



## 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

<b>Contract Number</b>	<b>VA-051114-NG</b>
<b>Amendment Number</b>	<b>98</b>
<b>Description of Contract Change – Provide a brief description of contract change</b>	Defines Secure Web Application Portal
<b>Section(s) of CIA Referenced – Identify section(s) of CIA modified, including Attachments and Schedules</b>	<ul style="list-style-type: none"><li>• Appendix 13 to Schedule 3.3 (Other Services SOW)</li><li>• Addendum 1 to Appendix 13 to Schedule 3.3 (Other Services Technical Approach)</li><li>• Schedule 10.1 (Fees)</li></ul>

This is Amendment No. 98 to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor originally dated as of November 14, 2005 and as subsequently amended (hereinafter, "Amendment No. 98"). The Commonwealth and Vendor have agreed to modify the Comprehensive Infrastructure Agreement as set forth below. Except as expressly modified in Amendment No. 98, the terms and conditions of the Agreement shall remain in full force and effect. Capitalized terms used but not defined in Amendment No. 98 shall have the meanings assigned to them in the Agreement.

1. In Appendix 13 to Schedule 3.3 (Other Services SOW), a new section is added as follows.

**"Statement of Work for Secure Web Application Portal**

Vendor will provide a secure portal to access web-enabled applications in accordance with the technical approach (hereinafter, "SWAP"). An Eligible Customer must request SWAP through the Work Request process. An Eligible Customer must request changes to add, remove, modify, or reconfigure a published application or portal through the Work Request process and such requests will be priced separately in accordance with the Agreement. Any Fees associated with SWAP will be excluded from the calculation of the Overall Fee Limitation.

As specified in a Work Request, Vendor will create the portal, publish requested applications, and create security groups in the appropriate directory service. Vendor will grant the subscribing Eligible Customer administrative access to the security group(s) and the Eligible Customer will administer and maintain security group membership (*i.e.*, End-Users requiring access to a published application).

SWAP may be configured to enforce multi-factor authentication. The subscribing Eligible Customer: (i) must request such configuration through the Work Request process and such request will be priced separately in accordance with the Agreement, and (ii) is responsible for provisioning any software tokens or key fobs to enable multi-factor authentication, which items are separately priced under the Agreement.

SWAP requires End-User authentication before the End-User is allowed access to a published application through the portal and access is designed for End-Users who qualify for accounts in the enterprise COV active directory. If an End-User does not qualify for an account in the enterprise COV active directory, the subscribing Eligible Customer must request credentials for the End-User through the Work Request process and such request will be priced separately in accordance with the Agreement. The table below identifies the roles and responsibilities that Vendor and VITA will perform with respect to SWAP.

**SWAP Roles and Responsibilities**

SWAP Roles and Responsibilities	Vendor	VITA
1. Provide detailed requirements for SWAP implementation, including Eligible Customer applications, portal configurations, security groups, and End-Users through the Work Request process.		X
2. Provision and configure initial Eligible Customer portal for SWAP as specified in a Work Request.	X	
3. Publish Eligible Customer applications for SWAP as specified in a Work Request.	X	

SWAP Roles and Responsibilities	Vendor	VITA
4. Create security groups and populate those groups with initial End-Users for SWAP as specified in a Work Request.	X	
5. Administer and maintain security group membership for SWAP.		X
6. Provide detailed requirements for additions, deletions, modifications, and reconfigurations to SWAP, including Eligible Customer applications, portal configurations, and security groups through the Work Request process.		X
7. Implement changes to SWAP as specified in a Work Request.	X	
8. Provide on-going monitoring and maintenance of SWAP platforms.	X	
9. Notify Vendor of any changes to an Eligible Customer’s published applications.		X
10. Provision tokens (software tokens or key fobs) required to enable multi-factor authentication.		X

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

**Service Levels for SWAP**

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)
Response Time	Agency Application Password Reset Requests
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 End-User Account Privilege Changes”

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

**“Technical Approach for Secure Web Application Portal**

SWAP utilizes Vendor’s existing hardware, hardware maintenance, software, and software maintenance, and Secure Socket Layer (SSL) VPN licenses for up to 10,000 concurrent End-Users. Vendor will notify VITA in the event Vendor’s existing SWAP hardware CPU/processor or memory utilization begins to exceed 75% of the existing capacity or the End-User counts exceed 7,500 on a regular basis. Vendor will stop processing new SWAP requests when service hardware CPU/processor or memory utilization consistently exceed 80% of the existing capacity or the End-User counts consistently exceed 8,000 concurrent users. SWAP is limited to Vendor’s existing capacity. If and when additional capacity is needed, Vendor will submit a proposal to VITA for a new technical approach.”

- 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
SWAP Initiation	Per Eligible Customer (one-time)	Time and materials for Eligible Customer to subscribe to SWAP.
SWAP Customization	Per Project (one-time)	Time and materials to add, remove, modify, or reconfigure a published application or portal.

The Parties have executed this Amendment No. 98 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: 3/4/2014	Date: February 24, 2014