



# Problem Resolution Report

CoSD Contract No. 554833

SL25 Revision

Perspecta/CoSD 100

Peraton

**Date:** September 9, 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:**

The Parties intend to revise the SL 25 to assure Contractor’s obligations meet County’s business needs, while Contractor pursues an effort to integrate additional Chat functionality into SL 25.

**Resolution:**

Section 7.3 of Schedule 3.8 – Service Levels is amended as follows, for an interim period ending on July 1, 2022.

**7.3 Response Time**

<b>Service Level</b>	Response Time for: <ul style="list-style-type: none"> <li>• Speed-to-answer</li> <li>• Call abandonment rate</li> <li>• Email Response Time</li> <li>• Voice Mail Response Time</li> </ul>		
<b>Service Level ID</b>	25		
<b>Definition</b>	Response Time is the duration (measured in seconds) the End-User requires to connect with the Contractor's contact center representative. The Contractor will provide toll-free telephone lines in sufficient quantity to handle the call volume; ACD system(s) to record call date, time and duration information; and electronic interfaces to all systems for monitoring and reporting.		
<b>Service Measure</b>	<b>Performance Target</b>	<b>SL Performance (%)</b>	<b>SL Earnback</b>



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<ul style="list-style-type: none"> <li>• A. Speed-to-answer Time</li> <li>• B. Speed-to-answer Time</li> <li>• Call abandonment rate</li> <li>• Online Response Time</li> <li>• Voice Mail Response Time</li> </ul>	<ul style="list-style-type: none"> <li>• <math>\leq 75</math> seconds beginning 1<sup>st</sup> full month of 1<sup>st</sup> year of measurement in effect; 65 seconds for 2<sup>nd</sup> year of measurement in effect; 55 seconds for 3<sup>rd</sup> year of measurement in effect; 45 seconds for 4<sup>th</sup> year + of measurement in effect</li> <li>• <math>\leq 90</math>seconds</li> <li>• <math>\leq 5\%</math></li> <li>• <math>\leq 1</math> hour</li> <li>• <math>\leq 30</math> minutes</li> </ul>	<ul style="list-style-type: none"> <li>• 90%</li> <li>• 99%</li> <li>• 100%</li> <li>• 95%</li> <li>• 95%</li> </ul>	<ul style="list-style-type: none"> <li>• 95%</li> <li>• 99.5%</li> <li>• Same formula, but performance target modified to 2.5%</li> <li>• 97.5%</li> <li>• 97.5%</li> </ul>
<b>Formula</b>	Number of instances within Performance Target/total number of instances during Measurement Interval All Respond Time metrics must be met for this Respond Time Service Level. However, if Call Abandonment rate is 4% or less then B. Speed-to-answer Time is considered met for the current month.		
<b>Measurement Interval</b>	Monthly		
<b>Reporting Period</b>	Monthly		
<b>Measurement Tool/Source Data</b>	Contractor-provided		



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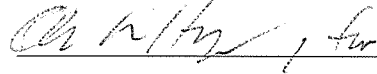
The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed 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: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Manager, Contracts

Effective Date: \_\_\_\_\_

Date: September 9, 2021

