



# Problem Resolution Report

Streaming Encoder Upgrade  
HP/CoSD-155

  
Hewlett Packard  
Enterprise

**Date:** February 9, 2016

**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 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 Clerk of the Board of Supervisors needs to improve the public meeting streaming efficiency in order to increase the viewer experience. The public meetings are currently broadcasted in 480p with a noticeable limitation of the frame rate.

**Resolution:**

1. The parties agree to upgrade the current encoder with a new Granicus SDI Encoding Appliance that allows an improved 720p video format.
2. The SDI 720p streaming upgrade, together with the Encoding Appliance Software maintenance, will cause an increase of the current Video Streaming and Archiving Resource Unit (RU) by \$275. This RU Fee is composed of the Granicus Service Fee (\$250) and HP Uplift Fee (\$25).
3. Schedule 16.1 Fee, Exhibit 16.1-5 is amended by increasing the Video Streaming and Archiving Resource Unit Fee to \$7,605.04, as per Attachment 1 to this PRR.

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in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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



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**Hewlett Packard  
Enterprise**

**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: 2/11/16

Date: Feb 9, 2016

ATTACHMENT 1 TO PRR 155 - Streaming Encoder Upgrade  
 Schedule 16.1 - Exhibit 16-1-5

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Fixed Pricing monthly fee per unit	Resource Unit Fee (90% to 110% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Banded Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (100% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Video Streaming and Archiving Services	Desktop Services, Video Streaming and Archiving Services - Section 4.3	Month	\$ 7,605.04	9120.48	12	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A