Meeting Date:  August 21, 2024
Staff Contact:  Cody Stinson Chief Information Officer

**TITLE:** **C-24-19 – Contract with Environmental Systems Research Institute Inc. for ArcGIS Software & License**

**ACTION:** **Recommend Approval**

**Summary:**
Requesting approval to delegate signature authority to the Executive Director to enter into a contract with Environmental Systems Research Institute Inc. (ESRI), to provide an Enterprise License Agreement (ELA) for GIS software to operate the Albuquerque Bernalillo County Water Utility Authority's (Water Authority) GIS systems. The ELA provides open ended licenses to ESRI's suite of products to provide offline, online and paper mapping capabilities for Water Authority staff.

If approved by the Board, an Agreement will be executed between the Water Authority and Vendor to enable Vendor to provide Enterprise software, support, training and consulting for the Water Authority's GIS systems including mapping, WebGIS Portals, Insights Data Analysis, GIS Dashboards, Hydrant and Valve mobile inspections.

This contract will be procured pursuant to the authority contained in section 7(a)(19) of the Rules Governing Procurement for the Albuquerque Bernalillo County Water Utility Authority. Resolution R-18-14 requires board approval for any purchase in an amount exceeding $500,000.

Approval of this item will delegate signature authority to the Executive Director to issue a PO for these licenses. Approval of this item shall also serve as delegation of authority for the Executive Director to approve all future amendments to this agreement, if any.

**FISCAL IMPACT:**
$545,762.00 excluding NM GRT for FY25, for which appropriations have already been made.

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July 22, 2024

Mr. Cody Stinson
Albuquerque-Bernalillo County Water Utility Authority
1441 Mission Ave NE
Albuquerque, New Mexico, 87125

Dear Cody:

As a follow-up to our meetings regarding an Enterprise Agreement for ABCWUA, I am providing proposed pricing and key business terms below.

The Esri Enterprise Agreement (EA) will remain in effect for three (3) years and grant ABCWUA uncapped access to the Esri products listed below.

Maintenance on all listed software, including maintenance on listed software deployed prior to the agreement, is included for the term of the EA.

The agreement will be effective on August 31, 2024, and requires a firm three-year commitment.

Albuquerque-Bernallilo County Water Utility Authority has shown a stellar usage of ArcGIS technology and a team of highly proficient users that support work across the ABCWUA business. Over the next 3 year term, ABCWUA will be migrating to the Utility Network and completing their migration to ArcGIS Pro. ABCWUA's GIS team fuels the organization; they maintain GIS records valued at over $5bn, including 3,000+ miles of water supply pipeline and 2,400+ miles of sewer collection pipeline. They maintain 214,000 customer connections supporting approximately 650,000 citizens across the Albuquerque-Bernallilo County territory.

Although your organization has already deployed a considerable amount of Esri technology, our experience with similar customers indicates there is significant potential to apply GIS in many additional areas within your organization. For these reasons, we believe your oganization will greatly benefit from an Enterprise Agreement. An EA offers numerous benefits including:

- A lower cost per unit for licensed software
- Substantially reduced administrative and procurement expenses
- Maintenance on all Esri software identified in this proposal and deployed within the organization
- Complete flexibility to deploy software products when and where needed

Proposed payment terms for the EA, developed to reflect your organization's anticipated deployment schedule, are as follows:

| | Term 1 | Term 2 | Term 3 | Total |
|---|---|---|---|---|
| Annual EA Fee | $545,762 | $545,762 | $545,762 | **$1,637,286** |

Esri products and services to which ABCWUA will have uncapped deployment rights during the term of this agreement include:

### EA Products—Uncapped Quantities

| Product | Total |
|---|---|
| **ArcGIS Enterprise:** ArcGIS Enterprise (Advanced and Standard) | Uncapped |
| **ArcGIS Enterprise Extensions:** ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Schematics, ArcGIS Spatial Analyst, and ArcGIS Workflow Manager | Uncapped |
| **ArcGIS GIS Server:** Advanced, Standard, Basic | Uncapped |
| **ArcGIS Enterprise Additional Capability Servers:** ArcGIS Image Server, ArcGIS GeoEvent Server | Uncapped |
| **ArcGIS Monitor** | Uncapped |
| **ArcGIS Runtime Advanced** | Uncapped |
| **ArcGIS Runtime Analysis Extension** | Uncapped |

The Enterprise Agreement also includes:

### EA Products—Capped Quantities

| Perpetual Products | Rolled-In Qty. (if applicable) | Qty. to Be Deployed | Total |
|---|---|---|---|
| ArcGIS Desktop Advanced - Concurrent Use Perpetual License | 60 | 0 | 60 |
| ArcGIS 3D Analyst Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 24 | 0 | 24 |
| ArcGIS Data Reviewer Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 22 | 0 | 22 |
| ArcGIS Geostatistical Analyst Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 24 | 0 | 24 |
| ArcGIS Network Analyst Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 24 | 0 | 24 |
| ArcGIS Schematics Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 24 | 0 | 24 |

| | | | |
|---|---|---|---|
| ArcGIS Spatial Analyst Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 24 | 0 | 24 |
| ArcGIS Production Mapping Extension for ArcGIS Desktop – Concurrent Use Perpetual License | 4 | 0 | 4 |

| Annual Subscription Products | Term 1 | Term 2 | Term 3 |
|---|---|---|---|
| ArcGIS Hub Premium ArcGIS Online Community Annual Subscription | 1 | 1 | 1 |
| ArcGIS Developer Bundle Annual Subscription | 2 | 2 | 2 |
| ArcGIS Enterprise Professional Plus (formerly Advanced) User Type Annual Subscription | 60 | 60 | 60 |
| ArcGIS 3D Analyst for ArcGIS Pro (Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 24 | 24 | 24 |
| ArcGIS Data Reviewer for ArcGIS Pro (Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 22 | 22 | 22 |
| ArcGIS Geostatistical Analyst for ArcGIS Pro Enterprise Annual Subscription(Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 24 | 24 | 24 |
| ArcGIS Network Analyst for ArcGIS Pro (Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 24 | 24 | 24 |
| ArcGIS Spatial Analyst for ArcGIS Pro (Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 24 | 24 | 24 |
| ArcGIS Workflow Manager for ArcGIS (Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 24 | 24 | 24 |
| ArcGIS Production Mapping for ArcGIS Pro (Add-on App) for ArcGIS Enterprise Creator or GIS Professional User Type Annual Subscription | 0 | 2 | 2 |
| ArcGIS Insights in ArcGIS ArcGIS Online Annual Subscription | 5 | 5 | 5 |
| ArcGIS Advanced Editing User Type Extension for ArcGIS Enterprise Annual Subscription | 50 | 50 | 50 |
| ArcGIS Navigator for ArcGIS Enterprise Annual Subscription | 10 | 10 | 10 |

| User Type Products | Term 1 | Term 2 | Term 3 |
|---|---|---|---|
| **ArcGIS Enterprise** | *(number of Users per Term)* | | |
| ArcGIS Enterprise Mobile Worker Annual Subscription | 50 | 50 | 50 |
| ArcGIS Enterprise Creator Annual Subscription | 81 | 81 | 81 |
| **ArcGIS Online ( 1 Organizational Subscription)** | *(number of Users per Term)* | | |
| ArcGIS Online Mobile Worker Annual Subscription *(250 credits per user)* | 250 | 250 | 250 |
| ArcGIS Online Creator Annual Subscription *(500 credits per user)* | 70 | 70 | 70 |
| ArcGIS Online Additional Service Credits – Block of 1,000 | 75 | 75 | 75 |

The EA also includes the following additional components:

| Additional Benefits | Quantity |
|---|---|
| Esri International User Conference Registrations | 12 |
| Back-Up Media | 1 |
| Authorized Tier-Two Standard Support Callers | 5 |

- **Advantage Program**: One annual subscription to the Advantage Program.
  - This program includes the following components per year for three years:
  - Up to 100 Technical Advisor hours
  - Annual one-day Planning Meeting
  - Quarterly Technology Webcasts
  - 100 Learning and Services credits that your organization can apply towards:
    - **Business and Technical Consulting:** Access to a range of industry, business, and technical domain consultants. Get advice and hands-on help from GIS experts, industry specialists, developers, and designers.

- o **Training:** Access to an extensive curriculum of instructor-led training at either an Esri facility or client site, conditions and Esri policy allowing, or instructor-led online training. A complete list of Esri training facilities and course catalog are available at www.esri.com/training.

- o **Esri Managed Cloud Services:** Access to a variety of hosting options for the ArcGIS platform that leverage a cloud environment designed to be reliable, cost-effective, and secure.

- Unused Learning and Services credits will expire 24 months from their purchase date, or one month after the expiration of the program, whichever is first. Learning and Services credits are a flexible way for your organization to receive focused technical enablement support. These credits are not intended for use on project-specific professional services. Any project-related activities requiring Esri Project Services support will be scoped, budgeted, and scheduled outside of the Advantage Program. You can find more information about the Advantage Program at www.esri.com/services/eeap.

- Any activities proposed to be completed under the Advantage Program would be subject to review and approval by Esri to ensure alignment with the intent of the Advantage Program.

- At time of renewal, Esri reserves the right to update Advantage Program (AP) terms to reflect the latest program offering.

- **Esri Premium Support Services (PSS):** One annual PSS subscription with a total of two authorized callers and **Up to 10 premium support cases**. PSS gives your organization the convenience of prioritized case management and personalized technical support for Esri customers. Premium Support Services complement and extend existing standard technical support options by providing focused industry-centric support. The PSS program has been designed to meet the needs of Esri customers who are developing, implementing, or supporting complex, mission-critical GIS applications. With the Premium Support Services program, your organization will benefit from the highest level of technical support that Esri offers.

  - PSS key components include:
    - An assigned Technical Account Manager who acts as your organization's liaison within Esri Support Services and across Esri departments
    - 24/7/365 case response and work clock
    - Prioritized case management
    - One-hour response time for all reported PSS issues
    - Daily status updates for all PSS cases
    - Premium access to the My Esri Portal
    - Quarterly review of PSS cases and service
    - Other benefits exclusive to PSS customers

- You can find more information about PSS at https://support.esri.com/en-us/support-services/premium

This proposal is valid for 30 days. In order to complete the agreement within this timeframe, I ask that you contact me within the next seven days to work through any questions or concerns you may have.

Esri and ABCWUA have a long and rich history working together. I appreciate the opportunity to present you with this proposal, as I believe it will greatly benefit your organization. Thank you very much for your consideration.

Best regards,

James A. Filloramo
Account Manager, Esri's Global Water Practice

**CUSTOMER CONTACT INFORMATION**

1. Customer centralized point of contact for order release and administrative issues:

Contact Name:_____
Email: _____
Phone: _____

2.  All invoices to Customer will be mailed to the address listed below:

Office: _____
Contact Name:_____
Address: _____

_____

3.  Ship To address (if the same as above leave blank):
Office: _____
Contact Name:_____
Address: _____

_____