



Problem Resolution Report
CoSD Contract No. 568996
Robot Process Automation (RPA) Services
Peraton/CoSD – 160



Date: December 16, 2025

Title: Robot Process Automation (RPA) Services

PRR Number: 160

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. Robot Process Automation (RPA) is a technology that uses software robots—or “bots” to automate repetitive, rule-based tasks that are normally performed by humans on computers.
2. Contractor already utilizes RPA services internally, through UiPath, to automate internal workflow using the following Core Automation Platform:
 - a. **UiPath Studio:** A user-friendly, low-code development environment for designing and building automation workflows. It offers various tools and activities to interact with different applications and systems.
 - b. **UiPath Orchestrator:** A centralized web-based platform for managing, deploying, scheduling, monitoring, and governing robots and automation processes at scale. It provides control, security, and auditability for the entire automation landscape.
 - c. **UiPath Robot:** The execution agent that runs the automation workflows built in Studio. Robots can be attended or unattended. The attended robot works in conjunction with the user on their computer to accomplish tasks or complete processes. The unattended robot works completely alone in the background, from start to finish, without the user having to do anything at all.
3. The Parties believe the County would also benefit from RPA services and seek to add RPA Services to the Agreement.

Resolution:

1. The Robot Process Automation (RPA) Services Resource Unit (RU) is added to the Agreement, with a corresponding monthly RU Fee of \$385 per automated workflow.
2. The RPA monthly RU Fee will cover the following services:
 - AWS infrastructure, including usage and support



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- All labor support for RPA platform, including maintenance, vulnerability remediation, RPA bot farm load balancing and associated infrastructure and document updates as a result of load balancing.
 - Licensing for unattended RPA bots
 - Break/fix support for in place automation (i.e. error handling or failures)
 - Updates to automation execution frequency
 - Proactively identifying and implementing performance tuning opportunities and/or enhancements of in-place automation
 - Automated quarterly reports from the RPA platform analytics console
 - Quarterly review of automation efficiency and applicability to maintain currency of in-place automation with applicable County business department
 - Transactional log retention for up to 6 months
 - A maximum of 250 minutes of automation run-time per automated workflow each month. Run-time minutes cannot be shared or pooled across multiple automated workflows.
3. If the automation run-time for an automated workflow in a month exceeds 250 minutes, an additional fee of \$1.21 per minute (for each minute over the base 250 minutes) will be applied for the workflow for the month.
4. The implementation of an RPA shall be requested by the County through a Service Request. The corresponding Budgetary Estimate (BE) will include, in addition to the estimate for the RPA implementation, the approximate monthly runtime costs calculated based on the RPA RU Fee.
5. Schedule 4.3 is amended to add Section 7.5 – Robot Process Automation (RPA) Services, as per Attachment 1 to this PRR.
6. Exhibit 16.1.6 – Resource Unit Price Summary Option Term and Exhibit 16.1.6a - Resource Unit Decomposition Option Term, are hereby amended to add the RPA RU in the amount of \$385 per automated workflow and \$1.21 per minute for each run-time minute above 250 minutes per month, as per Attachment 2 and 3 to this PRR.

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.



COUNTY OF
SAN DIEGO


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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 \(Dec 22, 2025 16:58:24 PST\)](#)
Name: Allen Hunsberger
Title: Assistant Director, Purchasing and Contracting
Date: Dec 22, 2025

PERATON ENTERPRISE SOLUTIONS LLC

By: 
Name: Max Pinna
Title: Contracts Manager
Email: max.pinna@peraton.com
Date: Dec 22, 2025

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAOSLLKBskFkYe2HKn9sLslu06u-jmmLe-

7.5 Robot Processing Automation Services

Robot Process Automation Services (RPA) are the activities associated with the use of software robots—or "bots"—to automate repetitive, rule-based tasks that are normally performed by humans on computers.

The following table identifies the Plan, Build and Operate requirements, roles and responsibilities associated with Robot Processing Automation Services

Application Programming Services: Plan, Build and Operate Roles and Responsibilities		
Plan Roles and Responsibilities	Contractor	County
Provides high-level requirements and domain knowledge for automation.		X
Gather requirements and determine automation feasibility.	X	
Collaborates to discuss process optimization and automation feasibility.		X
Act as a liaison between business stakeholder(s) and contractor technical team(s).	X	
Build Roles and Responsibilities	Contractor	County
Implement AWS infrastructure, including usage and support.	X	
Provide initial and ongoing licensing for unattended RPA bots.	X	
Design, build, test, and present automation solution.	X	
Approve the automation solution and helps to refine processes going forward.		X
Operate Roles and Responsibilities	Contractor	County
Provide continual labor support for RPA platform, including maintenance, vulnerability remediation, RPA bot farm load balancing and associated infrastructure and document updates as a result of load balancing.	X	
Recommend modifications and performance-enhancement adjustments to system software and utilities based on County performance standards.	X	
Provide break/fix support for in place automation (i.e. error handling or failures).	X	

Application Programming Services: Plan, Build and Operate Roles and Responsibilities		
Provide updates to automation execution frequency.	X	
Identify and implement performance tuning actions to make in-place automation run more efficiently	X	
Quarterly review of automation efficiency and applicability to maintain currency of in-place automation with applicable County department.	X	
Provide automated quarterly reports from the RPA platform analytics console.	X	
Retain transactional log for up to 6 months.	X	
Identify opportunities for enhancements of in-place automation.	X	
Approve tuning and/or opportunities for enhancements of in-place automation.		X

PRR 160 - Robot Process Automation Services - Attachment 2
 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% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Robot Process Automation Services	Schedule 4.3 Section 7.5	Workflow	Fixed Price Per Unit		Specific	90	\$ 385.00	\$ 34,650.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robot Process Automation Services - Additional Minutes	Schedule 4.3 Section 7.5	Minute	Fixed Price Per Unit		Cumulative	18000	\$ 1.21	\$ 21,780.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a

PRR 160 - Robot Process Automation (RPA) Services - Attachment 3
Exhibit 16.1-6a Resource Unit Price Decomposition Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Robot Process Automation Services	Schedule 4.3 - Section 7.5	Workflow	Fixed monthly fee per unit		\$ 385.00		
				Hardware		\$ 30.86	This component represents the costs of AWS hosting services. The component fee is comprised of the monthly amortization until the end of the current ITO Agreement term.
				Hardware maintenance			This component represents the costs for break-fix services, primarily labor and parts.
				Software		\$ 114.06	This component represents the costs for software and licensing upgrades & refresh.
				Software maintenance		\$ 240.08	This component represents costs associated with the labor and resources for Level 2 support.
				IMAR's		\$ -	