

# Technology Enterprise Agreements Managed by DT

DT manages a dozen of Technology Enterprise Agreements (EAs) on behalf of City departments to take advantage of economies of scale for products and services used by multiple City departments. Current enterprise agreements include:

- **Adobe (through En Pointe Technologies Sales LLC), August 28, 2015 – August 27, 2020**  
For Document Cloud Citywide Subscription (at a fixed cost to the city of \$221K per year) and Volume Pricing (~40 - 60% discount) for Creative Cloud Suite. The cost of the Citywide Document Cloud Subscription (subscription version of Acrobat Pro) is recovered from Departments based on relative percentage FTE count. Other subscriptions are recovered through usage-specific payments by Departments to DT.

Adobe Document Cloud product is currently provided under an unlimited enterprise license model. As a result, we are paying about \$46/user although the market price is \$180/user. However, this may be the final year we are allowed to use this model, as Adobe has indicated that they will stop offering unlimited enterprise license to any client and the cost will rise substantially based on our number of users. DT will be reaching out to Departments to obtain your true demand for Adobe Document Cloud and ask for volunteers to participate in a task force to evaluate future procurement options for the City.

- **AT&T Landline, March 2010 - December 2019**  
This master agreement covers citywide telephone and data services. The agreement piggybacks on CalNet3 rates negotiated by State of California. The estimated \$800K/month spend is a function of monthly recurring charge and usage. DT recovers the annual cost from Departments through the annual budget process, based on usage projections, and billed at 1/12 budget per month with true-ups to actual usage at year end.
- **AT&T Wireless, Sprint and Verizon cellular agreements, June 1, 2017 – June 30, 2019**  
These agreements cover Citywide purchase of equipment and wireless service (Cell Phones, Tablets) under a cooperative procurement contract by the National Association of State Procurement Officers (“NASPO”) to obtain greater volume discounts. Cost of equipment is paid directly by each department. Monthly service and usage costs are paid by DT and charged back to each department’s telephony Interdepartmental Services accounts each month. These contracts will be renewed in June 2019 after NASPO renews these agreements.
- **CityBase, April 17, 2018 – April 16, 2021**  
The San Francisco Treasurer & Tax Collector is partnering with CityBase to facilitate payments through a single platform that is consistent, accessible, and simple for both

users and City staff. All credit card and e-check must be on this contract or Bank of America. Exceptions is granted only by TTX. Please use the Office of Treasurer & Tax Collector [Banking Request Form](#) or contact vendor at [schamberline@citybase.com](mailto:schamberline@citybase.com) to initiate the ordering process. TTX will bill department with direct charge.

- **Comcast, February 2013 – February 2020**

This sole-sourced master agreement covers citywide video services only and is decentralized for administration purposes. Departments can self-serve and access the contract blanket directly to release purchase orders for Video Services from Comcast.

- **Commvault (through Presidio), June 20, 2014 – May 31, 2019**

This covers data backup software and subscriptions. Purchases under this agreement are paid by DT, with the cost of Department-specific usage recovered from Departments. Departments can use the Agreement to purchase additional software and training credits. DT has migrated from Commvault to Rubrik at a much lower cost and stopped paying maintenance for DT's CommVault licenses, but has extended the existing contract with Commvault for one year to May 31, 2019, so that other Departments can continue to pay for their portion of CommVault maintenance as needed. Please contact DT if your Department also plans to migrate away from Commvault.

- **DocuSign (November 1, 2018 – Oct 31, 2022)**

The Office of Contract Administration (OCA) solicited proposals from qualified vendors to provide a California State approved electronic signature solution in 2015. As a result of the solicitation, OCA established a citywide contract with DocuSign, Inc. at a total cost of \$2,300,000, covering 1 million envelopes and \$300,000 on support services of the proprietary system. It was funded by COIT. As of today, 18 City Departments have used the solution to reduce time and cost associated with transmitting, approving and storing paper documents and also automate some of the City's workflow process.

COIT will no longer fund the DocuSign deployment after the current contract expires on October 31, 2018. After discussing with the participating Departments, the City has decided to extend the current contract for four years (Nov 2018 – Oct 2022). After November 1, 2018, DT will charge participating Departments based on their actual usage at \$2.29/envelope. Departments may also purchase additional services at the pre-negotiated rates:

- Multi-Factor Authentication
  - SMS: \$0.25 Per Use
  - Phone: \$0.75 Per Use
  - ID Check: \$1.50 Per Use
- Support services of the proprietary system
  - Customer Success Architect: \$120 Per Hour
  - DocuSign Profesional/Technical Services & Training: \$150 Per Hour

- **Environmental Systems Research Institute (ESRI), July 1, 2018 – June 30, 2021**

This agreement covers citywide licensing of Esri's ArcGIS software, Geographic Information System (GIS) software that enables the creation, maintenance and update of geospatial data, and serves as a platform for the presentation of geographic data through maps, websites, and as services consumed by other applications. The software is used extensively throughout the City. DT recovers the \$525K annual cost from Departments through the annual budget process. Because of this flat fee structure, and because the Esri Enterprise License Agreement (ELA) allows for uncapped distribution of desktop and server software within the City and departments can use as a little or as much of the software that they need at the time, DT has created a four-tier system for cost recovery, rather trying to recover for each license from departments. For the FY 2018-19 budget, the tiers are:

- Tier 1 (\$1,114): Departmental users check out licenses from the SFGIS Primary License Manager
- Tier 2 (\$4,457): ArcGIS Concurrent License Manager installed and managed on departmental servers and deployment of Single Use Licenses, or have their own tenancy on the SFGIS Multi-Tenant Server, plus above.
- Tier 3 (\$13,371): Single ArcGIS Server installed and managed on a departmental server, plus above.
- Tier 4 (\$44,571): Multiple instances of ArcGIS Server managed on departmental servers, plus above. (Note: for the past ELA, a preponderance of usage were among this tier level departments, and consequently DT recalibrated the ratio of cost distribution, lowering the cost for the departments that are not heavy users).

New for this three-year ELA term, the City will have 600 Level 2 ArcGIS Online user accounts. Per agreement among departments, these Level 2 user accounts will be divided among departments at a fixed amount at \$225 per account per year. For example, if a department has been allocated 10 user accounts, their cost will be \$2,250 on top of the cost of their tier. Each department has been assigned a fixed number of user accounts, and costs are recovered accordingly as an addition to the Tier amount.

For FY 2019-2020 budget, the distribution of costs will be evaluated, and adjusted if necessary.

- **Hyland OnBase (through Wausau Financial Systems), June 27, 2011 – June 26, 2021**

This contract is used for licensing for document imaging, archive and workflow management as well as online services related to web applications. Please contact Contact TTX for contracting (Steve Ayala [Steve.ayala@sfgov.org](mailto:Steve.ayala@sfgov.org)), and contact vendor for scope (Aaron Ogden [Aaron.Ogden@deluxe.com](mailto:Aaron.Ogden@deluxe.com)). Contract amendment by TTX may be required, which is done annually. TTX will bill department with

direct charge.

- **Microsoft (through PCMG), June 1, 2017 – May 31, 2020**  
Special public agency pricing for Office 365 subscriptions, SQL and Windows Server Licenses, Azure Cloud Services and a full catalog of other Microsoft products. Office 365 subscriptions are paid by DT with costs recovered from Departments through the annual budget process, with an EA year-end (May 31) true-up for changes in usage during the course of the year. Other products are purchased directly by Departments with EA Affiliates. DT Customer Service coordinates purchases of other products for Departments that do not maintain EA Affiliate agreements. EA Affiliates are based on annual purchase volume by department.
- **Motorola, November 1, 2016 – December 31, 2035**  
This agreement covers citywide usage of the Radio System. DT is charging participating Departments based on their actual usage. Departments can use the Master Purchasing Agreement attached to the contract for Radio purchasing.
- **Salesforce (through Carahsoft), July 1, 2016 – June 30, 2021**  
Volume discount on Salesforce products only, excluding any professional services. Departments can self-serve and access the contract directly to release purchase orders for Salesforce licenses from DT's master agreement with Carahsoft.
- **VMWare (TBD, in negotiations), December 23, 2018 – December 22, 2021**  
Departments can use the Agreement to purchase ala carte VMWare catalog products and training credits. Purchases under the agreement are currently paid for by DT, with the cost of Department-specific usage recovered from Departments based on license deployments and actual usage.

Enterprise agreement charges are billed using Peoplesoft expenditure account 581325.

For additional information, including ordering instructions, please view: the [Enterprise Agreements](#) SharePoint site.