



# Problem Resolution Report



CoSD Contract No. 554833  
Audio/Video Conference Rooms  
Standardization  
Perspecta/CoSD 090

**Date:** January 20, 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:**

1. The County has several facilities with varying, outdated, and ad hoc conference room audio and video (A/V) capabilities and support models. The County’s objective is to streamline the implementation of repeatable standard packages for small, medium, and large conference rooms.

**Resolution:**

1. The Parties agree to establish three standardized A/V installation configurations for County-managed conference rooms – Small, Medium and Large.
2. Three new Resources Units (RUs) are created:
  - a. Small A/V Conference Room, with a \$25,044.76 one-time RU Fee
  - b. Medium A/V Conference Room, with a \$34,671.93 one-time RU Fee
  - c. Large A/V Conference Room, with a \$64,563.91 one-time RU Fee
3. The one-time RU Fee includes the A/V equipment, installation labor, equipment warranty, and support. The County will own the equipment outright.
4. The equipment warranty and support is in place for a three-year period from the date that the A/V room is installed. In the event that the Agreement is not extended beyond the initial Term (December 31, 2023), Contractor shall transfer any established warranties and support agreements with an end date after December 31, 2023 to the County.

Example 1: Small A/V Conference Room is installed as of December 1, 2021 and Agreement is not extended. Since the three-year warranty and support ends November 30, 2024, Contractor will transfer warranty and support agreements to County effective January 1, 2024.

Example 2: Large A/V Conference Room is installed as of December 1, 2021 and Agreement is extended. Since the three-year warranty and support ends November 30, 2024, Contractor will honor warranty and support through November 30, 2024.



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5. The A/V Conference Room RU Fees established in this PRR applies only to installs that have been authorized by the County to be completed no later than last day of the initial term of the Agreement (December 31, 2023). In the event that the Agreement is extended for the Option Term, the Parties will negotiate new RU Fees in good faith.
6. Section 4.13, Audio/Video Conference Rooms Installation Services, is added to Schedule 4.3, as per Attachment 1 to this PRR.
7. Equipment, configuration and support description for each A/V Conference Room is set forth in Exhibit 4.3-2 – Audio/Video Conference Rooms Configuration and Support, attached to this PRR as Attachment 2.
8. Schedule 16.1, Fee, Exhibits 16.1-1 and 16.1-2, of the Agreement are amended to add the three A/V Conference Room RUs as per Attachment 3 and 4 to 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.

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: 1/29/2021

Date: January 20, 2021

## 4.13 Audio/Video Conference Rooms Services

### 4.13.1 Overview

This section pertains to the Audio/Video Conference Rooms Installation Services Framework Component within the End User Services Framework. The Audio/Video Conference Rooms Services Framework Component applies to the installation and support for Audio/Video Conference Rooms.

### 4.13.2 High Level Requirements

4.13.2.1 Contractor shall provide three (3) standardized Audio/Video Conference Rooms Services:

- a. Small A/V Conference Room
- b. Medium A/V Conference Room
- c. Large A/V Conference Room

4.13.2.2 Audio/Video Conference Rooms Services shall include the following:

- Equipment
- Equipment installation
- 3-year System support

The above items are defined in Exhibit 4.3-2 Audio/Video Conference Rooms Configuration and Support.

### 4.13.3 Roles and Responsibilities

The following table identifies the Plan, Build and Operate roles and responsibilities associated with Audio/Video Conference Rooms Services.

<b>Audio/Video Conference Rooms Installation Services Roles and Responsibilities</b>		
<b>Plan Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
1. Submit request to initiate Audio/Video Conference Rooms installation indicating Conference Room size.		X
2. Produce and submit plans for Audio/Video Conference Rooms installation.	X	
3. Review and approve plans for Audio/Video Conference Rooms installation.		X
4. Produce and submit procedures for Audio/Video Conference Rooms installation.	X	
5. Review and approve procedures for Audio/Video Conference Rooms installation.		X
<b>Build Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
6. Design and implement Audio/Video Conference Rooms installation.	X	
7. Approve design and implementation of Audio/Video Conference Rooms installation.		X
<b>Operate Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
8. Support Audio/Video Conference Rooms as defined in Exhibit 4.3-2 Audio/Video Conference Rooms Configuration and Support.	X	

**1. SMALL A/V CONFERENCE ROOM CONFIGURATION**

a. Functionality Description

Small Conference Room that is enabled for wireless conferencing. Includes a 55” monitor display, two dongles for wireless conferencing using BYOD, HDMI at table, table box and over floor raceway, and 4K USB Camera with microphone.

b. Display

- A 55” display monitor will fit room dimension of approximately 16x12 up to 18x14
- Display mounted on wall with an articulating arm to allow easy servicing of equipment mounted behind display
- Small device mounting system

c. Source Devices

- 1 Camera mounted above the display
- 1 Dongle base unit mounted behind display
- 2 Dongles for BYOD connectivity to the display and camera
- 1 Receiver mounted behind display
- 1 Transmitter mounted under table
- 1 Table box for HDMI cable to pass through

d. Audio

- 1 Array microphone built into the camera to allow far end to hear
- 1 Set of display speakers will allow program audio and far end audio to be heard in the room

e. System Components

Components subject to change and be replaced with equal or better products:

Component Description	Qty
55IN COMMERCIAL 4K UHD LED LCD MNTR DISPLAY 350 NIT VNWeight: 53.00 Dim	1
THIN SWING ARM (LARGE)	1
PROXMOUNT PLATE9X12	1
CLICKSHARE Wireless Presentation System	1
DM Lite – HD Scaling Auto-Switcher & HDMI® over CATx Extender 400	1
IQ Camera	1
DIGITALINX SECURE ADAPTER RING	1
HDMI PREMIUM 18G CBL W/NET 3'	2
3FT CAT6 SNAGLESS UTP CAB	1
FlipTop™ FT2 Series, 202 Size, Mechanical, Black, 6 Module Slots	1

Component Description	Qty
AC Power Outlet Module for FT2 Series, Triple, US NEMA 5, Type B, w/2 Under-Table Outlets & Cord	1
USB Rapid Charging Module for FT2 ELEC Series, USB Type-C & Type-A High Power Charging Ports, Bus Po	1
Pass-Through Cable for FT2 Series, HDMI® to HDMI, 18 Gbps, 8 ft (2.4 m)	1
OFR BASE AND COVER	1
OVER FLOOR RCWY 2GANG BOX	1
OFR DUPLEX PLATE	1
OFR DECORATOR PLATE	1
OFR IN-WALL END FITTING	1
DECOR INSERT PLATE 2PORT WHT	1
INSERT BLANK WHT	1
RJ45 INSERT CAT6A SH 180	1

## 2. MEDIUM A/V CONFERENCE ROOM CONFIGURATION

### a. Functionality Description

Medium Conference Room that is enabled for wireless conferencing. Includes one 85” display monitor, two dongles for wireless conferencing using BYOD, HDMI at table, two table boxes and over floor raceway, and 4K USB Camera with microphone.

### b. Display

- One 85” Displays will fit room dimensions of approximately 24x13 up to 26x14
- Display will be mounted on wall
- Pull-Out small device mounting system

### c. Source Devices

- 1 Camera mounted above the display
- BYOD PC mounted behind display
- 1 Dongle base unit mounted behind display
- 2 Dongles for BYOD connectivity to the display and camera
- 1 Wireless keyboard and mouse provided for computer
- 1 Receiver mounted behind display
- 1 Transmitter mounted under table
- 1 HDMI distribution amplifier provided to drive both displays
- 1 Table box for HDMI cable to pass through
- 1 Table box for power and USB charging

d. Audio

- 1 Array microphone built into the camera will allow the far end to hear the room participants
- 1 Display speakers will allow program audio and far end audio to be heard throughout the room

e. System Components

Components subject to change and be replaced with equal or better t products.

<u>Description</u>	<u>Qty</u>
85IN COMMERCIAL 4K UHD LED WIFIMNTR	1
Micro-Adjust Fixed Wall Mount X-Large	1
PROXSLIDE PLT15X10	1
CLICKSHARE Wireless Presentation System	1
DM Lite – HD Scaling Auto-Switcher & HDMI® over CATx Extender 400	1
IQ Camera	1
DIGITALINX SECURE ADAPTER RING	1
HDMI PREMIUM 18G CBL W/NET 3'	2
3FT CAT6 SNAGLESS UTP CAB	1
FlipTop™ FT2 Series, 202 Size, Mechanical, Black, 6 Module Slots	2
AC Power Outlet Module for FT2 Series, Triple, US NEMA 5, Type B, w/2 Under-Table Outlets & Cord	2
USB Rapid Charging Module for FT2 ELEC Series, USB Type-C & Type-A High Power Charging Ports, Bus Po	4
Pass-Through Cable for FT2 Series, HDMI® to HDMI, 18 Gbps, 8 ft (2.4 m)	1
OFR BASE AND COVER	1
OVER FLOOR RCWY 2GANG BOX	1
OFR DUPLEX PLATE	1
OFR DECORATOR PLATE	1
OFR IN-WALL END FITTING	1
DECOR INSERT PLATE 2PORT WHT	1
INSERT BLANK WHT	1
RJ45 INSERT CAT6A SH 180	1

**3. LARGE A/V CONFERENCE ROOM CONFIGURATION**

a. Functionality Description

Large Simple Conference Room that is enabled for wireless conferencing. Includes a 6000 lumen projector and fixed frame 130" screen, two dongles for wireless conferencing using BYOD, HDMI at table, three table boxes and over floor raceway, 4K USB Camera with microphone, and a ceiling beam tracking microphones and ceiling speakers.

b. Display

PRR 090 – Audio/Video Conference Room Standardization – Attachment 2  
 Exhibit 4.3-2 – Audio/Video Conference Rooms Configuration and Support

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- A 6000-lumen laser projector and 130” fixed frame screen will fit room dimensions of approximately 32x13 up to 34x14
- Projector will be ceiling mounted with above ceiling equipment storage
- Projection screen mounted on wall

c. Source Devices

- 1 Camera mounted below the screen
- 1 In-wall recessed camera box to house the camera and the USB 3.0 extender
- 1 Dongle base unit mounted on top of projector
- 2 Dongles for BYOD connectivity to the projector and camera
- 1 Receiver mounted in above ceiling equipment box at projector location
- 1 Transmitter mounted under table
- 1 Table box will be provided for HDMI cable to pass through
- 2 Table boxes provided for power and USB charging

d. Audio

- Beam tracking ceiling microphones will allow far end to hear room participants
- Ceiling speakers will allow program audio and far end audio to be heard in throughout room
- An audio DSP will be installed and programmed

e. System Components

Components subject to change and be replaced with equal or better products.

<u>Description</u>	<u>Qty</u>
Pro L1060U Laser Projector, 6000 Lumens, WUXGA, White	1
UTB CONTOURAE BLACK HDC1.1 130D	1
UNIVERSAL RPMA	1
CEILING STORAGE BOX 2X2 W/COLUMN W/POWER	1
ADJ. PIPE 24" TO 36"	1
CLICKSHARE-Wireless Presentation System	1
DM Lite – HD Scaling Auto-Switcher & HDMI® over CATx Extender 400	1
IQ Camera	1
USB 3-2-1 RAVEN 3104 - NA, 4 P	1
IN-WALL ENCLOSURE FOR VC CAMERAS	1
DIGITALINX SECURE ADAPTER RING	1
HDMI PREMIUM 18G CBL W/NET 3'	2
3FT CAT6 SNAGLESS UTP CAB	1



PRR 090 – Audio/Video Conference Room Standardization – Attachment 2  
 Exhibit 4.3-2 – Audio/Video Conference Rooms Configuration and Support

<b>Description</b>	<b>Qty</b>
Fixed I/O DSP with 12 analog inputs, 8 analog outputs, 8 channels configurable USB audio, 128 x 128	1
Gigabit PoE+ Injector, IEEE802.3af compliant, IEEE802.3at classified, 90-264 VAC Input Volta	1
AVB Beamtracking ceiling microphone with PoE+ amplifier, white surface mount	1
Expansion AVB Beamtracking ceiling microphone, white surface mount	1
Saros® Integrator 6.5" 2-Way In-Ceiling Speaker, White Textured, Single (must be ordered in multiple	4
FlipTop™ FT2 Series, 202 Size, Mechanical, Black, 6 Module Slots	3
AC Power Outlet Module for FT2 Series, Triple, US NEMA 5, Type B, w/2 Under-Table Outlets & Cord	3
USB Rapid Charging Module for FT2 ELEC Series, USB Type-C & Type-A High Power Charging Ports, Bus Po	6
Pass-Through Cable for FT2 Series, HDMI® to HDMI, 18 Gbps, 8 ft (2.4 m)	1
OFR BASE AND COVER	1
OVER FLOOR RCWY 2GANG BOX	1
OFR DUPLEX PLATE	1
OFR DECORATOR PLATE	1
OFR IN-WALL END FITTING	1
DECOR INSERT PLATE 2PORT WHT	1
INSERT BLANK WHT	1
RJ45 INSERT CAT6A SH 180	1

#### 4. SYSTEM SUPPORT

**System Support on the System shall be provided for 3 years from the date of installation in accordance with the terms set forth below.**

- a. Definitions
  - i. System – the components which make up the Small, Medium and Large Simple Conference Rooms as listed in this Schedule, with the exception of Consumables and Obsolete Equipment outside the initial 3-Year support period.
  - ii. Business Hours – Monday to Friday, 8:00AM – 5:00PM PST, excluding County holidays.
  - iii. Obsolete Equipment – system components (though possibly still in use) that are no longer made and/or supported by manufacturer, or products with formal end of life as defined by their manufacturer.
  - iv. Consumables – parts such as recording media, batteries, projection lamps and diskettes.
- b. System Recertification – Two on-site scheduled recertification sessions per year (from install date) to perform necessary cleaning, adjustments, functional tests, replacement of parts, and repairs to keep the equipment in good and efficient operating condition.
- c. Training – On-site training, provided on an as needed basis but no more than once per quarter, to ensure that system users understand the system functionality and how to operate it. The training must be scheduled at least 2 weeks in advance.
- d. Asset Tracking Management of the system’s individual electronic components and reporting of description, model, serial numbers, in-service dates, and physical location.
- e. Technical Support –
  - Priority Support by Phone – response within 2 hours during Business Hours.
  - Priority Support Onsite – response within 8 business hours to perform troubleshooting, to localize and diagnose faults where the onsite location is within 60 mile radius of support center location, while 24 business hours if outside the 60 mile radius.
  - Repair or replacement of faulty equipment with exclusion of Obsolete Equipment that is outside the initial 3-Year support period.

- Provision of materials and repair parts excluding Consumables.
- Software updates-
- Loaner Equipment when repair or replacement cannot be completed or provided within a Business Day. This is limited to table top LCD projectors and flat screen monitors under 50". Table top projectors are not integrated into a system. Flat screen monitors will be installed onto a wall if reasonably possible.
- Recycling of system equipment and Consumables.

#### 5. CONSTRUCTION CONSIDERATIONS

- a. The County will be responsible for coordinating and paying for the necessary modifications to the room as directed by Contractor. The costs associated with any modifications are not included in Contractor's scope of work.
- b. The following work is not included in the Small, Medium and Large Simple Conference Rooms Resource Units:
  - All conduits, high voltage, wiring panels, breakers, relays, boxes, receptacles, etc.
  - Concrete saw cutting and/or core drilling
  - Fire wall, ceiling, roof and floor penetration
  - Necessary gypsum board replacement and/or repair
  - Necessary ceiling tile or T-bar modifications, replacements and/or repair
  - Structural support of equipment
  - Installation of ceiling mounted projection screen
  - All millwork (moldings, trim, cut outs, etc.)
  - Patching and Painting
  - Permits
- c. Assumptions:
  - Contractor shall assign a Project Coordinator to manage installation of Small, Medium and Large Conference Room from start to finish.
  - Room(s) match(es) the drawings provided by County.
  - Site preparation by the County includes electrical and data placement per System specification.
  - Site preparation will be verified by Contractor project coordinator prior to installation being scheduled.

- All work areas should be clean and dust free prior to the beginning of on-site installation of electronic equipment.
- County communication of readiness will be considered accurate and executable by Contractor project coordinator.
- There is ready access to the building / facility and the room(s) for equipment and materials.
- There is secure storage available for equipment during a multi-day installation.
- County provided equipment (e.g., laptop) and existing cabling are in good working condition and will integrate into the designed solution. Any necessary repair, replacement and/or configuration of these items will be made at an additional cost to County.
- All network configurations including IP addresses are to be provided, operational and functional before installation begins.
- Cable or satellite drops must be in place with converter boxes operational before the completion of installation.
- Document review, feedback on drawings and response to correspondence will be provided by the County within seven business days or as agreed upon with Contractor.



PRR 090 -- Audio/Video Conference Room Standardization -- Attachment 4  
 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
Small AV Conference Room	Schedule 4.3 - Section 4.13	Intall	Fixed Fee Per Unit		\$ 25,004.76		
				Hardware		\$ 20,753.95	Represents the costs to acquire the Hardware
				Software		\$ -	
				Labor		\$ 4,250.81	Represents the costs to perform the labor for install and ongoing support
Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decompositions	Resource Unit Fee	Component Fee	Component Description
Small AV Conference Room	Schedule 4.3 - Section 4.13	Intall	Fixed Fee Per Unit		\$ 34,671.93		
				Hardware		\$ 28,777.70	Represents the costs to acquire the Hardware
				Software		\$ -	
				Labor		\$ 5,894.23	Represents the costs to perform the labor for install and ongoing support
Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decompositions	Resource Unit Fee	Component Fee	Component Description
Small AV Conference Room	Schedule 4.3 - Section 5.9	Intall	Fixed Fee Per Unit		\$ 64,563.91		
				Hardware		\$ 53,588.05	Represents the costs to acquire the Hardware
				Software		\$ -	
				Labor		\$ 10,975.86	Represents the costs to perform the labor for install and ongoing support