

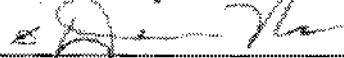
IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR

CONTRACTOR'S NAME (if other than an individual, state whether a corporation, partnership, etc.)

Bank of America, NA

BY (Authorized Signature)



DATE SIGNED (if not type)

10/13/2015

PRINTED NAME AND TITLE OF PERSON SIGNING

Dawn Haddock, Director, Senior Treasury Solutions Officer

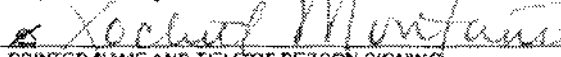
ADDRESS

555 Capitol Mall, Suite 765
Sacramento, CA 95814-4503**STATE OF CALIFORNIA**

AGENCY NAME

Employment Development Department

BY (Authorized Signature)



DATE SIGNED (if not type)

10/13/15

PRINTED NAME AND TITLE OF PERSON SIGNING

Xochitl Montano, Manager, Contract Services Group

ADDRESS

800 Capitol Mall, MIC 62-C, Sacramento, CA 95814

California Department of General
Services Use Only

☒ Exempt per:
DGS Exemption Letter No. 54.4

EXHIBIT A

SCOPE OF WORK

1. This Agreement is entered into by and between the Employment Development Department, hereinafter referred to as EDD, and Bank of America, hereinafter referred to as Contractor, and is for the purpose of the Contractor establishing, operating and maintaining a comprehensive Electronic Benefit Payment (EBP) service for the EDD.
2. The project representatives during the term of this agreement shall be:

Employment Development Department

Cindy Kakutani
Information Technology Branch
751 N Street, Solar 4
Sacramento, CA 95814
(916) 654-9217

Natalie Mack
Disability Insurance Branch
800 Capitol Mall, MIC 29
Sacramento, CA 95814
(916) 654-7723

Regina Luster-Shaw
Disability Insurance Branch
800 Capitol Mall, MIC 29
Sacramento, CA 95814
(916) 657-3984

Michael Greenlow
Unemployment Insurance Branch
800 Capitol Mall, MIC 1
Sacramento, CA 95814
(916) 651-6187

Bank of America

Dawn Haddock
Director, Senior Treasury Sales Officer
555 Capitol Mall
Sacramento, CA 95814
(916) 326-7825

3. The services shall be provided in accordance with the following sections of the RFP and the Contractor's response to EDD's Request for Proposal #65466:
 - a. Section IV, Administrative Requirements, including Attachment IV.3, Staff Roles and Qualifications Matrix; Attachment IV.8, Employee Confidentiality Statement and IV-9, Indemnity Agreement.
 - b. Section V, EBP Service Requirements, including Attachment V.1, Statement of Work; Attachment V.2, Statement of Work EBP Service Requirements and V.3, Fee Schedule.



REQ #	DESCRIPTION	CONTRACTOR AGREES (Y/N)	COMMENT
212	The Contractor shall ensure that the claimant IVR capacity is scalable to accommodate significant changes in call volume.		
213	The Contractor shall have a EDD approved process for handling calls that exceed the IVR call capacity.		
214	The Contractor's claimant IVR shall announce the cardholder's debit card balance before presenting the cardholder with additional options.		
215	The Contractor's claimant IVR shall provide the date and amount of the last deposit.		
216	The Contractor's claimant IVR shall provide the ability for a claimant to review the ten (10) most recent successful transactions, including the date and amount of each transaction within 90 days.		
217	The Contractor's claimant IVR shall allow the claimant to request that a statement be mailed to the claimant at no cost.		
218	The Contractor's claimant IVR shall allow the cardholder to transfer to a CSR to report a lost/stolen card.		
219	The Contractor's claimant IVR shall allow the claimant to transfer to a CSR for reasons other than a lost or stolen card.		
220	The Contractor's claimant IVR shall automatically route a call to a CSR if there is touch tone fail or no response to IVR prompts in 30 seconds.		
221	The Contractor's claimant IVR shall announce that benefit eligibility-related questions should be directed to the EDD.		
222	The Contractor shall have a process to handle IVR problems identified by claimants.		
223	The Contractor shall record and play new or modified IVR messages at no cost to the EDD.		
224	The Contractor shall provide and maintain a CSC seven (7) days a week, twenty-four (24) hours per day, except for routine scheduled maintenance not to exceed two (2) hours per month.		
225	The Contractor shall provide and maintain a CSC seven (7) days a week, twenty-four (24) hours per day, except for routine maintenance not to exceed two (2) hours per month.		
226	The Contractor shall, limit the average wait time to speak to a live CSR to no more than 30 seconds for 99-70 percent of the calls, and no more than two (2) minutes for all calls.		
227	The Contractor's CSC facility, which will service the EDD's customers, shall be located in the United States from the time of contract execution to the end of the contract.		