



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	77
Section(s) of CIA Referenced – Identify section(s) of CIA modified, including Attachments and Schedules	<ul style="list-style-type: none">• Appendix 6 to Schedule 3.3• Addendum 8 to Appendix 6 to Schedule 3.3 (new)• Attachments 10.1.3-A, 10.1.4-A, 10.1.5-A, 10.1.7, and 10.1.8 to Schedule 10.1• Schedule 10.1
Description of Contract Change – Provide a brief description of contract change	To implement an Enterprise SharePoint Service within the Services of the Comprehensive Infrastructure Agreement.

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This is Amendment No. 77 to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor originally dated as of November 14, 2005 and as subsequently amended (hereinafter, "Amendment No. 77"). In accordance with Section 27.5 of the Agreement, the Commonwealth and Vendor have agreed to modify the Comprehensive Infrastructure Agreement as set forth below.

1. Except as expressly modified in Amendment No. 77, the terms and conditions of the Agreement shall remain in full force and effect. Capitalized terms used but not defined in Amendment No. 77 shall have the meanings assigned to them in the Agreement.
2. The Parties agree that this amendment does not reflect any agreement among the Parties regarding the scope of Services to be provided under the Agreement without this amendment or the appropriate Fees for such Services; however, this amendment memorializes the Parties' full resolution of how to proceed with respect to the provision of the services described in this amendment and the fees that will be charged for such services.
3. In Appendix 6 to Schedule 3.3, the Messaging Services SOW, the following new text is inserted after Section 3.7, Enterprise Handheld Services, and the sections below such inserted text will be renumbered accordingly.

3.8 Enterprise SharePoint Service

The Enterprise SharePoint Service is an enterprise-level cross-functional tool that uses Third-Party Software specifically, the Microsoft SharePoint platform and standard Microsoft SharePoint templates. The SharePoint Service integrates with the enterprise platforms for COV Active Directory, Exchange and Office Communicator. Storage and Disaster Recovery for the SharePoint Service are detailed in the Technical Approach. The Service Levels in Table 8 below apply to the Enterprise SharePoint Service.

Table 8. Enterprise SharePoint Service, Service Levels

Service Level	Reference
Incident Resolution: Priority 1 - CESC and SWESC Data Center Locations & Mainframe	Cross Functional Services SOW, Table 24
Incident Resolution: Priority 2 - CESC and SWESC Data Center Locations	Cross Functional Services SOW, Table 24
Incident Resolution: Priority 3 - CESC and SWESC Data Center Locations	Cross Functional Services SOW, Table 24

Table 9. Enterprise SharePoint Service Roles and Responsibilities

Enterprise SharePoint Service Roles and Responsibilities	Vendor	VITA
1. Install and manage the SharePoint infrastructure specified in the Technical Approach (e.g., front-end web servers, SharePoint application servers, search server and SQL platform)	X	
2. Perform farm-level administrative tasks using Central Administration tool and Powershell	X	
3. Identify, and inform Vendor of, SharePoint site owners for each participating Eligible Customer		X
4. Administer SharePoint site collections as specified by site owner and establish unique content databases for each Eligible Customer so that there is only one customer per content database	X	

Enterprise SharePoint Service Roles and Responsibilities	Vendor	VITA
5. SharePoint site owners will define, and inform Vendor of, SharePoint security model, and site collections		X
6. Eligible Customers are responsible for administering and managing their sites, including content		X
7. Site owners will administer privileges at the SharePoint site and site content levels, including designating which users will access enhanced services (enhanced services require an eCAL license)		X
8. Site owners are responsible for any custom site or site content development		X
9. Establish and maintain Microsoft SharePoint IIS web applications structure	X	
10. Perform issues determination and resolution for Eligible Customer customizations (i.e., web parts, workflows, master pages, etc.)		X
11. Perform initial End-User level support to confirm existence of a farm-level administrative issue (i.e., not site-specific and unrelated to unique site configuration) prior to submitting a trouble ticket to the VCCC. Ensure that only site owners submit tickets to the VCCC, except any End-User may submit a ticket if SharePoint is completely unavailable or its performance is severely degraded		X
12. Perform secondary-level support for site owners after initial End-User has exhausted all initial End-User level support solutions and provide support if SharePoint is completely unavailable or its performance is severely degraded	X	
13. Perform issue determination and resolution for the SharePoint Enterprise Feature Set (e.g., search, profiles, out-of-the-box tools)	X	
14. Perform server-level support tasks for SharePoint environment (e.g., server monitoring, verbose logging, server error reporting)	X	
15. Perform server-level support tasks for enterprise-level technologies used by SharePoint (e.g., routing, DNS, firewall, SQL database)	X	
16. Deploy customizations using SharePoint Designer or the GUI		X
17. Deploy customizations (e.g., web parts and solutions) supplied by an Eligible Customer using server tools	X	
18. Provide SharePoint training to End-Users and SharePoint site owners		X
19. Track use of Enterprise CAL licenses	X	
20. Perform migration of SharePoint web applications, site collections, and site content as requested using the In-Scope Work Request Process	X	
21. Define, and inform Vendor of, data security parameters and requirements for SharePoint sites and site contents		X
22. Administer data security at the enterprise level for the SharePoint environment in accordance with the Agreement	X	

Enterprise SharePoint Service Roles and Responsibilities	Vendor	VITA
23. Provide reports on a monthly basis detailing storage utilization, eCAL licenses, and users as necessary to validate Vendor's invoice	X	

4. In Appendix 6 to Schedule 3.3, the Messaging Services SOW, the following new row is inserted at the bottom of the table in Section 5.0. The header row is shown below for context only.

SOW Addenda	Description
Addendum 8	Enterprise SharePoint Services Technical Approach

5. A new Addendum 8 to Appendix 6 to Schedule 3.3, Enterprise SharePoint Service Technical Approach, is added as set forth in Exhibit A to this Amendment No. 77.

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 Messaging Section. The header row is shown below for context only.

Messaging	Unit	Definition
Enterprise SharePoint Service	SharePoint End-User	Per SharePoint End-User as described in Schedule 10.1, per month.
Enterprise SharePoint Service – Migration	Per individual project, as requested	Time and materials to migrate SharePoint web applications, site collections, and site content.

7. In Attachment 10.1.4-A to Schedule 10.1, Adjusted Baselines, the following row of new text is inserted at the end of the Messaging Services Section. The values for the periods prior to Contract Year 7 shall be "N/A." The values for Contract Years 7 through 13 shall be as shown below. The header row is shown below for context only.

Messaging Services	Unit
Enterprise SharePoint Service	SharePoint End-User

Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13
0	0	0	0	0	0	0

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 row of new text is inserted at the end of the Messaging Section. The values for the periods prior to Contract Year 7 shall be "N/A." The values for Contract Years 7 through 13 shall be as shown below. The header row is shown below for context only.

Messaging	Unit
Enterprise SharePoint Service	SharePoint End-User

Year 7 Truncated	Year 7 Stub	Year 8	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

9. In Attachment 10.1.7 to Schedule 10.1, Post-Transition Phase Fees - Additional Resource Charges (ARC) Rates by Service Tower, the following row of new text is inserted at the end of the

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Messaging Services Section. The values for the periods prior to Contract Year 7 shall be "N/A." The values for Contract Years 7 through 13 shall be as shown below. The header row is shown below for context only.

Messaging Services	Unit
Enterprise SharePoint Service	SharePoint End-User

Year 7 Truncated	Year 7 Stub	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13
N/A	4.00	4.00	4.00	4.00	4.00	4.00	4.00

10. In Attachment 10.1.8 to Schedule 10.1, Post-Transition Phase Fees - Reduced Resource Credits (RRC) Rates by Service Tower, the following row of new text is inserted at the end of the Messaging Services Section. The values for the periods prior to Contract Year 7 shall be "N/A." The values for Contract Years 7 through 13 shall be as shown below. The header row is shown below for context only.

Messaging Services	Unit
Enterprise SharePoint Service	SharePoint End-User

Year 7 Truncated	Year 7 Stub	Year 8	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

11. In Schedule 10.1, the Fees Schedule, the following new text is inserted at the end of Section 5 as a new Section 5.6.

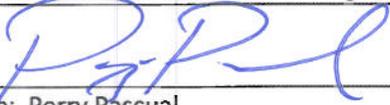
5.6 Enterprise SharePoint Service

- a. A SharePoint End-User for billing purposes is defined as an Active Directory User Object with access to an Eligible Customer's SharePoint instance as follows:
 - An End-User whose own/employed agency has subscribed to the SharePoint Service is a parent user. Each parent user will count as one SharePoint End-User regardless of the number of sites the parent user has access to.
 - An End-User whose own/employed agency has not subscribed to the SharePoint Service is an orphan user. An orphan user will count as one SharePoint End-User for each Eligible Customer site the orphan user has access to. Once the orphan user's agency subscribes to the SharePoint Service, beginning with the next monthly Invoice, the orphan user will then be treated as a parent user for billing purposes.
 - A Vendor employee is not a SharePoint End-User for billing purposes.
 - The Commonwealth will not be charged for an End-User with read-only access to only the COV Portal and agency intranet sites.
 - The Commonwealth will not be charged for an End-User with access only to Partnership Sites (as defined in part (b) below).
- b. Storage Fees will be charged for Eligible Customer site content, the default storage allocation, and any incremental increases in storage allocation at the RU rate for "Storage Tier 2 at CESC." Provided, however, Storage Fees (including Disaster Recovery Storage Fees) will not be charged for:
 - SharePoint web front-ends, application servers, and SQL servers.

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- Site content for sites that exist solely for collaboration between VITA and Vendor. An initial list of such sites will be established by the Parties within sixty (60) days after execution of this Amendment and such list will be reviewed quarterly thereafter ("Partnership Sites").
- c. Migration of SharePoint web applications, site collections, and site content will be charged on a time and materials basis in accordance with the Agreement.

The Parties have executed this Amendment No. 77 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: 12/4/2012	Date: November 26, 2012



**ADDENDUM 8 TO APPENDIX 6 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
ENTERPRISE SHAREPOINT SERVICE
STATEMENT OF TECHNICAL APPROACH**

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Statement of Technical Approach for Enterprise SharePoint Service

The Enterprise SharePoint Service is described in the Messaging SOW (Appendix 6 to Schedule 3.3).

The Vendor will provide enterprise-level Microsoft SharePoint Services configured as shown in Figure 1 below, which configuration provides a highly available, scalable SharePoint environment capable of servicing multiple tenants along with a separate testing/staging environment.

Incoming traffic will be load-balanced using a least-connections metric. The SharePoint environment will be protected by reverse proxy services and all incoming connections will use Secure Socket Layer encryption. Subscribing Eligible Customers may request unique Uniform Resource Locators, URLs, for customer maintained web sites.

- End-Users must be members of the COV or AUTH Active Directory domains and will use windows authentication to gain access to the Enterprise SharePoint Service.
- Standard MS SQL backup and restore processes apply.
- The Enterprise SharePoint Service will be hosted at CESC.
- SharePoint data will be recovered from the most recent successful backup and/or data source.
- Vendor will include SharePoint-specific anti-virus protection as part of the Enterprise SharePoint Service.
- Service applications, where possible, may be partitioned or dedicated for customers who require a more granular level of control over their service application configuration settings.
- Tenant administration sites will be provided for customers who require the ability to manage service application settings for their dedicated or partitioned service applications.
- Standard SharePoint Client Access License (CAL) is included with each Microsoft Office license. An Eligible Customer may add Enterprise Client Access License (eCAL) features. An eCAL license (in addition to the CAL) is required for any SharePoint End-Users accessing enhanced services. eCAL license pricing will be listed in the annual Microsoft price catalogue.
- Vendor will provide all enterprise-level infrastructure hardware and software licensing required to support SharePoint, except Microsoft licenses.
- The default tenant storage and the incremental increases will be determined during the design/build phase and will be included in the infrastructure documentation that receives VAR approval.
- Initially, Vendor will implement a system whereby Enterprise SharePoint data will be restored via media backup to existing SWESC servers in the event of a declared disaster. Implementation of a dedicated Disaster Recovery Service's server infrastructure for Enterprise SharePoint Service is contingent upon the Commonwealth achieving a count of 5,000 SharePoint End-Users. No Disaster Recovery Services for storage will be implemented prior to the Commonwealth achieving a count of 5,000 SharePoint End-Users; however, standard storage backups will be available at SWESC to facilitate data restores during a declared disaster. Disaster Recovery storage costs for Enterprise SharePoint will not be assessed until such time as the Disaster Recovery environment has been implemented. Disaster Recovery Data Storage costs for Eligible Customer production environments will be invoiced at the "Tier 6 - DR - Allocated Storage" level.

The service platform specifications are detailed in the service design document. Figure 1, below, provides an overview on how this Service will be configured for use within the Commonwealth.

Figure 1. Enterprise SharePoint Diagram

