



Problem Resolution Report

CoSD Contract No. 568996
Malware Protection and Secure
Internet Access Resource Units
Peraton/CoSD-128



Date: August 5, 2023

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego (“County”) and Peraton Enterprise Solutions LLC (“Contractor”) and hereinafter collectively referred to as “the Parties”) with Effective Date November 15, 2016 (“the Agreement”), agreement is reached on the Effective Date shown below.

Issue or Problem:

1. Per PRR 70, dated April 14, 2020, the Parties added the Enterprise Application Access (EAA) solution to the Agreement, which integrates data path protection, identity and access management (IAM), application security, multi-factor authentication (MFA), single sign-on (SSO), and management visibility and control into a unified service across all application locations and types (on-premises, Internet, IaaS, SaaS, etc.). The solution requires greater protection for the County.

Resolution:

1. The Parties agree to strengthen the existing Enterprise Application Access solution which shall add Malware Protection and Secure Internet Access (SIA) functionalities to the solution to protect web applications and Application Programming Interface (APIs) from malicious file uploads and to create a cloud-based secure web gateway (SWG) to protect the County network.
2. The Malware Protection and Secure Internet Access (SIA) Resource Units (RUs) are added to the Agreement, with corresponding monthly RU Fees of \$5,062.50 and \$27,100.00, respectively.
3. The SIA RU shall be effective and billable on January 1, 2024.
4. The Malware Protection RU shall be effective and billable on December 1, 2023.
5. The Malware Protection functionality shall apply to all County websites protected by the Akamai Web Application Firewalls.
6. The SIA functionality shall apply to all County managed devices.



7. Schedule 4.3, Operational Services, Section 2.6, Security Management Services, is amended to add the following subsections:

2.6.2.29 Contractor shall provide the Malware Protection solution to all County websites protected by the Akamai Web Application Firewalls.

2.6.2.29.1. Malware Protection shall protect web apps and Application Programming Interface (APIs) from malicious file uploads by scanning file uploads at the Akamai edge.

2.6.2.29.2. Malware Protection shall integrate with Akamai Web Application Firewall to detect and block malware at the Akamai edge by scanning files once, at the edge, to avoid setting scanning at every application.

2.6.2.30 Contractor shall provide the Secure Internet Access (SIA) solution to all County managed devices.

2.6.2.30.1. SIA shall provide a cloud-based secure web gateway (SWG) that protects County network.

2.6.2.30.2. SIA shall proactively block requests to known malware, phishing, command and control, and Domain Name System (DNS) data exfiltration domains.

2.6.2.30.3. SIA shall block malicious payload downloads with improved zero-day protection before they compromise endpoint devices.

2.6.2.30.4. SIA shall protect devices when on and off the network, including mobile devices.

2.6.2.30.5. SIA shall protect all outbound DNS traffic including Internet of Things (IoT), servers and peripherals.

2.6.2.30.6. SIA shall provide detection/prevention of zero-day phishing attacks.

2.6.2.30.7. SIA shall enforce acceptable use policies.

2.6.2.30.8. SIA shall block categories of domains.

2.6.2.30.9. SIA shall provide visibility and control over internet-based applications, such as social media.

2.6.2.30.10. SIA shall control the types of files that can be uploaded/downloaded on the internet.

2.6.2.30.11. SIA shall provide web-based Data Loss Prevention (DLP) controls.

2.6.2.30.12. SIA shall include tools to identify the specific devices on the network making requests that violate the configured policy.

8. Exhibits 16.1-1, 16.1-2 and 16.1-6 are amended to add the Malware Protection and Secure Internet Access RUs as per Attachments 1, 2 and 3 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.


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

PERATON ENTERPRISE SOLUTIONS LLC

JOHN M. PELLEGRINO, Director
 Department of Purchasing and Contracting

By: 
 Name: Max Pinna
 Title: Contracts Manager
 Email: max.pinna@peraton.com
 Date: Sep 11, 2023

By: 
 Name: Allen Hunsberger
 Title: Assistant Director, Purchasing and Contra
 Date: Sep 11, 2023

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAXL20BN3rV3o1nO8055rYndlb07aYztFT

PRR 128 - Malware Protection and Secure Internet Access Resource Units - Attachment 2
Exhibit 16.1-2 Resource Unit Price Summary Decomposition

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Malware Protection	Schedule 4.3 Section 2.6	Month	Fixed Monthly Per Unit		\$ 5,062.50		
				<i>Hardware</i>			
				<i>Software</i>		\$ 2,812.50	Represents the estimate of the Non-OS License Software.
				<i>Hardware Maintenance</i>			N/A
				<i>Software Support</i>		\$ 2,250.00	Third-Party vendor and ITO support, including implementation of County required changes and modifications after the initial integration.

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Secure Internet Access	Schedule 4.3 Section 2.6	Month	Fixed Monthly Per Unit		\$ 27,100.00		
				<i>Hardware</i>			N/A
				<i>Software</i>		\$ 17,500.00	Represents the estimate of the Non-OS License Software.
				<i>Hardware Maintenance</i>			N/A
				<i>Software Support</i>		\$ 9,600.00	Third-Party vendor and ITO support, including implementation of County required changes and modifications after the initial integration.

