



Problem Resolution Report

**OIPC Hardware and Software Support
NG/CoSD-012 rev1**

Date: July 26, 2007

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 clarification with respect to Item #11, Section 4.8.3, Schedule 4.3 (Operational Services) of the Agreement. Item #11 reads: "Maintain and support, including Break-Fix, all software and hardware in the OIPC".

Resolution:

The County of San Diego and Northrop Grumman have agreed that:

PRR 012rev1 "OIPC Hardware and Software Support" dated July 26, 2007 supersedes and replaces PRR 012 "OIPC Hardware and Software Support" dated April 10, 2007 in its entirety.

"Maintain and support," as used in Item #11, does not entail the same efforts for all items contained in the OIPC (Optional Item Pricing Catalog). The following components of support will be used to clarify the required support for all items contained in the OIPC. The components of support and the associated requirements are as follows:

Support Components

1. **Engineering** – Services required to prepare a new OIPC item (proposed for addition to the OIPC in accordance with established procedures pursuant to Section 12 of Schedule 16.1 (Fees)) to be installed and otherwise supported by Contractor in the County's IT environment.
2. **Procure** – The acquiring of an item listed within the OIPC to satisfy a user's request.
3. **Delivery** – transportation of an item purchased from the OIPC to a user's location.
4. **Setup** - the enabling of connectivity for an item to operate on a County desktop.
5. **Move** - the relocation of an existing item listed in the OIPC from one County Site to another or within a County site.
6. **Remove** - taking an existing item listed in the OIPC out of service from a County Site or End-User. At the requestor's direction, removed devices may be: i)



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NG/CoSD-012 rev1

retained by the requestor, ii) sent to County Purchasing and Contracts by the Contractor, or iii) disposed of by the Contractor.

- 7. **Restoration of Desktop Connectivity** - The restoration of desktop connectivity services (the enabling of connectivity for a device to operate on a County desktop).
- 8. **Warranty Services** – Restoration of services for items listed in and purchased through the OIPC that are covered under a manufacturer’s warranty.

The above support components shall be listed in the OIPC. All items listed in the OIPC will be supported by the Contractor. The level of support required for each item will vary depending on the following:

- 1.) The item is listed and purchased through the OIPC and is within the warranty period. Support components one through eight apply. (1 through 8)
- 2.) The item is listed and purchased through the OIPC and is outside of the warranty period. Support components one through seven apply. (1 through 7)
- 3.) The item is listed in the OIPC but was purchased from another source, outside of the NG contract. Support components four through seven apply. (4 through 7)

Item #11 of section 4.8.3 of Schedule 4.3 Operational Services will be modified as follows:

- 11. Maintain and support (as listed in the “Level of Support” section of the OIPC), including Break-Fix, all software and hardware in the OIPC.

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.

