



Problem Resolution Report



CoSD Contract no. 537863

Removal of Exterior Network Wireless Access Point Resource Unit (RU)
HP/CoSD-142

Date: May 7, 2015

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology Inc, and assigned on April 30, 2011 to Hewlett Packard Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Problem/Issue

One component of the County's IT Strategic plan is the implementation of technologies that support access to County IT infrastructure on an anytime-anywhere basis. In order to incentivize the wider deployment of Wireless Access Points (WAP), in 2013, via PRR 122 - Accelerated WAP deployment, the County and HP agreed to restructure the pricing for WAPs. While the deployment of WAPs has increased, the parties agree that the higher RU Fee for the Exterior Network WAPs has limited the utilization of this service.

Resolution:

The County and HP have agreed that:

- 1) The Exterior Network Wireless Access Point RU in Schedule 16.1, Exhibit 16.1-5, of the Agreement is hereby deleted, as shown in Attachment A to this PRR.
- 2) The *Network Wireless Access Points* RU Fee in Schedule 16.1, Exhibits 16.1-5, shall be applied for all wireless access points types (interior mounted and exterior mounted) regardless of their location.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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



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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: 5/11/15

Date: 7 May 2015

J. M. Hudson

ATTACHMENT A TO PRR 142 - Removal of Exterior Network Access Point RU

Resource Unit	Schedule 3.3 Cross-Reference Service Framework Contract Reference: Wireless Services Network System 3.3.0	Unit of Measure	Pricing	Decomposition (specific cost detail line items)	Resource Unit Fee (90% to 110% band)	Baseline Volume (per Contract Year)	Resource Unit Fee (Basic Volume)	Baseline 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)	Resource Unit Fee (130% to 150% band)	Resource Unit Measurement Methodology (Specific measurement on last day of month or cumulative over during specific)	Depreciation Time Period (in Years)
Exterior Network Access Point		Unit	Fixed monthly fee per unit	Hardware, software, maintenance, support	\$	1	12.00	N/A	30%	40%	N/A	N/A	N/A	Specific measurement on last day of month or cumulative over during specific	5