



Problem Resolution Report

CoSD Contract No. 554833
Survey Solution Support Services Resource
Unit
Perspecta/CoSD 108



Date: March 14, 2022

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 Contractor procured, on behalf of the County, the SurveyMonkey Enterprise Plan. The County has requested that the Contractor also provide a level of support for this SaaS survey solution.

Resolution:

1. The Parties agree to add to the Agreement the Survey Solution Support Services Resource Unit (RU), with a corresponding monthly RU Fee of \$48.94 per Administrative User. Should the number of Administrative Users exceed 60, the Parties agree to renegotiate in good faith the RU Fee as necessary.
2. Contractor shall only charge and provide the Survey Solution Support RU so long as the County has in place the SurveyMonkey Enterprise Plan. Contractor is expected to notify the County annually of the SurveyMonkey Enterprise Plan renewal and procure should the County direct it to.
3. The Parties agreed Survey Solution Support Services are provided using the SurveyMonkey product. Should at any time and for any reason the SurveyMonkey solution need to be replaced, the Parties agree to negotiate in good faith an alternative solution and corresponding fees.
4. Assistance activities for survey creation, construction and branching are not in scope of this RU.
5. Schedule 16.1.1 and Schedule 16.1.2 are amended to add the Survey Solution Services RU Fee as per Attachments 1 and 2 to this PRR.
6. Section 4.13 – Survey Solution Support Services is added to Schedule 4.3 as per Attachment 3 to this PRR.
7. Section 10.6 Survey Solution Support Services is added to Schedule 16.1 – Fees as follows:

10.6 Survey Solution Support Services

This section pertains to the Fees associated with Section 4.13 in Schedule 4.3 and listed in Exhibit 16.1-1. The Survey Solution Support Services Resource Unit (RU) Fee shall apply only for County users who have been assigned the role of Administrative User in SurveyMonkey, per an authorized Service Request.



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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.

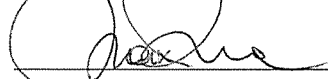
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

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: Contracts Manager

Effective Date: 3/16/2022

Date: March 14, 2022

PRR 108 - Survey Solution Support Services - Attachment 2
 Exhibit 16.1-2 Resource Unit Price Decomposition

| Resource Unit (RU) | *Reference | Unit of Measure | Pricing Method | Decomposition | Resource Unit Fee | Component Fee | Component Description |
|----------------------------------|-----------------------------|-----------------|----------------------------|-------------------------|-------------------|---------------|--|
| Survey Solution Support Services | Schedule 4.3 - Section 4.13 | Administrator | Fixed Monthly Fee Per Unit | | \$ 48.94 | | |
| | | | | <i>Hardware</i> | | \$ - | |
| | | | | <i>Maintenance</i> | | \$ - | |
| | | | | <i>Software License</i> | | \$ - | |
| | | | | <i>Solution support</i> | | \$ 48.94 | Represents costs associated with labor activities to support the solution. |

4.13. Survey Solution Support Services

4.13.1. Overview

This section pertains to the Survey Solution Support Services component within the End User Services Framework. Survey Solution is designed to collect, assess, and share survey responses.

4.13.2. High Level Requirements

4.13.2.1. Contractor shall migrate existing County users based upon County-approved plan.

4.13.2.2. Contractor shall migrate existing survey data based upon County-approved plan.

4.13.2.3. Contractor shall provide Service Desk support services, including for external users.

4.13.2.4. Contractor shall be responsible for managing Administrative Users per authorized Service Requests. Administrative Users control the workgroups, create subdivisions of such workgroups, invite County Casual Users, and control the sharing of data across workgroups. Administrative Users must have an sdcountry.ca.gov email address.

4.13.2.5. Contractor shall allow for an unlimited number of Casual Users. Casual Users have view/collaboration privileges only as subordinate to one or more Administrative Users and can send surveys with less than 10 questions.

4.13.2.6. Contractor shall be responsible for managing top-level workgroups per authorized Service Requests.

4.13.3. **Roles and Responsibilities**

The following table identifies the Plan, Build and Operate roles and responsibilities associated with Survey Solution Support Services.

| Survey Solution Support Services Roles and Responsibilities | | |
|--|-------------------|---------------|
| Plan Roles and Responsibilities | Contractor | County |
| | | |

| Survey Solution Support Services Roles and Responsibilities | | |
|---|-------------------|---------------|
| 1. Develop plan for County review for implementation, operations, and support, including (but not limited to) asset management, incident management, Service Portal updates, annual procurement support, user and data migration activities, workgroup definitions and activities, documentation, required integration points, required reporting, etc. | X | |
| 2. Review implementation, operations, and support, including (but not limited to) asset management, incident management, Service Portal updates, annual procurement support, user and data migration activities, workgroup definitions and activities, documentation, required integration points, required reporting, etc. | | X |
| Build Roles and Responsibilities | Contractor | County |
| 3. Responsibility to execute the Implementation portion of the Plan developed in the Plan R&R. | X | |
| Operate Roles and Responsibilities | Contractor | County |
| 4. Responsibility to execute the Support portion of the Plan developed in the Plan R&R. | X | |