



Problem Resolution Report



CoSD Contract no. 537863
WatchDox File Sharing and Synchronization Service
HP/CoSD-146

Date: August 31, 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:

HP proposed the WatchDox File Sharing and Synchronization Service ("Watchdox") to the County as an alternative to the County Dropbox solution. WatchDox is an enterprise file sharing and collaboration solution that would enable the County to securely share files with anyone (internal and external), from anywhere, and on any device.

Resolution:

1. A WatchDox component is added to the Desktop Services Framework. WatchDox is an enterprise class secure file sharing and synchronization service that:
 - Allows users to access, sync and protect files on the web, desktop, and mobile devices (iOS, Android).
 - Enables file sharing with internal and external users with granular permissions for copy, edit, print, forward, and content expiration.
 - Integrates with Microsoft Outlook, thereby providing protection against accidental file leakage via email.
 - Provides integration with County SharePoint.
 - Provides integration with Active Directory.
 - Is hosted in the HP Helion Cloud.
2. Section 4.12 - WatchDox File Sharing and Synchronization Service is added to Schedule 4.3, Operational Services, of the Agreement, as per Attachment 1 to this PRR.
3. A new Resource Unit (RU) Fee for WatchDox File Sharing and Synchronization Service is also added to Schedule 16.1, Exhibit 16.1-5 as per Attachment 2 to this PRR. The RU covers onboarding, support, maintenance, including IMAR and break fix.
4. The monthly RU Fee is banded with a baseline rate of \$17.49 per user. A billable 'user' is one that has been assigned the 'Contributor' role; a 'user' assigned any other role(s) is non-billable. For example, a 3rd party housing inspector assigned a 'Contributor' role is billable but designated staff from 3rd party subcontractors assigned a 'Visitor' role are non-billable.



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- 5. Watchdox access will be provisioned and managed through the Computer Service Request Form (CSRF) process.

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: 9/2/15

Date: August 31, 2015

4.12 WatchDox File Sharing and Synchronization Service

4.12.1 WatchDox File Sharing and Synchronization Services Overview

This section pertains to the WatchDox File Sharing and Synchronization Service component (“WatchDox Service”) within the Desktop Services Framework. WatchDox is an enterprise class secure file sharing and synchronization service that allows users to access and protect files on the web, desktop, and mobile devices (iOS, Android). WatchDox enables document sharing with internal and external users with granular permissions for copy, edit, print, forward and expire content.

4.12.2 File Sharing and Synchronization Service High Level Requirements

4.12.2.1 Contractor shall provide centralized, secure WatchDox Service with access through County Windows desktops, browsers, iOS and Android (smart phones or media tablets).

4.12.2.2 WatchDox Service shall include:

- County user onboarding by adding County user to WatchDox training folder and asset ID to SCCM group for WatchDox client desktop deployment.
- External user self-provisioning and connection using WatchDox application downloaded through commercial Application Stores: Google Play and/or Apple iStore.
- 5Gb storage for each licensed user.
- Help Desk support services, including external users

4.12.3 Device Requirements

The mobile devices supported by the WatchDox service must meet the following minimum requirements:

- Windows 7 and above
- Adobe Flash 13 and above
- .NET framework 3.5 and above
- 300 MB disk space 512 MB minimum RAM
- Chrome – version 21.0 and above
- Internet Explorer –version 9 and above. “Compatibility Mode” should not be checked in IE11

WatchDox Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit plans for upgrades to WatchDox services	X	
2. Review and approve plans for upgrades to WatchDox services		X
Build Requirements, Roles and Responsibilities	Contractor	County
3. Design and implement infrastructure systems to support WatchDox services	X	
4. Review and approve design changes and implementation plans to Watchdox services		X
Operate Requirements, Roles and Responsibilities	Contractor	County
5. Provide onboarding support for WatchDox services	X	
6. Maintain and support Watchdox Services, including Break-Fix	X	

PRR 146 – WatchDox File Sharing and Synchronization Service – Attachment 1

7. Provide IMAR Services for Watchdox services	X	
8. Provide operational reports	X	