



**Problem Resolution Report**  
**CoSD Contract No. 568996**  
**Citrix AWS Administration Resource Unit**  
**Peraton/CoSD – PRR 163**



**Date:** March 3, 2026

**Title:** Citrix AWS Administration Resource Unit

**PRR Number:** PRR 163

**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 (“Peraton” or “Contractor” and hereinafter collectively referred to as “the Parties”) with Effective Date November 15, 2016 (“the Agreement”), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

With PRR 064, dated January 6, 2020, the Parties added the Citrix Account Resource Unit (RU) to the Agreement, with a corresponding monthly RU Fee of \$20.68. The scope of the Citrix Account RU was to cover the costs related to the Citrix environment in the Tulsa Data Center, namely Citrix infrastructure servers and delivery controllers supporting the Citrix production environment, Citrix Administration and software licensing and maintenance (Citrix Virtual Apps) and Microsoft Windows Remote Desktop Services (RDS) User Client Access Licenses (CAL).

Beginning in 2024, a Citrix environment in the Amazon Web Services (AWS) cloud platform was established and there are two applications in the environment at the publication of this PRR. Although the County is covering the cost of net new licensing, infrastructure and usage in the new AWS Citrix environment via existing RUs, a new RU is needed to cover the costs of the services provided by Contractor in relation to the Citrix administration in the AWS environment.

**Resolution:**

1. The Citrix AWS Administration RU is added to the Agreement, with a corresponding monthly RU Fee of \$252.81 per Session Host in the AWS Production and non-production environments. A Session Host is defined as the server on which the end user applications are installed.
2. The Citrix AWS Administration RU will cover the costs for the following:
  - a. Application of Citrix-related patches to AWS-hosted servers
  - b. Troubleshooting and resolution of Citrix-related issues within the AWS environment
  - c. Monitoring and management of the overall Citrix environment, including user license administration
  - d. Maintaining currency of the Citrix platform
3. Contractor shall combine the applications of each Business Group onto the same Session Hosts where capacity, technical compatibility and maintenance schedules permit to minimize cost to the



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County. Additionally, Session Host sizing shall be increased when feasible to avoid the addition of new Session Hosts.

4. The Citrix AWS Administration RU will be billed at the Business Group level and will vary according to the number of Test and Production session hosts in use by each Business Group each month. Contractor shall provide a monthly Schedule 5 report that shows applications on each session host. RU shall be effective for March 2026 services.
5. Schedule 16.1 - Fees is amended to add Section 12.6 - Citrix AWS Administration, as per attachment 1 to this PRR.
6. Schedule 16.1, Exhibits 16.1.6 and 16.1.6a are amended to add the Citrix AWS Administration RU, as per attachments 2 and 3 to this PRR.

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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  
Allen Hunsberger (Mar 27, 2026 13:23:58 PDT)  
 Name: Allen Hunsberger  
 Title: Assistant Director, Purchasing and Contracting  
 Date: Mar 27, 2026

**PERATON ENTERPRISE SOLUTIONS LLC**

By:   
 Name: Max Pinna  
 Title: Contracts Manager  
 Email: max.pinna@peraton.com  
 Date: Mar 27, 2026

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

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAi3OxYOiDOJn45nnnhHFVY\_I00sYSBRIK

## 12. 6 Citrix AWS Administration

- 12.6.1 This section pertains to the Fees associated with Citrix Administration support for applications hosted in the Citrix environment in the Amazon Web Services (AWS) cloud platform.
- 12.6.2 The Citrix AWS Administration Resource Unit will cover the costs for the following:
- a. Application of Citrix-related patches to AWS-hosted servers
  - b. Troubleshooting and resolution of Citrix-related issues within the AWS environment
  - c. Monitoring and management of the overall Citrix environment, including user license administration
  - d. Maintaining currency of the Citrix platform
- 12.6.3 Contractor shall combine the applications of each Business Group onto the same Session Hosts where capacity, technical compatibility and maintenance schedules permit to minimize cost to the County. Additionally, Session Host sizing shall be increased when feasible to avoid the addition of new Session Hosts.
- 12.6.4 The Citrix AWS Administration RU will be billed at the Business Group level and will vary according to the number of Test and Production session hosts in use by each Business Group each month.

**PRR 163 - Citrix AWS Administration Resource Unit - Attachment 2**

Exhibit 16.1-6 - Resource Unit Price 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)
Citrix AWS Administration	Schedule 4.3 - Section 6	Session Host	Fixed Monthly Fee Per Unit		Cumulative	84	\$ 252.81	\$ 21,236.04	NA	NA	NA	NA	NA	NA	NA

**PRR 163 - Citrix AWS Administration Resource Unit - Attachment 3**

Exhibit 16.1-6a - Resource Unit Price Decomposition Option Term

Citrix AWS Administration	Schedule 4.3 - Section 6	Session Host	Fixed Monthly Fee Per Unit			
					\$ 252.81	
				<i>Hardware</i>		\$ - Represents the costs of acquiring the asset and support for Refresh tasks.
				<i>Hardware Maintenance</i>		\$ - Represents break-fix services, primarily labor and parts, including reporting activities.
				<i>Software Licenses</i>		\$ - Represents the cost of software license upgrades/refresh.
				<i>Software Maintenance</i>		\$ - Represents costs associated with the labor and resources for Software Maintenance support.
				<i>Labor</i>		\$ 252.81 Represents costs associated with the labor and resources to provide the Citrix AWS administration services in the Test and Production environments.