



# Problem Resolution Report

CoSD Contract No. 554833  
Multi-Factor Authentication Service  
Peraton/CoSD 094

Peraton

**Date:** June 21, 2021

## **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 Perspecta Enterprise Solutions LLC, a Peraton company ("Perspecta" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

## **Issue or Problem:**

The Parties wish to add the Multi-Factor Authentication (MFA) Akamai solution to the Agreement.

The MFA solution will integrate with Akamai Enterprise Application Access (EAA) to provide advanced multi-function authentication functionality across all County of San Diego applications using supported EAA MFA methods (e.g. FIDO/FIDO2; SMS; Hardware OTP; Software OTP; Push).

## **Resolution:**

1. The MFA Service Resource Unit (RU) is added to the Agreement with a corresponding monthly RU Fee of \$42,152.00.
2. The parties agree that for the first 6 months from the Effective Date (the "Ramp-up Period"), the monthly RU Fee is reduced to \$28,088.00. At the end of the Ramp-Up Period the full RU Fee, in the amount of \$42,152.00, will apply regardless of the number of users.
3. The committed service period for the MFA Service is from July 1st, 2021 through June 30th, 2023.
4. Schedule 4.3, Operational Services, Section 2.6, Security Management Services, is amended to add the following subsection:

*2.6.2.28 Contractor shall provide the Multi-Factor Authentication (MFA) solution.*

*2.6.2.28.1 The MFA Service integrates with County EAA solution to provide advanced multi-function authentication functionality across all County applications using supported EAA MFA methods (e.g. FIDO/FIDO2; SMS; Hardware OTP; Software OTP; Push)..*

*2.6.2.28.2 The MFA Service is implemented across all County departments for users of County shared applications including County subcontractors performing work on behalf of County, partners and Contractor staff supporting the Agreement.*



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*2.6.28.3 The County EAA Service is extended to the County of San Diego Sheriff's Department, County of San Diego District Attorney's Office and to San Diego County Employees Retirement Association, to the extent required to access County applications using the County MFA solution.*

5. Hardware authentication tokens ("Tokens"), as required, are available for purchase separately through the Optional Items Catalog.
6. Contractor shall provide support as follows:
  - a) When department orders a new hardware authentication token from the OIC:
    - Contractor will deliver the Token(s) to the requested County location;
    - Contractor will import user(s) into the Admin Portal; and
    - Contractor will assign the Token to user(s) in the Admin Portal.
  - b) When department notifies Contractor that hardware authentication token is no longer required, or has been lost or damaged:
    - Contractor will promptly remove the Token assignment from the user(s) in the Admin Portal.
  - c) IMAR support includes transferring registration of hardware authentication tokens between users. Physical transfer of the Tokens is County responsibility.
  - d) Contractor will stock up to 10 Tokens for prompt delivery and replacement.
7. County is responsible for reporting lost or damaged Tokens. Upon receipt of notification, Contractor will promptly remove Token assignment for user in the Admin Portal.
8. County is responsible for replacing lost or Tokens. Once a user has acquired a new Token, Contractor will assign such new Token to the user in the Admin Portal.
9. Schedule 16.1, Fees, Exhibits 16.1-1 and 16.1-2 are amended to reflect the addition of the MFA Service RU, as per Attachments 1 and 2 to this PRR.

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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.



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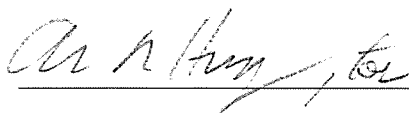
# Peraton

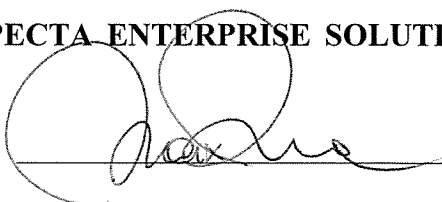
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**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**

**PERSPECTA ENTERPRISE SOLUTIONS  
LLC**

By: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of  
Purchasing and Contracting

Title: Manager, Contracts

Effective  
Date: \_\_\_\_\_

Date: June 21, 2021

**Factor Authentication Service - Attachment 1**  
**source Unit Price Summary**

*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)
Schedule 4.3 Section 2.6	Month	Fixed Monthly Fee Per Unit		Specific	12	\$ 42,152.00	\$ 505,824.00	n/a	n/a	n/a	n/a	n/a	n/a

# Resource Unit Price Decomposition

for Authentication Service - Attachment 2  
 Resource Unit Price Decomposition

Item (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Authentication	Schedule 4.3 Section 2.6	Month	Fixed Monthly Per Unit		\$ 42,152.00		
				Hardware		\$ -	
				Operating System License		\$ -	
				Other Software License		\$ 22,500.00	Represents the estimate of the Non-OS License Software.
				Hardware Maintenance		\$ -	
				Software Maintenance		\$ 19,652.00	Represents costs associated with software maintenance along with the li support by vendor and Contractor.

