1. Background

Geo-Spatial department uses ArcGIS software concurrent software licenses which were procured more than 10 years ago to capture, manipulate, analyse, compile and produce maps in hard copy and digitally including via the intranet to support various property and other Operating Divisions projects and activities. The software is a product of Environmental System and Research Institute (ESRI) company, and ArcGIS has discontinued support for concurrent licenses and provides maintenance, upgrades, and support for subscription licenses. Currently there is no contracted service provider to continue with the required software services for the existing concurrent licenses.

2. Document Purpose

The purpose of this document is to stipulate the scope of work for ArcGIS subscription software licenses annual maintenance and support.

3. Requirements

3.1. General Requirements

- ArcGIS software subscription licenses as per table 1 below.
- Annual maintenance services and support for 24 months.

Office	Product	Quantity
Corporate	ArcGIS for Desktop Standard	3
	ArcGIS Spatial Analyst	1
	ArcGIS Network Analyst	1
	ArcGIS Data Reviewer	1
	ArcGIS Server Standard Enterprise	1
Cape Town	ArcGIS for Desktop Standard	1
Qheberha	ArcGIS for Desktop Standard	2
Bloemfontein	ArcGIS for Desktop Standard	2
Durban	ArcGIS for Desktop Standard	2
Johannesburg	ArcGIS for Desktop Standard	2
Pretoria	ArcGIS for Desktop Standard	3
Empangeni	ArcGIS for Desktop Standard	1

	Desktop software	16
	Enterprise GIS	1
	Extensions	3
Total no. of licenses		**20**

Table 1: Transnet Property required ArcGIS software licenses

3.2. Required Annual Maintenance Services

- **Software upgrade**

It involves replacing the existing software version with the latest. It includes a new software version which may contain in addition to the existing tools, new tools and functionalities that were not part of the previous version. The service provider will always make the latest software version available. Upgrade installation guidelines should be provided.

- **Purchase of additional licenses**

The contracted service provider should be able to provide additional software licenses as and when need arises.

- **Purchase of new software licenses**

The contracted service provider should be able to provide other software that are part of ArcGIS software products when required.

- **Software patches**

The software patches will be provided when required. They are installed to improve the overall operation and stability of the software by fixing bugs, removing outdated features, and improving the existing. The guidelines for installation of patches should be provided.

- **Telephonic technical support**

It is a telephonic technical assistance offered to the end user when they experience technical challenges with the use of the software. The service provider should be available during the office hours agreed on.

- **Onsite technical support**

The service provider comes to the workstation of the user to provide technical assistance.

- **Training**

The contracted service provider can be used to offer training on the software they are providing maintenance services for.

4. Supplier support conditions

The service provider must specify the nature and extent of the support that would be provided to Transnet Property according to what is included in the regular annual ESRI software subscription fee, including:
   a) Service Level Agreements
   b) On-site and off-site support
   c) Support restrictions (e.g. number of support requests per month and/or per annum).