

APPENDIX B
SERVICE DESCRIPTION

CONTENTS

| | | |
|----|---|---|
| 1. | INTRODUCTION..... | 2 |
| 2. | PURPOSE..... | 2 |
| 3. | BACKGROUND TO THE AUTHORITY | 2 |
| 4. | BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT | 2 |
| 5. | SCOPE OF REQUIREMENT | 2 |
| 6. | ADDITIONAL REQUIREMENTS | 3 |
| 7. | LOCATION | 3 |

1. INTRODUCTION

- 1.1 The Authority; The Department for Education require the support and maintenance contract renewing for ArcGIS licences and the payment of an annual subscription fee for ArcGIS online licenses.

2. PURPOSE

- 2.1 Crown Commercial Service are running this sourcing activity on behalf of The Authority to purchase support and maintenance for the ArcGIS licences which are already operational within the Department for Education.

3. BACKGROUND TO THE AUTHORITY

- 3.1 The Authority is responsible for issues affecting people in education within England up to the age of 19. The software provides a geographic information service to policy teams in the Department; producing maps for ministers, special advisors and policy colleagues. The maps that are produced are included in numerous internal and external publications and are integral in helping Ministers reach decisions on academies and free schools.

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 The Authority currently has a requirement for an ArcGIS support and maintenance contract. This is to support users in troubleshooting software, receiving software updates and bug fixes and exploiting the capabilities of the software owned by the Department. In addition to the support and maintenance contract, in order to host GIS products on the web and explore interactive GIS solutions the Authority require the subscription for ArcGIS online renewing. This agreement is to cover a one year period.

5. SCOPE OF REQUIREMENT

- 5.1 The Authority requires a level of support and maintenance that meets the specification below

| Quantity | Product description and maintenance required | Existing license No. & renewal dates/period (If renewal of an existing maintenance/ support license) |
|----------|---|--|
| 1 | ArcGIS for Desktop Basic (Single Use with Extensions) Primary Maintenance | 12 months from 23 August 2015 (Renewal date: 23 August 2015) |
| 1 | AGS Ent Std (2x2) Maintenance - Migration from ArcSDE 2cpu & ArcIMS 1cpu v9.1 | 12 months from 23 August 2015 (Renewal date: 23 August 2015) |
| 1 | ArcGIS for Desktop Standard (Concurrent Use) Primary Maintenance | 12 months from 23 August 2015 (Renewal date: 23 August 2015) |
| 1 | ArcGIS Online Organisation Plan Level 2 (50 Users; 10,000 Credits) Subscription Renewal | 12 months from 23 August 2015 (Renewal date: 23 August 2015) |

- 5.2 Under the support and maintenance agreement the authority require the following services:

- 5.3 Provision of Software upgrades when required



5.4 Access to the ESRI technical support team when required to support installation and operation of ArcGIS products

5.5 DfE users of ArcGIS require free entry to the ESRI UK Annual Conference

6. ADDITIONAL REQUIREMENTS

6.1 Purchase order will be raised by the Authority in order to make payment to the successful supplier.

6.2 The Purchase Order number must be quoted on all Invoices.

6.3 Invoice to be sent to the following address;

REDACTED

7. LOCATION

7.1 The services will be carried out at a location is Sheffield, the full address will be confirmed with the successful supplier.