



# Problem Resolution Report

CoSD Contract No. 554833  
Citrix Account Resource Unit  
ES/CoSD 064



**Date:** January 6, 2020

## **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. In 2007, a Citrix environment was created to remediate the latency issues experienced by a set of applications ("Grandfathered Applications") that were transferred from the CSC data center in San Diego to the EDS data centers in Plano and Tulsa, as a consequence of the County / Northrup Grumman Information Technology, Inc. (NGIT) IT & Telecommunications Service Agreement signed in 2006. NGIT absorbed the cost of the Citrix environment.

Following are the Grandfathered Applications:

- AIM
  - Cerner Millennium
  - KIDS
  - Marshall and Swift
  - ProScript
  - Rental MH
  - Sharpe IPM (now Sharpe IPM 2016)
  - Volunteer Reporter 64
2. Since 2007 other applications have been added to the Citrix environment, namely:
    - ArcGIS Pro and associated modules
    - CAR Database
    - DBC Debt Management Production
    - Elite (Production)
    - MH Tax Clearance
  3. Contractor has continued to maintain and absorb the cost for the Citrix environment with the exception of servers in the isolated VLAN, which are required to support Cerner Millennium.
  4. In late December 2018, the Parties began discussions about the billability of the Citrix environment moving forward for applications other than Grandfathered Applications.

## **Resolution:**

1. The Parties agree to establish the Citrix Account Resource Unit (RU) with a corresponding monthly RU Fee of \$20.68 per Citrix Account effective February 1, 2020. This RU only applies to Citrix accounts used for



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applications other than Grandfathered Applications and will be determined on a monthly basis based on the authorized user account names listed in the applicable AD Groups and subordinate AD groups.

2. The Citrix RU covers the following costs:
  - a. Citrix infrastructure hosts servers and delivery controllers supporting the Citrix production environment;
  - b. Software licensing and maintenance related to the Citrix Virtual Apps Advanced Edition User Site (Citrix Virtual Apps) license and Microsoft Windows Remote Desktop Services (RDS) User Client Access Licenses (CAL).
  - c. Citrix administration and Citrix reporting pertaining to the total Citrix environment.
3. Servers and associated Citrix accounts in the isolated VLAN required to support Cerner Millennium are not included in the Citrix Account RU and are billed separately to owning department under the applicable RU.
4. Schedule 16.1, Exhibits 16.1.1, 16.1.2 and 16.1.6 are amended to add the Citrix Account RU as per attachments 1 and 2 and 3 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.

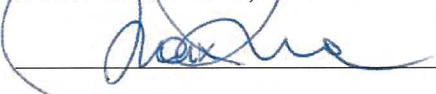
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**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

Effective Date: 1/24/2020

Date: January 6, 2020

**PRR 064 - Citrix Account Resource Unit - Attachment 1**  
 Exhibit 16.1-1 - Resource Unit Price Summary

Resource Unit (RU)	*Reference Schedule 4.3 - Section 6	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)
Citrix Account		Account	Fixed Monthly Fee Per Account		Specific	344	\$ 20.68	\$ 7,113.92	NA	NA	NA	NA	NA	NA	NA

PRR 064 - Citrix Account Resource Unit - Attachment 2  
 Exhibit 16.1-2 - Resource Unit Price Decomposition

Citrix Account	Schedule 4.3 - Section 6	Quantity	Fixed Monthly Per Unit		\$	
					20.68	
			Hardware		\$ 8.05	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 Maintenance		\$ 7.39	Represents break-fix services, primarily labor and parts, including reporting activities.
			Software Licenses		\$ 1.55	Represents the cost of software license upgrades/refresh. Based on the Refresh Cycle of 4 years.
			Software Maintenance		\$ 3.69	Represents costs associated with the labor and resources for Software Maintenance support.

PRR 064 - Citrix Account Resource Unit - Attachment 3  
 Exhibit 16.1-6 - Resource Unit Price Option Term

Resource Unit (RU)	*Reference Schedule 4.3 - Section 6	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)
Citrix Account		Account	Fixed Monthly Fee Per Account		Specific	400	\$ 20.68	\$ 8,272.00	NA	NA	NA	NA	NA	NA	NA