



# 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:  $71 \text{ guests} \div 25 = 2.84$  (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.

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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



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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.

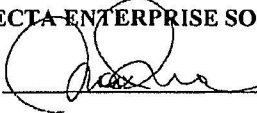
All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**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

By: 

By: 

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

Exhibit 16.1-2 - Resource Unit Price Decomposition

Physical Server Unix - X-Large - CWSD Dev/Test	Schedule 4.3 - Section 6.7	Server	Fixed Monthly Fee Per Unit	\$ 4,976.63	
					<i>Hardware</i>
				\$ 2,040.42	Represents the hardware costs, installation and monthly lease payments for a leasing term of 5 years.
				\$ 74.65	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				\$ -	N/A
				\$ 49.77	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				\$ 497.66	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				\$ 2,314.13	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.
Physical Server Wintel - X-Large - CWSD Dev/Test	Schedule 4.3 - Section 6.7	Server	Fixed Monthly Fee Per Unit	\$ 1,862.82	
					<i>Hardware</i>
				\$ 813.96	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
				\$ 31.86	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				\$ -	N/A
				\$ 47.79	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				\$ 97.09	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				\$ 872.12	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.
Virtual Guest Server - Linux - CWSD Dev/Test	Schedule 4.3 - Section 6.7	Server	Fixed Monthly Fee Per Unit	\$ 614.54	
				\$ -	N/A
				\$ 43.02	Represents the cost of software license upgrades/refresh. Based on the physical host refresh cycle of 5 years, the aggregated cost is apportioned over the assumed baseline volumes.
				\$ 30.73	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				\$ -	N/A
				\$ 540.79	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.
Virtual Guest Server - Unix - CWSD Dev/Test	Schedule 4.3 - Section 6.7	Server	Fixed Monthly Fee Per Unit	\$ 1,229.08	
				\$ -	N/A
				\$ 86.04	Represents the cost of software license upgrades/refresh. Based on the physical host refresh cycle of 5 years, the aggregated cost is apportioned over the assumed baseline volumes.
				\$ 36.87	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				\$ -	N/A
				\$ 1,106.17	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.
Virtual Guest Server - Windows - CWSD Dev/Test	Schedule 4.3 - Section 6.7	Server	Fixed Monthly Fee Per Unit	\$ 585.28	
				\$ -	N/A
				\$ 40.97	Represents the cost of software license upgrades/refresh. Based on the physical host refresh cycle of 4 years, the aggregated cost is apportioned over the assumed baseline volumes.
				\$ 29.26	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				\$ -	N/A
				\$ 515.05	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.
Virtual Host Server - Windows / Linux - CWSD Dev/Test	Schedule 4.3 - Section 6.7	Server	Fixed Monthly Fee Per Unit	\$ 5,062.18	
				\$ 2,784.20	Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years.
				\$ 101.24	Represents the labor to install and refresh hardware amortized over the estimated asset life.
				\$ -	N/A
				\$ 151.87	Represents an allocation of corporate tools charges and anti-virus costs to support servers.
				\$ 473.10	Represents the cost of the Maintenance Agreement for hardware support and break-fix services.
				\$ 1,551.77	Represents costs associated with various software license and maintenance costs, along with the labor and resources for Level 2 support.

