



## Problem Resolution Report

CoSD Contract no. 537863

AirWatch

Mobile Access Gateway Server Support

HP/CoSD-143

**Date:** May , 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 County wishes to provide a secure method for approved mobile applications to provide “read only” access to a selected set of County data (e.g. County Sharepoint sites, County Intranet sites etc.) using smartphones and tablets.

### **Resolution:**

- 1) Contractor will configure and integrate two AirWatch Mobile Access Gateway solutions between the AT&T POP and the County Operations Center and the County’s Airwatch Hosted Enterprise Mobility Management Platform (CN35).
- 2) The one time implementation costs for these servers shall be paid for with Network Framework Reinvestment funds.
- 3) Contractor will provide 24/7 maintenance, monitoring and fault detection and Break/Fix Support for both the servers.
- 4) Section 5.3, Network Services Requirements, Roles and Responsibilities, of Schedule 4.3 - Operational Services of the Agreement is amended as per Attachment 1 to this PRR.
- 5) Schedule 16.1, Fees, Exhibit 16.1-5, is amended to add the Mobile Access Gateway Servers Support Resource Unit Fee.



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~~Mobile~~ <sup>Mobile</sup> AirWatch  
Access Gateway Server Support  
HP/CoSD-143

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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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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: 6-2-15

Date: 2-5-2015

**Attachment 2 to PRR 143 - AirWatch Mobile Access Server Support**

**Exhibit 16.1-5**

| Resource Unit                                 | Schedule 4.3 Cross-Reference/Service Framework Component **   | Unit of Measure | Pricing                    | Decomposition (specific cost detail breakdown) | 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) |
|---|---|-----------------|----------------------------|--|--------------------------------------|--------------------------------------|---|-----------------------|-------------------------------------|-------------------------------------|---------------------------------------|---------------------------------------|--|-------------------------------------|
| AirWatch Mobile Access Gateway Server Support | Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Services--Section 6.6, Network Services - Security Services--Section 5.7 | Month           | Fixed monthly fee per unit | None   | \$2,266.13                           | 12                                   | \$27,193.56                             | N/A                   | N/A                                 | N/A                                 | N/A                                   | N/A                                   | Specific   | N/A                                 |

# ATTACHMENT 1 TO PRR 143 – MOBILE ACCESS GATEWAY 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, AirWatch Cloud Connector (ACC), AirWatch Mobile Access Gateway (MAG), e-mail, etc. have dual-attached network interface cards (NICs) to independent LAN switches and/or have back-up servers) | X          |        |