



Problem Resolution Report

CoSD Contract No. 554833

NetBackup Solution RU

Perspecta/CoSD 104



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 requesting to implement the Veritas NetBackup Solution for Tulsa and Rancho Bernardo sites with Immutable in Colorado Springs for Disaster Recovery. The Veritas NetBackup backup and recovery solution provides agentless backup, instant access, and ensures the integrity and availability of the County data, including a higher degree of resiliency.

Resolution:

1. A new NetBackup Solution Resource Unit (RU) is added to the Agreement, with a corresponding monthly RU Fee of \$107,963.65 starting on implementation date (as referenced in #3 below).
2. The NetBackup Solution is initially based on the Veritas product through a 3-year subscription service, which is the minimum term of the NetBackup Solution RU. Implementation of the NetBackup solution shall be funded through a separate Service Request.
3. The NetBackup Solution will replace the existing HPE Data Protector (DP) backup solution. The cost of DP is embedded in different Storage Resource Units, namely: Attached Storage – WINTEL, Storage - Primary Tier and Storage - Secondary Tier. Once the NetBackup solution is fully implemented and the transition is completed, the current DP backup solution will be retained until the retention policies for the existing backups expire, approximately one year. Effective 1 year after the implementation of the NetBackup solution, the following Storage RU Fees will be reduced as follows:

Framework - Resource Unit	Current RU Fee	Storage RU Fee Change	New RU Fees
Attached Storage - WINTEL	\$ 0.93	\$ (0.11)	\$ 0.82
Storage - Primary Tier	\$ 0.85	\$ (0.11)	\$ 0.74
Storage - Secondary Tier	\$ 0.63	\$ (0.11)	\$ 0.52

2. Schedule 16.1 Fee, Exhibit 16.1-2 are amended by adding the NetBackup Solution RU, as per Attachment 1 and 2 to this PRR.



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Peraton

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: Contracts Manager

Date: _____

Date: November 12, 2021

PRR 104 - NetBackup Solution RU - Attachment 2
 Exhibit 16.1-2 - Resource Unit Price Decomposition

NetBackup Solution	Schedule 4.3 - Section 6	Month	Fixed Monthly		\$ 107,963.65	
				<i>Hardware</i>	\$ 86,631.99	Represents the hardware, hardware maintenance and software subscription cost.
				<i>Hardware Maintenance</i>	\$ -	
				<i>Software License</i>	\$ -	Represents the costs related to the third party software subscription services
				<i>Solution support</i>	\$ 21,331.66	Represents costs associated with labor activities to support the solution.