



Problem Resolution Report



CoSD Contract no. 537863
ACC Servers Support
HP/CoSD-139

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, 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.

Problem/Issue

The AirWatch Cloud Connector (ACC) servers are currently located in the HP Data Centers located in Plano and Tulsa. These servers are being migrated to the AT&T POP and the County Operations Center by a project which will fund implementation by utilizing the network framework Reinvestment Credit. The ongoing care of these servers, to be located within the local network architecture, require local resources for maintenance and support.

Resolution:

- 1) Local support of these servers will be performed by AT&T Network Engineering resources for both the AT&T POP and COC locations.
- 2) AT&T will provide 24/7 maintenance of both the servers, monitoring and fault detection and Break/Fix Support.
- 3) Section 5, Network Services, of Schedule 4.3 - Operational Services of the Agreement (5.3 Network Services Requirements, Roles and Responsibilities) is amended as per Attachment 1 to this PRR.
- 4) Schedule 16.1, Fees, Exhibit 16.1-5 is amended to add the ACC Servers Support Resource Unit Fee.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



Problem Resolution Report

CoSD Contract no. 537863
ACC Servers Support
HP/CoSD-139

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: *Cathy Varner*
Name: Cathy Varner

Title: Director Department of Purchasing and Contracting

Title: Director, SLED

Date: 3-13-15

Date: 16 March 2015

John M. Huxson

ATTACHMENT 1 TO PRR 139 – ACC SERVERS SUPPORT

5. Network Services

5.3 Network Services Requirements, Roles and Responsibilities

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

Network Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
Build Requirements, Roles and Responsibilities	Contractor	County
23. Design and implement network devices to meet County availability requirements (e.g. ensure that critical servers such as Domain Naming System (DNS), Dynamic Host Configuration Protocol (DHCP), Active Directory, <u>AirWatch Cloud Connector (ACC)</u> , e-mail, etc. have dual-attached network interface cards (NICs) to independent LAN switches and/or have back-up servers)	X	
Operate Requirements, Roles and Responsibilities	Contractor	County
25. Perform proactive 24x7x365 network monitoring and maintenance functions for all framework components (e.g. voice systems, video systems, and data network transport, <u>network appliances</u>) from County approved network operations centers (NOC)	X	

Attachment 2 to PRR 139 - ACC Servers Support

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	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)
ACC Servers Support	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Month	Fixed monthly fee per unit	None	\$1,133.10	12	\$13,597.20	N/A	N/A	N/A	N/A	N/A	Specific	N/A