



# Problem Resolution Report

CoSD Contract No. 554833  
Mobile Device Support Services – Intune  
Resource Unit  
Perspecta /CoSD 076



**Date:** July 8, 2020

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service 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”) with Effective Date November 15, 2016 (“the Agreement”), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

1. Schedule 4.3, section 4.8 Mobile Device Support Services of the Agreement provides for support to County End-Users in the operational and business use of County owned Mobile Devices, which include Retained Assets and authorized BYOD, utilizing the VMWare Airwatch solution.
2. The Parties intends to replace the VMWare Airwatch solution with Microsoft Intune, which guarantees savings while adding security and enhanced operational capabilities.
3. The Parties also intends reduce the scope of the Mobile Support Services by removing End-Users’ general mobile device, operating system and carrier support.

**Resolution:**

1. The Mobile Device Support Services – Intune Resource Unit (RU) is added to the Agreement, with a monthly RU Fee of \$7.51 per user, as per Attachment 1, 2 and 3 of this PRR.
2. Contractor shall gradually transition each County End-User who is receiving Mobile Device Support Services to the new Intune solution, with transition estimated to be completed by October 2, 2020. After any single transition, each End-User that is part of the transition will stop being charged the Mobile Device Support Services RU Fee and start being billed the Mobile Device Support Services – Intune RU Fee.
3. Schedule 4.3, section 4.8 Mobile Device Support Services of the Agreement is replaced as per Attachment 4 of 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implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.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.



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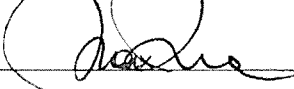


IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

**PERSPECTA ENTERPRISE SOLUTIONS LLC**

By: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Date: \_\_\_\_\_

Date: July 8, 2020



PRR 076 - Mobile Device Support Services – Intune Resource Unit - Attachment 2  
 Schedule 16.1 - Exhibit 16.1-2 Resource Units Price Decomposition

Mobile Devices Support Services - Intune	Section 4.8	Month	Fixed Monthly		\$	7.51	
				<i>Software License</i>	\$	-	Represents the costs of Airwatch software licenses upgrades/refresh. The aggregated cost is apportioned over the volume of Mobile Devices.
				<i>Software Maintenance</i>	\$	1.94	Represents costs associated with the labor and resources for Level 2 support and centralized hosting costs for Mobile Services applications.
				<i>IMAR's</i>	\$	5.57	Represents labor costs for IMAR activities.
				<i>Desktop Application Directory Maintenance</i>	\$	-	N/A



#### 4.8. Mobile Device Support Services

##### 4.8.1. Overview

This section pertains to the Mobile Device Services Framework Component within the End-User Services Framework. The Mobile Device Services Framework Component applies to providing support to County End-Users in the operational and business use of County owned Mobile Devices which include Retained Assets and authorized BYOD. Mobile Device Services consist of activities associated with the Plan, Build and Operate of managed mobile devices and bring-your-own mobile devices (BYOD).

##### 4.8.2. High Level Requirements

- 4.8.2.1. Contractor shall provide Service Desk Services support and End-User Services support for supported County owned Mobile Devices.
- 4.8.2.2. Contractor shall support End-User Mobile Devices as requested by a Service Request. Contractor shall consider this optional support.
- 4.8.2.3. Contractor shall enable and support connectivity for a supported Mobile Device to County resources.
- 4.8.2.4. Contractor shall assist End-Users with the operational use of supported Mobile Devices.
- 4.8.2.5. Contractor shall continuously provide, update and maintain documentation, FAQs and other related tip sheets to County End-Users via the Service Portal.
- 4.8.2.6. Contractor shall support End-User authentication to County resources for all supported Mobile Devices.
- 4.8.2.7. Contractor shall provide Incident tracking, escalation and resolution for supported Mobile Devices.

PRR 076 - Mobile Device Support Services – Intune Resource Unit - Attachment 4  
 Schedule 4.3 – Operational Services

4.8.2.8. Contractor shall continuously develop and update training documentation and End-User tip sheets and post on the Service Portal for County End-Users on the use of supported Mobile Devices.

4.8.2.9. Contractor shall continuously develop, update and maintain Service Desk scripts and processes for Mobile Device Support Services End-User support.

4.8.2.10. Contractor shall continuously update instructions, FAQs and other documentation for End-Users on the Service Portal.

4.8.2.11. Contractor shall support BYOD devices as specified in County policy.

4.8.3. Roles and Responsibilities

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

<b>Mobile Device Support Services Roles and Responsibilities</b>		
<b>Plan Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
1. Implement mobile device support Services per the approved procedures.	X	
2. Produce and submit recommendations (on annual basis) the Mobile Device supportable assets standards.	X	
3. Review and approve all Mobile Device supportable assets standards recommendations.		X
4. Review and approve standardization across the managed Mobile Device Services Framework Component for all mobile hardware and software.		X
<b>Operate Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
5. Provide enterprise mobile device application store support.	X	
6. Manage County-approved BYOD devices and the installed County-approved applications on such devices.	X	
7. Deploy or remove mobile applications using the Enterprise Application Store.	X	

PRR 076 - Mobile Device Support Services – Intune Resource Unit - Attachment 4  
 Schedule 4.3 – Operational Services

Mobile Device Support Services Roles and Responsibilities		
8. Perform device password resets as required.	X	
9. Assist End-Users with any Incidents or Incidents arising from application releases and patches.	X	
10. Coordinate Incident and Service Request resolution among End-Users, the Service Desk and Third-Parties ( <del>such as Mobile/Wireless Carrier or device manufacturer</del> ) to manage all End-User <del>and device</del> MDM application related Incidents and Service Requests as needed.	X	
11. Troubleshoot and resolve access Incidents to authorized enterprise content from any authorized mobile device.	X	
12. Monitor and report the usage of self-service for mobile devices.	X	
13. Produce and submit mobile device support solutions that best meet County business needs and security policies.	X	
14. Review and approve mobile device support solutions.		X
15. Produce and submit End-User instructions on provisioning and configuration of mobile devices.	X	
16. Review and approve End-User instructions on provisioning and configuration of mobile devices.		X
17. Manage mobile Users enrollment and access by Active Directory (AD) group membership.	X	