



Problem Resolution Report



CoSD Contract No. 554833
Desktop - Mini Workstation Resource Unit
ES/CoSD 058

Date: July 8, 2019

Summary:

In accordance with the provisions of the IT and Telecommunications Service 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”) with Effective Date November 15, 2016 (“the Agreement”), agreement is reached on the Effective Date shown below.

Issue or Problem:

The Parties seek to add a Desktop Mini Resource Unit (RU) to the Agreement to provide an alternative space-saving desktop alternative.

Resolution:

1. The Desktop - Mini Workstation RU is established at RU Fee \$64.96.
2. The Desktop - Mini Workstation RU is added to Section 4.5.3 of Schedule 4.3 of the Agreement as follows:

4.5.3.13 Desktop - Mini Workstation

4.5.3.13. All Desktop - Mini Workstation shall be refreshed within a 4-year cycle from initial installation.

4.5.3.13 All Desktop - Mini Workstation shall be refreshed no later than 2 months after the expiration of the 4-year cycle.

3. The initial standards for the Desktop - Mini Workstation will be the EliteDesk 800 G4 Mini device, as shown on Attachment 1 to this PRR, specifications of which will be added to Report 65 – Personal Computing Services Standards - Hardware Standards. Any updates to or modifications of the initial standards will be documented and approved through Report 65 – Personal Computing Services Standards - Hardware Standards.
4. The Desktop - Mini Workstation will be loaded with an approved County standard image per the requirements of Report 65 “Personal Computing Services Core Software Standards”. The Standard Desktop – Mini will be provisioned with hard disk encryption services.
5. The Desktop - Mini Workstation RU Fee is added to Schedule 16.1, Exhibit 16.1-1, Exhibit 16.1-2 and Exhibit 16.1-6 as per Attachment 2, Attachment 3 and Attachment 4 to this PRR.



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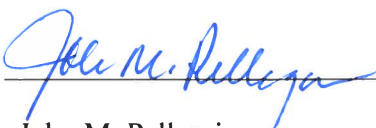
The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

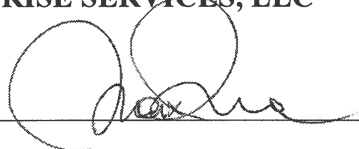
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

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: 
Name: John M. Pellegrino

By: 
Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Date: 7/16/19

Date: July 8, 2019

PRR 058 - Desktop - Mini Workstation Resource Unit - Attachment 2
 Exhibit 16.1.1 - Resource Unit Price Summary

Resource Unit (RU)	Reference Schedule 4.3 - Section 4.3.3	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volume (per Contract Year)	RU Fee (98-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 140% band)	RU Fee (140% to 150% band)	Depreciation Period (in Years)
Desktop - Mini Workstation		Quantity	Fixed Monthly Fee Per Unit	B1	Specific	250	\$ 64.96	\$ 16,240.00	\$ 71.15	\$ 67.82	\$ 63.39	\$ 62.04	\$ 60.91	\$ 59.79	4

PRR 058 - Desktop - Mini Workstation Resource Unit - Attachment 3
 Exhibit 16.1-2 - Resource Unit Price Decomposition

Desktop - Mini Workstation	Schedule 4.3 - Section 4.5.3	Quantity	Fixed Monthly Per Unit		\$ 64.96
				Hardware	Represents the costs of acquiring the asset and support for Refresh tasks. The component fee is the monthly lease payments for a leasing term of 4 years.
				Hardware (Refresh Labor)	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				Hardware Maintenance	Represents break-fix services, primarily labor and parts.
				Software License	Represents the cost of software license upgrades/refresh. Based on the Refresh Cycle of 4 years, the aggregated cost is apportioned over the assumed baseline volumes.
				Software Maintenance	Represents costs associated with the labor and resources for Software Maintenance support.
				IMAR's	Represents labor costs for IMAR activities.
				Desktop Application Directory Maintenance	Represents the labor associated with maintaining the Desktop Application Directory.

PRR 056 - Desktop - Mini Workstation Resource Unit - Attachment 4
 Exhibit 16.1-6 - Resource Unit Price Summary Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Desktop - Mini Workstation	Schedule 4.3 - Section 4.5.3	Quantity	Fixed Monthly Fee Per Unit	B1	Specific	250	\$ (61.41)	\$ 1,5103.20	\$ 66.36	\$ 63.08	\$ 58.96	\$ 57.70	\$ 56.65	\$ 55.61	4