

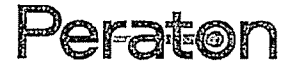


Problem Resolution Report

CoSD Contract No. 554833

Engagement HQ Resource Unit

Perspecta/CoSD 103



Date: November 12, 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 seeking to improve the community engagement by sharing in notions of consultation, participation, collaboration, and empowerment. This way, people, governments and organizations can work collaboratively to create sustainable visions for their community's future and develop meaningful solutions to complex issues.

Resolution:

1. The Engagement HQ offered online solution by Granicus allows constituents to interact directly with the County by providing a number of tools, like forums, ideas and stories sharing, interactive maps, guestbook, Q&A, polls and surveys.
2. Effective December 1, 2021:
 - a. The Citizen Participation Suit Resource Unit (RU) with a corresponding RU Fee of \$1,936 is removed from the Agreement.
 - b. The Engagement HQ Resource Unit (RU) is added to the Agreement with an RU Fee of \$5,637.50
- c. Section 4.10.2.8 of Schedule 4.3 is amended as follows:

4.10.2.8 Contractor shall provide a web-based service to collect feedback from citizens on specific items associated with upcoming Board of Supervisor's meetings. Contractor shall also provide an online solution that promotes and facilitates community engagement by allowing constituents to share opinions, submit questions, create polls and surveys.

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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



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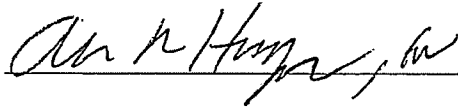


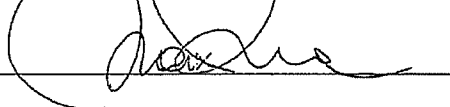
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

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: November 12, 2021

PRR 103 - Engagement HQ RU - Attachment 1
 Exhibit 16.1.1 - Resource Unit Price Summary

Engagement HQ Resource Unit (RU)	Schedule 4.3 - Section 4.10	United Measure	Fixed monthly fee per unit	Month	Meaning of Unit	Baseline Volume (Unit Contract Year)	RU Price (\$/Unit)	Baseline Annual Fee	RU Price (100% of Baseline)	RU Price (100% of 100% of Baseline)	RU Price (100% of 100% of 100% of Baseline)	RU Price (100% of 100% of 100% of 100% of Baseline)	RU Price (100% of 100% of 100% of 100% of 100% of Baseline)	Description Period (in Years)
Engagement HQ			Fixed monthly fee per unit	Month	Specific	12	\$1,637.50	\$ 67,650.00	n/a	n/a	n/a	n/a	n/a	n/a