



Problem Resolution Report



CoSD Contract no. 537863

SIP Trunking
HP/CoSD-137

Date: March 10, 2015

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on June 24, 2013 ("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.

Problem/Issue

The County currently utilizes a multi-core, IP based PBX network with localized calling services for outbound calls (e.g. Local Zone 1, 2, 3, Long Distance and International calls). This same architecture handles all inbound Direct Dial and Toll Free calls. These calls are charged to the County through multiple Resource Units on a "per second" basis.

The County desires modifications to this architecture which will; 1) Offset the "per second" pricing for these local calling services with a lower cost alternative 2) Increase network redundancy and 3) Better align the Voice architecture with the County's Disaster Recovery posture.

Resolution:

The County and HP have agreed that:

- 1) Concurrent with the contractually required Voice Refresh, Contractor will deploy new hardware, software and trunking to replace the existing usage charge structure with a new billing approach based on a single Session Initiation Protocol infrastructure ("SIP") Resource Unit (RU).
- 2) This SIP infrastructure will replace the "per second" usage structure for any call from a County location to any 619, 858, 442, 760 prefix (current Zones 1, 2 and 3) as well as all Long Distance CA calls beyond 16 miles to these prefixes.
- 3) Only outbound Long Distance CA (outside of the San Diego area codes (619, 858, 443 and 760)) Long Distance US, International calls, Toll Free Calls and Casual Use Calls will continue to be billed on a "per second" basis.
- 4) In the case of a service interruption involving the SIP architecture, the outbound calls identified in items 1 and 2 will revert to a "per second" billing basis for the duration of the outage which will support remote site redundancy.
- 5) HP will continue to provide "per second" usage reports on a monthly basis after the implementation of SIP Trunking.



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- 6) To cover the ongoing costs of SIP infrastructure, a new SIP Trunking RU in the amount of \$13,677.00 is added to Schedules 16.1-5, as per Attachment 1 to this PRR. This RU will be allocated using the approved Cross Functional allocation method.
- 7) Section 5.6.2 – Voice Services Requirements, Roles and Responsibilities is hereby amended as per Attachment 2 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.

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, DPC
 Date: 3-13-15

John M. Pellegrino

HP ENTERPRISE SERVICES

By: *Cathy Varner*
 Name: Cathy Varner
 Title: Director, SLED
 Date: March 10, 2015

Attachment 2 to PRR 137 – SIP Trunking

5.6.2 Voice Services Requirements, Roles and Responsibilities

The following table identifies the Plan Build and Operate requirements, roles and responsibilities associated with Voice Services.

Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities		
Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit recommendations for Voice Services solutions that best meets County business requirements	X	
2. Review and approve recommended Voice Services solutions that best meet County business requirements		X
3. Produce and submit operational plans for Voice Services capacity and performance management	X	
4. Review and approve operational plans for Voice Services capacity and performance policies and procedures		X
5. Produce and submit recommendations for Voice Services architecture	X	
6. Review and approve recommendations for Voice Services architecture		X
7. Produce and submit Voice Services refresh plan on a yearly basis	X	
8. Review and approve Voice Services refresh plan on a yearly basis		X
9. Produce and submit recommendations for Voice Services migration to current technology	X	
10. Review and approve recommendations for Voice Services migration to current technology		X
11. Produce and submit operational policies and procedures for management and support of Voice Services	X	
12. Review and approve operational policies and procedures for management and support of Voice Services		X
Build Requirements, Roles and Responsibilities	Contractor	County
13. Design, test and implement approved Voice Services solutions that best meet County business requirements	X	
14. Provide least cost routing (LCR) analysis and PBX technology that provides LCR (e.g. "tail end-hop off" LCR methodology)	X	
15. Implement approved operational plans for Voice Services capacity and performance management	X	
16. Design, test and implement Voice Services architecture		X
17. Deploy, manage, communicate and report on activities related to Voice Services refresh	X	
18. Review and approve Voice refresh report		X
19. Design, test and implement Voice Services migration to current technology	X	
20. Implement approved operational policies and procedures for management and support of Voice Services	X	

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Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities		
Operate Requirements, Roles and Responsibilities	Contractor	County
21. Provide support, including Break-Fix, for all Voice Services assets	X	
22. Perform bandwidth management for Voice Services	X	
23. Support Voice Services refresh	X	
24. Support Voice network optimization and traffic engineering	X	
25. Provide competitive and economically favorable local and long distance rates	X	
26. Manage end-to-end internal and external phone connectivity including hardware and/or peripherals	X	
27. Manage the PBX systems to selectively eliminate central office caller ID call blocking, according to the authorized County personnel	X	
28. Manage PBX systems for class of service according to the authorized County key personnel	X	
29. Manage the PBX systems to provide least-cost routing and tail end hop off for outbound calls	X	
30. Manage interfaces between PBX network and public carriers	X	
31. Manage and support Interactive Voice Services	X	
32. Provide emergency 911 services to County phones	X	
33. Provide adaptive voice telecommunications services and equipment as required by laws affecting the support of the disabled	X	
34. Manage and maintain private dial plan. An integrated numbering plan consistent with the County's current dialing capabilities will be provided.	X	
35. Provide local and long distance voice services	X	
36. Support and manage long distance telephone calling	X	
37. Provide local and long distance usage monitoring and reporting	X	
38. Provide and support analog jacks for equipment such as modems, fax machines, or phones	X	
39. Provide Voicemail services	X	
40. Manage Voicemail security PBXs, voicemail systems, and other Voice Services assets	X	
41. Provide Voicemail usage monitoring and reporting	X	
42. Provide Voicemail storage capacity management	X	
43. Provide Voicemail retention management per County requirements and external regulations	X	
44. Perform Voicemail mailbox IMARs	X	
45. Maintain Voicemail mailboxes configurations by End-user	X	
46. Provide new Voicemail End-user training materials	X	
47. Provide directory services to the public through a mix of automated and live operators in order to meet call requirements	X	
48. Provide a secure and searchable online directory service with real time updates (e.g., global directory facility-GDF)	X	
49. Provide 4-1-1 operator services for the County which includes a directory of employees, employee locations, departments and telephone numbers	X	

Attachment 2 to PRR 137 – SIP Trunking

Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities		
50. Maintain a directory of County services for 4-1-1 operator services	X	
51. Provide 4-1-1 operator services for employee and public inquiries	X	
52. Update annually telephone numbers with SBC or successor Government pages	X	
53. Maintain and update an employee directory website with data from County Systems	X	
54. Maintain business process, systems, and information for phone book and directory assistance in accordance with County approved system design and business processes	X	
55. Provide teleconferencing services	X	
56. Provide on-demand and prescheduled teleconferences	X	
57. Provide proactive and reactive Voice Services fraud and security management and reporting	X	
58. Monitor and record all data, such as call rating tables, call usage detail and Move, Add, and Remove orders, generate cost allocation reports for local and long distance usage as well as completed Move, Add and Remove orders	X	
59. Provide itemized call detail records, including length of each call by telephone number and charge	X	
60. Provide, maintain and support toll-free (on-net) calls between all County Locations	X	
61. Provide Casual Use Calling including collect calls, person-to-person calls, person-to-person collect calls, remote calls, operator assistance calls, 3rd party calls, dial one calls, dedicated calls and other miscellaneous calls	X	
62. Provide Conference Bridge Calls for calls placed to an audio and Web document sharing conference services that allow multiple people participation and is controlled by a unique access code.	X	
63. <u>Deploy and maintain a Session Initiation Protocol (SIP) infrastructure to eliminate time based Toll and Long Distance charges</u>	X	
64. Provide Pay Phones located at County facilities for the public's convenience, which are required by statute.	X	