



Problem Resolution Report

Network Access – Expired accounts removal from volumes calculation CoSD/HP 112 v3

Date: October 5, 2015

Summary:

In accordance with the provisions of the IT and Telecommunications Services Agreement dated January 24, 2006 (the "Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issues or Problem:

On June 9, 2014, the Parties executed PRR 112, which introduced five (5) new Resource Units (RUs) to reform the billing mechanism governing network access to the County environment. On April 21, 2004 the Parties also executed PRR 112v2 to address some language and pricing discrepancies present in the previous PRR.

Now the Parties intend to further amend PRR 112v2 to revise the volume calculation methodology for 1. Wired/Wireless Network Access RU; 2. Remote Network Access RU and 3. Mobile Network Access RU, by removing the expired Active Directory accounts from such calculation.

Resolution:

Section 27 – Network Access Resource Units (RU) of Schedule 16.1 – Fees, is amended as per Attachment 1 to this PRR, by removing the expired Active Directory accounts from the volume calculation for the Network Access Resource Units.

The Parties also agree that all expired accounts will be closely monitored by the County and disabled as soon as their expired status is no longer deemed necessary.

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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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

HP ENTERPRISE SERVICES, LLC

By: *John M. Pellegrino*

By: *Laura Floyd*

Name: John M. Pellegrino

Name: Laura Floyd

Title: Director Department of Purchasing and Contracting

Title: Director, SLED

Date: _____

Date: October 5, 2015

Attachment 1 PRR 112 v2 Network Access

16.1 – Fees

27. Network Access Resource Units (RU)

This section pertains to the five Network Access Resource Units associated with the services described in Schedule 4.3 Section 5 (Network Services) and listed in Exhibit 16.1-5 (Renewal Fees Summary by Resource Unit). The Network Access Resource Units are effective with the July 2014 period of performance billing. The five resource units and the associated source of monthly volumes for each are as follows:

1. **Static Wired Access RU** – Device or service access to the County network at a County location through a wired connection. Static Access RU volumes are determined by the number of stand-alone devices at County locations connected to the County network through a wired connection (e.g. copiers, printers, security cameras and, door controls). Static Access RU volumes are determined by the number of devices, listed by low org and verified by the County, that appear in Contractor's Assets Management Report and Static Access Report.
2. **Wired/Wireless Network Access RU** – County User access to the County network from a County location through a wired or Wireless Access Point connection. Monthly volume for this RU is determined by the number of enabled Active Directory accounts in Report 83(a) from the following user populations that have ability to connect to the network through a Wired/Wireless Access Point connection:
 - CSG County Users
 - FGG County Users
 - HHSA County Users
 - LUEG County Users
 - PSG County Users
 - County Vendor Users
 - External County Users
3. **Remote Network Access RU** – County User access to the County network using Virtual Private Network (VPN) technology. This RU would include connection through Wired/Wireless Network Access and Remote Access (VPN). Monthly volume for this RU is determined by the number of enabled Active Directory accounts in Report 83(a) from the following user populations that have ability to connect to the network through a VPN connection:
 - CSG County Users
 - FGG County Users
 - HHSA County Users
 - LUEG County Users
 - PSG County Users
 - County Vendor Users

- External County Users
4. **Mobile Network Access RU** – County User access to the County network using session persistent service technology. This RU would include connection through Wired/Wireless Network Access, Remote Access (VPN) and Mobile Network Access (Mobility VPN). Monthly volume for this RU is determined by the number of enabled Active Directory accounts in Report 83(a) from the following user populations that have ability to connect to the network through a Mobility VPN connection:
- CSG County Users
 - FGG County Users
 - HHSA County Users
 - LUEG County Users
 - PSG County Users
 - County Vendor Users
 - External County Users
5. **Failover (Internet Infrastructure) RU** – This RU provides failover capabilities in case of failure of the network connection between San Diego County Sites and the Internet. During normal operation, this RU is utilized to provide public access to the Internet. The Failover RU is billed on a fixed monthly fee of \$80,140.50 as indicated in Exhibit 16.1.5. (Renewal Fees Summary by Resource Unit). At the end of each CY, the parties will review the past and projected bandwidth growth for Internet Failover to determine if any adjustment to the Resource Unit pricing is warranted at that time.

Users will be assigned a single Network Access RU based on chosen level of service / access. Additionally, users with multiple devices will only be billed for a single RU. Network Access RUs do not apply when External County Users are provided Voice Services using Voice over Internet Protocol (VoIP) via the Agreement. External County Users are defined as users in County entities obtaining Data Network Services outside of the Agreement.