Problem Resolution Report

CoSD Contract No. 568996
Low Code Application Development Platform
– Outsystems External Users RU
Peraton/CoSD – 152

Date: June 5, 2025
Title: Low Code Application Development Platform – Outsystems External Users RU
PRR Number: 152

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and Peraton Enterprise Solutions LLC ("Contractor" and hereinafter collectively referred to as "the Parties") with the effective date November 15, 2016 agreement ("the Agreement") is reached on the effective date shown below.

Issue or Problem:

1. PRR 116, dated October 14, 2022, added the Low Code Application Platform – OutSystems Resource Unit (RU) to the Agreement, with a corresponding monthly RU Fee of $54.06 per County End User. PRR 130, dated October 10, 2023, established banding for the Low Code Application Platform – OutSystems RU. For monthly volume up to 5000 users, the RU fee is $54.06, for monthly volume greater than 5000 users, the RU Fee is $42.

2. Licensing for external users was charged to the County separately at cost plus 5%, as per Schedule 16.1, Section 12.5 Low Code Application Platform – Outsystems, for a total amount of $262,500 per year. This licensing was secured for the three-year period 10/15/22 – 10/14/25.

3. OutSystems has recently amended its solution by offering the new platform, Outsystems Developer Cloud (ODC), which incorporates GenAI for code development as well as embedding AI in applications. This solution also integrates external users into an all-inclusive single solution.

Resolution:

1. The Parties agree to add Low Code Application Platform - OutSystems External Users RU, with a corresponding monthly RU Fee of $21,875. This RU replaces the annual enterprise license for external users, which was charged to the County at cost plus 5%. This RU covers unlimited External User licenses, with a County commitment through the end of the Agreement.

2. The Low Code Application Platform - OutSystems External Users RU will be effective 10/15/2025, the day following the end of the period of performance of the OutSystems annual license for external users charged as a Third Party Product by Contractor. The Contractor shall bill the County the prorated amount of $11,290.32 for the first month of the RU based on usage period 10/15/2025 to 10/31/2025.

3. Schedule 16.1, Section 12.5 Low Code Application Platform – OutSystems is hereby amended as follows:
   12.5 Low Code Application Platform - OutSystems

   This section pertains to the Low Code Application Platform - OutSystems services described in Schedule 4.3, Section 6.7.2 and Section 6.7.4, and listed in Exhibit 16.1-6, Fees Summary by Resource Unit Option Term.

12.5.1 The Low Code Application Platform - OutSystems services are based on the OutSystems Developer Cloud solution.

12.5.2. The County will be charged the Low Code Application Platform - OutSystems monthly RU Fee per County End User accessing the Outsystems platform. This RU provides access to an unlimited number of applications within the platform per End User.

12.5.3 The County will be charged the Low Code Application Platform - OutSystems External Users monthly RU Fee for an unlimited external users licensing.

4. Schedule 16.1-6, Resource Unit Price Summary Option Term, and Schedule 16.1-6a, Resource Unit Price Decomposition Option Term are hereby amended, as per Attachment 1 and 2, by adding the Low Code Application Platform – OutSystems External Users RU, with a corresponding monthly RU Fee of $21,875.

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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

ALLEN R. HUNSBERGER, Director
Department of Purchasing and Contracting

By: _Allen Hunsberger (Jun 9, 2025 13:20 PDT)_
Name: Allen Hunsberger
Title: Assistant Director, Purchasing and
Date: Jun 9, 2025

PERATON ENTERPRISE SOLUTIONS LLC

By: _____
Name: Max Pinna
Title: Contracts Manager
Email: max.pinna@peraton.com
Date: Jun 9, 2025

By electronically signing this document, all parties accept the use of electronic signatures.
Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAGpHh92vW4PyEHxaWHorHj-j8J5mC24WU

PRR 152 - Low Code Application Development Platform - Outsystems External Users RU - Attachment 1
Exhibit 16.1-6 Resource Unit Price Summary Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Low Code Application Development Platform – Outsystems External Users	Schedule 4.3 Section 6.7	Month	Fixed Monthly Per Unit		Specific	12	$21,875.00	$ 262,500.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a

PRR 152 - Low Code Application Development Platform - Outsystems External Users RU - Attachment 2
Exhibit 16.1-6a Resource Unit Price Decomposition Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee Option Term	Component Fee Option Term	Component Description
Low Code Application Development Platform – Outsystems External Users	Schedule 4.3 Section 6.7	Month	Fixed Monthly Per Unit		$21,875.00		
				Hardware		$0.00	Represents the costs associated to the platform cloud hosting.
				Software License		$21,875.00	Represents the software licenses costs of the platform and users licenses.
				Software Maintenance		$0.00	Represents vendor support costs.
				Support Labor		$0.00	Represents costs associated with platform support.