Problem Resolution Report

CoSD Contract No. 554833
Uninterrupted Power Supply (UPS) Support Services
ES/CoSD 059

Date: August 26, 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 County purchases from Contractor Uninterrupted Power Supply (UPS) equipment to provide battery backup of network equipment should commercial power fail. Monitoring and support of these devices is not included with these purchases.

The County now desires Contractor to provide monitoring and break/fix support services for such UPS equipment.

Resolution:

1. Contractor shall provide monitoring and break/fix support to County for Contractor-provided UPS equipment only. Monitoring support will consist of linking said equipment with Contractor's network monitoring platform. This support will allow Contractor to determine information about the status of the equipment and continually validate that it is ready to assume the necessary electrical load should commercial power fail.

2. Contractor shall manage the vendor relationship, warranties and Return Merchandise Authorization (RMA) processes associated with Contractor-provided UPS equipment.

3. Contractor will dispatch an engineering resource when/if a fault is detected with any Contractor-provided UPS equipment. The resource will isolate the problem and, if not immediately repairable, place said equipment in "bypass" mode, or replace any affected equipment per the following process: 1. If defective equipment is under warranty, Contractor will process the RMA, order replacement hardware, and schedule a time for its installation at no additional cost to the County; 2. If defective equipment is no longer under warranty, Contractor will notify County point of contact of the need to replace the hardware within 24 hours of identifying the problem.

4. Existing break/fix Service Levels shall apply.

5. Section 5.5 – Data Network Services of Schedule 4.3 Operations Services is amended as per Attachment 1 of this PRR.

6. Exhibit 16.1-1, 16.1-6 and 16.1-2 to the Contract are hereby amended by adding the Uninterrupted Power Supply (UPS) Support Services Resource Unit and the associated fees, as shown in Attachment 2, 3 and 4, respectively, 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:		By:	
Name:	John M. Pellegrino	Name:	Max Pinna
Title:	Director, Department of Purchasing and Contracting	Title:	Contracts Manager
Date:	8/30/19	Date:	August 26, 2019

5.5 Data Network Services

5.5.1 Overview

This section pertains to the Data Network Services Framework Component within the Network Services Framework. The Data Network is the transport layer of a converged network with voice, video and data communications coexisting seamlessly.

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

- Network management
- Network capacity and performance monitoring
- Site to site connectivity
- Bandwidth management
- End-User to network connectivity
- Network engineering
- Internet access
- Hardware and Software refresh
- Technology transformation to improve overall service delivery
- Uninterrupted Power Supply (UPS) equipment support

5.5.2 High Level Requirements

5.5.2.1 Contractor shall maintain currency on Data Network Services Hardware and related Software.

5.5.2.2 Contractor shall maintain an accurate and up-to-date inventory of all Data Network Services Hardware and related Software.

5.5.2.3 Contractor shall standardize, with Contractor approval, all Hardware and related Software (excluding maintenance agreements, service agreements, license agreements, equipment lease agreements, and Contractor

agreements) used in the delivery of Data Network Services, excluding in all cases Shared Resources.

5.5.2.4 Contractor shall provide bandwidth, as needed, for all Data Network Services, including the Internet, in support of the Services.

5.5.2.5 Contractor shall provide continuous monitoring and corrective action of the Data Network Services 24/7/365.

5.5.2.6 Contractor shall participate in continuous architecture planning of upgrades, refresh and transformational activities related to operational and technical improvements of Data Network Services.

5.5.2.7 Contractor shall design all Wide-Area-Networks (WAN) with requirements for cloud connectivity.

5.5.2.8 Contractor shall continuously assess network impact of County adoption of cloud based services.

5.5.2.9 Contractor shall participate in County cloud review committee.

5.5.2.10 Contractor shall centralize the management of Data Network Services including cloud activity.

5.5.2.11 Contractor shall include cloud services in Service Levels.

5.5.2.12 Contractor shall provide network performance management consisting of measuring, modeling, planning, optimizing and reporting of Data Network Services to ensure they carry traffic with the speed, reliability and capacity to meet the needs of the County.

5.5.2.13 Contractor shall manage network performance by continuously measuring delay, packet loss, retransmissions, and throughout.

5.5.2.14 Contractor shall promptly correct and reported performance or capacity Incidents with Data Network Services.

5.5.1.3 Contractor shall perform monitoring and break/fix support and break/fix support of Contractor provided UPS equipment

5.5.2.15 Contractor shall perform active and passive techniques for measuring and analyzing network performance as needed to support Incident Management and Problem Management.

5.5.3 Environment

The following further describe and scope Data Network Services elements supported by the Contractor and with which Contractor shall comply.

5.5.3.1 Technology Refresh

Contractor shall refresh Managed Assets core hardware and software on a 4-year refresh schedule and Managed Assets LAN Switch hardware and software on a 5-year refresh schedule unless otherwise agreed by Contractor in writing, and at a County-approved deployment schedule that minimizes disruption and reduces risk.

5.5.3.2 Hardware and Software

Contractor shall own or license, provision, install, manage, maintain, and support all Hardware, Contractor Software, Third Party Software (other than Third Party Software provided by Contractor), licenses, tools needed in the delivery of services for Data Network Services.

5.5.4 Roles and Responsibilities

The following table identifies the Plan, Build and Operate roles and responsibilities associated with Data Network Services.

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
Plan Roles and Responsibilities	**Contractor**	**County**
1. Produce and submit recommendation for Data Network Services architecture	X	
2. Review and approve recommendations for Data Network Services architecture		X

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
3. Produce and submit Data Network Services refresh plan on a yearly basis	X	
4. Review and approve Data Network Services refresh plan on a yearly basis		X
5. Identify, recommend and submit Data Network Services solutions that best meet County business needs	X	
6. Review and approve Data Network Services		X
7. Perform and submit recommendations for Data Network Services capacity and performance policies and procedures	X	
8. Review and approve recommendations for Data Network Services capacity and performance policies and procedures		X
9. Produce and submit recommendations for Data Network Services migration to current technology	X	
10. Review and approve recommendations for Data Network Services migration to current technology		X
11. Produce and submit operational policies and procedures for monitoring and maintaining Data Network Services	X	
12. Review and approve operational policies and procedures for monitoring and maintaining Data Network Services		X
13. Produce and submit network provisioning policies and procedures	X	
14. Review and approve network provisioning policies and procedures		X
15. Produce and submit network administration policies and procedures	X	
16. Review and approve network administration policies and procedures		X

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
17. Produce and submit documentation of Data Network Services asset configuration files and IP addressing schemas	X	
18. Review and approve documentation of Data Network Services asset configuration files and IP addressing schemas		X
Build Roles and Responsibilities	**Contractor**	**County**
19. Produce and submit to County all design and engineering documentation to support Data Network Services	X	
20. Review and approve all design and engineering documentation for Data Network Services		X
21. Design, test and implement approved Data Network Services architecture	X	
22. Deploy, manage, communicate and report on activities related to Data Network Services refresh	X	
23. Review and approve Data Network refresh report		X
24. Design and Implement Data Network Services capacity and performance policies and procedures	X	
25. Design, test and implement Data Network Services migration to current technology	X	
26. Implement operational policies and procedures for monitoring and maintaining Data Network Services as	X	
27. Design and implement network provisioning policies and procedures	X	
28. Implement approved recommendations for Sites additions or deletions	X	
29. Implement approved network administration policies and procedures as	X	
30. Order and expedite WAN circuits, Managed Assets and Services	X	

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
31. Configure Data Network Assets prior to installation	X	
Operate Roles and Responsibilities	**Contractor**	**County**
32. Provide support, including Break-Fix, for all Data Network Services	X	
33. Manage public carriers and other circuit Third-Parties to ensure delivery of WAN Services	X	
34. Monitor Data Network Services to established baseline and thresholds	X	
35. Provide and support Data Network Services refresh	X	
36. Provide and support Data Network Services migration to new technology or architecture	X	
37. Produce and submit Data Network Services utilization, capacity and performance reports monthly	X	
38. Review and approve requirements for WAN/LAN/VPN/Firewall Services		X
39. Provide LAN/WAN connectivity to Locations	X	
40. Manage and support provisioning of new and upgraded Data Network Services	X	
41. Procure, provision and maintain all network components and circuits	X	
42. Provide support in accordance with approved network administration policies and procedures	X	
43. Perform day-to-day network operations and administration activities	X	
44. Maintain TCP/IP addressing schemes, router configurations, routing tables, VPN configurations, network addresses, MAC addresses, etc.	X	

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
45. Support legacy data networks and associated terminals, controllers and CSU/DSU, tied to current mainframe and midrange platforms	X	
46. Manage LAN infrastructure, including wiring, patch panels, jack configuration and documentation	X	
47. Implement measures for proactive monitoring and self-healing to limit network Incidents	X	
48. Identify network Incidents and resolve in accordance with Incident Management Services	X	
49. Perform and support physical (e.g., equipment) and logical (e.g., IP address change) IMAR associated with Sites for LAN/WAN and transport environments	X	
50. Manage the performance of public carriers (and other third parties) to meet defined schedules, Project plans, and performance	X	
51. Coordinate ordering, procurement and inventory management of network circuits from public carriers	X	
52. Perform point-to-point and promiscuous network traffic analysis	X	
53. Provide monitoring and break/fix support for Contractor supplied UPS equipment	X	

ATTACHMENT 2 TO PRR 059 - Uninterrupted Power Supply Support Services

Schedule 16.1 Fees - Exhibit 16.1-1 Resource Unit Price Summary

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% to130% band)	RU Fee (130% to150% band)	RU Fee (150% to200% band)	Depreciation Period (in Years)
Uninterrupted Power Supply Support Services	Schedule 4.3 - Section 5.7	Month	Fixed Monthly Fee Per Unit		Specific	12	$ 110.00	$ 1,320.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a

ATTACHMENT 3 TO PRR 059 - Uninterrupted Power Supply Support Services

Schedule 16.1 Fees - 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% to130% band)	RU Fee (130% to150% band)	RU Fee (150% to200% band)	Depreciation Period (in Years)
Uninterrupted Power Supply Support Services	Schedule 4.3 - Section 5.5	Month	Fixed Monthly Fee Per Unit		Specific	12	$ 115.50	$ 1,386.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a

ATTACHMENT 4 TO PRR 059 - Uninterrupted Power Supply Support Services

Schedule 16.1 - Exhibit 16.1-2 Resource Units Price Decomposition

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Uninterrupted Power Supply Support Services	Network Services - Data Network Services--Section 5.5	Month	Fixed monthly fee per unit		$ 110.00		
				Hardware			
				Hardware maintenance			
				Software		$ 82.50	Represents costs associated with monitoring platform
				Software maintenance		$ 24.20	Represents costs associated with maintenacne of monitoring platform and labor to support Break Fix activities
				IMAR's		$ 3.30	Represents costs associated with IMARs for the addition of new devices for support