



Problem Resolution Report



CoSD Contract no. 537863
Microsoft Surface Tablet
HP/CoSD-132

Date: February 3 , 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, LLC (“HP” or “Contractor”) (hereinafter collectively referred to as “the Parties”) agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to add a Microsoft Surface Pro Tablet (the latest version is the Surface Pro 3) resource unit to the Agreement to provide a solution for mobile computing business functions that require greater portability and power than found in the standard Laptop asset.

Resolution:

1. Section 4.4.3.2.10 is renamed from ‘Ruggedized Tablet’ to ‘Tablets’. New subsections are added: 4.4.3.2.10.a. - Ruggedized Tablet (formerly 4.4.3.2.10) and 4.4.3.2.10.b - Convertible Tablets (formerly 4.4.3.2.11).
2. Section 4.4.3.2.11 will be left blank and reserved for future use.
3. A new subsection, 4.4.3.2.10.c is added to Schedule 4.4.3.2.10 Tablets for a new resource unit for the Microsoft Surface Pro Tablet as per the section below:

4.4.3.2.10.c Microsoft Tablets

4.4.3.10.c.1 Surface Pro Tablet

Microsoft Surface Tablet hardware standards will be determined each Contract Year. The process to set Microsoft Surface Tablet hardware standards will be based on recommendations made by the Contractor and approved in writing



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by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Microsoft Surface Pro Tablet hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Asset Management System.

The Microsoft Surface Pro Tablet will be maintained to Core Software Standards for Operating System (OS) installed at the time of deployment. There will be no OS upgrade during the life of the deployed Microsoft Surface Pro Tablet. The Operating System will be maintained to all current patch and service pack releases throughout its deployed life.

The Microsoft Surface Tablet will be provisioned with hard disk encryption services.

Customer shall provide compatible docking station for software updates and patches.

4. The initial standards for the Microsoft Surface Tablet will be the Microsoft Surface Pro 3 device, as shown on Attachment 1 to this PRR, specifications of which will be added to Report 44 – Personal Computing Services Standards – Hardware Standards. Any updates to or modifications of the initial standards will be documented and approved through Report 44 – Personal Computing Services Standards – Hardware Standards. The Microsoft Surface Pro 3 will be loaded with an approved specific County image as described in Report 43 “Personal Computing Services Core Software Standards”.
5. A new Resource Unit Fee for the Microsoft Surface Tablet is also added to Schedule 16.1, Exhibit 16.1-5 and Exhibit 16.1-6 as per Attachment 2 and Attachment 3 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.



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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: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director Department of Purchasing and Contracting

Title: Contracts Manager

Date: _____

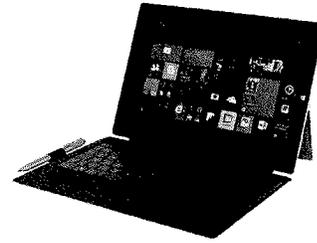
Date: February 3, 2015

 Hudson

Standard Ultra-Portable Tablet:

Microsoft Surface Pro 3

Hardware Use Case: Mobile Worker



Components	Standard Ultra-Portable Tablet – Microsoft Surface Pro 3
Processor	4 th Generation Intel Core i5-4300U Processor (1.90 GHz, 3 MB cache, 2 cores/4 threads, 5 GT/s)* up to 2.9 GHz with Intel Turbo Boost Technology
Memory	8GB LPDDR3 1600MHz
Video	Intel HD Graphics 4400
Display	12" ClearType Full HD Plus (2160x1440)
Disk	256GB SATA Solid State Drive (SSD)
Communications LAN:	None (Surface Pro 3 Docking Station only or Surface Ethernet Adapter)
Communications: Wireless Access Points	Wi-Fi 802.11 ac/802.11 a/b/g/n
Communications: Mobile Broadband	Not available.
Bluetooth	Bluetooth® version 4.0 Low Energy technology
Ports	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> 1 USB 3.0 microSD card reader Headset jack Mini DisplayPort Cover port </div>
CD/DVD	none
Webcam	5.0 MP front-facing camera; 5.0 MP rear-facing camera
Battery	42Wh Lithium Ion + 36W Power Supply
Weight and Dimensions	Weight 1.76lbs Dimensions (w x d x h)

	11.5" x 7.93" x 0.36"
Comments	TPM 2.0 security
Docking Station Options	Surface Pro 3 Docking Station <div data-bbox="535 409 950 619" style="border: 1px solid black; padding: 5px;"><ul style="list-style-type: none">3 USB 3.02 USB 2.0Gigabit EthernetAudio input/outputMini DisplayPortSecurity lock slot</div>
Input Device Options	Surface Pen (standard)

ATTACHMENT 2 TO PRR 132 - MICROSOFT SURFACE TABLET

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	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 (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Microsoft Surface Pro 3, 256GB, Incl 15	Desktop Services - Personal Computing Services-Section 4.4	Tablet	Fixed monthly fee per unit	Hardware (based on depreciation and maintenance; Applications Director)	\$ 164.49	2400	\$ 394,776	BI	NA	NA	NA	NA	Specific	3

ATTACHMENT 3 TO PRR 132 - MICROSOFT SURFACE TABLET

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Revised Component Fee	Description of Components
Microsoft Surface Pro 3- 256GB Intel i5	Desktop Services - Personal Computing Services--Section 4.4	Tablet	Fixed monthly fee per unit		\$ 164.49		
				Hardware		\$ 84.34	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years.
				Hardware Maintenance/Break-Fix		\$ 3.39	This element comprises 3 year break-fix services
				Software License		\$ 18.24	Software licenses include the cost of software license upgrades/refresh Based on a 3 years Refresh Cycle
				Software Break-Fix		\$ 16.37	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMARs		\$ 11.10	IMAR costs are Labor associated with IMAR's
				Refresh Support		\$ 9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery County site, provide install services, removal of previous asset and any boxes and packing materials
				Desktop Application Directory Maintenance		\$ 10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated Software distribution.
				3Yr. Accidental Damage Protection		\$ 10.76	3yr. accidental damages warranty

