



Problem Resolution Report

CoSD Contract no. 537863

Enhanced Disaster Recovery Services Phase 3 HP/CoSD-134

Date: December 9, 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.

Issue or Problem:

The first phase of Enhanced Disaster Recovery built an active and redundant POP at the County Operations Center (COC). The services supported by that initiative did not include redundancy for the Staff and Public Internet.

Resolution:

Contractor will leverage existing network infrastructure as well as add new connectivity and hardware to implement a geo-redundant Internet Architecture for County staff and public users. This will provide Internet connectivity in the event of a catastrophic failure at the existing AT&T POP.

1. Section 7.8.2.1 and Section 7.8.4 of Schedule 4.3 – Operational Services, of the Agreement are amended as shown in Attachment 1 to this PRR.
2. The additional services provided will increase the existing Disaster Recovery Enhanced Services Resource Unit (RU) Fee from \$6,665.00 to \$25,666.71. This revised RU Fee reflects the following components:
 - The existing Disaster Recovery Enhanced Services monthly RU Fee of \$6,665.00 less \$1,455.00 for the elimination of T1 circuit costs as provided for in PRR 119
 - The added Disaster Recovery Phase 3 monthly RU fee of \$20,456.71
3. Schedule 16.1, Fees. Exhibits 16.1-5 and 16.1-6 are amended as Attachment 2 and Attachment 3 to this PRR.
4. The one-time costs associated with this initiative totals \$894,857.43 and are funded through a debit against the End Switch Reinvestment Fund established with PRR 125.

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



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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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

By: *Max Pinna*
Name: Max Pinna

Title: Director, Department of Purchasing
and Contracting

Title: Contracts Manager

Date: 12-23-14

Date: December 9, 2014

J. HUDSON

7.8.2 Disaster Recovery Service High Level Requirements

7.8.2.1 Promote disaster recovery and business continuity (BC) at the County through a redundant hardware, software and circuitry platform located in a facility which is geographically remote from the Network’s primary Point of Presence (POP).

The services shall include network connectivity to the County network backbone for multiple County sites, long distance network transport, wide-area network acceleration, network monitoring and internet services for both County staff and public users.

7.8.4 Disaster Recovery Service - Requirements, Roles and Responsibilities

The following table identifies the Plan Build and Operate requirements, roles and responsibilities associated with Disaster Recovery Service.

Disaster Recovery Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit a Disaster Recovery (DR) plan that meet County requirements	X	
2. Review and approve a DR plan that meet County requirements		X
3. Produce and submit data recovery plan consistent with the County’s business requirements	X	
4. Review and approve data recovery plan		X
5. Produce and submit at the start of each Contract Year a revised DR Plan to continually meet County objectives	X	
6. Review and approve the yearly DR Plan		X
7. Produce and submit a yearly DR test plan	X	
8. Approve the DR/BC test		X
Build Requirements, Roles and Responsibilities	Contractor	County
9. Design and implement DR plan	X	
10. Design and implement data recovery plan	X	
11. Coordinate the DR plans with group Business Continuity (BC) plans to address any potential disconnects or misunderstanding	X	
12. Perform yearly DR test	X	
13. Submit yearly DR test results to the County	X	

Disaster Recovery Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
14. Review and approve yearly DR test results		X
15. Maintain and document requirements for off-site data storage	X	
16. Review documentation for off-site data storage		X
Operate Requirements, Roles and Responsibilities	Contractor	County
17. Provide secure offsite storage for designated media and transport media to offsite location as required (include handling, storing, shipping, and receiving tape media) – transport tapes in environmentally controlled vehicles operated by bonded personnel. The off-site facility will have complete fire protection and multiple layers of physical security to prevent unauthorized access	X	
18. Ensure archived data is available for use in disaster recovery operations	X	
19. Provide off-site backup media storage	X	
20. Establish and maintain contracts for hot-site or cold-site availability as required, coordinate disaster recovery exercises to ensure readiness, and perform required recovery	X	
21. Promote DR and use of BC by meeting with the County's CIO, IT governance committees, the business managers, and the departments to provide appropriate communication during any DR operation	X	
22. Perform scheduled DR tests per County policies, requirements and the DR Plan, including Primary and Secondary POP failover testing.	X	
23. Track and report DR test results to the County	X	
24. Approve DR testing results		X
25. Perform corrective action identified during the DR test and provide on going status until completion	X	
26. Provide a written DR test and corrective action report to the County by a mutually agreed upon date each year	X	
27. Execute DR Procedures when directed by an authorized representative of the County	X	
28. Provide DR recovery within 48 hours from the time a disaster is declared for Priority 1 Applications	X	
29. Provide DR recovery within 72 hours from the time a disaster is declared for Priority 2 Applications	X	

Disaster Recovery Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
30. Manage and maintain secondary POP network including the spanning of multiple site connections to the COSD network backbone and management of long distance network transport services to County data centers in Oklahoma and Texas; this includes providing and managing the infrastructure to provide wide-area-network accelerations, network monitoring/reporting to County users and applications/services and internet services for both County staff and public users	X	

Attachment 2
 Disaster Recovery Enhanced Services Phase 3 - Exhibit 16.1-5

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Disposition (specific cost detail breakdowns)	Resource Unit Fee (30% to 110% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Band 1 Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (10% 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 (in Years)
Disaster Recovery Enhanced Services	Cross Functional Services-- Disaster Recovery Services-- Section 7.8	Month	Fixed monthly fee per unit	None	\$25,666.71	12	\$308,000.52	N/A	N/A	N/A	N/A	N/A	Specific month	5

Attachment 3

Disaster Recovery Enhanced Services Phase 3 - Exhibit 16.1-6

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee	Component Fee
Disaster Recovery Enhanced Services	Cross Functional Services Disaster Recovery Services-- Section 7.8	Month	Fixed monthly fee per unit		\$ 25,666.71	
				Hardware		
				Hardware maintenance		\$ 18,445.44
				Software		
				Software maintenance		
				IMAR's		
				Circuits		\$ 7,221.27

