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Problem Resolution Report

Support of County Retained Interactive Voice Systems RU
HP/CoSD-082

Date: January 6, 2011

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

With the implementation of PRR 007, the County and Contractor created 2 sets of Resource Units (RU) to support both Legacy and New Interactive Voice Systems (IVS). These RUs provide for all the development support, hardware, software, 24x7 maintenance support, circuitry, Help Desk and IMAR support required to implement and maintain an IVS system.
From time to time, the County wishes to utilize available funds for upfront development of the IVS, through Contractor or third party, and therefore reduce the monthly IVS Resource Unit Fee.

Resolution:

The Parties wish to create a new Resource Unit which will allow the County the option of funding only the ongoing support costs for an IVS system. This RU will be used in situations where the County has purchased the separate development, hardware and software of the IVS system from either the Contractor or a third party supplier. Included in this new Resource Unit will be the actual circuit costs, 24/7 maintenance support, circuit monitoring and fault detection, IMAR, Break/Fix support and Help Desk. For County retained IVS obtained through a 3rd party, Contractor's hardware and software support will be provided with tickets management through completion of break fix, although the actual support of the hardware and or software will be provided by the 3rd party supplier in accordance with the maintenance support requirements stipulated in the County 3rd party contract.

Schedule 4.3 of the Agreement is amended to add the Section below:

5.6.3.11 In instances where the County has obtained the development of an IVS either through the Contractor or a third party vendor and only requires ongoing support for the County owned IVS, County Retained Interactive Voice Services Support will be utilized. This would include, but not limited to, circuitry, 24x7 maintenance support, circuit monitoring and fault detection, IMAR, Break/Fix

support and Help Desk, as set forth in Exhibits 16.1-1 and 16.1-2 and will be applicable regardless the complexity of the County owned IVS.

For County retained IVS systems obtained through a 3rd party, Contractor's hardware and software support will be provided with tickets management through completion of break fix, although the actual support of the hardware and or software will be provided by the 3rd party supplier in accordance with the maintenance support requirements stipulated in the County 3rd party contract.

Exhibits 16.1-1 and 16.1-2 are amended to add RU Fee for the additional County Retained IVS Support Resource Unit as shown on Attachments 1 and 2 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	**HP ENTERPRISE SERVICES, LLC**
By: Bruce Petrozza	By:
Name: Bruce Petrozza	Name: Max Pinna
Title: Manager, Contracting	Title: Contracts Manager
Date: 01-10-12	Date: January 6, 2011

Hudson

Attachment 1 to PRR 82

County Retained IVS Support - Exhibit 16.1-1

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to130% band)	Measurement Methodology (Specific measurement on last day of month or	Depreciation Time Period (in Years)
County owned IVS Support	Network Services- Voice Services 5.6	Networks	Fixed monthly fee per unit	Hardware /depreciation and maintenance, circuits, IMARs	$ 506.25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	5

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Attachment 2 to PRR 82

County Retained IVS Support - Exhibit 16.1-2

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Pricing Methodology	Decomposition	Monthly Pricing
County owned IVS Support	Network Services- Voice Services 5.6	Fixed monthly fee per unit		
			Hardware	$ 10.00
			Hardware maintenance	$ 15.00
			Software	
			Software maintenance	
			IMAR's	$ 6.25
			Circuits	$ 475.00
			Total	**$ 506.25**

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