



Problem Resolution Report

CoSD Contract no. 537863
Virtual Access Connections Expansion
HP/CoSD-141



Date: May, 27 2015

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on July 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:

In 2011, the Parties created new Resource Units to allow third party access to the County network utilizing virtual circuit technology. At that time, the bandwidth limit for these circuits was set at 10 megabits per second. The County has now defined a need for virtual access that exceed this previous bandwidth limit.

Resolution:

1. New Resource Units will be created for the Virtual Access Connection at the following speeds:
 - Virtual Access 20Mbps
 - Virtual Access 30Mbps
 - Virtual Access 40Mbps
 - Virtual Access 50Mbps
2. Section 5.9.3 of Schedule 4.3, Operational Services, is amended to include addition of four (4) bandwidth Virtual Access options, as shown in Attachment 1 to this PRR.
3. Exhibit 16.1-5 is amended to add four (4) 3rd-Party Network Access-Virtual Access Resource Units, as shown on Attachment 2 to this PRR.
4. The Virtual Access connections created by this PRR will be limited to Sites currently served by the County’s Gigabit Ethernet backbone network (County Operations Center, County Administrative Center, MTS Trolley Towers - Site 18, Health Services Complex - Site 33, Central Courthouse – Site 3). Should changes to the County network topology cause the disconnection of any of these Sites from the Gigabit backbone to a new network connection type, sufficient bandwidth will be provided to ensure



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continued support of the virtual connections which were in service at the time of that Site's disconnection from the backbone.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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

By: *Cathy Varner*
Name: Cathy Varner

Title: Director, Department of Purchasing and Contracting

Title: Director, SLED

Date: 5/28/15

Date: 5/27/15

5.9.3 3rd Party Network Access Services Environment

5.9.3.1 Scope of the Environment to be Supported

The following further describes the scope of 3rd Party network access Service elements to be supported by Contractor and with Contractor shall comply.

- Security Services

Security Services include all the hardware, software, and services provided to ensure secure and authorized access to the County network and networked assets via private network interconnections into the County network (e.g., for the Sheriff's network, District Attorney's network).

- Network Services

Network Services include all the hardware, software, and services needed by a 3rd party to access County network assets. This will be made up of three (3) categories of private network circuits or connections from a 3rd Party to the County, IPSEC Tunnels and Virtual Access. The circuit connecting to the County is the responsibility of the 3rd Party.

1. Private Circuit/Connection.

- Category 1 – any circuit or connection less than T1 speed (1.544mbps)
- Category 2 – any circuit or connection equal to T1 speed
- Category 3 – any circuit or connection greater than T1 speed

2. IPSEC Tunnels Connection

- IPSEC Tunnel 5MB
- IPSEC Tunnel 10MB

Attachment 1 to PRR 141 –Virtual Access Connections Expansion

3. Virtual Access Connection

- Virtual Access 1Mbps
- Virtual Access 2Mbps
- Virtual Access 3Mbps
- Virtual Access 4Mbps
- Virtual Access 5Mbps
- Virtual Access 6-10Mbps
- Virtual Access 20Mbps (Gigabit Backbone sites only)
- Virtual Access 30Mbps (Gigabit Backbone sites only)
- Virtual Access 40Mbps (Gigabit Backbone sites only)
- Virtual Access 50Mbps (Gigabit Backbone sites only)

Virtual Access for services between 20Mbps and 50Mbps will only be supported at Sites connected to the County's Gigabit Ethernet backbone network. Should any of these sites be disconnected from the backbone and are then served by another network connection type, sufficient bandwidth will be provided to ensure continued support of these locations. Contractor will provide all planning, engineering and maintenance required to install and support these additional connections.

Attachment 2 to PRR 141 - Virtual Circuit Expansion

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)
3rd-Party Network Access- Virtual Circuit -20 Mbps	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	\$1,811.04	12	\$21,732.48	N/A	N/A	N/A	N/A	N/A	Specific	N/A
3rd-Party Network Access- Virtual Circuit -30 Mbps	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	\$2,378.92	12	\$28,547.04	N/A	N/A	N/A	N/A	N/A	Specific	N/A
3rd-Party Network Access- Virtual Circuit -40 Mbps	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	\$2,738.79	12	\$32,865.48	N/A	N/A	N/A	N/A	N/A	Specific	N/A
3rd-Party Network Access- Virtual Circuit -50 Mbps	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	\$2,890.67	12	\$34,688.04	N/A	N/A	N/A	N/A	N/A	Specific	N/A

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Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee	Component Fee
Access- Virtual Circuit -20 Mbps	Network Services - 3rd Party NetworkAccess Services -Section 5.9	Active Circuits	Fixed monthly fee per unit		\$ 1,811.04	
				Hardware		\$ 83.25
				Hardware maintenance		\$ 51.29
				Software		
				Software maintenance		
				IMAR's		\$ 12.50
				Circuits		\$ 1,664.00
Access- Virtual Circuit -30 Mbps	Network Services - 3rd Party NetworkAccess Services -Section 5.9	Active Circuits	Fixed monthly fee per unit		\$ 2,378.92	
				Hardware		\$ 124.88
				Hardware maintenance		\$ 51.29
				Software		
				Software maintenance		
				IMAR's		\$ 18.75
				Circuits		\$ 2,184.00
Access- Virtual Circuit -40 Mbps	Network Services - Voice Services--Section 5.6	Active Circuits	Fixed monthly fee per unit		\$ 2,738.79	
				Hardware		\$ 166.50
				Hardware maintenance		\$ 51.29
				Software		
				Software maintenance		
				IMAR's		\$ 25.00
				Circuits		\$ 2,496.00
Access- Virtual Circuit -50 Mbps	Network Services - Voice Services--Section 5.6	Active Circuits	Fixed monthly fee per unit		\$ 2,890.67	
				Hardware		\$ 208.13
				Hardware maintenance		\$ 51.29
				Software		
				Software maintenance		
				IMAR's		\$ 31.25
				Circuits		\$ 2,600.00