



Problem Resolution Report

CoSD Contract No. 554833

External DNS Management Enhancement RU

Revision

Peraton/CoSD 095



Date: July 7, 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:

On May 18, 2018, with PRR 036, the Parties added the External DNS Management Services Enhancement Resource Unit (RU) to the agreement, which implemented Kona Security Services to enhance the External DNS Management Services.

In order to further increase the security of County’s web assets, the Parties now wish to implement Bot Management Services to filter which bots are allowed to access County web assets.

Resolution:

1. The External DNS Management Enhancement RU is amended to add the Bot Management Services, increasing the corresponding monthly RU Fee by \$12,860.42.
2. The amended External DNS Management Enhancement RU with a monthly RU Fee of \$28,373.54 includes both the Kona Security Services and Bot Management Services.
3. Section 5.14 of Schedule 4.3, Operational Services is amended as per Attachment 1 to this PRR.
4. Schedule 16.1, Fees, Exhibits 16.1-1 and 16.1-2 are amended to reflect the changes to the External DNS Management Enhancement RU, as per Attachments 2 and 3 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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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.



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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:

John M. Pellegrino

By:

Max Pinna

Name:

John M. Pellegrino

Name:

Max Pinna

Title:

Director, Department of Purchasing and Contracting

Title:

Manager, Contracts

Effective Date:

7-15-2021

Date:

July 7, 2021

5.14 External DNS Management Services

5.14.1 Overview

This section pertains to the External DNS Management Services Framework Component within the Network Services Framework. The External DNS Management Services Framework Component applies to a cloud-based DNS solution that is available 24/7/365.

Services provided within this Framework Component include, but are not limited to, 24/7/365 DNS availability, improved DNS responsiveness, Web Application Firewall, Geo blocking, Security Monitor, Client Reputation, IP Whitelists / Blacklists, Bot Management, Dynamic Site Accelerator (CDN), defense against DDoS or similar type attacks, distributed Anycast network, primary and secondary DNS services and interface to internal DNS services.

Akamai Fast DNS Service along with Kona Security Service and Bot Management Service are used to provide External DNS Management Services and Web Security.

5.14.2 High Level Requirements

- 5.14.2.1 Contractor shall leverage current Akamai Fast DNS Service for External DNS Management Services.
- 5.14.2.2 Contractor shall support and manage all aspects of External DNS Services including integration to internal DNS services, as needed.
- 5.14.2.3 Contractor shall maintain DNS to reduce orphan or bad records.
- 5.14.2.4 Contractor shall continuously identify and correct, with County approval, any single point failures within the External DNS Management Services.
- 5.14.2.5 Contractor shall facilitate a quarterly meeting with Akamai, Contractor resources and County to review roadmaps, support status and emerging services.
- 5.14.2.6 Contractor shall provide continuous architecture and management resources to participate in planning of upgrades, refresh and transformational activities related to External DNS Management Services.
- 5.14.2.7 Contractor shall leverage “Web Application Firewall” component from Kona Security Services to inspect application traffic and block suspicious or known exploits.
- 5.14.2.8 Contractor shall leverage “Geo Blocking” component from Kona Security Services to block traffic originating from specific geographical locations.

PRR 0XX - External DNS Management Services Second Enhancement – Attachment 1
Schedule 4.3 – Operational Services

- 5.14.2.9 Contractor shall leverage “Security Monitor” component from Kona Security Services to provides real-time visibility into network- and application-layer attacks.
- 5.14.2.10 Contractor shall leverage “Client Reputation” component from Kona Security Services to block attackers proactively when they’re detected elsewhere on the Akamai Platform.
- 5.14.2.11 Contractor shall leverage “IP Whitelists / Blacklists” component from Kona Security Services to define list of IP addresses to allow or block for positive and negative security.
- 5.14.2.12 Contractor shall leverage “Bot Manager Standard” from Akamai to identify and manage bots targeting the County websites.
- 5.14.2.13 Contractor shall continuously maintain a timeline/roadmap of all External DNS Management Services Hardware and Software life cycles to adequately plan timeframes and completion dates to stay within supported versions of both Hardware and Software that assists in defining the standards.

5.14.3 Environment

The following further describe and scope External DNS Management Services elements supported by Contractor and with which Contractor shall comply.

5.14.3.1 Hardware and Software

Contractor shall provide all Hardware and Software to support External DNS Management Services.

5.14.3.2 External Service

Contractor shall own and manage all contracts with cloud based Third-Parties supporting External DNS Management Services.

5.14.3.3 Technology Refresh

Contractor shall refresh External DNS Management Services Hardware and Software on a 4-year refresh schedule unless otherwise agreed by the County in writing, and at a County-approved deployment schedule that minimizes disruption and reduces risk.

Excluded from technology refresh are all cloud based External DNS Management Services. Cloud based Third-Parties update per product release cycles.

PRR 0XX - External DNS Management Services Second Enhancement – Attachment 1
 Schedule 4.3 – Operational Services

5.14.4 Roles and Responsibilities

The following table identifies the Plan, Build and Operate roles and responsibilities associated with External DNS Management Services.

External DNS Management Services Roles and Responsibilities		
Plan Roles and Responsibilities	Contractor	County
1. Produce and submit a solution design on External DNS Services	X	
2. Review and approve the solution design for External DNS Services		X
3. Produce and submit External DNS Services operational procedures	X	
4. Review and approve External DNS Services operational procedures		X
Build Roles and Responsibilities	Contractor	County
5. Produce and maintain an authoritative record of externally-visible County services and of internally-visible County services	X	
6. Produce and maintain an authoritative record of the County’s public network address ranges and the physical networks	X	
7. Develop and submit a continuously emerging architecture to ensure that External DNS Services are highly available during normal operations and that they failover during any unplanned event	X	
8. Review and approve External DNS documentation and technical architecture		X
Operate Roles and Responsibilities	Contractor	County
9. Configure and maintain External DNS Services	X	
10. Configure and maintain DNS records on external DNS Services provided by Akamai	X	
11. Maintain domain names for External DNS	X	
12. Submit any recommended changes to External DNS records for County approval	X	
13. Review any proposed changes to External DNS records		X
14. Produce monthly reports showing External DNS records and domains	X	

PRR 095 - External DNS Management Services Enhancement Revision- Attachment 3
 Exhibit 16.1-2 - Resource Unit Price Decomposition

External DNS Management Enhancement	Schedule 4.3 - Section 5.14	Month	Fixed Monthly		\$	28,373.54	
				Hardware	\$	-	N/A
				Hardware Maintenance	\$	-	N/A
				Software	\$	-	N/A
				Platform Support	\$	1,340.21	Monitor Bot Management dashboard and respond to incidents. Represents costs associated with the labor and resources for Level 2 support related to the Kona Security and Bot Management services.
				Software Maintenance	\$	25,804.16	Represents labor costs for IMAR activities.
				IMAR's	\$	1,229.17	