



Problem Resolution Report

CoSD Contract No. 554833
Wildfire Scanning Service RU
Perspecta/CoSD 099



Date: August 26, 2021

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, a Peraton company (“Perspecta” or “Contractor” and hereinafter collectively referred to as the “Parties”), agreement is reached on the Effective Date shown below.

Issue or Problem:

County is requesting an advanced, above what is currently provided by the Contractor, based on the Palo Alto WildFire threats scanning service in the Contractor Data Center, to prevent new and unknown file-based threats on documents uploaded by the public to County servers. The threats scanning service is being proposed initially for ConnectWellSD project, but it could be made available to other County applications.

Resolution:

1. A new Wildfire Scanning Service Resource Unit (RU) is added to the Agreement, with a corresponding monthly RU Fee of \$6,658.80.
2. The Wildfire Scanning Service is initially based on the Wildfire Palo Alto Networks product through a 3-year subscription service, which is the minimum term of the Wildfire Scanning Service RU.
3. The Wildfire Scanning Service also includes Contractor’s dashboard monitoring and incident reporting activities.
4. Schedule 16.1 Fee, Exhibit 16.1-2 are amended by adding the Wildfire Scanning Service RU, as per Attachment 1 and 2 to this PRR.
5. Section 6.4 - Roles and Responsibilities of Schedule 4.3 is amended a per Attachment 3 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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



Problem Resolution Report



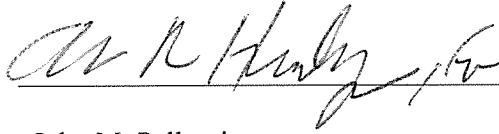
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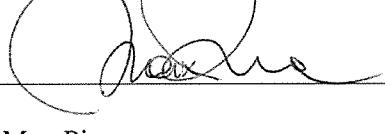
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

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: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Date: _____

Date: August 26, 2021

PRR 099 - WildFire Scanning Service RU - Attachment 2
 Exhibit 16.1-2 - Resource Unit Price Decomposition

WildFire Scanning Service	Schedule 4.3 - Section 6.4	Month	Fixed Monthly		\$ 6,658.80	
				<i>Hardware</i>	\$ 510.81	Represents the hardware costs, installation and monthly cost for the duration of the service.
				<i>Hardware Maintenance</i>	\$ -	
				<i>Software License</i>	\$ 5,223.43	Represents the costs related to the third party software subscription services
				<i>Platform support</i>	\$ 924.56	Represents costs associated with monitoring activities and responding to incidents.

6.4 Roles and Responsibilities

The following table identifies the Plan Build and Operate roles and responsibilities associated with Data Center Services.

Data Center Services Roles and Responsibilities		
Plan Roles and Responsibilities	Contractor	County
1. Produce and submit recommendations for Data Center Services Framework solutions that best meet County business needs.	X	
2. Review and approve recommendations for Data Center Services Framework solutions that best meet County business needs.		X
3. Produce and submit operational planning for Data Center Services Framework capacity and performance purposes.	X	
4. Review and approve operational planning for Data Center Services Framework capacity and performance purposes.		X
5. Produce and submit recommendations for establishing standards, defining architecture and new project initiatives in the Data Center Services Framework.	X	
6. Review and approve recommendations for establishing standards, defining architecture and new project initiatives in the Data Center Services Framework.		X
7. Recommend architectural components and designs to support the approved data center digitization initiatives.	X	
8. Review and approve architectural components and designs to support the approved data center digitization.		X
9. Develop data center architectural transformation roadmaps in support of any digitization activities.	X	
10. Review and approve data center architectural transformation roadmaps in support of any digitization activities.		X
11. Customize technology architecture taxonomy to meet the evolving business needs of the County.	X	
12. Review and approve the technology architecture taxonomy to meet the evolving business needs of the County.		X
13. Produce and submit recommended Data Center Services administration policies and procedures.	X	

Data Center Services Roles and Responsibilities		
14. Review and approve Data Center Services administration policies and procedures.		X
15. Produce and submit operational documentation on system functions, change management, and Incident management processes.	X	
16. Review and approve operational documentation on system functions, change management, and Incident management processes.		X
17. Produce and submit recommendations on hardware standards for Data Center Services Assets.	X	
18. Review and approve hardware standards for Data Center Services Assets.		X
19. Produce and submit recommendation on software standards for Data Center Services Assets.	X	
20. Review and approve software standards for Data Center Services Assets.		X
21. Produce and submit recommendation for upgrades to Data Center Services Assets as needed to meet business needs.	X	
22. Review and approve upgrades to Data Center Services Assets as needed to meet business needs.		X
23. Produce and submit plans for security updates to Data Center Services Assets.	X	
24. Review and approve plans for security updates to Data Center Services Assets.		X
25. Produce and submit yearly Data Center Services asset consolidation strategy.	X	
26. Review and approve yearly Data Center Services asset consolidation strategy.		X
27. Comply with County policies, standards and regulations applicable to County including information systems, personnel, physical and technical security.	X	
28. Develop a single, consolidated data center for production operations.	X	
29. Develop a technology refresh, redundant systems and improved application architecture design.	X	

Data Center Services Roles and Responsibilities		
30. Collaborate with County to provide technology assistance and support with planning and standard setting activities.	X	
31. Develop a secure flexible Services model when and where appropriate so that the County shall have the flexibility to quickly grow or reduce consumption, including (but not limited to): <ul style="list-style-type: none"> • Mainframe processing • Storage Area Network (SAN) and Network Attached Storage (NAS) • Centralized backups • Centralized monitoring 	X	
32. Create all appropriate project plans, project time and cost estimates, technical specifications, management documentation and management reporting in a form/format that is acceptable to County.	X	
Build Roles and Responsibilities	Contractor	County
33. Provide all design and engineering required to support Data Center Services Framework.	X	
34. Produce and submit to County all design and engineering documentation.	X	
35. Review and approve all design and engineering documentation.		X
36. Provide all test Services required to support Data Center Services Framework.	X	
37. Produce and submit to County all test documentation.	X	
38. Review and approve all test documentation.		X
39. Implement the approved architectural roadmaps and technology architecture taxonomy across the data centers.	X	
40. Manage deployment efforts using formal project management tools, methodologies and standards (e.g., ITIL change and configuration management practices).	X	
41. Deploy code and content using automated tools which include publishing, promoting, and rolling back code and content.	X	
42. Conduct deployment reviews and provide results to County.	X	
43. Review and approve results of deployment reviews.		X
44. Install security patches and security products.	X	

Data Center Services Roles and Responsibilities		
Operate Roles and Responsibilities	Contractor	County
45. Publish all Data Center Services asset standards on the Service Portal.	X	
46. Provide support, including break-fix, for all Data Center Services Assets.	X	
47. Perform maintenance activities during non-peak hours (shall be determined in coordination with the County).	X	
48. Provide the County with a system software upgrade list as it becomes available from software suppliers in the form of a technology roadmap that has a timeline based on version life cycle.	X	
49. Measure, monitor, and adjust data center system and network parameters to make certain the required level of performance is maintained.	X	
50. Analyze performance management information of current and expected capacity to make recommendations for server upgrades, load balancing, and functional splitting. Evaluate trend data and factor it into the overall system requirements.	X	
51. Manage event and workload processes across all platforms.	X	
52. Provide technical support for all hardware/equipment of the Data Center computing infrastructure.	X	
53. Support Data Center infrastructure System software (e.g., operating systems, utilities, databases, Middleware).	X	
54. Provide and support Data Center Networks (e.g., LAN, WAN connection) and related operations (e.g., procure, design, build, systems monitoring, Incident diagnostics, troubleshooting, Resolution and escalation, security management, and capacity planning/analysis) as required to meet County computing requirements.	X	
55. Provide and support Data Center-related environmental elements (e.g., HVAC, dual redundant UPS, power, cable plant, fire detection and suppression systems, temperature and humidity controls, and controlled physical access with 24/7/365 manned security).	X	
56. Support applications test-to-production migration activities infrastructure.	X	

Data Center Services Roles and Responsibilities		
57. Implement and coordinate all changes to the Data Center infrastructure including those that affect the Service Levels of any other Framework and Third-Parties.	X	
58. Maintain and provide all appropriate project plans, project time and cost estimates, technical specifications, management documentation and management reporting in a form/format that is acceptable to County.	X	
59. Provide threat scanning services on files uploaded by public to County servers. Monitor and reports threats.	X	