



**Problem Resolution Report**  
**CoSD Contract No. 568996**  
**Zoom Video Conferencing Support Services**  
**Peraton/CoSD – 139**



**Date:** June 18, 2024

**Title:** Zoom Video Conferencing Support Services

**PRR Number:** 139

**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 the effective date November 15, 2016, agreement (“the Agreement”) is reached on the effective date shown below.

**Issue or Problem:**

After the decommissioning of the Blue Jeans solution for video conferencing, the County requires a cloud-based solution based on a peer-to-peer platform, primarily for its public-facing video conferencing needs and it is requesting Contractor to provide support services.

**Resolution:**

1. Parties agree to add the Zoom Video Conferencing Support Services Resource Unit (RU) with the corresponding monthly RU Fee of \$6.95 per paid account license included to the Agreement.
2. The Zoom Video Support Conferencing Services RU will cover the cost of the following activities performed by Contractor to support the Zoom solution:
  - Administration of all Enterprise paid-for accounts, which include re-assignment of Power user licenses, initial assignment of Power user and Zoom Phone licenses, processing any STOP IMARs for licenses no longer needed and true up of licenses at the end of each year.
  - Resolution of Break/Fix incident tickets/calls.
  - Generation and posting of a monthly Schedule 5 report that lists all free and paid accounts of power and casual users by low org. The report will be titled Zoom Users – Free and Paid Accounts by Low Org. This report will be the standard report generated from the Zoom portal.
3. The Zoom license is not included in the Zoom Video Support Conferencing Services RU and must be acquired separately through OIC.
4. Exhibit 16.1-6 and 16.1-6a are amended by adding the Zoom Video Conferencing Support Services RU and associated RU Fee, as per Attachments 1, 2 and 3 of 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.



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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**

**PERATON ENTERPRISE SOLUTIONS LLC**

JOHN M. PELLEGRINO, Director  
 Department of Purchasing and Contracting

By: 

By:   
 Allen Hunsberger (Jun 20, 2024 15:09 PDT)  
 Name: Allen Hunsberger  
 Title: Assistant Director, Purchasing and Contracting  
 Date: Jun 20, 2024

Name: Max Pinna  
 Title: Contracts Manager  
 Email: max.pinna@peraton.com  
 Date: Jun 20, 2024

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

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAA-kkE\_Bri9xMualLg9zLoDcfrNEmBlaS



PRR 139 - Zoom Video Conferencing Support Services - Attachment 2  
 Exhibit 16.1-6a Resource Unit Price Decomposition Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Zoom Video Conferencing Support Services	Schedule 4.3 - Section 5.9	Paid Account License	Fixed Monthly Fee Per Unit		\$6.95		
				Hardware			n/a
				Hardware Maintenance			n/a
				Software			n/a
				Software Maintenance		\$4.49	Represents the cost associated with support and maintenance of licenses, including initial assignment, reassignment and true up, break-fix and monthly reporting of free and paid accounts, power and casual users.
				IMAR		\$2.46	Represents the cost associated with IMAR activities