



Problem Resolution Report



CoSD Contract no. 537863

Removal of Calwin / CWS / Terminals PC Assets and Base Volumes Adjustment
HP/CoSD-149

Date: September 15, 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:

1. According to Section 4.4 Personal Computing Services, of Schedule 4.3, Operational Services, Contractor will provide Personal Computing Services, including all hardware and software needed to support Calwin and CWS/CMS PCs assets and Terminals. The Resource Unit monthly fee for Calwin and CWS/CMS PCs is \$53.01, while the Resource Unit for Terminals is \$38.60, as per Schedule 16.1, Exhibit 16.1-5 of the Agreement.
2. The Parties have agreed that, effective on the date of this PRR, Contractor shall be no longer responsible for providing hardware and software needed to support Calwin and CWS/CMS PCs assets as described in Section 6.4.4 of Schedule 4.3 of the Agreement.
3. The Parties have also agreed that effective on the date of this PRR, Contractor shall be no longer responsible for providing Terminals hardware as mentioned in Section 4.4.3.2.12 of Schedule 4.3 of the Agreement.
4. In addition, while Schedule 16.1, Exhibits 16.1-5 provides both for Engineering Workstations and Enhanced Engineering Workstations (4GB Memory), all Engineering Workstations are now provided with 4GB of memory, making the distinction redundant.
5. The Parties have agreed that that, effective on the date of this PRR, Contractor shall be no longer responsible for providing Engineering Workstation, but only Enhanced Engineering Workstations with 4GB Memory.
6. Finally, due to the removal of the Desktop Assets Resource Units mentioned above, the Parties have agreed that the Baseline Volumes for Desktop assets as listed in Schedule 16.1, Exhibit 16.1-5, will be adjusted to reflect these changes.

Resolution:

1. Sections 4.1, Desktop Services, of Schedule 4.3, is hereby updated with removal of references to Calwin and CWS/CMS Pcs. This includes references in subsection 4.4.1, Personal Computing Services Overview, and removal of Section 4.4.3.2.2, CWS/CMS PCs.



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2. Section 4.1, Desktop Services, of Schedule 4.3, is hereby updated with removal of references to Terminals. This includes references in subsection 4.4.1, Personal Computing Services Overview, and removal of Section 4.4.3.2.13, Terminals.
3. The following Resource Units are removed from Schedule 16.1, Exhibits 16.1-5 and, where applicable, 16.1-6: Calwin, CWS/CMS Pcs, Engineering Workstations and Terminals.
4. The RU name "Enhanced Engineering Workstations (4GB Memory)", as shown in Schedule 16.1, Exhibits 16.1-5 is hereby amended as "Engineering Workstations".
5. Baseline Volumes (per Contract year) for Desktop assets, as listed in Schedule 16.1, Exhibits 16.1-5, are hereby amended as per Attachment 1 to this PRR.

 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: 9/18/15

Date: September 15, 2015

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Resource Unit Fee (90% to 110% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (75% 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 Fee (150% to 200% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Standard PC	Desktop Services - Personal Computing Services-Section 4.4	Standard PC	Fixed monthly fee per unit	\$ 85.89	102156	8,773,719	B1	\$ 107.91	\$ 97.60	\$ 77.52	\$ 72.98			Specific	4
Engineering Workstation	Desktop Services - Personal Computing Services-Section 4.4	Engineering Workstation	Fixed monthly fee per unit	\$ 149.82	2916	436,875	B1	\$ 188.15	\$ 170.21	\$ 135.23	\$ 127.33			Specific	4
DCSS PC (with refresh and IMATS)	Desktop Services - Personal Computing Services-Section 4.4	DCSS PC	Fixed monthly fee per unit	\$ 52.27	3748	300,448	B1	\$ 62.72	\$ 58.02	\$ 48.30	\$ 46.10			Specific	N/A
DCSS Laptop (with refresh and IMATS)	Desktop Services - Personal Computing Services-Section 4.4	DCSS Laptop	Fixed monthly fee per unit	\$ 63.94	156	9,975	B1	\$ 76.73	\$ 70.97	\$ 59.08	\$ 56.40			Specific	N/A
Laptops	Desktop Services - Personal Computing Services-Section 4.4	Laptop	Fixed monthly fee per unit	\$ 137.46	31164	4,283,803	B1	\$ 172.63	\$ 156.18	\$ 124.08	\$ 116.83			Specific	3
Ultra-Portable Laptop	Desktop Services - Personal Computing Services-Section 4.4	Laptop	Fixed monthly fee per unit	\$ 147.47	9300	1,371,471	B1	\$ 182.64	\$ 166.18	\$ 134.09	\$ 126.84			Specific	3
Ruggedized Laptop	Desktop Services - Section 4	Laptop- Rugged	Fixed monthly fee per unit	\$ 208.56	588	122,633	B1	\$ 260.70	\$ 236.93	\$ 188.33	\$ 177.28			Specific	3
Ruggedized Tablet	Desktop Services - Section 4.4	Tablet	Fixed monthly fee per unit	\$ 223.21	1128	251,779	B1	\$ 258.38	\$ 241.93	\$ 209.83	\$ 202.58			Specific	3
Convertible Tablet	Desktop Services - Section 4	Month	Fixed monthly fee per unit	\$ 163.34	3636	590,268	B1	\$ 202.93	\$ 184.42	\$ 146.59	\$ 137.99			Specific	3
Engineering Laptop	Desktop Services, Personal Computing Service	Laptop	Fixed monthly fee per unit	\$ 209.69	840	176159.6	N/A	N/A	N/A	N/A	N/A	N/A		Specific	3