



Problem Resolution Report



Network Access
CoSD/HP 112 v2

Date: April 21, 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. After further consideration, the Parties agree to amend PRR 112 to address some language and pricing discrepancies present in said PRR.

In addition, the parties intend to clarify the Voice Over Internet Protocol (VOIP) services charges in connection with Network Access as previously established with PRR 54 – New Site Voice Over Internet Protocol Services, dated October 19, 2010.

Resolution:

1. Section 27 – Network Access Resource Units (RU) of Schedule 16.1 – Fees, is amended as per Attachment 1 to this PRR, clarifying which Active Directory accounts count toward volume calculation for the Network Access RUs;
2. Section 27 – Network Access Resource Units (RU) of Schedule 16.1 – Fees, is amended as per Attachment 1 to this PRR, to reflect that Network Access charges do not apply when external County departments (e.g. Sheriff's, District Attorney) are obtaining only VOIP services through the Contract. Effective May 2015, external County departments currently obtaining only VOIP services through the Contract, or as a result of a new site or move to a VOIP site in the future, will only be charged the applicable VOIP RU.
3. Section 5.2 – For Bundled Resource Units, of Schedule 16.1 – Fees, is also amended as per Attachment 2 to this PRR, specifying a different banding structure for Network Access RUs; and
4. Exhibits 16.1-5 and 16.1-6 are amended to correct the bands for Network Access RUs and update the unit of measure for the Failover RU as per Attachment 3 and 4 to this PRR.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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



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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

By: John M. Pellegrino
Name: John M. Pellegrino

By: Cathy Varner
Name: Cathy Varner

Title: Director Department of Purchasing and Contracting

Title: Director, SLED

Date: 4/22/15

Date: 22 April 2015

J. M. Pellegrino
HULLSON

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 active and expired 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 active and expired 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 active and expired 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.

Attachment 2 PRR 112 v2 Network Access

16.1 - Fees

5. MONTHLY SERVICES CHARGE

Following Cutover for each Service Framework during the Term, Contractor shall calculate, on the last day of each calendar month on either a snapshot or cumulative basis (as indicated in Exhibit 16.1-1), the quantity of Resource Units applicable to such Service Framework that are utilized by the County during that month. Contractor shall report such quantities to the County in accordance with the format described in Section 16.2 and Schedule 5 of the Agreement, together with the supporting information and documentation required under such Section and Schedule. Such quantities shall be used to calculate the Monthly Services Charge as follows:

5.1 For Non-Bundled Resource Units

Except for Bundled Resource Units (which are calculated as described below), the monthly volume of Resource Units actually consumed shall be multiplied by the applicable Resource Unit Fees as set forth in Exhibit 16.1-1 and, if applicable, corresponding to the volume band in which the County's actual volume of consumption falls during such month.

5.2 For Bundled Resource Units

If the County's actual monthly volume for Bundled Resource Units falls between 90% and 110%, inclusive, of the sum of the Baseline Volumes for such Bundled Resource Units, then the actual monthly volume of each Resource Unit in such bundle shall be multiplied by the applicable Resource Unit Fee for the 90% to 110% range as set forth in Exhibit 16.1-1, even if the actual monthly volume for a particular Resource Unit falls outside of such range.

If the County's actual monthly volume for Bundled Resource Units falls outside the 90% to 110% range described above, then the actual monthly volume of each Resource Unit in such bundle shall be multiplied by the applicable Resource Unit Fee as set forth in Exhibit 16.1-1 corresponding to the volume band in which the County's actual volume of consumption of such individual Resource Unit falls during such month. An example of this calculation is set forth in Appendix 16.1-1a.

The above calculations apply to all Bundled Resource Units, with the exception of Network Access, which follows a different banding structure. For Network Access, the sum of the County's actual monthly volumes for all Resource Units within the bundle will determine the volume band to be applied to each Network Access RU.

PRR 112 v2 - Network Access Units - Attachment 4 Schedule 16.1 - Exhibit 16.1-6

Resource Unit	Schedule 1.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee	Component Fee
Static Access	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Device	Fixed monthly fee per unit		\$ 70.73	
				Hardware		\$ 18.43
				Hardware maintenance		\$ 3.70
				Software		\$ 3.96
				Software maintenance		\$ 2.23
				IMAR's		\$ 23.57
Circuits	\$ 18.84					
Wired/Wireless LAN Access	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Active Directory Account	Fixed monthly fee per unit		\$ 82.99	
				Hardware		\$ 17.09
				Hardware maintenance		\$ 4.97
				Software		\$ 4.21
				Software maintenance		\$ 2.98
				IMAR's		\$ 31.82
Circuits	\$ 21.92					
Remote Access	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Active Directory Account	Fixed monthly fee per unit		\$ 93.31	
				Hardware		\$ 20.74
				Hardware maintenance		\$ 3.94
				Software		\$ 3.75
				Software maintenance		\$ 3.59
				IMAR's		\$ 37.86
Circuits	\$ 21.43					
Mobile Network Access	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Active Directory Account	Fixed monthly fee per unit		\$ 108.84	
				Hardware		\$ 22.41
				Hardware maintenance		\$ 6.52
				Software		\$ 5.53
				Software maintenance		\$ 3.91
				IMAR's		\$ 41.72
Circuits	\$ 28.75					
Failover (Internet Infrastructure)	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Month	Fixed monthly fee per unit		\$ 80,140.50	
				Hardware		\$ 11,677.50
				Hardware maintenance		\$ 5,134.50
				Software		\$ 4,924.50
				Software maintenance		\$ 3,883.50
				IMAR's		\$ 32,037.00
Circuits	\$ 22,485.50					