



Problem Resolution Report
 CoSD Contract No. 554833
 Applications M&O FFP Reduction
 Contract Year 4
 ES/CoSD 065



Date: January 10, 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:

The Parties are implementing the 2% reduction to the annual cost of the Applications Maintenance & Operations FFP (County) Resource Unit (RU) Fee effective Contract Year 4 as per Section 4 - Annual Reduction Cost of Exhibit 16.1-5b.

Resolution:

1. Effective Jan. 1st, 2020, the Applications Maintenance & Operations FFP (County) RU Fee is reduced to \$10,074,812.58 to reflect a 2% reduction as per Section 4 - Annual Reduction Cost of Exhibit 16.1-5b.
2. Exhibit 16.1-5, Firm Fixed Price Options for Applications Maintenance & Operations, is amended as per Attachment 1 to this PRR.
3. Exhibit 16.1-1, Resource Unit Price Summary, is amended as per Attachment 2 to this PRR.

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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

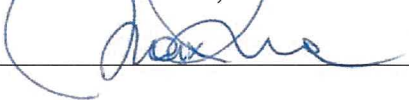
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

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

Effective Date: 1/24/2020

Date: January 10, 2020

PRR 065 - Applications M&O FFP Reduction Contract Year 4 - Attachment 1
Exhibit 16.1-5 Firm Fixed Price Options for Applications Maintenance & Operations
Firm Fixed Price for Applications Maintenance & Operations - County Level

Support Level	Annual Price Point
Full Support	\$7,516,018.86
Coordinated Support	\$2,445,620.18
SaaS Support	\$113,173.54

