



# Problem Resolution Report

CoSD Contract No. 554833  
ScreenScape Services  
ES/CoSD 057



**Date:** June 28, 2019

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a Perspecta company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

1. ScreenScape produces software that helps businesses connect and control screens over the Internet using a simple plug and play device;
2. Some County departments already utilize ScreenScape in several locations through several accounts;
3. HHSA is looking to consolidate all of their ScreenScape accounts under a single Resource Unit (RU) and have the Contractor to manage all ScreenScape devices and provide break fix support as needed.

**Resolution:**

1. Effective July 1, 2019, the ScreenScape Services RU is established at the monthly RU Fee of \$68.37 per subscription. The RU Fee covers the cost of the monthly subscription and labor costs associated with installation, break/fix (including onsite support), renewal of subscription services, etc.
2. County departments must commit to a 3-year subscription, which includes the device at no additional cost, as this is the only option available through Contractor's distributor. Accordingly, the monthly RU Fee must be paid through end of the subscription term. In the event that a County department opts to stop using the service before the end of the subscription term, they must continue to pay the monthly RU Fee through the end of the term.
3. Contractor is responsible for managing the renewal or termination of subscription services. Contractor will notify department no later than 3 months prior to end of subscription term and verify whether subscription term is to be terminated or renewed. If the latter, Contractor will renew for 3-year period and install new hardware device. Contractor is responsible for maintaining list of active subscriptions and providing agreed upon subscription details in monthly chargeback.
4. The Screenscape Services RU does not cover replacement of the Screenscape device outside of what is covered under warranty. Each device is covered by a 1-year warranty



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period against defects in materials and workmanship under normal use. In the event of any damages occurred to the device after the expiration of the warranty period, the County department will need to purchase a new device via the Contractor. The Contractor will apply the 5% Third-Party Transaction fee to the purchase price of the device.

- 5. Existing subscription with Screenscape will be automatically transferred to Contractor. The transfer carries over the subscription term and warranty period for device. In those cases where the County has pre-paid the services, Contractor will provide support (same as what is covered under the RU Fee) at no charge until the end of the pre-paid period.
- 6. Section 4.13 ScreenScape Services is hereby added to Schedule 4.3 - Operational Services as per Attachment 3 to this PRR.
- 7. Exhibits 16.1-1 and 16.1-2 are updated per Attachments 1 and 2 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.

**COUNTY OF SAN DIEGO**

**ENTERPRISE SERVICES, LLC**

By: *John M. Pellegrino*

By: *Max Pinna*

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Effective Date: 7-2-19

Date: June 28, 2019



**PRR 057 - ScreenScape Services - Attachment 2**

Exhibit 16.1-2 - Resource Unit Price Decomposition

ScreenScape Services	Schedule 4.3 - Section 4.13	Subscription	Fixed Monthly Per Unit		\$ 68.37	
				<i>Hardware</i>	\$ 40.00	Represents the third party costs associated with original configuration and monthly subscription payments for a agreed upon term.
				<i>Hardware Maintenance</i>	\$ -	N/A
				<i>Software</i>	\$ -	N/A
				<i>Software Maintenance</i>	\$ -	N/A
				<i>Labor</i>	\$ 28.37	Represents costs associated with various with initial installation, help desk, and break/fix labor and

#### 4.13. ScreenScape Services

##### 4.13.1. Overview

This section pertains to the ScreenScape Services Framework Component within the End User Services Framework.

Services provided by this Framework Component include, but are not limited to, the following:

- Automatically download text, images and other content from websites
- Extract data in multiple formats
- Connect and Control screens over the internet
- Send extracted data to specified location

##### 4.13.2. High Level Requirements

4.13.2.1. Contractor shall procure ScreenScape subscription services and/or devices.

4.13.2.2. Contractor shall renew ScreenScape subscriptions services with County approval.

4.13.2.3. Contractor shall provide installation, incident support, escalation, and resolution for ScreenScape Services.

4.13.2.4. Contractor shall replace a defective ScreenScape device within the warranty period.

4.13.2.5. Contractor will provide for purchase, via the OIC, ScreenScape services and/or devices.

##### 4.13.3. Environment

The following further describe, and scope ScreenScape Services elements supported by Contractor and with which Contractor shall comply.

4.13.3.1. Hardware and Software

Contractor shall provide all devices, needed to provide the ScreenScape Services as offered by ScreenScape.

4.13.3.2. Technology Upgrade and Refresh

ScreenScape devices supported within the ScreenScape Services are eligible for refresh or upgrade on a three-year subscription cycle and provided for purchase, via the OIC.

4.13.4. Roles and Responsibilities

<b>ScreenScape Services Roles and Responsibilities</b>		
<b>Plan Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
1. Provide ScreenScape Services recommendations and specifications	X	
2. Review and approve ScreenScape Services recommendations and specifications		X
3. Develop IMAR and Incident process flows for ScreenScape Services	X	
4. Develop OIC plans for approved ScreenScape Services	X	
5. Provide OIC information for ScreenScape Services	X	
6. Review and approve plans for ScreenScape Services processes		X
<b>Build Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
7. Implement ScreenScape Services inventory process	X	
8. Implement ScreenScape Services device warranty management	X	
9. Implement Help Desk scripts for ScreenScape Services issues	X	
10. Deploy OIC offerings for ScreenScape Services	X	
<b>Operate Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
11. Provision ScreenScape Services as ordered by the County	X	
12. Provide IMAR and Incident services for ScreenScape Services	X	
13. Manage Asset Management database of ScreenScape Services for warranty and upgrade/refresh purposes	X	

ScreenScape Services Roles and Responsibilities		
14. Provide in-warranty ScreenScape Services devices replacement as needed	X	
15. Provide for on-site ScreenScape Services for incidents	X	