Problem Resolution Report
CoSD Contract No. 554833
Revision of Service Level 53 Application
Response Time
Peraton/CoSD 122

Date: April 11, 2023

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and Peraton Enterprise Solutions LLC ("Contractor" and hereinafter collectively referred to as "the Parties") with Effective Date November 15, 2016 ("the Agreement"), agreement is reached on the Effective Date shown below.

Issue or Problem:

With PRR 56 dated June 3, 2019, the Parties established SL 53-1 – Application Response Time (Interim) to be effective December 2018 – 2019 and moved the 3% Weighting Factor from SL 53 to SL 53-1. PRR 82 subsequently modified the approach for SL 53-1 effective October to December 2020 to gather information to help diagnose application performance issues and define a new approach for SL 53. PRR 82 also provided a measure/target that would take effect January 2021 and remain in place until an agreed to approach for SL 53 was reached. This approach provided an incremental improvement of SL performance over an initial three-year period. Effective May 2022, the Parties agreed to temporarily reduce SL 53-1 Weighting Factor to 0% while the Contractor continued to work on the measurement tools for this SL.

Resolution:

1. The Parties agree to confirm the requirements of SL 53-1 as permanent, therefore replacing the original SL53, and to maintain its Weighting Factor at 0%, with a requirement for continued reporting.

2. The Parties further agree that the Weighting Factor for SL 53 (formerly SL53-1) can only be increased after prior discussion between the Parties, and that, in the event of such increase, the Fee Reductions set forth in the new SL 53 will be applied only moving forward and will not be applied retroactively.

3. Schedule 4.8 - Service Levels is amended as follows:

    a. Section 5 Service Level Summarization and Weighting Factors is amended with removal of SL 53-1 and replacement of SL 53 with the following:

Service Level ID	Framework	Service Level	Weighting
53	Applications	Application Response Time	0%
		53a – Application Response Time – Priority 1 Applications	

Service Level ID	Framework	Service Level	Weighting
		53b – Application Response Time – Priority 2 Applications	
		53c – Application Response Time – Priority 3 Applications	

    b. Section 11.10 Application Response Time (Interim) is removed in its entirety.

    c. Section 11.9 Application Response Time is replaced as per Attachment 1 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

JOHN M. PELLEGRINO, Director
Department of Purchasing and Contracting

By: _Allen Hunsberger (Apr 13, 2023 14:50 PDT)_
Name: Allen Hunsberger
Title: Assistant Director, Purchasing and Contra
Date: Apr 13, 2023

PERATON ENTERPRISE SOLUTIONS LLC

By: _____
Name: Max Pinna
Title: Contracts Manager
Email: max.pinna@peraton.com
Date: Apr 13, 2023

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAx29IoPsbH1k3pxAHGMRuF9MlUnxVlVD3

11.9 APPLICATION RESPONSE TIME

Service Level	Response Time of the Application for End-User to include all functions of the Application. Application environments that have performance issues not within control of the Contractor to correct and as demonstrated by the Contractor will be eligible for an exclusion at the County CIO's discretion.
Service Level ID	53
Definition	Effective Response Time for End-Users accessing the Application

Service Measure	Performance Target	SL Performance (%)	SL Earnback
Response Time	Response Time 24/7 <2 seconds	Aggregate 98% Per Application	NA

Formula	Use the Step Reduction Schedule Table to determine the applicable Fee Reduction percentage and subsequently calculate the Fee Reduction amount for a given month. Determine the Fee Reduction percentage based on sum total of Applications that missed the SL Performance and interval in which given month occurs. For example, in January 2022, two Priority 1 Applications missed the SL Performance. Since January 2022 is in the 'Months 1-9' interval, a 50% Fee Reduction percentage applies for calculating the Fee Reduction amount.

Step Reduction Schedule Tables for Priority 1, 2, and 3 Applications:

Priority 1 Applications	October 2021 – August 2023	September 2023 and after
Fee Reduction Percentage	**Applications Missing Target**	**Applications Missing Target**
0%		
25%		
50%	1	1
100%	2+	2+

Priority 2 Applications	October 2021 – August 2023	September 2023 and after
Fee Reduction Percentage	**Applications Missing Target**	**Applications Missing Target**
0%	1-2	0-1
25%	3-5	2-3
50%	6-8	4-5
100%	9+	6+

	Priority 3 Applications	October 2021 – August 2023	September 2023 and after
	Fee Reduction Percentage	Applications Missing Target	Applications Missing Target
	0%	1-2	0-1
	25%	3-5	2-3
	50%	6-8	4-5
	100%	9+	6+
Measurement Interval	Monthly		
Reporting Period	Monthly		
Measurement Tool/Source Data	Measured based on submittals that incorporate measurements from Application Performance Management tool		