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# 7. Discussion: Citywide Enterprise Agreement

# Overview

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- Definition and Benefits
- Updates on Four EAs
- Open Discussion

# Definition and Benefits

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- Definition
  - › An agreement that can be used by all Departments
- Benefits
  - › Quicker - go through OCA, CMD, CSC, CAT & 10+ other steps only once
  - › Cheaper - leverage purchase power of the entire City
  - › Simpler - manage one contract, one relationship

# DocuSign

Before (Nov 2015 – Oct 2018)	Now (Nov 2018 – Oct 2022)
Pre-paid \$2M for 1 million envelopes, but only used 260 thousand.	Only pay for what we actually use. DT will bill depts for usage on a quarterly basis.
Actually paid \$7.69/envelope	Only pay \$2.29/envelope
Paid \$900K last year	Only pay \$299K this year, if usage stays the same.
Add-on costs not defined	Authentication add-on costs negotiated: <ul style="list-style-type: none"><li>• SMS text: \$0.25/text</li><li>• Phone call: \$0.75/call</li><li>• Knowledge Base: \$1.50/check</li></ul>
Pre-paid \$300K for technical services	\$150/hour rate negotiated for technical services, to be paid by each dept directly to DocuSign



# Adobe Document Cloud

Current (Aug 2018 – Aug 2020)	Future (after Aug 2020)
Unlimited licenses	Named user licenses, because Abode has stopped offering unlimited license to any client.
Deployed to over 10,000 employees. However, many of those do not need it at all.	Pay for actual user, @~\$100/user.
Paid \$225K this year, and \$250K next year	>\$1M! if continue to give it to 10,000+ users; or reduce cost if only giving it to the needed users.



# Wireless Agreements\*

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- At least 465 activated devices were not used in the past three months, costing the City \$17K/month
- DT starts to publish reports at the CCSF Mobile Devices SharePoint Site. Departments should review the reports regularly for rate/plan optimizations:
  - › Case #1 - high data usage with no data plan, resulting in data charge at \$500-1000/month, instead of paying \$~40/month for unlimited data.
  - › Case #2 – international data overage charges of \$1000+ for one trip, instead of \$10/day for international travel.
  - › Case #3 – paying \$1.99/minute for calls while travelling, vs. a different plan at \$0.35/minute for roaming, resulting in extra cost of \$60-100/month.

*\* Agreements will be renewed in June 2019, after the National Association of State Procurement Officers (NASPO) renews the agreements.*



# CommVault / Rubrik & Cloudian

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- The deal with Commvault was great in 2014, but no longer in 2018
- Commvault tried to lock in the same terms, but DT is moving to a better and cheaper alternative: Rubrik + Cloudian.
- This gave us leverage to negotiate favorable terms:
  - › Reduce minimum purchase from 100TB to 25TB
  - › Keep the same price per TB
  - › Terminate support for DT's 205TB and immediately save \$164,000/year
  - › Maintain the right to transfer our licenses to other departments in the future



# Open Discussion

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- Write your RFPs and contracts to allow other Departments to join later
  - › City Attorney suggested language in RFPs: *Although the Department of Technology is conducting this competitive Solicitation, it may be used by other City departments seeking to procure substantially similar services.*
- List your contracts on the EA SharePoint Site
- Pay what you actually use; be cautious of prepaying for services based on a forecast or buying unlimited licenses.





# Appendix - EA SharePoint Site

Link: <https://sfgov1.sharepoint.com/sites/TIS/Collaborations/CityEAs/SitePages/HomeNew.aspx>



Please find updates about EAs at the CCSF Tech Procurement Information Sharing Group site.

1. [Adobe](#)
2. [AT&T Landline](#)
3. [AT&T Wireless](#)
4. [CityBase](#)
5. [Comcast](#)
6. [CommVault](#)
7. [DocuSign](#)
8. [Env. Sys. Research Inst. \(ESRI\)](#)
9. [Hyland OnBase](#)
10. [Infor](#)
11. [Microsoft](#)
12. [Motorola](#)
13. [Salesforce](#)
14. [Sprint](#)
15. [Verizon](#)
16. [VMware](#)