



Problem Resolution Report
CoSD Contract No. 554833
Electronic Signature Resource Unit Revision
Perspecta/CoSD 085



Date: December 16, 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. Contractor is currently providing the County with Electronic Signature Services, based on Adobe Sign.
2. Contractor procured for the County an Enterprise License Agreement (ELA) with Adobe in May 2020, which included the licenses for Adobe Sign Enterprise.
3. The Parties intend to revise the Electronic Signature Resource Unit (RU) to remove the cost of the license and to update the support provided by Contractor.

Resolution:

1. The Parties agree to reduce the Electronic Signature RU Fee to \$1.01 and modify the scope of the support provided by Contractor.
2. The Parties agree that County will incur the Electronic Signature RU Fee for each Adobe electronic signature (e-signature) transaction. An Adobe e-signature transaction occurs when an agreement requesting at least one Adobe e-signature is sent by a County user. For example, Department of Human Resources (DHR) sends an agreement on Oct. 5th that requests an Adobe e-signature from three individuals and then sends another agreement on Oct. 30th that requests an Adobe e-signature from one individual. In this example, DHR processed two Adobe e-signature transactions and therefore will be billed two units of the Electronic Signature RU Fee in October. Note that the transaction does not depend on the number of signatures requested nor when then e-signatures were collected.
3. Schedule 4.3, Operational Services, Section 4.5 Desktop Computing Services, is amended by the adding subsection 4.5.2.12 as follows:

4.5.2.12 Contractor shall provide Electronic Signature Services through a reliable and secure interface to allow County users to electronically share documents with external entities for review and eSigning via web browser. Electronic documents may be signed by external entities, County staff or both.



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The Electronic Signature Services shall include:

- *Electronic signature and associated digital signature management*
- *Service Desk support*
- *User administration*
- *Electronic signature service upgrade support*
- *eSigner authentication support*
- *WORD tagging support*
- *Template and workflow support*
- *eSigned document download support*
- *Monthly report for e-sign transactions*

4. Schedule 16.1, Fees, Section 10 End User Services, is amended by adding subsection 10.4 as follows:

10.4. Electronic Signature Services.

This section pertains to the Fees associated with Section 4.5.2.12 – Electronic Signature Services in Schedule 4.3 and listed in Exhibit 16.1-1.

The Electronic Signature Resource Unit (RU) Fee shall apply when a County user sends an agreement that requests at least one Adobe electronic signature (e-signature). This is referred to as an Adobe e-signature transaction. County will be charged the RU Fee listed in Exhibit 16.1-1 for each Adobe e-signature transaction.

5. Exhibits 16.1-1 and 16.1-2 of the Agreement are amended as per Attachment 1 and 2 to this PRR.

6. Contractor shall publish a monthly Schedule 5 Report that provides the Adobe e-Sign transactions billed for given month. The report shall include the following information:

- Adobe ELA Contract Period Summary of Transactions
- Monthly Summary of Transactions
- Transaction ID (as soon as it becomes available from Adobe)
- Agreement Name
- Transaction Date and Time
- Sender Name
- Sender Email
- Sender Group
- Sender Department
- Sender Low Org



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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

PERSPECTA ENTERPRISE SOLUTIONS LLC

By: *John M. Pellegrino*

By: *Max Pinna*

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Manager, Contracts

Effective Date: _____

Date: December 16, 2020

PRR 085 - Electronic Signature Revision - Attachment 2
 Schedule 16.1- Exhibit 16.1-2

| Resource Unit | Unit of Measure | Pricing | Decomposition (specific cost detail breakouts) | Resource Unit Fee | Component Fee | Component Description |
|----------------------|-----------------|---------|--|-------------------|---------------|--|
| Electronic Signature | Transaction | Fixed | | \$ 1.01 | | |
| | | | Hardware | | | |
| | | | Software License | | \$ - | Represents the cost associated to the software license |
| | | | Hardware Maintenance | | \$ - | |
| | | | Software Maintenance | | \$ 0.81 | Represents the cost associated to the software maintenance and labor costs |
| | | | IMAR | | \$ 0.0074 | Represents the cost associated to the IMAR labor |
| | | | Service Desk | | \$ 0.19 | Represents costs associated with Service Desk labor |