



Problem Resolution Report

CoSD Contract no. 537863
Domain Name Management - Forwarding
HP/CoSD-135



Date: July 14, 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:

With PRR no. 94, dated July 2, 2012, the Parties added Domain Name Management Services to the Agreement, to be performed at a Resource Unit (RU) Fee of \$4.91 for each domain name managed by Contractor. The current scope of the services includes serving as the administrative contact for each domain name managed by Contractor, monitoring current subscriptions, renewing subscriptions and paying appropriate fees to domain name vendors.

The Parties want to expand scope of the Domain Name Management Services to include Domain Name Forwarding services. In addition, the Parties want to modify the billing methodology by moving from an RU Fee for each domain name, to a flat monthly RU Fee covering up to 300 domain names managed by Contractor.

Resolution:

1. Section 7.16 – Domain Names Management Services of Schedule 4.3, Operational Services, of the Agreement shall be amended to include Domain Name Forwarding services, as set forth in Attachment 1 to this PRR.
2. Section 7.16 – Domain Names Management Services of Schedule 4.3, Operational Services, of the Agreement is amended as per Attachment 1 to this PRR, to reflect removal of Section 7.16.3 - Portfolio of Domain Names, 7.16.5 - New Domain Name Process, 7.16.6 - Renewals Process and 7.16.7 - Reports which are addressed in detail in the Standards & Procedures Manual.
3. Section 21 – Domain Names Management Services of Schedule 16.1 – Fees, is hereby amended to reflect that Domain Name Management Services RU Fee is a flat monthly fee for up to 300 active domain names managed by Contractor, as per Attachment 2 to this PRR.



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- 4. Schedule 16.1.5 – Domain Names Management Services RU Fee is hereby modified into a flat monthly fee of \$1,523.67 for up to 300 domain names managed by Contractor. This Fee reflects the added cost of Domain Name Forwarding, as shown in Attachment 3 to PRR. The County will allocate the RU Fee using internally approved Cross Functional allocation method.

 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: *Cathy Varner*

Name: John M. Pellegrino

Name: Cathy Varner

Title: Director, Department of Purchasing and Contracting

Title: Director, SLED

Date: 7/28/15

Date: 14 July 2015

ATTACHMENT 1 to PRR 135

Schedule 4.3 – Operational Services

7.16 Domain Names Management Services

7.16.1. Domain Names Management Services Overview

Domain Names Management Services include the activities required to successfully manage all County domain names and associated Domain Name Services in a centralized manner. The scope includes actively monitoring current subscriptions, purchasing new subscriptions, renewing subscriptions, paying appropriate fees to domain name vendors, maintaining a portfolio of domain names and associated Domain Name Services managed by Contractor, and generating and delivering reports to the County.

7.16.2 Domain Names Ownership

In order for Contractor to manage the domain names on behalf of the County, Contractor must assume ownership.

7.16.2.1 One-Time Transfer Project

Contractor assumed ownership of known County domain names at the inception of this service offering through the One-Time Transfer Project. The One-Time Transfer Project Fee as defined in Schedule 16.1 – Fees, Section 21.1 covered the transfer of all County domains considered in scope at the time of the project. County domains that were owned by individuals who were not County employees were transferred at a time and materials basis.

7.16.2.2 Transfer of Ownership

Contractor will assume ownership and management of County domain name(s), inclusive of associated Domain Name Services, per County request. The Transference Fee as defined in Schedule 16.1 – Fees, Section 21.2 will be applied.

7.16.2.3 New Domain Names

Contractor will purchase and manage on behalf of the County a new domain name(s) and Domain Name Services, per County request.

7.16.2.4 Domain Names Renewal

Contractor will renew subscription for a domain name(s) and Domain Name Services, per County approval. Contractor will release the domain name and associated Domain Name Services without approval to renew or upon request to cancel service.

7.16.3 Domain Extensions

This Domain Names Management services will cover the following domain types:

- .biz
- .com
- .info
- .mobi
- .net
- .org
- .us

Additional extensions that are available through ordinary domain name registrars at the same cost range as those above may also be covered.

Only one site with extension .gov will be managed on behalf of the County as part of this service: "sdcounty.ca.gov".

7.16.4 Domain Name Services

Domain Name Services are optional add-ons to the registered domain name. Domain Names Management Services covers the following add-on:

- Domain Name Forwarding

ATTACHMENT 2 to PRR 135

Schedule 16.1 — FEES

21. Domain Names Management Services (Reference Schedule 4.3 - Section 7.16)

This section pertains to the Domain Names Management Services component within the Cross Functional Framework.

21.1 One-Time Transfer Project Fee

Contractor will be paid a One-time Transfer Project Fee for the effort to transfer ownership of all known County domain names, considered in scope at the time of project, to the Contractor.

The One-time Transfer Project Fee is \$7,000.00.

21.2 Additional Domain Name Transference Fee

Contractor will be paid an Additional Domain Name Transference Fee for each domain name, inclusive of associated Domain Name Services, transferred to the Contractor after the One-Time Transfer Project.

The Additional Transference Fee is \$45.00 per domain name.

21.3 Monthly Management Services Resource Unit Fee

Contractor will be paid a monthly Domain Name Management Resource Unit Fee. This flat rate monthly fee covers up to 300 domain names inclusive of associated Domain Name Services. In the event that the number of active domain names managed by Contractor exceeds 300, the Parties shall negotiate in good faith the required fee adjustment.

The Domain Names Management Services Fee is \$1,523.67.

ATTACHMENT 3 TO PRR 135 - Domain Names Management Services - Forwarding

Schedule 16.1.5

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee (90% to 110%/band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) × (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)
Domain Names Management Services	Domain Names Management Services - Section 7.16 Cross Functional Services	Domain Name	Fixed monthly fee per unit	N/A	\$1,523.67	12	\$18,284.04	N/A	N/A	N/A	N/A	N/A	Specific	N/A