Problem Resolution Report

CoSD Contract No. 554833
Resource Units Banding Revision
Perspecta/CoSD 077

Date: July 9, 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 Perspecta Enterprise Solutions LLC ("Perspecta" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

1. As per Schedule 16.1 – 1 Fees, if in any Contract Year 1. the County's actual consumption of a Bundled Resource Unit (RU) is (i) greater than one hundred thirty percent (130%) of the sum of the Baseline Volumes for the RUs in the same group of Bundled RUs as indicated in Exhibit 16.1-1 or (ii) is less than seventy percent (70%) of the sum of the Baseline Volumes for the RUs in the same group of Bundled RUs as indicated in Exhibit 16.1-1, or 2. the County's actual consumption of a Non-Bundled RUs is (i) greater than one hundred thirty percent (130%) of the Baseline Volume for such RU or (ii) is less than seventy percent (70%) of the Baseline Volume for such RU, then the Parties shall negotiate in good faith new pricing bands for such RUs.

2. For the following Bundled RUs, the County's actual consumption have been greater than 130% of the sum of their respective Baseline Volumes: Attached Storage – Wintel; Attached Storage – Unix; Storage– Archive Tier; Storage – Primary Tier, and Storage – Secondary Tier ("Bundled Storage RUs").

3. For the following Non-Bundled RUs, the County's actual consumption have been less than 70% of their respective Baseline Volume: Printer – Monochrome Network Workgroup – Large Format (MNWP-LF) and Desktop – Scanners.

Resolution:

Exhibits 16.1-1, 16.1-6 and 16.1-2 to the Agreement are hereby amended by revising the Bundled Storage RUs, the Printer – Monochrome Network Workgroup – Large Format (MNWP-LF) and the Desktop - Scanners RU banding to reflect the adjusted volumes based on May 2020 actuals and the associated pricing, as shown in Attachment 1, 2 and 3, 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.

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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		**PERSPECTA ENTERPRISE SOLUTIONS LLC**	
By:		By:	
Name:	John M. Pellegrino	Name:	Max Pinna
Title:	Director, Department of Purchasing and Contracting	Title:	Contracts Manager
Effective Date:		Date:	July 9, 2020

PRR 077 - Resource Units Banding Revision - Attachment 1

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% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Attached Storage - WINTEL	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	38,826	$ 0.93	$ 36,108.18	$ 1.05	$ 0.98	$ 0.91	$ 0.89	$ 0.88	$ 0.86	n/a
Attached Storage - Unix	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	-	$ 1.07	$ -	$ 1.21	$ 1.13	$ 1.05	$ 1.03	$ 1.01	$ 1.00	n/a
Storage - Archive Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	-	$ 0.30	$ -	$ 0.34	$ 0.31	$ 0.29	$ 0.29	$ 0.28	$ 0.28	n/a
Storage - Primary Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	1,638,468	$ 0.85	$ 1,392,697.80	$ 0.96	$ 0.90	$ 0.83	$ 0.81	$ 0.80	$ 0.79	n/a
Storage - Secondary Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	3,554,814	$ 0.63	$ 2,239,532.82	$ 0.71	$ 0.67	$ 0.61	$ 0.60	$ 0.59	$ 0.58	n/a
Printer - Monochrome Network Workgroup - Large Format (MNWP-LF)	Schedule 4.3 - Section 4.11.3	Quantity	Fixed Monthly Fee Per Unit		Specific	264	$ 97.43	$ 25,721.52	$ 107.17	$ 101.33	$ 95.48	$ 93.53	$ 91.58	$ 89.64	4
Desktop - Scanners	Schedule 4.3 - Section 4.5.3	Quantity	Fixed Monthly Fee Per Unit		Specific	528	$ 149.56	$ 78,967.68	$ 164.52	$ 155.54	$ 146.57	$ 143.58	$ 140.59	$ 137.60	4

PRR 077 - Resource Units Banding Revision - Attachment 2
Schedule 16.1 - Fees, Exhibit 16.1-2 Resource Unit Price Summary Decomposition

Attached Storage - WINTEL	Schedule 4.3 - Section 6.12	Server	Fixed Monthly Per Unit		$ 0.93		
				Hardware		$ 0.34	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
				Operating System License		$ -	N/A
				Other Software License		$ -	N/A
				Hardware Maintenance		$ -	N/A
				Software Maintenance		$ 0.59	Represents costs associated with storage management software, and the labor and resources for Level 2 support.
Attached Storage - Unix	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Per Unit		$ 1.07		
				Hardware		$ 0.34	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				Operating System License		$ -	N/A
				Other Software License		$ -	N/A
				Hardware Maintenance		$ -	N/A
				Software Maintenance		$ 0.73	Represents costs associated with storage management software, and the labor and resources for Level 2 support.
Storage - Archive Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Per Unit		$ 0.30		
				Hardware		$ 0.16	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				Operating System License		$ 0.01	Represents the cost of software license upgrades/refresh. Based on the refresh cycle of 5 years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License		$ 0.03	Represents the estimate of the Non-OS License Software in support of the DPC.
				Hardware Maintenance		$ 0.07	Represents the cost of the Maintenance Agreement for hardware support and break-fix services, for the hardware noted above.
				Software Maintenance		$ 0.03	Represents costs associated with software maintenance along with the labor and resources for Level 2 support.
Storage - Primary Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Per Unit		$ 0.85		
				Hardware		$ 0.21	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				Operating System License		$ 0.02	Represents the cost of software license upgrades/refresh. Based on the refresh cycle of 5 years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License		$ 0.07	Represents the estimate of the Non-OS License Software in support of the DPC.
				Hardware Maintenance		$ 0.08	Represents the cost of the Maintenance Agreement for hardware support and break-fix services, for the hardware noted above.
				Software Maintenance		$ 0.46	Represents costs associated with software maintenance along with the labor and resources for Level 2 support.
Storage - Secondary Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Per Unit		$ 0.63		
				Hardware		$ 0.16	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				Operating System License		$ 0.02	Represents the cost of software license upgrades/refresh. Based on the refresh cycle of 5 years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License		$ 0.06	Represents the estimate of the Non-OS License Software in support of the DPC.
				Hardware Maintenance		$ 0.06	hardware noted above.
				Software Maintenance		$ 0.33	Represents costs associated with software maintenance along with the labor and resources for Level 2 support.
Printer - Monochrome Network Workgroup - Large Format (MNWP-LF)	Schedule 4.3 - Section 4.11.3	Quantity	Fixed Monthly Per Unit		$ 97.43		
				Hardware		67.29	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 (Refresh Labor)		1.95	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				Hardware Maintenance		26.63	Represents break-fix services, primarily labor and parts.
				IMAR's		1.56	Represents labor costs for IMAR activities.
Desktop - Scanner	Schedule 4.3 - Section 4.5.3	Quantity	Fixed Monthly Per Unit		$ 149.56		
				Hardware		$ 115.47	Represents the costs of acquiring the asset, including feeder consumabe kit. The component fee is the monthly lease payments for a leasing term of 4 years.
				Hardware (Refresh Labor)		$ 3.43	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				Hardware Maintenance		$ 26.48	Represents break-fix services, primarily labor and parts, including annual preventive maintenance.
				Software License		$ -	N/A
				Software Maintenance		$ -	N/A
				IMAR's		$ 4.18	Represents labor costs for IMAR activities.

PRR 077 - Resource Units Banding Revision - Attachment 3
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% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Attached Storage - WINTEL	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	38,826	$ 0.63	$ 24,460.38	$ 0.71	$ 0.66	$ 0.62	$ 0.61	$ 0.60	$ 0.59	n/a
Attached Storage - Unix	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	-	$ 0.73	$ -	$ 0.83	$ 0.77	$ 0.72	$ 0.70	$ 0.69	$ 0.68	n/a
Storage - Archive Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	-	$ 0.20	$ -	$ 0.22	$ 0.21	$ 0.19	$ 0.19	$ 0.19	$ 0.18	n/a
Storage - Primary Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	1,638,468	$ 0.58	$ 950,311.44	$ 0.65	$ 0.61	$ 0.57	$ 0.56	$ 0.55	$ 0.54	n/a
Storage - Secondary Tier	Schedule 4.3 - Section 6.12	Used Gigabyte	Fixed Monthly Fee Per Unit	B3	Specific	3,554,814	$ 0.43	$ 1,528,570.02	$ 0.49	$ 0.45	$ 0.42	$ 0.41	$ 0.41	$ 0.40	n/a
Printer - Monochrome Network Workgroup - Large Format (MNWP-LF)	Schedule 4.3 - Section 4.11.3	Quantity	Fixed Monthly Fee Per Unit		Specific	264	$ 90.61	$ 23,921.47	$ 99.53	$ 94.61	$ 88.43	$ 86.54	$ 84.96	$ 83.41	4
Desktop - Scanners	Schedule 4.3 - Section 4.5.3	Quantity	Fixed Monthly Fee Per Unit		Specific	528	$ 139.09	$ 73,439.52	$ 153.00	$ 144.65	$ 136.31	$ 133.53	$ 130.74	$ 127.96	4