



Amendment Approval Form

Contract Between:

Northrop Grumman Systems Corporation

7575 Colshire Drive
McLean, VA 22102-7508

and

The Commonwealth of Virginia

11751 Meadowville Lane
Chester, VA 23836

Contract Number	VA-051114-NG
Amendment Number	99
Description of Contract Change – Provide a brief description of contract change	Adds Enterprise Application Publishing Service.
Section(s) of CIA Referenced – Identify section(s) of CIA modified, including Attachments and Schedules	<ul style="list-style-type: none">• Appendix 13 to Schedule 3.3 (Other Services SOW)• Addendum 1 to Appendix 13 to Schedule 3.3 (Other Services Technical Approach)• Schedule 10.1 (Fees)

This is Amendment No. 99 to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor originally dated as of November 14, 2005 and as subsequently amended (hereinafter, "Amendment No. 99"). The Commonwealth and Vendor have agreed to modify the Comprehensive Infrastructure Agreement as set forth below. Except as expressly modified in Amendment No. 99, the terms and conditions of the Agreement shall remain in full force and effect. Capitalized terms used but not defined in Amendment No. 99 shall have the meanings assigned to them in the Agreement. Amendment No. 99 is effective as of September 1, 2013.

1. In Appendix 7 to Schedule 3.3 (Mainframe and Server Services SOW), the words "Citrix Metaframe" are deleted from the first paragraph of Section 3.1.2.2 (Remote Access).
2. In Appendix 13 to Schedule 3.3 (Other Services SOW) a new section is added as follows.

"Statement of Work for Enterprise Application Publishing Service

Vendor will install, configure, support, and maintain an enterprise-level application publishing service in accordance with the technical approach (hereinafter, "EAPS"). EAPS will allow End-Users to access Eligible Customer applications through an application portal, specific to the Eligible Customer, on the CoV network using Microsoft's Remote Desktop Services (RDS) and Citrix XenApp installed on the End-User's workstation. EAPS includes service platform hardware, hardware maintenance, EAPS software, and software maintenance. Microsoft technology is not included in the price of EAPS and is addressed separately in the Agreement. EAPS pricing includes storage for shared infrastructure components; however, storage allocated for exclusive use by an Eligible Customer, such as for user profiles and file systems to support an Eligible Customer's published applications, is not included in the EAPS price.

An Eligible Customer must request initial deployment of EAPS through the Work Request process and such initial deployment will be subject to the EAPS Initiation Fee. Following initial deployment, Vendor will perform directory maintenance requests to add, delete, or modify End-Users and will provide End-User support through the VCCC. An Eligible Customer must request customization of its application portal, and make any requests to add, delete, or modify published applications, through the Work Request process and any such requests will be priced separately in accordance with the Agreement. An Eligible Customer may request an additional application portal and such configuration changes will be subject to the EAPS Initiation Fee. The table below identifies the roles and responsibilities that Vendor and VITA will perform with respect to EAPS.

Enterprise Application Publishing Service Roles and Responsibilities

EAPS Roles and Responsibilities	Vendor	VITA
1. Provide detailed requirements for EAPS, including Eligible Customer applications for publishing, application resource requirements for system installation and execution (such as CPU, memory, and storage), portal configurations, total End-Users (named and concurrent), as well as requirements for high availability and additional session hosts for application validation and testing, through the Work Request process.		X
2. Provision and configure EAPS within its existing functionality as specified in a Work Request.	X	

EAPS Roles and Responsibilities	Vendor	VITA
3. Ensure Eligible Customer applications for publishing are compatible with EAPS service platform operating system.		X
4. Ensure license compliance for Eligible Customer applications published through EAPS.		X
5. Monitor session host resource utilization and adjust the number of session hosts as needed.	X	
6. Monitor Citrix license management tool reports and Citrix EAPS license utilization monthly on a per Eligible Customer basis.	X	
7. Provide detailed requirements for required updates or changes to published Eligible Customer applications through the Work Request process.		X
8. Implement changes to published Eligible Customer applications as specified in a Work Request.	X	
9. Submit a Help Desk ticket with detailed requirements for each add, delete, or change to an EAPS End-User.		X
10. Add, delete, or change EAPS End-Users as specified in a Help Desk ticket.	X	
11. Request a change in the quantity of concurrent users through the Work Request process.		X
12. Manage Citrix licenses and EAPS session hosts and changes in concurrent user quantity as specified in a Work Request.	X	
13. If required, ensure non-EAPS systems supporting EAPS-published applications will be available to EAPS-published applications following a declared disaster.		X

The table below identifies the Service Levels that apply to EAPS.

Service Levels for Enterprise Application Publishing Service

Type	Service Level Agreement
Incident Resolution	Priority 1 - CESC/SWESC Data Center Locations
Incident Resolution	Priority 2 - CESC/SWESC Data Center Locations
Incident Resolution	Priority 3 - CESC/SWESC Data Center Locations
Response Time	Customer Contact Response Time
Response Time	Password Reset (COV, Encryption using entitlement and EPHD OTP)
Incident Resolution	First Contact Resolution
Incident Resolution	Incident Closure Notice (e-mail/phone)
Account Administration	New End-User Account (up to 20 per request) and individual User Account Privilege Changes”

3. In Addendum 1 to Appendix 13 to Schedule 3.3 (Other Services Technical Approach) a new section is added as follows.

“Technical Approach for Enterprise Application Publishing Service

EAPS End-Users must be members of the COV Active Directory. Access to the Eligible Customer application portal is restricted to End-Users subscribed to EAPS. Vendor will install and configure an enterprise-level Citrix environment at CESC that provides multi-tenant capable

services that includes application publishing support, infrastructure provisioning, and license management for EAPS.

For each subscribing Eligible Customer, Vendor will provide at least two dedicated session hosts that are used to host the Eligible Customer's published applications and one application portal that is used to access the published applications. The combination of these resources is an EAPS instance. Eligible Customers may request more than one EAPS instance. Each EAPS instance will be provisioned with storage from Vendor's existing services at CESC or SWESC, as required. File systems supporting Eligible Customer published applications are not comingled with other Eligible Customers. The number of session hosts in an EAPS instance will initially be based on the Eligible Customer's workload and quantity of expected concurrent End-Users, as communicated to Vendor in the detailed requirements of the Work Request.

Vendor will monitor session host resource utilization and adjust the number of session hosts as needed. Vendor will configure and use a Citrix out-of-the-box license management tool to monitor, track, and report Citrix EAPS licenses. Vendor will monitor such license management tool reports and Citrix EAPS license utilization on a monthly basis. Vendor will notify VITA if additional Citrix EAPS licenses are needed.

An Eligible Customer may request that Vendor provision one non-production session host for application testing and validation. Storage on this non-production session host will be allocated for the exclusive use of such Eligible Customer. An Eligible Customer may also request high availability through Vendor's existing Disaster Recovery Service; however, Eligible Customer applications published on EAPS will only be available following a disaster if all systems upon which a published application is dependent are available.

As requested through the Work Request process, Vendor will provision the Eligible Customer EAPS instance and load initial End-Users, establish access controls, and publish applications. Each Eligible Customer is responsible for ensuring software license compliance for each published application and that each published application is compatible with the session host operating system. Vendor does not provide Eligible Customer application customizations or compatibility remediation. Vendor will configure the Eligible Customer application portal as internal (MPLS) facing, external (public Internet) facing, or both depending on the Eligible Customer's requirements. Vendor will provide summary training documentation for each Eligible Customer once the initial EAPS implementation is complete."

4. In Attachment 10.1.3-A to Schedule 10.1 (Definition of Resource Units) the definition of "Storage Tier 1 at CESC" is deleted in its entirety and replaced with "NAS/SAN high availability storage allocated (presented) to user at CESC or SWESC."
5. In the Attachments to Schedule 10.1 (Fees) all references to the "Storage Tier 1 at CESC" Resource Unit are changed to "Storage Tier 1 at CESC or SWESC."
6. In Attachment 10.1.3-A to Schedule 10.1 (Definition of Resource Units) the following rows of new text are inserted at the end of the "Other Services" Section (the header row is shown for context only).

Other Services	Unit	Definition
EAPS	Per EAPS instance (recurring)	Monthly recurring Fee for each EAPS instance (at least two session hosts and one application portal) per Eligible Customer subscribed to EAPS.

Other Services	Unit	Definition
EAPS End-User	Per concurrent End-User (recurring)	Monthly recurring Fee per End-User subscribed to EAPS.
EAPS Initiation	Per EAPS instance, per Eligible Customer (one-time)	One-time, non-recurring Fee for each EAPS instance (initial environment setup and provisioning of at least two session hosts and one application portal).
EAPS Customization	Per Project on a time and materials basis (one-time)	Time and materials to customize or modify an application portal or session host, to add, delete, or modify published applications, and to change number of concurrent users.
EAPS License (new)	Per concurrent End-User (one-time)	One-time, non-recurring Fee per concurrent End-User of EAPS without existing Citrix XenApp license.
EAPS License (existing)	Per concurrent End-User (one-time)	One-time, non-recurring Fee per concurrent End-User of EAPS with existing active, compliant Citrix XenApp license.

7. In Attachment 10.1.4-B to Schedule 10.1 (Additional Resource Unit Baselines) the following rows of new text are inserted at the end of the "Other Services" Section. The values for the periods prior to Contract Year 8 shall be "N/A." The values for Contract Years 8 through 13 are as shown below (the header row is shown for context only).

Other Services	Unit
EAPS	Per EAPS instance (recurring)
EAPS End-User	Per concurrent End-User (recurring)
EAPS Initiation	Per EAPS instance, per Eligible Customer (one-time)
EAPS License (new)	Per concurrent End-User (one-time)
EAPS License (existing)	Per concurrent End-User (one-time)

Year 8 Truncated	Year 8 Stub	Year 9	Year 10	Year 11	Year 12	Year 13
N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A

8. In Attachment 10.1.5-A to Schedule 10.1 (Post-Transition Phase Fees - Fixed Recurring Fees and Baseline Resource Unit Rates by Service Tower) the following rows of new text are inserted at the end of the "Other Services" Section. The values for the periods prior to Contract Year 8 shall be "N/A." The values for Contract Years 8 through 13 are as shown below (the header row is shown for context only).

Other Services	Unit
EAPS	Per EAPS instance (recurring)
EAPS End-User	Per concurrent End-User (recurring)
EAPS Initiation	Per EAPS instance, per Eligible Customer (one-time)
EAPS License (new)	Per concurrent End-User (one-time)
EAPS License (existing)	Per concurrent End-User (one-time)

Year 8 Truncated	Year 8 Stub	Year 9	Year 10	Year 11	Year 12	Year 13
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

9. In Attachment 10.1.7 to Schedule 10.1 (Post-Transition Phase Fees - Additional Resource Charges (ARC) Rates by Service Tower) the following rows of new text are inserted at the end of the "Other Services" Section. The values for the periods prior to Contract Year 8 shall be "N/A." The values for Contract Years 8 through 13 are as shown below (the header row is shown for context only).

Other Services	Unit
EAPS	Per EAPS instance (recurring)
EAPS End-User	Per concurrent End-User (recurring)
EAPS Initiation	Per EAPS instance, per Eligible Customer (one-time)
EAPS License (new)	Per concurrent End-User (one-time)
EAPS License (existing)	Per concurrent End-User (one-time)

Year 8 Truncated	Year 8 Stub	Year 9	Year 10	Year 11	Year 12	Year 13
479.32	479.32	479.32	479.32	479.32	479.32	479.32
26.78	26.78	26.78	26.78	26.78	26.78	26.78
2,270.00	2,270.00	2,270.00	2,270.00	2,270.00	2,270.00	2,270.00
505.00	505.00	505.00	505.00	505.00	505.00	505.00
192.00	192.00	192.00	192.00	192.00	192.00	192.00

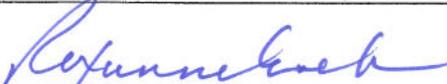
10. In Attachment 10.1.8 to Schedule 10.1 (Post-Transition Phase Fees - Reduced Resource Credits (RRC) Rates by Service Tower) the following rows of new text are inserted at the end of the "Other Services" Section. The values for the periods prior to Contract Year 8 shall be "N/A." The values for Contract Years 8 through 13 are as shown below (the header row is shown for context only).

Other Services	Unit
EAPS	Per EAPS instance (recurring)
EAPS End-User	Per concurrent End-User (recurring)
EAPS Initiation	Per EAPS instance, per Eligible Customer (one-time)
EAPS License (new)	Per concurrent End-User (one-time)
EAPS License (existing)	Per concurrent End-User (one-time)

Year 8 Truncated	Year 8 Stub	Year 9	Year 10	Year 11	Year 12	Year 13
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

11. The Parties have agreed to the details in Exhibit A attached to this Amendment.

The Parties have executed this Amendment No. 99 on the dates indicated below.

VITA for the Commonwealth of Virginia	Northrop Grumman Systems Corporation
By: 	By: 
Name: Perry Pascual	Name: Roxanne Esch
Contract Manager	Director, Contracts
Date: <i>2/25/2014</i>	Date: <i>February 21, 2014</i>

Amendment No. 99
Exhibit A

If TAX, DGS, DMAS, DMME, and DCR each initiate a Work Request (if not already in process) to migrate from their existing Citrix environments to EAPS on or before April 30, 2014, then Northrop Grumman will waive the first EAPS Initiation Fee for each such Eligible Customer.

If TAX and DGS each initiate a Work Request (if not already in process) for migration from their existing Citrix environments to EAPS and decommission of their current Citrix environments on or before April 30, 2014, then Northrop Grumman will waive the EAPS License (existing) Fee (up to 490 existing licenses for TAX and up to 435 existing licenses for DGS).

If TAX does not initiate migration to EAPS on or before April 30, 2014, then Northrop Grumman will transfer the 490 existing Citrix licenses used by TAX to TAX and VITA acknowledges and agrees that the existing TAX Citrix environment will be treated as an Eligible Customer-specific Software under the Agreement.

Northrop Grumman will outline a schedule, subject to the approval of the agency undergoing migration, for implementation and decommission of the existing Citrix servers in such Work Request to avoid overlap in billing for an existing Citrix server (along with associated storage and port Fees) that is scheduled to be decommissioned and the EAPS recurring RU.

