



# Problem Resolution Report

CoSD Contract No. 554833  
Virtual Fax Resource Unit  
ES/CoSD 071



**Date:** April 15, 2020

## **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 (“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 intend to promote the replacement of fax machines with a virtual fax solution to increase security and reduce costs by eliminating the need for standalone fax machine, toner & papers, maintenance of telephone lines and hardware.

## **Resolution:**

1. The Parties agree to establish a new Virtual Fax Resource Unit (RU) with a monthly RU Fee of \$38.28 per account.
2. The Virtual Fax RU shall consist of:
  - a. Group/Departmental inbound virtual fax capabilities to a group O365 mailbox;
  - b. Outbound eFax from a group O365 mailbox;
  - c. Disconnection of the analog line;
  - d. Set up and fax number porting to the new provider, Opentext Rightfax, when porting of the analog number is possible; and
  - e. Maintenance and Break/Fix.

Porting will not be provided for those numbers identified as Direct Inward Dialing numbers for which porting is not feasible.

3. The Parties also agree that:
  - a. Departments will have the option to replace one or more fax machine(s)/analog line(s) with a Virtual Fax solution without committing to specific timeframe/volume/pages;
  - b. Departments will initiate a request to replace a fax machine with Virtual Fax or establish a net new Virtual Fax via an IMAR;
  - c. Departments will be responsible for the disposal of fax machines being replaced with Virtual Fax;
  - d. Departments will lose the outbound capability to fax hard copies after the fax machine / analog line is disconnected; and
  - e. Configuration of existing Multi-Function Printers to be able to send faxes via Virtual Fax will be provided on a time and materials basis as requested.

4. Sub-section 6.10.2.32 and 6.10.2.33 are added to Schedule 4.3, Operational Services, as follows:

6.10.2.32 Contractor shall provide a Virtual Fax solution, which offers Group/Departmental inbound fax capabilities to a group O365 mailbox, together with outbound fax capabilities from a group O365 mailbox.



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6.10.2.33 Contractor shall also provide set up and porting services, when porting the analog number is possible, together with maintenance and break/fix.

5. Schedule 16.1. Exhibit 16.1.1 and 16.1.2 is amended to add the Virtual Fax RU Fee in the amount of \$38.28, as per Attachments 1 and 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: \_\_\_\_\_

Date: April 15, 2020



# 16.1-2 Resource Unit Price Decomposition

PRR 071 - Virtual Fax Resource Unit - Attachment 2  
 Exhibit 16.1-2 Resource Unit Price Decomposition

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Virtual Fax	Schedule 4.3 - Section 6.26	Account	Fixed Monthly Per Account		\$ 38.28		
				<i>Hardware</i>		\$ -	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				<i>Operating System License</i>		\$ -	Represents the cost of software license upgrades/refresh.
				<i>Other Software License</i>		\$ 27.05	Represents the estimate of the Non-OS License Software.
				<i>Hardware Maintenance</i>		\$ -	Represents the cost of the Maintenance Agreement for hardware support and break-fix services, for the hardware noted above.
				<i>Software Maintenance</i>		\$ 7.03	Represents costs associated with software maintenance along with the labor and resources for support by vendor and Contractor.
				<i>IMAR</i>		\$ 4.20	Represents the labor costs for IMAR activities.