



Problem Resolution Report



CoSD Contract no. 537863
Ultra-Portable Laptop 2in1
HP/CoSD-144

Date: August 11, 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.

Issue or Problem:

The Parties wish to add a new laptop Resource Unit (RU) to the Agreement to provide a solution for mobile computing business functions that, together with portability and power, also provides a touchscreen interface, not currently present in the current Ultra-Portable Laptop RU.

Resolution:

1. New subsections are added to 4.4.3.2.6:
 - a. 4.4.3.2.6.a – Standard Laptop (formerly 4.4.3.2.6 Laptops)
 - b. 4.4.3.2.6.b – Ultra-Portable Laptop (formerly 4.4.3.2.7)
 - c. 4.4.3.2.6.c – Ruggedized Laptop (formerly 4.4.3.2.9)
 - d. 4.4.3.2.6.d – Engineering Laptop (formerly 4.4.3.2.11)
2. The following sections will be left blank for future use:
 - a. Section 4.4.3.2.7 (formerly Ultra-Portable Laptop)
 - b. Section 4.4.3.2.9 (formerly Ruggedized Laptop)
 - c. Section 4.4.3.2.11 (formerly Engineering Laptop)
3. A new subsection, 4.4.3.2.6.e, is added to 4.4.3.2.6 of Schedule 4.3 of the Agreement for new Resource Unit, Ultra-Portable Laptop 2in1, as per the section below:

4.4.3.2.6.e Ultra-Portable Laptop 2in1

Ultra-Portable Laptop 2in1 hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Ultra-Portable Laptop 2in1 hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Ultra-Portable Laptop 2in1 hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets



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Management System. The asset refresh shall not be performed later than two months after the expiration of the 3-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Ultra-Portable Laptop assets will be provisioned with hard drive encryption services.

4. The initial standards for the Ultra-Portable Laptop 2in1 will be the Toshiba Portege Z20T device, as shown on Attachment 1 to this PRR, specifications of which will be added to Report 44 – Personal Computing Services Standards - Hardware Standards. Any updates to or modifications of the initial standards will be documented and approved through Report 44 – Personal Computing Services Standards - Hardware Standards.
5. The Ultra-Portable Laptop 2in1 will be loaded with an approved County standard image per the requirements of Report 43 “Personal Computing Services Core Software Standards”. The Ultra-Portable Laptop 2in1 will be provisioned with hard drive encryption services.
6. A new Resource Unit Fee for the Ultra-Portable Laptop 2in1 is also added to Schedule 16.1, Exhibit 16.1-5 and Exhibit 16.1-6 as per Attachment 2 and Attachment 3 to this PRR.
7. Schedule 16.1, Exhibit 16.1-5 and Exhibit 16.1-6 is updated to reflect ‘Standard Laptop’ instead of ‘Laptop’.

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.



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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: 8/17/15

Date: 11-Aug-2015

Standard Two In One Tablet:

Toshiba Z20T

Hardware Use Case: Mobile Worker



Components	Standard Two In One Tablet – Toshiba Portege Z20T
Processor	Intel Core M-5Y71 Processor (1.20 GHz, 4 MB cache, 2 cores/4 threads) up to 2.9 GHz with Intel Turbo Boost Technology
Memory	8GB DDR3 1600MHz
Video	Intel HD Graphics 5300
Display	12.5" widescreen FHD (1920x1080)
Disk	128GB Solid State Drive (SSD)
Communications LAN:	10/100/1000 Ethernet LAN, Intel Ethernet Connection 1218LM
Communications: Wireless Access Points	Intell Dual Band Wireless AC 7265
Communications: Mobile Broadband	Not available.
Bluetooth	Bluetooth® version 4.0 Low Energy technology
Ports	Keyboard Dock 2 USB 3.0 1 RGB 1 HDMI 1 RJ-45 Docking Connector Tablet 1 Micro HDMI Microphone/Headphone 1 Micro USB 2.0 Docking Connector Micro SD Card Reader
CD/DVD	None Optional: PA3834U-1DV2 Toshiba USB Portable DVD SuperMulti Drive (Tray)

	Load) PA5221U-1DV2 Toshiba Portable SuperMulti Drive
Webcam	2.0 MP front-facing camera; 5.0 MP rear-facing camera up to 1080P
Battery	3 cell/36Wh in Tablet/ 3 cell/36Wh in Keyboard Dock
Weight and Dimensions	<p>Weight Tablet only: 1.60lbs Keyboard Dock: 1.70lbs Docked: 3.30lbs</p> <p>Dimensions (w x d x h) Tablet plus Keyboard Dock: 12.2" x 8.5" x 0.83" Tablet: 12.2" x 7.9" x 0.35"</p>
Comments	TPM 2.0 security
Docking Station Options	PA5082U-1PRP dynadock V3.0 Universal USB Docking Station PA3927U-1PRP dynadock U3.0 Universal USB Docking Station PA5217U-1PRP dyndadock 4K Universal USB Docking Station
Input Device Options	Digitizer Pen

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Exhibit 16.1-6

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee	Revised Component Fee
Ultra-Portable Laptop 2in1	Desktop Services - Personal Computing Services-Section 4.4	Tablet	Fixed monthly fee per unit		\$ 163.82	
				Hardware		\$ 82.53
				Hardware Maintenance/Break-Fix		\$ 11.18
				Software License		\$ 18.24
				Software Break-Fix		\$ 20.46
				IMARS		\$ 11.10
				Refresh Support		\$ 9.99
				Desktop Application Directory Maintenance		\$ 10.30

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Schedule 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 Volume (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)
Ultra-Portable Laptop 2in1	Desktop Services - Personal Computing Services-Section 4.4	Laptop	Fixed monthly fee per unit.	Hardware lease/depreciation and maintenance, McAfee, Desktop Applications Directory	\$ 163.82	3600	\$ 589,752	B1	NA	NA	NA	NA	Specific	3