



Problem Resolution Report

CoSD Contract No. 554833
Webex Video Conferencing Services Resource Unit
Perspecta/CoSD 078



Date: August 25, 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 County’s three-year subscription contract for Webex Teleconferencing Services, owned and managed by Department of Purchasing & Contracting, expired on July 30th, 2020.

Resolution:

1. The Parties agree to establish a Webex Video Conferencing Services Resource Unit (RU), associated with the services described in Schedule 4.3 Section 5.9, Video Conferencing Services, effective August 17, 2020 (the “Effective Date”) . This RU includes the following:
 - a. Subscription licensing and maintenance.
 - b. License administration (e.g. add, remove, and transfer).
 - c. Monthly reporting of licensed users and list of recordings stored in the County of San Diego Webex microsite
 - d. Annual notifications to County (e.g. auto-renew notifications to subscribers)
 - e. Service Desk and IMAR support pertaining to the Webex environment.

2. The Parties agree that the Webex Video Conferencing Services RU will be offered as an annual subscription for a fixed term as outlined in the table below. When a County department purchases a subscription(s), they are authorizing to be billed the monthly RU Fee from the month that the subscription(s) was activated through to the end of the Subscription Year in which the subscription(s) was purchased. Subscriptions are transferrable and will auto-renew unless canceled before the next Subscription Year begins. Contractor shall send an auto-renew notification to all subscribers at least one month before the next Subscription Year begins.

Subscription Year	Subscription Term
01	August 2020 – July 2021
02	August 2021 – July 2022
03	August 2022 – July 2023
04	August 2023 – July 2024
Note: The initial term of the Agreement ends December 31, 2023, so the latter six months of Subscription Year 04 is contingent on the renewal of Agreement.	

Following are examples of annual subscriptions:



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- **County purchases Webex subscription August 2020 and Contractor activates the same month.** County incurs monthly RU Fee from August 2020 through July 2021. If County does not cancel before end of June 2021, the subscription auto-renews to Subscription Year 2 and County will incur monthly RU Fee from August 2021 through July 2022.
- **County purchases Webex subscription December 2021 and Contractor activates the following month.** County incurs monthly RU Fee from December 2021 through July 2022. If County cancels before end of June 2022, the subscription does not auto-renew to Subscription Year 3 and County will stop incurring monthly RU Fee.

3. The monthly RU Fee will be contingent on the following:

- a. Quantity of active subscriptions – A minimum of 102 active subscriptions, which is 15% of County’s Knowledge Worker Base, is required to maintain Active User licensing. If this threshold is not met, licensing converts to Named User licensing; and
- b. Quantity of named subscribers – A maximum of 675 named subscribers, which is the County’s defined Knowledge Worker Base, is allowed to maintain Active User licensing. If this threshold is exceeded, licensing converts to Named User licensing. Transfers of licensing between users will count toward the maximum of 675 users unless the user from whom the license is transferred is no longer employed by the County.

If County meets Active User licensing requirement for both A and B above, the monthly RU Fee of \$47.86 applies. If licensing converts to Named User in either A or B above, the monthly RU Fee of \$66.85 applies. The Contractor shall notify County in advance of applying the \$66.85 monthly RU Fee.

4. The County agrees to transition a minimum of 160 Webex subscriptions to Contractor on the Effective Date and to maintain these subscriptions through Subscription Year 1. Since this meets the minimum active subscription threshold and is within the threshold of allowable named subscribers, the monthly RU Fee of \$47.86 applies for Subscription Year 1.
5. Schedule 16.1 is amended with the addition of Subsection 11.6 Webex Video Conferencing Services as per Attachments 1 to this PRR.
6. Exhibit 16.1.1 and Exhibit 16.1.2 are amended with the addition of the Webex Video Conferencing Services RU as per Attachments 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.



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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

By: 

Name: John M. Pellegrino

Title: Director, Department of Purchasing and Contracting

Date: _____

PERSPECTA ENTERPRISE SOLUTIONS LLC

By: 

Name: Max Pinna

Title: Contracts Manager

Date: August 25, 2020

11.6. Webex Video Conferencing Services

This section pertains to the Webex Video Conferencing Services Resource Unit (RU) associated with the services described in Schedule 4.3 Section 5.9, Video Conferencing Services, and listed in Exhibit 16.1-1, Fees Summary by Resource Unit.

The Webex Video Conferencing Services RU is an annual subscription for a fixed term as outlined in the table below. When a County department purchases a subscription(s), they are authorizing to be billed the monthly RU Fee from the month that the subscription(s) was activated by Contractor through to the end of the Subscription Year in which the subscription(s) was purchased. Subscriptions are transferrable and will auto-renew unless canceled before the next Subscription Year begins. Contractor shall send an auto-renew notification to all subscribers at least one month before the next Subscription Year begins.

Subscription Year	Subscription Term
01	August 2020 – July 2021
02	August 2021 – July 2022
03	August 2022 – July 2023
04	August 2023 – July 2024 Note: The initial term of the Agreement ends December 31, 2023, so the latter six months of Subscription Year 04 is contingent on the renewal of Agreement.

The monthly RU Fee will be contingent on the following:

- a. Quantity of active subscriptions – A minimum of 102 active subscriptions, which is 15% of County’s Knowledge Worker Base, is required for Contractor to maintain Active User licensing. If this threshold is not met, Contractor converts to Named User licensing; and
- b. Quantity of named subscribers – A maximum of 675 named subscribers, which is the County’s defined Knowledge Worker Base, is allowed for Contractor to maintain Active User licensing. If this threshold is exceeded, Contractor converts to Named User licensing. Transfers of licensing between users will count toward the maximum of 675 users unless the user from whom the license is transferred is no longer employed by the County.

If Contractor meets Active User licensing requirement for both A and B above, the monthly RU Fee of \$47.86 applies. If Contractor has to convert to Named User licensing in either A or B above, the monthly RU Fee of \$66.85 applies. The Contractor shall notify County in advance of applying the \$66.85 monthly RU Fee.

PRR 073 - Weber Video Conferencing Services - Attachment 2
Exhibit 16.1-1 - Resource Unit Price Summary

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volume (per Contract Year)	RU Fee (50-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (90% to 100% band)	RU Fee (100% 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)
Weber Video Conferencing Services	Schedule 4.3 - Section 5.9	Subscription	Fixed Monthly Fee Per Unit		Specific	102 (subscription / month)	\$47.85 (≤102 subscriptions / month)	\$8,580.64	n/a	\$66.85 (≤102 subscriptions / license / month)	n/a	n/a	n/a	n/a	n/a	n/a

PRR 078 - Webex Video Conferencing Services - Attachment 3
 Exhibit 16.1-2 - Resource Unit Price Decomposition

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decompositions	Resource Unit Fee	Component Fee	Component Description
Webex Video Conferencing Services	Schedule 4.3 - Section 5.9	Subscription	Fixed Monthly Per Unit	Software License Labor	\$ 47.86	\$ 43.12	Cost to acquire the Software subscription
						\$ 4.74	IM/AR and service administration