



**Problem Resolution Report**  
**CoSD Contract No. 568996**  
**Webex RU Deletion and Replacement**  
**Peraton/CoSD – 141**



**Date:** August 12, 2024

**Title:** Webex RU Deletion and Replacement

**PRR Number:** 141

**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:**

On August 25, 2020, with PRR 78, the Parties added the Webex Video Conferencing Services Resource Unit (RU) to the Agreement.

On June 18, 2024, with PRR 139, the Parties added the Zoom Video Conferencing Support Services RU to the Agreement, making the Webex Video Conferencing Services RU redundant.

**Resolution:**

1. Parties agree to remove the Webex Video Conferencing Services RU from the Agreement effective August 14, 2024.
2. Schedule 16.1, Fees, Section 11.6, Webex Video Conferencing Services, is hereby replaced in its entirety as follows:

**11.6. Zoom Video Support Conferencing Services**

This section pertains to the Zoom Video Support Conferencing Services Resource Unit (RU) associated with the services described in Schedule 4.3 Section 5.9, Video Conferencing Services, and listed in Exhibit 16.1-1, Fees Summary by Resource Unit.

The Zoom Video Support Conferencing Services RU will cover the following activities performed and procured by the Contractor for the administration and support of all enterprise paid-for accounts through the three-year agreement with Zoom:

- Re-assignment of paid user licenses and management of any STOP IMARs for paid licenses that are no longer needed.
- Resolution of Break/Fix incident tickets/calls for paid user licenses.
- Generation and posting of a monthly Schedule 5 report of Zoom accounts. Reporting of free accounts will also be included and will list free and paid accounts of 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.



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Zoom licenses are not included in the Zoom Video Support Conferencing Services RU and must be acquired separately through OIC.

3. The Parties agree that, in the event of conflict between this PRR and PRR 139, this PRR prevails.

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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.

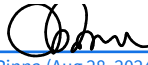
**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

JOHN M. PELLEGRINO, Director  
 Department of Purchasing and Contracting

By:   
 Name: Allen Hunsberger  
 Title: Assistant Director, Purchasing and  
 Date: Aug 28, 2024

**PERATON ENTERPRISE SOLUTIONS LLC**

By:   
 Name: Max Pinna  
 Title: Contracts Manager  
 Email: max.pinna@peraton.com  
 Date: Aug 28, 2024

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

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAjqpGzpkdR095Rg4aMgqw100Y2bs-4Yjy