

*ESRI Enterprise License Agreement
Information & Procedure Document*



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Introduction of the Business Need and Solution

This document outlines the details of Delaware's GIS Enterprise Licensing Agreement (ELA) with the Environmental Systems Research Institute, Inc. (ESRI). This enterprise license will serve the GIS software needs of Delaware state organizations and benefits the State by centralizing the costs and fees associated with ESRI products. Purchasing and management of the software is centralized at the Department of Technology and Information (DTI).

The following software is included in the Enterprise License Agreement:

- All core ESRI software, including ArcGIS Desktop & extensions
 - Spatial Analyst
 - Network Analyst
 - Geostatistical Analyst
 - Publisher
 - Schematics
 - ArcScan and Maplex
- ArcGIS Server software, ArcView Extension Software
- ArcGIS Engine Developer Software
- A limited number of ArcPAD, Tracking and Image Server licenses and ESRI International User Conference registrations.

The following are excluded from the agreement:

- State of Delaware Schools – K-12 and Higher education.
- Any products with third-party components that require unit based royalty fees are not included in the ELA.

Implementation Approach

DTI negotiated the initial 3 agreement in 2007. The agreement was renewed in 2010 and will expire on June 30, 2013. It is expected that organizations currently using ESRI products will participate in the agreement, thus decreasing the overall expenditure of the State for ESRI software licensing.

DTI will be responsible for issuing all licenses, hardware keys and media for the duration of the agreement.

The ELA was centrally purchased by DTI; as such, organizations will no longer make payments to ESRI. Licenses are available to all covered state organizations at the discounted prices listed in the ESRI Product price list.

Cost Sharing Model

Through this licensing agreement most state agencies can take advantage of significantly reduced licensing costs for GIS software. By utilizing a cost sharing approach most agencies will realize a saving of approximately 50% or more off the current acquisition price.

How the Program Works

The products offered as part of the enterprise agreement includes the State's most frequently used titles. Organizations can acquire a single copy license or multiple licenses. Pricing is tiered to offer greater investment savings to those organizations needing multiple licenses. Participating organizations will be charged a software maintenance fee comparable to industry standard software agreements annually in July. One year of maintenance is included in the acquisition price, ongoing maintenance fees are twenty percent of the acquisition cost. All charges for acquisition and maintenance fees will be charged backed through the State's inter-governmental voucher (IV) process.

Organizations wishing to utilize ESRI GIS software should contact DTI for specific product availability and pricing. Please contact DTI's ESRI ELA Coordinator at (302) 739-9611 or contact your organization's Customer Relationship Specialist.

Steps for obtaining licenses:

1. Contact DTI with a request for licenses, by phone (302)739-9611, or e-mail DTI_GIS@state.de.us
2. DTI will respond to the customer with a proposal and information on the licenses.
3. The customer will notify DTI after the organization has reviewed and approved the proposal.
4. DTI will prepare a formal contract for the customer.
5. Customer should obtain approvals, per their internal procedures, from their fiscal office. Once approved, return the contract to DTI, via fax ((302)739-9686), mail, or electronic copy.
6. Once DTI receives the signed contract, DTI will provide the requested licenses and software.
7. The organization will be charged back for the cost of licenses they requested via the state's IV process.

NOTES:

- Major software releases will be distributed through DTI. Please e-mail DTI_GIS@state.de.us, or call (302)739-9611 to request updated media.
- Minor releases and patches will continue to be available on ESRI's website and are accessible to anyone with a global ESRI account (any user can set one up at no cost).

DTI ESRI Product Pricing Structure

Please see the [ESRI Product Pricing Structure](#) document on the DTI Extranet for detailed cost allocation for ESRI Products.

Organizations Eligible for this Program

As of the initiation of this agreement, twenty-four organizations were known to be using ESRI software. Usage is expected to increase during the course of the agreement. Any state organization (except K-12 and higher education) interested in using ESRI software is eligible to participate. As previously stated, this ELA as currently defined excludes Delaware schools, both K-12 and higher education because ESRI handles education licensing differently. The ELA also covers the State's nine main Public Safety Answering Points (PSAP's, 9-1-1 centers).

Schedule

Licenses were procured July 1, 2007 and are available to all agencies for use. The ELA has been extended until June 30, 2013.

Maintenance will be due July 1 each year; maintenance will be prorated for any agencies not currently on a fiscal year cycle.

Roles & Responsibilities

Organizations are responsible for:

- Following the terms and conditions of ESRI licensing for the use of any ESRI software.
- Reimbursing DTI for their acquisition fees at the time of purchase, and maintenance fees on a fiscal year basis.
- Funneling technical support issues through a pre-authorized caller, or contacting the DTI ESRI ELA Coordinator in the absence of a pre-authorized caller.

DTI is responsible for:

- Distributing media for major software releases to users (organizations are responsible for obtaining patches through ESRI's web site).
- Providing timely support for all issues pertaining to the ELA, licensing, software and technical issues with ESRI products included in the ELA.
- Distributing licenses and hardware keys in a timely manner.
- Paying all maintenance and acquisition fees to ESRI.
- Managing the ELA.
- Maintaining an inventory of licenses used throughout the state.

ESRI is responsible for:

- Providing requested licenses in a timely manner.
- Providing copies of all software included in the ELA.
- Providing technical support to pre-authorized callers and to anyone specified by the DTI ESRI ELA Coordinator.
- Adhering to the terms of the ELA.

Training & International User Conference

Training was not included in the ELA and will continue to be the responsibility of the customer.

A limited number of registrations to the ESRI International User Conference are included in the ELA (travel costs are not included and remain the responsibility of the customer). Contact the DTI ESRI ELA coordinator for more information at the time of registration to ensure proper billing.

Technical Support

The ELA stipulates the State is required to define a centralized list of callers who can contact ESRI support directly. The defined point of contact at the organization is expected to help troubleshoot the issue within their organization prior to contacting ESRI Support. If a resolution cannot be found, then the pre-authorized callers may contact ESRI directly.

Organizations that are not on the pre-authorized caller list will be instructed by ESRI to contact the ESRI ELA Coordinator at DTI. Organizations that need support and are not on the pre-authorized caller list should contact the DTI ESRI ELA Coordinator (DTI_GIS@state.de.us, (302)739-9611) for troubleshooting and contacting ESRI Support. If the situation warrants, the ELA Coordinator can instruct ESRI to work with the organization directly. If the organization has a frequent need to call ESRI support, they may be added to the pre-authorized caller list. Since the number of pre-authorized callers is limited by the terms of the ELA, additions to this list will be determined on a case by case basis.

Documentation

As of Release 9.3, product documentation is available [online](#). The state does not receive any hard copies of documentation. Any organizations that would like more information on where and how to find the soft copy documentation may contact the DTI ESRI ELA Coordinator.

ELA information is posted on the [ESRI Enterprise Licensing](#) page on the [DTI GIS Support](#) website.

Contact Information

For any additional questions, or information the DTI ESRI ELA Coordinator can be reached via e-mail at DTI_GIS@state.de.us or phone (302)739-9611.