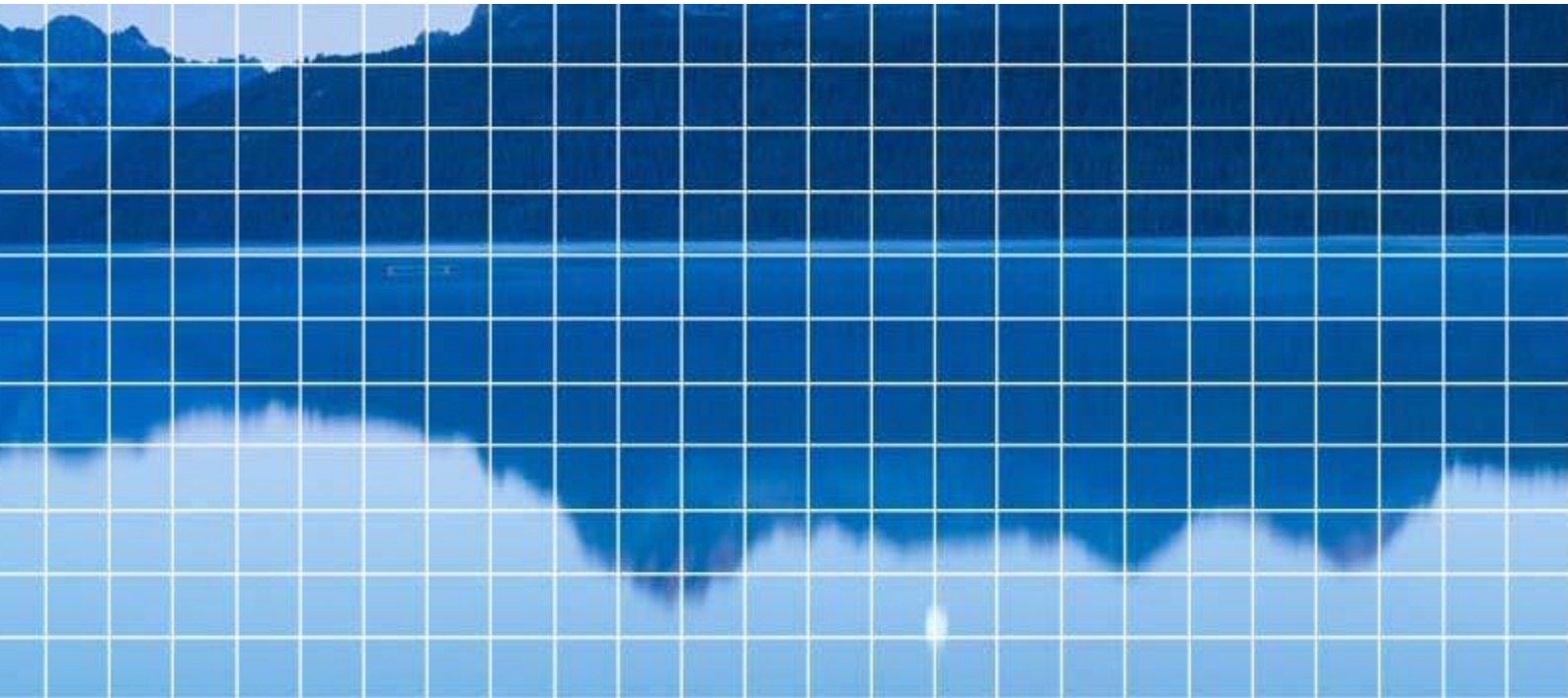




GIS Cloud Consultancy, Training, Support and Managed Services

G-Cloud Services – RM1557.15

Service Definition – Esri UK G-Cloud 15 – Cloud Support

Crown Commercial Service

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1. Service Overview

This document is a Service Definition for the GIS Cloud Consultancy, Training, Support and Managed Services offered by Esri UK as Cloud Support through the G-Cloud Framework (RM1557).

Esri UK specialises in mapping technology and Geographic Information Systems (GIS). We build scalable cloud-based solutions using Esri software at the core hosted on our partners' or our customers' technologies.

We offer a range of services to design, implement, operate and support these solutions. The services may be purchased individually or as a complete set allowing customers to mix and match to suit their resources.

The complete service portfolio, along with typical usage patterns, is shown in the diagram on Page 5 and described in detail in Sections 2 and 3.

1.1. Service applicability

The services will support the following scenarios:

- Esri UK's Cloud Software Digital Marketplace entries:
 - ArcGIS in the Cloud
 - ArcGIS Online
- Cloud-hosted solutions (private and public) built by Esri UK, government departments or partners.
- Customers wishing to deploy commercial-off-the-shelf (COTS) Esri software onto cloud platforms.
- Customers wishing to integrate or augment existing systems with Esri cloud solutions.

1.2. Complementary Services

In addition to this G-Cloud service, Esri UK offers the following complementary services through the G-Cloud framework:

- Cloud Software - ArcGIS Online
- Cloud Software – ArcGIS in the Cloud

In addition to our cloud capabilities, Esri UK provides a comprehensive portfolio of GIS solutions and services, including:

- Desktop, server and web-based GIS with additional functionality beyond that found in ArcGIS Online.
- Premium maps and datasets.
- Consultancy, training, implementation and support services relating to GIS.

Full details are available at the Esri UK website (www.esriuk.com).

Esri UK is listed on the following frameworks as well as G-Cloud:

- Vertical Application Solutions - VAS (RM6259)
- Space Enabled & Geospatial Services Dynamic Purchasing System (RM6235)
- Spark Dynamic Purchasing System - Spark (RM6094)

1.3. Contact Details

For all enquiries relating to this service, please email sales@esriuk.com or telephone 01296 745599.

2. G-Cloud Service Streams

Esri UK's services assist customers in the following G-Cloud streams:

- Planning
- Setup and migration
- Quality assurance and performance testing
- Training
- Ongoing Support

We provide a range of Time and Materials and fixed price services from our Service Catalogue to assist customers in the G-Cloud streams listed above. This section describes our competence in each stream and lists the typical types of services we can provide either through our Service Catalogue (see Section 3) or on a Time and Material services to deliver bespoke services to meet your specific needs.

2.1. Planning

Typically, we adopt a Discovery-Alpha-Beta-Live phased planning process to provide structure and ensure we define and measure deliverables and achieve expected outcomes.

We have extensive experience in identifying and analysing organisational needs and helping organisations to understand cloud computing options for GIS and mapping in the following areas:

- Business analysis to assess and document business needs to ensure the suitability of a cloud-based approach.
- Assessing deployment scenarios including prototyping, development or production.
- Advising and guiding on appropriate cloud hosting options based on commodity cloud providers, typically Amazon Web Services and Microsoft Azure (including common deployment patterns taking into account security, data provenance and mission criticality).
- Cost-benefit analysis compared to traditional approaches to enable understanding of the commercial model and estimation of total cost of ownership.
- Cloud exploitation strategies.

We provide services for defining strategy, architecture and plans for moving legacy GIS systems into the cloud as well as targeted services to help implement the solution. These services cover:

- Solution architecture and technical design of Esri-based cloud solutions:
 - Assessing deployment options and patterns and making recommendations
 - Open architectures and standards-based approach
 - Choosing technology and software solutions
 - Cost-effective, resilient and available infrastructures
 - Planning for capacity, throughput and performance
 - Integration with existing Software as a Service (SaaS) offerings

- Options for migration of existing applications to the cloud.

We provide services for creating designs, architectures and plans for building cloud-based GIS systems. These services cover:

- User Experience Design (user interface and interaction design)
- Content Design (cartography)
- Solution architecture and technical design of Esri-based cloud solutions:
 - Assessing deployment options and patterns and making recommendations
 - Open architectures and standards-based approach
 - Choosing technology and software solutions
 - Cost-effective, resilient and available infrastructures
 - Planning for capacity, throughput and performance
 - Integration with existing SaaS offerings
- Planning a roadmap for implementation

Our Planning services are offered through our Service Catalogue on a fixed price basis (see Section 3), on a Time and Materials basis tailored to an organisation's specific need or through Service Units for an outcome based service.

Pricing is detailed in the Pricing document attached to this G-Cloud Service

2.2. Setup and Migration

Once a cloud solution has been selected and/or designed we can provide Services to complete or assist in the migration to this service. This may include cloud infrastructure provision, installation and configuration. We can help migrate data, set up services and applications on the ArcGIS platform and train administrators and users as required.

Whether the solution is bespoke, procured through other frameworks or a COTS solution procured via the G-Cloud from Esri UK, we offer a range of services to help organisations get started and quickly become productive on whichever cloud infrastructure is chosen.

Our Setup and Migration services are offered through our Service Catalogue on a fixed price basis (see Section 3), on a Time and Materials basis tailored to an organisation's specific need or through Service Units for an outcome based service.

Pricing is detailed on the Pricing document attached to this G-Cloud Service.

2.3. Quality Assurance and Performance Testing

Quality assurance and performance testing are carried out in accordance with our ISO9001 compliant Quality Management System. This provides processes for appropriate technical and project governance, risk and issue management, testing and configuration and release management.

Acceptance criteria and testing are defined in advance in accordance with the business requirements and the software services designed and measured against these criteria.

Quality is continually tested at each phase of deployment. We help buyers define test strategies and plans appropriate to the service being provided, covering functionality,

performance (under load), availability (resilience and failover) and operational procedures including backup and restore (disaster recovery).

Our Quality Assurance and Performance Testing services are offered on a Time and Materials basis tailored to an organisation's specific need.

Pricing is detailed on the Pricing document attached to this G-Cloud Service.

2.4. Training

We provide a range of training including:

- **Scheduled Training:** instructor-led traditional classroom courses are taught at Esri UK training facilities throughout the UK.
- **Virtual Training:** instructor-led virtual training is delivered in real time over the internet providing training from the convenience of a desktop.
- **Onsite Training:** instructor-led onsite training will enable GIS professionals to extend their knowledge and learning conveniently.
- **One2one Training:** instructor-led one2one training is tailored to specific needs to maximise GIS capability within an organisation.

We can also provide Training Needs Analysis and bespoke training as required.

Our training services are offered on a fixed-price basis per course or a Time and Materials for bespoke training tailored to an organisation's specific need.

Pricing is detailed on the Pricing document attached to this G-Cloud Service.

2.5. Ongoing Support

Maintaining your GIS requires time and expertise. We can provide support on a fixed price or time and materials basis through a range of services including health checks and upgrades.

Full Managed Services on Esri UK Cloud are also an option - Please see our Cloud Software service ArcGIS in the Cloud.

Esri UK operates a service management model based on the Government Digital Service guidelines, using ITIL principles for technical support and continuous service improvement. The support model will depend on your choice and requirements based on deployment scenario, service level required and mission criticality

Key aspects of our service management capability are:

- **Dedicated Service Management** – Accountable for operational delivery, quality, performance, and continuous improvement of the services we provide.
- **Technical Support** – Offering 2nd and 3rd line support for core Esri products and customer applications, with optional 24/7 coverage and / or service levels beyond standard support.
- **Operational Expertise** – Delivering ArcGIS Enterprise upgrades, health checks, and Managed Cloud Services to ensure optimal performance and reliability.
- **Data Services** – Providing data sourcing, enhancement, analysis, and development of bespoke data solutions tailored to customer needs.
- **Professional Support** – Offering ongoing, customised assistance to help customers maximize the value of their solutions.

Our Support services are offered through our Service Catalogue on a fixed price basis (see Section 3), on a Time and Materials basis tailored to an organisation's specific need or through Service Units for an outcome based service.

Pricing is detailed on the Pricing document attached to this G-Cloud Service.

3. The Services in Detail

This section provides an overview of the services available through Esri UK's Service Catalogue. <https://www.esriuk.com/en-gb/services/catalogue>

Full service definitions are available on our website <https://www.esriuk.com/en-gb/services/catalogue>

The following services are available

3.1. Strategy Services for shaping your vision and driving geospatial success

3.1.1. Advantage Program

Esri UK's Advantage Program is an annual subscription designed to maximise the return on your investment in Esri technology. We work collaboratively with your team to understand business needs and co-develop a work plan that shapes the delivery of services, aligned to your goals and priorities.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.1.2. Geospatial Strategy

The Geospatial Strategy service helps organisations unlock the full value of spatial data as a strategic asset. Through collaborative workshops we work closely with you to understand your mission, vision and goals. Together, we co-develop a tailored geospatial strategy to maximise the value of location data and your investment in ArcGIS.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.1.3. Catalyst

Geography and spatial technology have the potential to deliver significant value to organisations - but identifying where to start, how to build a compelling business case, and how to communicate that value to stakeholders can be challenging. Esri UK's Catalyst Service helps organisations address these challenges through a practical engagement that identifies opportunities, validates use cases, and sets a clear direction for scaling geospatial solutions.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.2. Understand Services for exploring possibilities and defining your requirements

3.2.1. Discovery Lab

The Discovery Lab helps organisations identify and prioritise where geospatial solutions can deliver the greatest value. Through a focused workshop and expert analysis, we work with your stakeholders to uncover strategic goals, business challenges, and opportunities for improvement using the power of location.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.2.2. Requirements Definition

Clear, prioritised requirements are key for successful geospatial delivery. This service enables the capture and validation of business and system needs through focused stakeholder engagement. We provide a tailored backlog or requirements catalogue, supported by documentation to guide solution design. Our collaborative approach ensures requirements are well-defined, agreed and ready to drive solution design, reducing risk and accelerating value.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.2.3. ArcGIS Proof of Concept (PoC)

This service supports organisations with a well-defined technical challenge by providing insight into potential solutions through a Proof of Concept (PoC). The service draws on the platform's extensibility; using out-of-the-box (OOTB) capabilities, APIs, and SDKs, to test feasibility, uncover limitations, and inform future development.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.2.4. ArcGIS Utility Network Discovery

The ArcGIS Utility Network provides a robust framework for modelling utility systems, enabling organisations to reflect real-world network behaviour and support smarter operations and decision-making. Our Utility Network Discovery service provides a clear roadmap for migration and data preparation. We showcase key capabilities by migrating a representative Area of Interest (AOI), capturing insights from workshops, and delivering recommendations in a comprehensive Discovery Report. Each engagement focuses on a chosen single utility domain, and the service is designed to support Water, Wastewater, Electric, Gas, and Telecoms.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.3. Design Services for creating well-architected solutions tailored to your needs

3.3.1. ArcGIS Well-Architected Solution Design

Esri UK's ArcGIS Well-Architected Solution Design service gives you expert guidance to design ArcGIS solutions. Aligned with your goals and the proven patterns of the ArcGIS Well Architected Framework, this service ensures your ArcGIS solution is designed on a strong foundation optimising performance, reliability, scalability, and integration with wider business systems

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.3.2. ArcGIS Well-Architected Solution Design Review

Esri UK's ArcGIS Well-Architected Solution Design Review provides expert analysis and strategic guidance to help your organisation optimise its existing ArcGIS solution design. Aligned with your goals and the proven patterns of the ArcGIS Well-Architected Framework, this service identifies opportunities in your ArcGIS solution to improve performance, reliability, scalability and integration with wider business systems.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.3.3. ArcGIS Prototype

This service is designed for organisations with a clearly defined business challenge that requires insight into potential solutions. Leveraging configurable, out-of-the-box (OOTB) capabilities, APIs and SDKs, we will develop working prototypes that bring proposed solutions to life for your organisation. These prototypes enable fast iteration and early validation with end users with minimal upfront investment.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.3.4. ArcGIS Utility Network Prototype

The ArcGIS Utility Network provides a comprehensive framework for modelling complex utility systems - such as electric, gas, water, wastewater, and telecoms - enabling smarter operations through advanced network modelling and real-world representation. Using data from one of your utility domains, this service provides an overview and demonstration of the ArcGIS Utility Network (UN) capabilities. It guides you through the process of using the Utility Network Migration Toolset to migrate your asset data and assesses its suitability for migration.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.3.5. UNE for ArcGIS Prototype

UNE for ArcGIS is a highly configurable Esri UK web application that has been built for the ArcGIS Platform and is designed for utility professionals to view, edit, and manage a real-time digital twin of any high fidelity electrical, water, or gas network anywhere at any time. This service provides a fast-track setup of UNE within your organisation, focusing on practical knowledge transfer to help your team confidently use and

configure the application. It's designed to support both partners and customers, with a focus on enablement rather than deep customisation or production deployment.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.3.6. ArcGIS Indoors Prototype

The ArcGIS Indoors Prototype is a structured service designed to help you evaluate the potential of indoor mapping for your organisation. It includes a tailored prototype application built using a sample of your own floorplan data to demonstrate ArcGIS Indoors in a live environment. You'll also gain insight into integration opportunities with existing business systems and be provided with a strategic recommendations report with a roadmap for scalable implementation and long-term value.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.4. Build Services for deploying, enhancing, and integrating geospatial solutions

3.4.1. ArcGIS Enterprise Deployment

This service provides the installation and configuration of a new ArcGIS Enterprise environment. It offers a modular approach, allowing you to select the specific ArcGIS Enterprise components your organisation requires.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.4.2. ArcGIS Enterprise Migration

This service delivers a structured migration of your existing ArcGIS Enterprise system to a new environment. It offers a modular approach, allowing you to select the specific ArcGIS Enterprise components your organisation requires.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.4.3. ArcGIS Technical and Delivery Advisory

Our Services team focuses exclusively on successfully designing, configuring, developing and implementing ArcGIS solutions for our customers. With decades of experience, we have developed a wide range of best practice approaches for ArcGIS GIS implementation projects and programmes. As part of this service, we offer two combined areas of domain expertise:

Technical: Our technical SMEs provide expert insight into the optimal use of ArcGIS products, helping you navigate architectural decisions, integration challenges, and configuration options. We offer guidance on best practices, product capabilities, and solution design to ensure your implementation is scalable, secure, and aligned with your business needs.

Project: Our delivery SMEs offer practical advice and support on project planning, delivery approaches, and risk mitigation strategies tailored to geospatial implementations. We can support you with guidance on a governance framework and

project delivery which describes decision-making processes, accountability structures, escalation paths to ensure successful delivery of an Esri geospatial project whilst maintaining transparency and alignment throughout a geospatial project/implementation lifecycle.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.4.4. WebGIS Launch Kit

This service is designed for organisations new to Web GIS who want to maximise the value of their ArcGIS Online subscription or ArcGIS Enterprise environment. Over two days, an experienced Esri UK consultant works with up to four participants to provide key onboarding information, configure the portal, demonstrate key capabilities and transfer essential knowledge.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.5. Operate & Maintain Services for keeping your systems healthy, secure, and performing at their best

3.5.1. ArcGIS Enterprise Managed Cloud Service

This annual subscription hosts and manages your ArcGIS Enterprise in our cloud, so you don't have to worry about building, operating or maintaining your GIS environment.

This service is provided through Lot 2b - Cloud Software - ArcGIS in the Cloud.

3.5.2. ArcGIS Pro Managed Cloud Service

This annual subscription hosts and manages your ArcGIS Pro in Esri UK's cloud, so you don't have to worry about building, operating or maintaining your ArcGIS Pro environment.

This service is provided through Lot 2b - Cloud Software - ArcGIS in the Cloud.

3.5.3. ArcGIS Enterprise Upgrade

This service provides an in-place upgrade of an ArcGIS Enterprise environment. It offers a modular approach, allowing you to select the specific ArcGIS Enterprise components your organisation requires.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.5.4. ArcGIS Enterprise Health Check

This Service provides a one-off or periodic health check of your ArcGIS Enterprise deployment to identify risks, follow Esri best practices, and optimise performance.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.5.5. ArcGIS Online Back and Restore Service

This annual subscription delivers automated, long-term protection and rapid recovery for your tagged content in ArcGIS Online, helping you maintain operational continuity and resilience.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.5.6. ArcGIS Online Advisory and Monitoring Service

An annual subscription where we deliver proactive monitoring, expert reviews, and actionable insights to keep your ArcGIS Online environment secure, efficient and aligned with best practice.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

3.5.7. UNE for ArcGIS Upgrade

The UNE for ArcGIS Upgrade service provides organisations with access to the latest features, performance enhancements and bug fixes available in UNE for ArcGIS. The service includes a remote upgrade of your UNE deployment in a single environment, ensuring continued compatibility with existing applications and workflows.

Pricing for this service is detailed in the Pricing document attached to this G-Cloud Service.

4. Service Provision and Usage

4.1. Pricing

Pricing for these services is detailed in the pricing document attached to this G-Cloud Service.

The Services in our Service Catalogue are available on a fixed price basis.

Time and Materials pricing is provided on a SFIA Rate Card basis.

Pricing for outcome based services is based on a Services Unit cost depending on the service required.

4.2. Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

4.3. Ordering and Invoicing Process

Please contact the Esri UK Sales team using the contact details in Section 1.3 to order these services.

4.4. On-Boarding and Off-Boarding

4.4.1. On-Boarding

To on-board our consultants to perform any of the services described in this document, we will follow a project initiation process as described in our certified Quality Management System.

4.4.2. Off-Boarding

At the end of each service delivery, we will complete a professional handover including any agreed knowledge transfer and documentation.

4.5. Training

Training is available from Esri UK Learning Services and is described [here](#).

4.6. Customer Responsibilities

Customer Responsibilities will be defined and agreed in Service Definitions (if applicable) and project initiation documents.

4.7. Service Constraints

There are no service constraints.

4.8. Technical Requirements

Any technical requirements will be project specific and agreed during project initiation.

4.9. Service Levels and Support

For outcome based services, Service Levels and Support will be defined and agreed in Service Definitions.

4.10. Service Management

Not applicable to provision of consultancy services.

For outcome based services, Service Management will be defined and agreed in Service Definitions.

4.11. Backup/Restore/Disaster Recovery

If applicable, this will be defined and agreed in Service Definitions.

4.12. Termination Terms

Termination terms are covered in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

4.13. Financial Recompense Model

If applicable, this will be defined and agreed in Service Definitions and relevant Terms and Conditions.

4.14. Data Restoration/Service Migration

Not applicable to provision of consultancy services.

4.15. Trial Service

Not applicable to provision of consultancy services.

4.16. Data Storage & Processing Locations

Not applicable to provision of consultancy services.

5. Our Experience

Esri UK has served the UK public sector since 1976. We work with central, local, regional and devolved government agencies and departments as well as transport and infrastructure, utilities and emergency services.

We deliver in excess of 20,000 days of Services per annum to customers across the UK. Since 2016, we have delivered over 600 UK public sector projects ranging from 1,000-day+ implementation programmes to agile stage projects, web developments and consultancy assignments. This means that G-Cloud customers have access to the largest single pool of GIS knowledge and experience available in the UK.

Relevant clients include: The Ministry of Defence, Army HQ, the Cabinet Office, the Ordnance Survey, the Environment Agency, Defra, Natural England, Natural Resources Wales, the Met Office, British Geological Survey, Transport for London, Transport for West Midlands, Crossrail, the Maritime and Coastguard Agency, the Forestry Commission and over 200 Local Authorities across the UK.