Problem Resolution Report

NORTHROP GRUMMAN

Network Printer Support
NG/CoSD-005

Date: August 21, 2006

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 Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for an interim process for the support of network-attached printers, scanners, multifunctional equipment, and plotters, until such time as a Resource Unit value can be provided by Northrop Grumman for these items. Under this interim process Northrop Grumman will provide and be compensated for the services required to support these County devices. This support would include procurement, maintenance and support of these County devices on a best effort basis.

Resolution:

The County of San Diego and Northrop Grumman have agreed that procurement, maintenance and support service for network-attached printers, scanners, multifunctional equipment, and plotters will be provided as described below:

1. **Procurement and Installation** – Standard equipment will be listed in the OIPC, and County users will order network-attached printers, scanners, multifunction equipment and plotters per the standard OIPC process.
   - The order price will include full hardware and software costs (i.e., no depreciation), and configuration/installation of the printer for operational readiness.
   - Title and licenses will be held by Northrop Grumman, and transferable upon request to the County at any time at no additional cost to the County.
   - The price will include an OEM provided initial supply of ink/toner cartridges Additional cartridges and other consumables (e.g., paper) will be handled separately.
   - Ticket tracking, end-user communications, and resolution will be handled by Northrop Grumman with the same approach as provided for PCs.

2. **Maintenance and Support** – Maintenance and support will be handled on a time and materials basis, as follows:

- Northrop Grumman labor will be provided at the hourly rate of ($45.00/hour) as defined in the Printer Technician Resource Unit which is hereby created by this PRR.
- A non-discretionary work order will be established to cover Printer Technician services.
- Northrop Grumman will perform the problem resolution service, on all network-attached printers, scanners, multifunction equipment and plotters in use by the County, including diagnosis and repair, replacement of failed components, and adjustments necessary to return equipment to operational status.
- Devices under $300.00 will be considered commodity items, and support will be limited to trouble shooting the network/desktop connection and underlying software (i.e. drivers), and subject to replacement by the County if necessary.
- Items that are Beyond Economical Repair (BER) are considered to be those where the cost of the repair exceeds the acquisition cost of the product based on the table below. This formula does not apply to items that fall under manufacturer's warranty.

Cost of Repair Exceeds XX% of Acquisition Cost	Age of Hardware
80%	<1 yr
60%	1-2 yrs
40%	2-3 yrs
20%	3-4 yrs
10%	>4 yrs

Example: For a product that is less than one year old with an acquisition cost of $400.00. The cost of the repair would have to be at least $320 before it would be considered BER in this case.

- If materials (i.e., repair parts) are required to restore the printer to working condition, the Northrop Grumman or its subcontractor, CTR, will advise the CTO (Susan Green) with the cost to repair. The CTO will determine whether or not the County wishes to buy replacement parts or replace the entire printer.
- If the CTO owner decides to buy repair parts, the CTO will provide this authorization, and distribute charges back to the appropriate County department.
- Northrop Grumman will track tickets, communicate with the end-user, and resolve the printer repair on a best effort basis.

3. **Replacement** – If the decision is made to replace a printer, the CTO will notify the end-user and will advise the end-user of procedures to be used to order a replacement printer via the OIPC process, similar to a new installation.
   - Northrop Grumman will dispose of the old printer per the Services Agreement.

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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	**NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.**
By:	**By:**
Name: Richard A. Corsi	**Name:** RANDOLPH PARST
Title: Contract Manager	**Title:** MANAGER, CONTRACTS
Date: 8/23/06	**Date:** 8/23/2006