



Problem Resolution Report

CoSD Contract no. 537863
Standard PC with Desktop Encryption Service
HP/CoSD-130

Date: March 4, 2015

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 ("HP" or "Contractor"), hereinafter collectively referred to as the "Parties", agreement is reached on the date shown above.

Issue or Problem:

1. With PRR 108 dated December 6, 2013, the Parties established a new HHSA Desktop Hard Drive Encryption Resource Unit ("RU") to be provided within the Desktop Services Framework. The Parties agreed on a unit rate of \$8.88 based on reaching an average volume of 500 Desktop Hard Drive encrypted devices per month.
2. The Parties now would like to include encryption on all Standard PCs and Engineering Workstations unless otherwise exempted through the Notice of Decision (NOD) process.

Resolution:

1. The following sections of Schedule 4.3 Operational Services is hereby revised to include hard drive Encryption Services, as shown in Attachment 1 to this PRR:
 - a) 4.4.3.2.1 Standard PCs
 - b) 4.4.3.2.8 Engineering Workstations
2. The following RUs are added to Schedule 16.1-5, as shown in Attachment 2 to this PRR, replacing the HHSA Desktop Hard Drive Encryption RU, which is hereby deleted:
 - a) Standard PC – With Encryption (\$89.57)
 - b) Engineering Workstation – With Encryption (\$152.24)
 - c) Enhanced Engineering Workstations – With Encryption (\$153.50)
3. Desktop encryption is priced at \$3.68 per asset based on baseline volume of 108,000 units per year (9000 units per month).
4. Schedule 16.1-6 is hereby revised to reflect the new RUs Fee decompositions, as shown in Attachment 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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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

HP ENTERPRISE SERVICES, LLC

By: *John M. Pellegrino*

By: *Max Pinna*

Name: John M. Pellegrino

Name: Max Pinna

Title: Director Department of Purchasing and Contracting

Title: Contracts Manager

Date: _____

Date: March 4, 2015

4.4.3.2.1. Standard PCs

Standard PCs hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. For the first Contract Year, the standards will be those in effect with the Legacy Provider as of the date of Cutover for this Service Framework. The process to set Standard PCs hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Standard PC hardware will be refreshed within a 4-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 4-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Standard PC assets will be provisioned with hard drive encryption services.

4.4.3.2.8 Engineering Workstations

Engineering Workstations are intended to provide additional computing power not available through the Standard PC resource unit. The process to set Engineering Workstation hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Engineering Workstations hardware will be refreshed within a 4-year cycle from initial installation as recorded in the Asset Management System. The asset refresh shall not be performed later than two months after the expiration of the 4-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Engineering Workstations assets will be provisioned with hard drive encryption services.

Attachment 3 to PRR 130 - Revised Desktop Encryption Services

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee	Component Fee
Standard PC - With Encryption	Desktop Services - Personal Computing Services--Section 4.4	Standard PC	Fixed monthly fee per unit		\$ 89.57	
				Hardware	\$ 39.34	
				Hardware maintenance	\$ 8.03	
				Software license	6.06	
				Software maintenance	\$ 19.27	
				IMARs	\$ 10.30	
				Desktop Application Directory Maintenance	\$ 0.64	
				Printer Maintenance	\$ 2.25	
				Encryption	\$ 3.68	
				Engineering Workstation - With Encryption	Desktop Services - Personal Computing Services--Section 4.4	Engineering Workstation
Hardware	\$ 82.65					
Hardware maintenance	\$ 10.08					
Software license	9.56					
Software maintenance	\$ 15.46					
IMARs	\$ 14.10					
Refresh Support	\$ 6.41					
Desktop Application Directory Maintenance	\$ 10.30					
Encryption	\$ 3.68					
Enhanced Engineering Workstation (4GB memory) - With Encryption	Desktop Services - Personal Computing Services--Section 4.4	Engineering Workstation	Fixed monthly fee per unit			
				Hardware	\$ 83.91	
				Hardware maintenance	\$ 10.08	
				Software license	9.56	
				Software maintenance	\$ 15.46	
				IMARs	\$ 14.10	
				Refresh Support	\$ 6.41	
				Desktop Application Directory Maintenance	\$ 10.30	
				Encryption	\$ 3.68	

Attachment 2 to PRR 130 - Revised Desktop Encryption Services

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Resource Unit Fee (90% 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 (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Standard PC - With Encryption	Desktop Services - Personal Computing Services--Section 4.4	Standard PC	Fixed monthly fee per unit	\$ 89.57	108,000	\$ 9,673,560	BI	\$ 111.59	\$ 101.28	\$ 81.20	\$ 75.66	Specific	4
Engineering Workstation - With Encryption	Desktop Services - Personal Computing Services--Section 4.4	Engineering Workstation	Fixed monthly fee per unit	\$ 152.24	1,236	\$ 188,169	BI	\$ 218.44	\$ 198.86	\$ 158.82	\$ 149.72	Specific	4
Enhanced Engineering Workstation (4GB memory) - With Encryption	Desktop Services - Personal Computing Services--Section 4.4	Engineering Workstation	Fixed monthly fee per unit	\$ 153.50	NA	NA	BI	\$ 191.83	\$ 173.89	\$ 138.91	\$ 131.01	Specific	4