



Problem Resolution Report



CoSD Contract no. 537863
Citizens Participation Suite
HP/CoSD-115

Date: August 5, 2014

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on June 24, 2014 (“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

The Agreement currently provides for Video Streaming and Archiving Services, which consists of the process of providing video data or content via a web page to the County Intranet or the external public and archiving such video data or content to be available for public viewing for one year. The Agreement also provides that Contractor shall provide a web-based service to collect feedback from citizens on specific items associated with upcoming Board of Supervisor’s meetings.

The County now wishes to extend these services to allow citizens to easily contribute, vote on and prioritize ideas using a customized website dedicated to community idea sharing.

Resolution:

1. The Granicus Citizen Participation Suite will be remotely enabled.
2. In order to ensure a successful implementation and user experience, primary administrative users will be provided a live two hour web-based training session by a Granicus certified trainer. Additional online support resources are also available.
3. Prior to the public site launch, consultancy services will be provided to advise best practices and recommendations on use and implementation to maximize system efficacy.
4. Section 4.5.2.5 of Video Streaming and Archiving Services High Level – Requirements, of Schedule 4.3, Operational Services, is hereby replaced by the following:

4.5.2.5 Contractor shall provide a web-based service to collect feedback from citizens on specific items associated with upcoming Board of Supervisor’s meetings and to allow citizens to easily contribute, vote on and prioritize ideas using a customized website dedicated to community idea sharing.
5. Schedule 16.1. – Exhibit 16.1-5 is hereby amended to add the Citizen Participation Suite Resource Unit Fee in the amount of \$1,936.00, as per Attachments 2 to this PRR.



Problem Resolution Report

CoSD Contract no. 537863
Citizens Participation Suite
HP/CoSD-115

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

By: _____

John M. Pellegrino

Name: John M. Pellegrino

Title: Director Department of Purchasing and Contracting

Date: 8-7-14

JM HUDSON

HP ENTERPRISE SERVICES, LLC

By: _____

Max Pinna

Name: Max Pinna

Title: Contracts Manager

Date: August 5, 2014

ATTACHMENT 2 TO PRR 115 - Citizens Participation Suite

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component ** Desktop Service, Video Streaming and Archiving Services - Section 4.3	Unit of Measure	Pricing	Resource Unit Fee (99% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (90% to 99% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Resource Unit Fee (130% to 150% band)	Resource Unit Fee (150% to 200% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Citizen Participation Suite		Month	Fixed monthly fee per unit	\$1,936.00	12	\$ 23,232.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A