



# Problem Resolution Report

CoSD Contract No. 554833  
ROV Special Level Support Revision  
Peraton/CoSD 121

Peraton

**Date:** March 10, 2023

**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 Peraton Enterprise Solutions LLC, (“Peraton” or “Contractor” and hereinafter collectively referred to as the “Parties”), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

Contractor currently provides support to the Register of Voters (ROV) for statewide, special and small/non statewide elections.

The County desires to expand the committed number of days and hours of coverage for not just Statewide and Special elections but to include Small and/or Non-Statewide elections as identified in the Agreement.

**Resolution:**

1. Section 2 – Registrar of Voters Special Level (SL) Support of Schedule Exhibit 4.8.1, Special Service Level Requirements is amended as per Attachment 1 to this PRR. Attachment 1 summary of changes include:
  - a. Section 2.1.1 – Remove Voter Registration Security Assessment from the list Special SL support.
  - b. Remove Section 2.1.4. Mail Ballot Election
  - c. Re-number Table ROV-1 as 2.2.3.1 and update the following Resources:
    - i. Election Coordinator Manager
      1. Extend support for calendar days prior to Election Day and include support hours.
      2. Change Election Day to start an hour earlier and to conclude upon closing.
      3. Remove Day after Election Support.
      4. Add language to Comments for coordination of desktop and server patches.
    - ii. Desktop Technician
      1. Consolidate support to one (1) Desktop Technician that extends support for calendar days prior to Election Day and includes support hours.
      2. Remove Day after Election Support.
      3. Add language in Comments that includes support under Voter’s Choice Act (VCA) for laptop break/fix and image configuration



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- iii. Telecommunications Management Support
  - 1. Extend support for calendar days prior to Election Day and include support hours
  - 2. Extend support for Election Day.
  - 3. Add language to Comments for on-site requirement.
- iv. Telecommunications Voice System Support
  - 1. Extend support for calendar days prior to Election Day and include support hours
  - 2. Extend support for Election Day.
- v. Network Engineer – New resourced added to table 2.2.3.1.
  - 1. Establishes support for calendar days prior to Election Day and support hours.
  - 2. Establishes support for Election Day.
  - 3. Establishes language in Comments to check Cradlepoint device connectivity, required SIM cards for redundancy, fail over, fixes to Cradlepoint devices, and network support as-needed.
- d. Section 2.2.5
  - i. Add Capacity analysis and provisioning of End user devices to Election Coordination Manager Support activities.
  - ii. Add virtual circuits, Cradlepoint devices, and cache boxes as part of as-needed changes or improvements to network equipment.

- 2. Service Level Special Requirements - Registrar of Voters Resource Unit (RU) daily fee is increased from \$396.59 to \$441.98.
- 3. Schedule 16.1, Exhibit 16.1-1 and 16.1-6 are amended to reflect the increase of the Service Level Special Requirements - Registrar of Voters RU Fee, as per Attachment 2 and 3 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.



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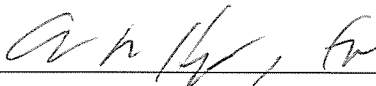
# Peraton

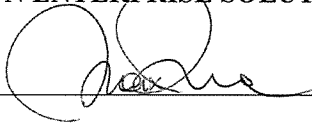
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IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

### COUNTY OF SAN DIEGO

### PERATON ENTERPRISE SOLUTIONS LLC

By: 

By: 

Name: John M. Pellegrino

Name: Max Pinna

Title: Director, Department of Purchasing and Contracting

Title: Contracts Manager

Effective Date: 3/13/2023

Date: March 10, 2023

## 2. REGISTRAR OF VOTERS SPECIAL LEVEL (SL) SUPPORT

### 2.1. Overview

Contractor shall provide Special SL support for the Registrar of Voters (ROV) as described herein to support Statewide, Special and Small and/or Non-Statewide elections.

#### 2.1.1. Statewide Elections

The ROV requires Special SL support during Statewide Elections. The period of Special SL support is typically five (5) months, beginning one hundred and twenty (120) calendar days before Election Day and thirty (30) calendar days after Election Day. The ROV will define the actual period of support and notify Contractor accordingly per Notification procedures outlined in this Schedule.

During the period of Special SL support, the following apply:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes
- Onsite Support
- Election Support Coordination

#### 2.1.2. Special Election

The ROV requires Special SL support during Special Elections, which may include non-statewide and countywide elections. The period of Special SL support is typically a thirty (30) calendar day period, beginning twenty-nine (29) calendar days before Election Day and the day of the Election. The ROV will define the actual period of support for each election and notify Contractor accordingly per Notification procedures outlined in this Schedule. The ROV also reserves the right to invoke Statewide Election SL for Special Elections.

During the period of Special SL support, the following apply:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes

2.1.3. Small and/or Non-Statewide Elections

For small and/or non-statewide Special Elections, the ROV may not engage Special SL support. Additionally, non-statewide Special Elections will not receive the dedicated onsite coverage as shown in Table ROV-1. However, the ROV also reserves the right to invoke Statewide Election SL for Small and/or Non-Statewide Elections.

2.2. SL Support Components

2.2.1. Immediate Response

During the period of Special SL support, all election-related IT and/or telecommunication issues communicated to Contractor shall require immediate response meaning that the appropriate Framework(s) and personnel shall be engaged to restore normal operation without delay.

Immediate response shall also be afforded to ROV Service Requests (SRs) during the period of Special SL support. Additionally, priority is given to infrastructure and application projects identified as supporting an election.

2.2.2. Escalated Priority

During the period of Special SL support, all election-related IT and/or telecommunication tickets are handled as Priority 1; however, these do not count toward the calculation of the SL achievement.

2.2.3. Dedicated Onsite Support

Contractor personnel shall be physically present at the ROV during the period of Special SL support set forth in Table ROV-1. Contractor personnel not included in Table ROV-1 are considered on-call. The Dedicated Onsite Support requirement may be shortened with the concurrence of ROV and FGG GITM.

The following apply to Dedicated Onsite Support:

- One hour break for meals is permissible during the period of Special SL support.

- Support may be provided in shifts provided the start and end times of each shift is staggered to provide continuity of support.
- Security, Applications, firewall rule and Framework management support are all provided on an on-call/as-required basis throughout the period of Special SL support.
- Dedicated onsite support for cell phone services is provided under a separate SR and is not part of Special SL support.

**2.2.3.1. Table ROV-1**

<b>Resource</b>	<b>Period of Onsite, Dedicated Support</b>	<b>Comments</b>
Election Coordination Manager	<ol style="list-style-type: none"> <li>1. Twelve (12) calendar days prior to Election Day 8:00AM – 5:00PM</li> <li>2. Election Day 6:30AM – close</li> </ol>	<ol style="list-style-type: none"> <li>1. Provides coordination support as required throughout entire Special SL Support period, including onsite attendance at key meetings.</li> <li>2. Sufficiently qualified personnel may include Desktop Services Manager or a Framework Manager.</li> <li>3. Coordinate desktop and server patches to not interfere with election operations.</li> </ol>
Desktop Technician	<ol style="list-style-type: none"> <li>1. Twelve (12) calendar days prior to Election Day 8:00AM – 5:00PM</li> <li>2. Election Day 6:00AM – 10:00PM</li> </ol>	On-site support for Voter’s Choice Act (VCA) laptops including break/fix and image configuration.
Telecommunications Management Support	<ol style="list-style-type: none"> <li>1. Four (4) days prior to the Election Day 8:00AM – 5:00PM (days selected by the ROV)</li> <li>2. Election Day 6:00AM – 10:00PM</li> </ol>	On-site support for voice and data services.
Telecommunications Voice System Support	<ol style="list-style-type: none"> <li>1. Six (6) days prior to the Election Day 8:00AM – 5:00PM (days selected by ROV)</li> </ol>	Requires call center/ACD Specialist.

Resource	Period of Onsite, Dedicated Support	Comments
	2. Election Day 6:00AM – 10:00PM	
Network Engineer	1. Seven (7) days prior to Election Day 8:00AM – 5:00PM (days selected by ROV) 2. Election Day 6:00AM – 10:00PM	1. Check Cradlepoint devices for connectivity. 2. Ensure all devices are loaded with an AT&T and Verizon SIM card for redundancy. 3. Fail over SIM cards if primary connection is unstable. 4. Fix Cradlepoint devices at ROV. 5. Network support as needed.

2.2.4. Freeze on Network Changes

The period of Special SL support establishes a ‘freeze’ on network changes that may impact ROV. However, the ‘freeze’ may be waived for certain changes and/or the ‘freeze period’ may be shortened with concurrence of the ROV, FGG GITM and CTO.

2.2.5. Election Support Coordination

Contractor shall provide an Election Coordination Manager for the management of all Special SL support activities. The Election Coordination Manager is responsible for the coordination of election-related projects, requests and Problem resolution activities. The Election Coordination Manager must be qualified to manage all different Frameworks that may be engaged to support the election. Additionally, the Election Coordination Manager must have the authority to escalate and secure resources as needed for IT and telecommunication issues that arise during the period of Special SL support.

Election Coordination Manager Support activities include, but are not limited to:

- Capacity analysis and Service provisioning for phone systems/hotlines
- Capacity analysis and provisioning of End User devices (VCA laptop image, VCA laptop)

- Capacity analysis and provisioning for any needed changes or improvements of network equipment (switches, routers, virtual circuits, Cradlepoint devices, cache boxes, etc.)
- Coordination and management of any Third-Parties or Services procured through Contractor to provide election-related Services.
- Coordination of any Services with ROV engaged Third Parties
- Coordination of modifications to existing process documentation and Service Desk scripts
- Securing and managing staff assigned to support the election process.
- Coordination of other tasks as requested to support election process.

### **2.3. Notification**

The ROV or the FGG Executive Office shall invoke the Special SL support via an SR.. An authorized SR that the Contractor receives includes the start and end of the period of Special SL support.

For designated Statewide Elections requiring the dedicated onsite support described under Period of Onsite, Dedicated Support in Table ROV-1, the period of Special SL support must be initiated for a minimum period of ninety (90) calendar days prior to the election and continue for a period of thirty (30) calendar days following the Election.





