Problem Resolution Report

CoSD Contract No. 554833
Enterprise Application Access Resource Unit
ES/CoSD 070

Date: April 14, 2020

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a Perspecta company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

The County would like to update the Enterprise IT Security program to reduce the possibility of a successful cyber-attack, provide stronger digital identification of County end users, minimize impact on County end users, provide better security for cloud-based applications to ensure safe access by its end users, and to "hide" or isolate County applications from direct access through the public internet.

The scope is to secure authentications and access to all County Business Applications, on-premise and SaaS Business Applications with MFA. This solution is for all On-Net and Off-Net access.

Resolution:

1. In partnership with Akamai, Contractor shall provide the Enterprise Application Access (EAA) solution. EAA is an Identity-Aware Proxy (IAP) in the cloud, a flexible and adaptable service with decision-making access based on real-time signals such as threat intelligence, device posture, and user information.

2. EAA shall integrate data path protection, identity and access management (IAM), application security, multi-factor authentication (MFA), single sign-on (SSO), and management visibility and control into a unified service across all application locations and types (on-premises, Internet, IaaS, SaaS, etc.).

3. EAA will be implemented on all active applications (PA, CA, IA) to the enterprise portal.

4. EAA will be implemented on all County departments, San Diego County Sheriff Department, San Diego County District Attorney and San Diego County Employees Retirement Association and be available to associated subcontractors, partners and citizens in support of the County.

5. Schedule 4.3, Operational Services, Section 2.6, Security Management Services, is amended to add the following subsection:

   2.6.2.27 Contractor shall provide the Enterprise Application Access (EAA) solution.

   2.6.2.27.1. EAA integrates data path protection, identity and access management (IAM), application security, multi-factor authentication (MFA), single sign-on (SSO), and management visibility and control into a unified service across all application locations and types (on-premises, Internet, IaaS, SaaS, etc.).

2.6.2.27.2. EAA will be implemented on all active applications (PA, CA, IA) to the enterprise portal.

2.6.2.27.3. EAA will be implemented on all County departments, San Diego County Sheriff Department, San Diego County District Attorney and San Diego County Employees Retirement Association and be available to associated subcontractors, partners and citizens in support of the County.

6. The Enterprise Application Access Resource Unit (RU) is added to the Agreement with an RU Fee of $ 75,117.37. This RU is effective July 1, 2020, for billing purposes.

7. Schedule 16.1, Exhibits 16.1-1 and 16.1-2 are emended to add the Enterprise Application Access RU, as per Attachments 1 and 2 to this PRR.

****

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO		ENTERPRISE SERVICES, LLC	
By:		By:	
Name:	John M. Pellegrino	Name:	Max Pinna
Title:	Director, Department of Purchasing and Contracting	Title:	Contracts Manager
Date:	4/20/2020	Date:	April 14, 2020

PRR 070 - Enterprise Application Access - Attachment 1
Exhibit 16.1-1 Resource Unit Price Summary

Resource Unit (RU)	Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Enterprise Application Access	Schedule 4.3 Section 6.26	Unit	Fixed Monthly Fee Per Unit		Specific	12	$ 75,117.37	$ 901,408.44	n/a	n/a	n/a	n/a	n/a	n/a	n/a

16.1-2 Resource Unit Price Decomposition

PRR 070 - Enterprise Application Access - Attachment 2
Exhibit 16.1-2 Resource Unit Price Decomposition

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Enterprise Application Access	Schedule 4.3 - Section 6.26	Unit	Fixed Monthly Per Unit		$ 75,117.37	[redacted]	[redacted]
				Hardware	[redacted]	$ -	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				Operating System License	[redacted]	$ -	Represents the cost of software license upgrades/refresh. Based on the refresh cycle of 5 years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License	[redacted]	$ 54,000.00	Represents the estimate of the Non-OS License Software.
				Hardware Maintenance	[redacted]	$ -	Represents the cost of the Maintenance Agreement for hardware support and break-fix services, for the hardware noted above.
				Software Maintenance	[redacted]	$ 21,117.37	Represents costs associated with software maintenance along with the labor and resources for support by vendor and Contractor.