

# **Problem Resolution Report**

# CoSD Contract No. 554833 ConnectWell San Diego Development / Test Server Resource Units Perspecta/CoSD 081



Date: September 30, 2020

## **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 ("Perspecta" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

#### **Issue or Problem:**

The ConnectWell San Diego (CWSD) development / test environment is outside the scope of the Development Test Services Resource Unit (RU) and has been billed via the existing physical and virtual server RUs in the Agreement. Since development / test servers are subject to different Service Levels than production servers, the Parties negotiated discounted RU Fees.

#### **Resolution:**

- 1. The Parties agree to establish the following Resource Units (RUs) to be applied only to servers in the CWSD development / test environment:
  - a. Physical Server Unix X-Large CWSD Dev/Test
  - b. Physical Server Wintel X-Large CWSD Dev/Test
  - c. Virtual Guest Server Linux CWSD Dev/Test
  - d. Virtual Guest Server Unix CWSD Dev/Test
  - e. Virtual Guest Server Windows CWSD Dev/Test
  - f. Virtual Host Server Windows / Linux CWSD Dev/Test
- 2. The CWSD development / test environment will be billed on a monthly basis based on the volume of Physical and Virtual Guest servers consumed. The Virtual Host server will also be billed on a monthly basis based on 1) total volume of Virtual Guest Server Linux CWSD Dev/Test and Virtual Guest Server Windows CWSD Dev/Test; and 2) the agreed upon ratio of 25:1 guests to a host. For example, if there are 71 Linux and Windows Virtual Guests in the CWSD environment, the County will be billed for 3 hosts based on the following formula: 71 guests ÷ 25 = 2.84 (0.5 and greater rounds up and less than 0.5 rounds down).
- 3. Exhibits 16.1-1, 16.1-2 and 16.1-6 to the Agreement are hereby amended by adding the following RUs as shown in Attachment 1, 2 and 3, to this PRR: Physical Server Unix X-Large CWSD Dev/Test; Physical Server Wintel X-Large CWSD Dev/Test; Virtual Guest Server Linux CWSD Dev/Test; Virtual Guest Server Unix CWSD Dev/Test; Virtual Guest Server Windows CWSD Dev/Test; and Virtual Host Server Windows / Linux CWSD Dev/Test.

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



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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						
Ву:	and Hygy for	By:	( Joseph )					
Name:	John M. Pellegrino	Name:	Max Pinna					
Title:	Director, Department of Purchasing and Contracting	Title:	Contracts Manager					
Effective Date:	10/15/2020	Date:	September 30, 2020					

## PRR 81 - ConnectWell San Diego Development / Test Server Resource Units - Attachment 1

Exhibit 16.1-1 - Resource Unit Price Summary

		Unit of			Measurement	Baseline Volumes	RU Fee	Baseline	RU Fee (70 % to 80%	RU Fee	RU Fee (110% to 120%	RU Fee (120% to130%	RU Fee (130% to150%	RU Fee (150% to200%	Depreciation
Resource Unit (RU)	*Reference	Measure	Pricing Method	Bundle	Method	(per Contract Year)	(90-110% band)	Annual Fee	band)	(80% to 90% band)	band)	band)	band)	band)	Period (in Years)
Physical Server Unix - X-Large - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	11	\$4,976.63	\$ 54,742.93	n/a	n/a	n/a	n/a	n/a	n/a	5
Physical Server Wintel - X-Large - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	2	\$1,862.82	\$ 3,725.64	n/a	n/a	n/a	n/a	n/a	n/a	4
Virtual Guest Server - Linux - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	63	\$614.54	\$ 38,716.02	n/a	n/a	n/a	n/a	n/a	n/a	5
Virtual Guest Server - Unix - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	7	\$1,229.08	\$ 8,603.56	n/a	n/a	n/a	n/a	n/a	n/a	5
Virtual Guest Server - Windows - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	8	\$585.28	\$ 4,682.24	n/a	n/a	n/a	n/a	n/a	n/a	5
Virtual Host Server - Windows / Linux -	Schedule 4.3 -		Fixed Monthly Fee												
CWSD Dev/Test	Section 6.7	Server	Per Unit		Specific	3	\$5,062.18	\$ 15,186.54	n/a	n/a	n/a	n/a	n/a	n/a	4

## PRR 081 - ConnectWell San Diego Development / Test Server Resource Units - Attachment 2

Exhibit 16.1-2 - Resource Unit Price Decomposition

						Т		
Physical Server Unix - X-Large -	Schedule 4.3 -		Fixed Monthly Fee					
CWSD Dev/Test	Section 6.7	Server	Per Unit		\$ 4,976.63			
				Hardware		\$		Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				Hardware (Refresh Labor)		\$		Represents the labor to install and refresh hardware amortized over the estimated asset life.
				Operating System License		\$	-	N/A
				Other Software License		\$	49.77	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				Hardware Maintenance		\$	497.66	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
								Represents costs associated with various software license and maintenance costs, along with the labor and
				Software Maintenance		\$	2,314.13	resources for Level 2 support.
Physical Server Wintel - X-Large -	Schedule 4.3 -		Fixed Monthly Fee					
CWSD Dev/Test	Section 6.7	Server	Per Unit		\$ 1,862.82			
				Hardware		¢	813.96	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
						a)		Represents the labor to install and refresh hardware amortized over the estimated asset life.
				Hardware (Refresh Labor)		9	31.80	1
				Operating system license Software license		9	47.79	N/A
				Hardware Maintenance		\$	97.09	Represents an allocation of corporate tools charges and anti-virus costs to support servers.  Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				нагажаге маініенансе		Ф	97.09	Represents the cost of the Maintenance Agreement for nardware support and break-fix services.
								Represents costs associated with various software license and maintenance costs, along with the labor and
				Software maintenance		\$	872.12	resources for Level 2 support.
				Ž				
Virtual Guest Server - Linux -	Schedule 4.3 -		Fixed Monthly Fee					
CWSD Dev/Test	Section 6.7	Server	Per Unit		\$ 614.54			
				Hardware		\$	_	N/A
						-		Represents the cost of software license upgrades/refresh. Based on the physical host refresh cycle of 5
				Operating System License		\$	43.02	years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License		\$	30.73	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				Hardware Maintenance		\$	-	N/A
						-		Represents costs associated with various software license and maintenance costs, along with the labor and
				Software Maintenance		\$	540.79	resources for Level 2 support.
Virtual Guest Server - Unix -	Schedule 4.3 -		Fixed Monthly Fee					
CWSD Dev/Test	Section 6.7	Server	Per Unit		\$ 1,229.08			
				Hardware		\$	-	N/A
								Represents the cost of software license upgrades/refresh. Based on the physical host refresh cycle of 5
				Operating System License		\$	86.04	years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License		\$	36.87	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				Hardware Maintenance		\$	-	N/A
				Software Maintenance		\$	1,106.17	Represents costs associated with various software license and maintenance costs, along with the labor and
Virtual Guest Server - Windows -	Schedule 4.3 -	_	Fixed Monthly Fee					
CWSD Dev/Test	Section 6.7	Server	Per Unit		\$ 585.28			
				Hardware		\$	-	N/A
								Represents the cost of software license upgrades/refresh. Based on the physical host refresh cycle of 4
				Operating System License		\$	40.97	years, the aggregated cost is apportioned over the assumed baseline volumes.
				Other Software License		\$	29.26	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				Hardware Maintenance		\$		N/A
				Software Maintenance		\$	515.05	Represents costs associated with various software license and maintenance costs, along with the labor and
Virtual Host Server - Windows /	Schedule 4.3 -		Fixed Monthly Fee					
Linux - CWSD Dev/Test	Section 6.7	Server	Per Unit		\$ 5,062.18			
Zina. Swod bewreat	Section ()	501101	1 of Olin		5,002.16			
				Hardware		s	2.784.20	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
				Hardware (Refresh Labor)		\$		Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.  Represents the labor to install and refresh hardware amortized over the estimated asset life.
				Operating system license		\$	101.24	N/A
		1	1	Software license		\$	151.87	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				Hardware Maintenance		Φ.	473.10	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				Haraware Maintenance		Ф	4/3.10	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.  Represents costs associated with various software license and maintenance costs, along with the labor and
				Software maintenance		s	1,551.77	resources for Level 2 support.
		1	•	эоргиаге татепансе		Ψ	1,001.11	resources for Eevel 2 support.

## PRR 081 - ConnectWell San Diego Development / Test Server Resource Units - Attachment 3

Exhibit 16.1-6 - Resource Unit Price Summary Option Term

		Unit of			Measurement	Baseline Volumes	RU Fee	Baseline Annual Fee	RU Fee (70 % to 80%	RU Fee	RU Fee (110% to 120%	RU Fee (120% to130%	RU Fee (130% to150%	RU Fee (150% to200%	Depreciation
Resource Unit (RU)		Measure	Pricing Method	Bundle	Method	(per Contract Year)	(90-110% band)	Ammun I cc	band)	(80% to 90% band)	band)	band)	band)	band)	Period (in Years)
Physical Server Unix - X-Large - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	11	\$4,628.27	\$50,910.97	n/a	n/a	n/a	n/a	n/a	n/a	5
Physical Server Wintel - X-Large - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	2	\$1,732.42	\$3,464.84	n/a	n/a	n/a	n/a	n/a	n/a	4
Virtual Guest Server - Linux - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	63	\$571.52	\$36,005.76	n/a	n/a	n/a	n/a	n/a	n/a	5
Virtual Guest Server - Unix - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	7	\$1,143.04	\$8,001.28	n/a	n/a	n/a	n/a	n/a	n/a	5
Virtual Guest Server - Windows - CWSD	Schedule 4.3 -		Fixed Monthly Fee												
Dev/Test	Section 6.7	Server	Per Unit		Specific	8	\$544.31	\$4,354.48	n/a	n/a	n/a	n/a	n/a	n/a	5
Virtual Host Server - Windows / Linux -	Schedule 4.3 -		Fixed Monthly Fee												
CWSD Dev/Test	Section 6.7	Server	Per Unit		Specific	3	\$4,707.83	\$14,123.49	n/a	n/a	n/a	n/a	n/a	n/a	4