



# Problem Resolution Report

CoSD Contract No. 554833  
Video Streaming – COC Chambers  
Resource Unit  
ES/CoSD 060



**Date:** September 18, 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 wish to add a new Video Streaming – COC Chambers Resource Unit (RU) to the Agreement to provide for the additional video streaming services at the County Operations Center Chambers.

**Resolution:**

1. The Video Streaming – COC Chambers RU is established at RU Fee of \$1,210.00.
2. The Video Streaming – COC Chambers RU Fee is added to Schedule 16.1, Exhibit 16.1-1 and Exhibit 16.1-2 as per Attachment 1 and Attachment 2 to this PRR.

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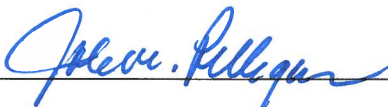
The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties’ actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

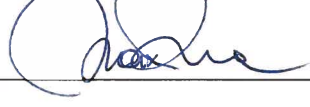
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

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: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Date: 9/18/19

Date: September 18, 2019



**PRR 060 - Video Streaming COC Chambers Resource Unit - Attachment 2**  
**Schedule 16.1 - Exhibit 16.1-1 Resource Unit Price Summary**

Video Streaming COC Chambers	Schedule 4.3 - Section 5.10	Fixed Monthly Per Unit		\$ 1,210.00	
				\$ 186.34	Represents the switching and router costs of a dedicated VLAN for Video Streaming services and support the Refresh tasks. The component fee is comprised of the monthly amortization of 5 year refresh cycles for the switch and 4 year refresh cycles for the router.
			Hardware	\$ 151.25	Represents break-fix services, primarily labor and parts.
			Hardware Maintenance	\$ 18.15	Represents the costs of software licenses upgrades/refresh. Based on the Refresh Cycle of 5 years for the switch and 4 years for the router, the aggregated cost is apportioned to a single encoder.
			Software	\$ 150.04	Represents costs associated with the labor and resources for Level 2 support.
			Software Maintenance	\$ 260.15	Represents labor costs for IMAR activities.
			IMAR's	\$ 444.07	Represents the cost for intersite bandwidth facilities and Internet access.
			Circuits		