



Problem Resolution Report
CoSD Contract No. 554833
Duo Hardware Token MFA Resource Unit
Perspecta/CoSD 089



Date: January 7, 2021

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:

County seeks to add the Duo Hardware Token Multi Factor Authentication (MFA) Resource Unit (RU) to the Agreement to allow its employees and partners secure access, with MFA, to the County network.

Resolution:

1. The Duo Hardware Token MFA is added to the Optional Item Catalog (OIC) with a price of \$20.00, plus a 10% OIC fee.
2. The Duo Hardware Token MFA RU is added to the Agreement, with a corresponding monthly RU Fee of \$5.28, for up to 999 users. In the event that more than 999 users are anticipated, the Parties agree to re-negotiate the monthly RU Fee.
3. Contractor shall provide support to the Duo Hardware Token MFA ("Duo Token") as follows:
 - a) When department orders a new Duo Token from the OIC:
 - Contractor will order the Duo Token in Duo Admin Portal and deliver the Duo Token to the requested County location;
 - Contractor will import user(s) into Duo Admin Portal; and
 - Contractor will assign the Duo Token to user(s) in Duo Admin Portal.
 - b) When department notifies Contractor that Duo Token is no longer required, or has been lost or damaged:
 - Contractor will promptly remove the Duo Token assignment from the user(s) in the Duo Admin Portal.
 - c) Limited Tier 1 Help Desk support by providing vendor's telephone number for technical assistance and break/fix.
 - d) Contractor will stock up to 10 Duo Tokens for prompt delivery and replacement.
4. County is responsible for reporting lost or damaged Duo Tokens. Upon receipt of notification, Contractor will promptly remove token assignment for user in the Duo Admin Portal.



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- 5. County is responsible for replacing lost or damaged Duo Tokens. Once a user has acquired a new Duo Token, Contractor will assign such new Duo Token to the user in Duo Admin Portal.
- 6. Based on vendor advance notice of subscription changes, billing may continue for up to 45 days after a DUO Token assignment has been removed in Duo Admin Portal.
- 7. Schedule 4.3, Operational Services, Section 2.6, Security Management Services, is amended with the addition of the following subsection:

2.6.2.28 Contractor shall provide the Duo Hardware Token MFA to allow County employees and partners secure access, with Multi Factor Authentication (MFA), to the County network.

- 8. Exhibit 16.1-1 Resource Unit Price Summary and 16.1-2 Resource Unit Price Decomposition is amended with the addition of the Duo Hardware Token MFA RU per Attachment 1 and 2 respectively, 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.

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: Manager, Contracts

Effective Date: _____

Date: January 7, 2021

PRR 089 - Duo Hardware Token MFA - Attachment 2
 Exhibit 16.1-2 - Resource Unit Price Decomposition

Resource Unit	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Duo Hardware Token MFA	Schedule 4.3 - Section 2.6	Device	Fixed Monthly Per Unit		\$ 5.28		
				<i>Hardware</i>		\$ -	N/A
				<i>Software License</i>		\$ 2.97	Represents the cost of software license subscription.
				<i>IMARS</i>		\$ 2.31	Represents labor costs for IMAR activities, Tier 1 Helpdesk.