Bill To:
State of Idaho Various Agencies
Various State Agencies
located throughout Idaho
****
Various, ID 83701

State of Idaho

Statewide Blanket Purchase Order
CHANGE ORDER - 03

Statewide Blanket Purchase Order
SBPO1218 - 03

DELIVER TO:

State of Idaho Various Agencies
Various State Agencies
located throughout Idaho
****
Various, ID 83701

Date: Thu Jan 31 2008

F.O.B: Destination
Terms:

VENDOR:

ESRI, INC.
380 New York Street
Redlands, CA 92373-8100
Attn: Telebusiness Rep
Emailed To: rschardein@esri.com
Phone: 909-793-2853
Fax: 909-307-3049
Account Number: P00000055576

Start of Service Fri Feb 01, 2008
Date
Tue Jan 06, 2009
End of Service
Date:

RFQ#: RFQ04560
DOC#: PREQ9339

File Attached:
○ SBPO1218_amendment

Buyer: GREGORY LINDSTROM 208-332-1609

Item No	Description	Quantity UOM	Unit Price	EXTENSION
000	BLANKET PURCHASE AGREEMENT (line item particulars follow)	1 lot		2000000.00
	Total:			2000000.00

Blanket Comments:

SBPO1218-02 - - RENEWAL

This Contract Extension and the provisions hereof are hereby attached to and made part of that certain State of Idaho contract number SBPO1218-02, dated January 8, 2008, ("Contract") for Geographic Information Systems Software and Services, for VARIOUS STATE OF IDAHO AGENCIES, INSTITUTIONS, AND DEPARTMENTS, between Esri, Inc., as "Contractor" and the State of Idaho as "State." Contractor and State hereby agree as follows:

All of the terms and conditions contained in the Contract shall remain in full force and effect, except as expressly modified herein. The effective date of this RENEWAL is January 31, 2008.

This Contract is extended for one (1) year commencing February 1, 2008, and expiring January 31, 2009. The same terms, conditions and prices prevail for the contract extension or renewal period.

The dollar amount listed in the contract renewal pricing is an estimate and cannot be guaranteed. The actual dollar amount of the Contract may be more or less depending on the actual orders, requirements, or tasks given to the Contractor by the State or may be dependent upon the specific terms of the Contract.

Item No	Description	Quantity UOM	Unit Price	EXTENSION
1	Geographic Information Systems (GIS) software and services (206-54) (nt)	1 YR	1000000.00	

| 2 | This is the second and final of the two (2) one-year renewals permitted und the MPA, per ESRI Amendme No. 2, Agreement No. 2004MPA285 (electronically attached) (206-00)   (nt) | | 1 LT | 1000000.00 | |

See File(s):

⊙ 080131_Final Contract_2004mpa285_A2_2.pdf

General Comments:	

Instructions:
Freight / Handling Included in Price

By: GREGORY D. LINDSTROM

1/31/08

| Print Award Document | PO Options |

Award SBPO1218 requires Approval.
Forwarded to marklittle. Route 778.
Ccd to: (cc approvers thru next actual aprover)
It can be located in My POs: In Approval under Approvals Manager
This po has been Re-Submitted

Amendment No. 2
to
Master Purchase Agreement (Reconsolidated)
Between the
State of Idaho (State or Licensee)
and
Environmental Systems Research Institute, Inc. (ESRI)
Agreement No. 2004MPA285

State of Idaho Blanket Purchase Agreement SBPO1218 also known as Master Purchase Agreement (MPA) No. 2004MPA285 Reconsolidated for January 7, 2007 to January 6, 2008 between the parties is hereby revised by this Amendment. The parties desire to extend the term, update the software license, update the pricing for new Services, Software or Related Materials.

The terms and conditions of the above identified MPA remain unchanged except as revised and incorporated below:

1. ARTICLE 3—TERM OF AGREEMENT is revised to extend the term of the Agreement for one (1) additional year. The new term shall extend through January 6, 2009. This is the second of the two (2) one-year renewals permitted under the MPA.

2. ATTACHMENT A—ESRI Software Licenses and Maintenance Fees is deleted and replaced with a revised version of ATTACHMENT A—ESRI MPA Price List - E413M. The revised Attachment A , dated 1/08 is enclosed herein.

3. ATTACHMENT B—EXHIBIT 1, SCOPE OF USE, E300 5/07B is added to the Agreement to accommodate software license requirements for Software, Data, Web Services and Documentation acquired after 5/07. Attachment B is enclosed herein.

4. Pages C-1 & C-2 of ATTACHMENT C—Time and Material Rate Schedule for calendar year 2007 are deleted and replaced with revised calendar year 2008 Time and Material Rate Schedule, pages C-1 & C-2. The revised Attachment C pages C-1 & C-2 for calendar year 2008 are enclosed herein.

5. ATTACHMENT E—ESRI K-12 Schools and Library Program is updated to the most current version, dated January 28, 2008. The revised Attachment E is enclosed herein.

6. ATTACHMENT F—Support Service Policies are updated to the most current version – ESRI U.S. Software Maintenance Program, dated July 18, 2007. The revised Attachment F is enclosed herein.

Updates or released new Software, Data, Web Services, and Documentation may require additional or differing terms for use. New or updated Software, Data, Web Services, and Documentation acquired during the term of the MPA shall be licensed by Article 13 of the Agreement except as superseded by then-current Article 4 of General License Terms and Conditions (or License Agreement included with the deliverable) and then-current Exhibit 1-Scope of Use. Updated versions of the license terms (License Agreement) will be available on ESRI's Web site, included with a quote, or included with the deliverable Software, Data, Web Services, or Documentation. All other terms and conditions remain unchanged.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment No. 2 to be effective, valid, and binding as of the last date below by their duly authorized representatives.

STATE OF IDAHO
(Licensee)

Signature: _____ 1/29/08

Printed Name: Gregory Lindstrom

ENVIRONMENTAL SYSTEMS
RESEARCH INSTITUTE, INC.
(ESRI)

Signature: _____

Printed Name: _____ LAURA DANGERMOND _____
VICE PRESIDENT JAN 2 9 2008

Section	Description	Price
1	**ArcGIS Concurrent Use Licenses**	
	ArcInfo Concurrent Use License (existing user)	$9,900.00
	ArcInfo Concurrent Use License Annual Maintenance (Primary 1st, 11th, 21st, 31st...)	$3,000.00
	ArcInfo Concurrent Use License Annual Maintenance (Secondary 2–10, 12–20...)	$1,200.00
	ArcEditor Concurrent Use License	$6,300.00
	ArcView Concurrent Use License	$2,857.00
	ArcGIS Spatial Analyst Concurrent Use License	$2,040.00
	ArcGIS 3D Analyst Concurrent Use License	$2,040.00
	ArcGIS Geostatistical Analyst Concurrent Use License	$2,040.00
	ArcGIS Publisher Concurrent Use License	$2,040.00
	ArcGIS Survey Analyst Concurrent Use License	$2,040.00
	ArcGIS Tracking Analyst Concurrent Use License	$2,040.00
	ArcGIS ArcScan Concurrent Use License	$2,040.00
	ArcGIS Maplex Concurrent Use License	$2,040.00
	ArcGIS Data Interoperability Concurrent Use License	$2,040.00
	ArcGIS Network Analyst Concurrent Use License	$2,040.00
	ArcGIS Schematics Concurrent Use License	$2,040.00
	Job Tracking for ArcGIS (JTX) Concurrent Use License	$2,040.00
	Primary Maintenance for ArcView Concurrent Use License	$700.00
	Secondary Maintenance for ArcView Concurrent Use License	$500.00
	Primary Maintenance for ArcGIS Spatial Analyst Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Spatial Analyst Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS 3D Analyst Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS 3D Analyst Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Geostatistical Analyst Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Geostatistical Analyst Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Publisher Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Publisher Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Survey Analyst Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Survey Analyst Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Tracking Analyst Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Tracking Analyst Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS ArcScan Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS ArcScan Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Maplex Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Maplex Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Data Interoperability Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Data Interoperability Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Network Analyst Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Network Analyst Concurrent Use License	$200.00
	Primary Maintenance for ArcGIS Schematics Concurrent Use License	$500.00
	Secondary Maintenance for ArcGIS Schematics Concurrent Use License	$200.00
	Primary Maintenance Job Tracking for ArcGIS (JTX) Concurrent Use License	$500.00
	Secondary Maintenance Job Tracking for ArcGIS (JTX) Concurrent Use License	$200.00

Section	Description	Price
	Upgrade from One ArcGIS Product to Another	
	Upgrade from ArcView Single Use to ArcEditor	$5,076.00
	Upgrade from ArcView Single Use to ArcInfo—New ArcInfo User	$8,676.00
	Upgrade from ArcView Single Use to ArcInfo—Existing ArcInfo User	$8,400.00
	Upgrade from ArcView Concurrent Use to ArcEditor	$3,443.00
	Upgrade from ArcView Concurrent Use to ArcInfo—New ArcInfo User	$7,043.00
	Upgrade from ArcView Concurrent Use to ArcInfo—Existing ArcInfo User	$6,400.00
	Upgrade from ArcEditor to ArcInfo—New ArcInfo User	$3,600.00
	Upgrade from ArcEditor to ArcInfo—Existing ArcInfo User	$2,900.00
	ArcInfo 7.x, or 8.0.x Software—UNIX/Windows NT	
	ArcInfo 7.x or 8.0.x Node Locked 3-Pack License Annual Maintenance (Primary 1st, 11th, 21st, 31st...)	$4,000.00
	ArcInfo 7.x or 8.0.x Node Locked 3-Pack License Annual Maintenance (Secondary 2–10, 12–20...)	$1,600.00
	ArcCOGO 7.x or 8.0.x Extension Floating License	$2,040.00
	ArcCOGO 7.x or 8.0.x Extension Floating License Annual Maintenance (each) (Primary 1st, 11th, 21st, 31st...)	$500.00
	ArcCOGO 7.x or 8.0.x Extension Floating License Annual Maintenance (each) (Secondary 2–10, 12–20...)	$200.00
	ArcInfo 7.x or 8.0.x Network Extension Node Locked 3-Pack License Annual Maintenance (each) (Primary 1st, 11th, 21st, 31st...)	$1,100.00
	ArcInfo 7.x or 8.0.x Network Extension Node Locked 3-Pack License Annual Maintenance (each) (Secondary 2–10, 12–20...)	$440.00
	ArcInfo 7.x or 8.0.x COGO Extension Node Locked 3-Pack License Annual Maintenance (each) (Primary 1st, 11th, 21st, 31st...)	$1,100.00
	ArcInfo 7.x or 8.0.x COCO Extension Node Locked 3-Pack License Annual Maintenance (each) (Secondary 2–10, 12–20...)	$440.00
	ArcInfo 7.x or 8.0.x ArcScan Extension Node Locked 3-Pack License Annual Maintenance (each) (Primary 1st, 11th, 21st, 31st...)	$1,100.00
	ArcInfo 7.x or 8.0.x ArcScan Extension Node Locked 3-Pack License Annual Maintenance (each) (Secondary 2–10, 12–20...)	$440.00
	ArcStorm First License (3 seats) Annual Maintenance	$500.00
	ArcStorm Additional License (each additional seat) Annual Maintenance	$100.00
	ArcPress for ArcView	
	ArcPress for ArcView UNIX License	$285.00
	ArcPress for ArcView Windows/Windows NT License	$285.00
2	**ArcView 3.x and Extensions**	
	UNIX	
	ArcView 3.x for UNIX License Qty. 1–5 (each)	$1,791.00
	ArcView 3.x for UNIX License Qty. 6–25 (each)	$1,613.00
	ArcView 3.x for UNIX License Qty. 26+ (each)	$1,433.00
	ArcView 3.x for UNIX License Primary Maintenance	$700.00
	ArcView 3.x for UNIX License Secondary Maintenance	$500.00
	Transfer of ArcView 3.x for UNIX to ArcView 3.x for Windows/Windows NT	$484.00
	ArcView Network Analyst Extension for UNIX License Qty. 1–5 (each)	$2,287.00
	ArcView Network Analyst Extension for UNIX License Qty. 6–25 (each)	$2,101.00
	ArcView Network Analyst Extension for UNIX License Qty. 26+ (each)	$1,910.00
	ArcView Network Analyst Extension for UNIX License Primary Maintenance	$500.00
	ArcView Network Analyst Extension for UNIX License Secondary Maintenance	$200.00

Section	Description	Price
3	**MapObjects**	
	MapObjects—Windows Edition	
	MapObjects—Windows Edition Stand-Alone Developer's Kit (includes MapObjects—Windows Edition and 50 Stand-Alone Deployments)	$4,081.00
	MapObjects—Windows Edition Internet Developer Kit (includes 2 MapObjects Windows Edition Developer Licenses, 2 ArcIMS Developer Licenses, and one ArcIMS Server Deployment License for up to two CPUs)	$11,632.00
	Additional MapObjects—Windows Edition Developer License	$816.00
	Annual Renewal of MapObjects Internet Deployment License (for licenses obtained under a discontinued program)	$968.00
	MapObjects—Windows Limited Deployment Site License Kit	$16,321.00
	Maintenance for MapObjects—Windows Edition Stand-Alone Developer Kit	$1,000.00
	Maintenance for MapObjects—Windows Edition Internet Developer Kit	$2,400.00
	Maintenance for Additional MapObjects—Windows Edition Developer License	$200.00
	Maintenance for MapObjects—Windows Limited Deployment Site License Kit	$3,000.00
	25-Pack Additional MapObjects—Windows Edition Stand-Alone Deployments	$2,040.00
	MapObjects LT	
	MapObjects LT Web Download License	$350.00
	MapObjects—Java Edition	
	MapObjects—Java Edition Stand-Alone Developer Kit (includes MapObjects—Java Edition Developer License and 50 Stand-Alone Deployment Licenses)	$4,081.00
	MapObjects—Java Edition Internet Developer Kit (Includes 2 MapObjects Java Edition Developer License and Deployment License for one Server with up to two CPUs)	$6,121.00
	Additional MapObjects—Java Edition Developer License	$816.00
	Additional MapObjects—Java Edition Server Deployment License for one Server with up to two CPUs	$4,081.00
	Additional MapObjects—Java Edition CPU Deployment License	$2,243.00
	Maintenance for MapObjects—Java Edition Stand-Alone Developer Kit	$1,000.00
	Maintenance for MapObjects—Java Edition Internet Developer Kit	$1,500.00
	Maintenance for Additional MapObjects—Java Edition Developer License	$200.00
	Maintenance for Additional MapObjects—Java Edition Server Deployment License for one Server with up to two CPUs	$1,000.00
	Maintenance for Additional MapObjects—Java Edition CPU Deployment License	$750.00
	25-Pack Additional MapObjects—Java Edition Stand-Alone Deployments	$2,040.00
	MapObjects—Java Edition (Staging Server)	
	MapObjects—Java Edition Internet Developer Kit for Staging Server (includes two MapObjects Java Edition Developer License and Deployment License for one Server with up to two CPUs)	$3,060.00
	Additional MapObjects—Java Edition Developer Licenses for Staging Server	$408.00
	Additional MapObjects—Java Edition Staging Server Deployment License for one Server with up to two CPUs	$2,040.00
	Additional MapObjects—Java Edition CPU Deployment License for Staging Server	$1,121.00
	Maintenance for MapObjects—Java Edition Internet Developer Kit for Staging Server	$750.00
	Maintenance for Additional MapObjects—Java Edition Developer Licenses for Staging Server	$100.00
	Maintenance for Additional MapObjects—Java Edition Staging Server Deployment License for one Server with up to two CPUs	$500.00
	Maintenance for Additional MapObjects—Java Edition CPU Deployment License for Staging Server	$375.00

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Section	Description	Price
	Annual Maintenance ArcGIS Server Enterprise Advanced Data Interoperability Extension (up to four cores)	$2,500.00
	ArcGIS Server Enterprise Standard Network Extension (up to four cores)	$10,000.00
	ArcGIS Server Enterprise Advanced Network Extension (up to four cores)	$10,000.00
	Annual Maintenance ArcGIS Server Enterprise Standard Network Extension (up to four cores)	$2,500.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Network Extension (up to four cores)	$2,500.00
	ArcGIS Server Enterprise Advanced 3D Extension (up to four cores)	$10,000.00
	Annual Maintenance ArcGIS Server Enterprise Advanced 3D Extension (up to four cores)	$2,500.00
	ArcGIS Server Enterprise Advanced Spatial Extension (up to four cores)	$10,000.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Spatial Extension (up to four cores)	$2,500.00
	ArcGIS Server Enterprise Standard Data Interoperability Extension (additional cores)	$2,500.00
	ArcGIS Server Enterprise Advanced Data Interoperability Extension (additional cores)	$2,500.00
	Annual Maintenance ArcGIS Server Enterprise Standard Data Interoperability Extension (additional cores)	$625.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Data Interoperability Extension (additional cores)	$625.00
	ArcGIS Server Enterprise Standard Network Extension (additional cores)	$2,500.00
	ArcGIS Server Enterprise Advanced Network Extension (additional cores)	$2,500.00
	Annual Maintenance ArcGIS Server Enterprise Standard Network Extension (additional cores)	$625.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Network Extension (additional cores)	$625.00
	ArcGIS Server Enterprise Advanced 3D Extension (additional cores)	$2,500.00
	Annual Maintenance ArcGIS Server Enterprise Advanced 3D Extension (additional cores)	$625.00
	ArcGIS Server Enterprise Advanced Spatial Extension (additional cores)	$2,500.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Spatial Extension (additional cores)	$625.00
	ArcGIS Server Workgroup Extensions	
	ArcGIS Server Workgroup Standard Data Interoperability Extension (priced per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Workgroup Standard Data Interoperability Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$1,250.00
	ArcGIS Server Workgroup Advanced Data Interoperability Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Workgroup Advanced Data Interoperability Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$1,250.00
	ArcGIS Server Workgroup Standard Network Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Workgroup Standard Network Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$1,250.00
	ArcGIS Server Workgroup Advanced Network Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Workgroup Advanced Network Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$1,250.00
	ArcGIS Server Workgroup Advanced 3D Extension (price per licensed ArcGIS Workgroup server—up to four cores/maximum four cores)	$5,000.00

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Section	Description	Price
	ArcGIS Server Extensions (Staging Server)	
	ArcGIS Server Enterprise Advanced Data Interoperability Extension Staging Server (up to four cores)	$5,000.00
	ArcGIS Server Enterprise Standard Data Interoperability Extension Staging Server (up to four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Data Interoperability Extension Staging Server (up to four cores)	$1,250.00
	Annual Maintenance ArcGIS Server Enterprise Standard Data Interoperability Extension Staging Server (up to four cores)	$1,250.00
	ArcGIS Server Enterprise Advanced Network Extension Staging Server (up to four cores)	$5,000.00
	ArcGIS Server Enterprise Standard Network Extension Staging Server (up to four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Network Extension Staging Server (up to four cores)	$1,250.00
	Annual Maintenance ArcGIS Server Enterprise Standard Network Extension Staging Server (up to four cores)	$1,250.00
	ArcGIS Server Enterprise Advanced 3D Extension Staging Server (up to four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Enterprise Advanced 3D Extension Staging Server (up to four cores)	$1,250.00
	ArcGIS Server Enterprise Advanced Spatial Extension Staging Server (up to four cores)	$5,000.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Spatial Extension Staging Server (up to four cores)	$1,250.00
	ArcGIS Server Enterprise Advanced Data Interoperability Extension Staging Server (additional cores)	$1,250.00
	ArcGIS Server Enterprise Standard Data Interoperability Extension Staging Server (additional cores)	$1,250.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Data Interoperability Extension Staging Server (additional cores)	$313.00
	Annual Maintenance ArcGIS Server Enterprise Standard Data Interoperability Extension Staging Server (additional cores)	$313.00
	ArcGIS Server Enterprise Advanced Network Extension Staging Server (additional cores)	$1,250.00
	ArcGIS Server Enterprise Standard Network Extension Staging Server (additional cores)	$1,250.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Network Extension Staging Server(additional cores)	$313.00
	Annual Maintenance ArcGIS Server Enterprise Standard Network Extension Staging Server (additional cores)	$313.00
	ArcGIS Server Enterprise Advanced 3D Extension Staging Server (additional cores)	$1,250.00
	Annual Maintenance ArcGIS Server Enterprise Advanced 3D Extension Staging Server (additional cores)	$313.00
	ArcGIS Server Enterprise Advanced Spatial Extension Staging Server (additional cores)	$1,250.00
	Annual Maintenance ArcGIS Server Enterprise Advanced Spatial Extension Staging Server (additional cores)	$313.00
	ArcGIS Server Staging Server Upgrades	
	ArcGIS Server Staging Server Enterprise Basic Upgrade to Enterprise Standard (up to four cores)	$5,000.00
	ArcGIS Server Staging Server Enterprise Basic Upgrade to Enterprise Advanced (up to four cores)	$15,000.00
	ArcGIS Server Staging Server Enterprise Standard Upgrade to Enterprise Advanced (up to four cores)	$10,000.00
	ArcGIS Server Staging Server Enterprise Basic Upgrade to Enterprise Standard (additional cores)	$1,250.00

Section	Description	Price
7	**ArcIMS**	
	ArcIMS 9.2 Full Use Deployment (price per core—minimum two cores/maximum four cores)	$2,500.00
	Maintenance for ArcIMS 9.2 Full Use Deployment (price per core—minimum two cores/maximum four cores)	$500.00
	ArcIMS Route Server	
	ArcIMS Route Server (price per ArcIMS server—maximum four cores per server)	$3,000.00
	Annual Maintenance ArcIMS Route Server (price per ArcIMS server—maximum four cores per server)	$600.00
	ArcIMS Route Server Data Options	
	Data Pack—Tele Atlas North America (USA & Canada) Data License for up to 5,000,000 Transactions, Internet Use	$10,000.00
	Data Pack—Tele Atlas North America (USA & Canada) Data License for up to 20,000,000 Transactions, Internet Use	$25,000.00
	Data Pack—Tele Atlas North America (USA & Canada) Data License for up to 60,000,000 Transactions, Internet Use	$75,000.00
	Data Pack—NAVTEQ North America (USA & Canada) Data License for one Server and two CPUs	$18,000.00
	Update Fee for Data Pack—NAVTEQ North America (USA & Canada) Data License for one Server and two CPUs	$3,600.00
	Data Pack—NAVTEQ North America (USA & Canada) Data Additional CPU License	$3,000.00
	Update Fee for Data Pack—NAVTEQ North America (USA & Canada) Data Additional CPU License	$600.00
	ArcIMS Data Delivery Extension	
	ArcIMS Data Delivery Extension (price per ArcIMS server—maximum four cores per server)	$5,000.00
	Annual Maintenance ArcIMS Data Delivery Extension (price per ArcIMS server—maximum four cores per server)	$1,000.00
8	**Business Applications Software**	
	ArcGIS Business Analyst (Single or Concurrent Use)	
	ArcGIS Business Analyst (National Dataset) Software and Data License and One Year Maintenance (per license)	$15,093.00
	ArcGIS Business Analyst (One Region Dataset) Software and Data License and One Year Maintenance (per license)	$11,013.00
	ArcGIS Business Analyst (One State Dataset) Software and Data License and One Year Maintenance (per license)	$6,933.00
	ArcGIS Business Analyst Optional Segmentation Module with Two MRI Categories (National Dataset) Software License and One Year Maintenance (per license)	$15,093.00
	ArcGIS Business Analyst Optional Segmentation Module with Two MRI Categories (One Region Dataset) Software License and One Year Maintenance (per license)	$11,013.00
	ArcGIS Business Analyst Optional Segmentation Module with Two MRI Categories (One State Dataset) Software License and One Year Maintenance (per license)	$6,933.00
	ArcGIS Business Analyst Optional Segmentation Module with ALL MRI Categories (National Dataset) Software License and One Year Maintenance (per license)	$18,362.00
	ArcGIS Business Analyst Optional Segmentation Module with ALL MRI Categories (One Region Dataset) Software License and One Year Maintenance (per license)	$13,053.00
	ArcGIS Business Analyst Optional Segmentation Module with ALL MRI Categories (One State Dataset) Software License and One Year Maintenance (per license)	$8,079.00
	Annual Maintenance for ArcGIS Business Analyst (National Dataset) Software License (per license)	$16,187.00

Section	Description	Price
	ArcGIS Image Server Seamline Extension Staging Server (additional cores)	$625.00
	Annual Maintenance ArcGIS Image Server Seamline Extension Staging Server (additional cores)	$156.00
	ArcGIS Image Server Service Editor Desktop Deployment License	
	ArcGIS Image Server—Service Editor Additional Service Editor Desktop Deployments	$2,500.00
	Annual Maintenance—ArcGIS Image Server—Service Editor Additional Service Editor Desktop Deployments	$625.00
	ArcGIS Image Server—Service Editor Additional Seamline or Orthorectification Extensions for Service Editor Desktop Deployments	$5,000.00
	Annual Maintenance ArcGIS Image Server—Service Editor Additional Seamline or Orthorectification Extensions for Service Editor Desktop Deployments	$1,250.00
11	**ArcLogistics Route**	
	ArcLogistics Route for Windows/Windows NT Single Use License (U.S. data)	$9,792.00
	ArcLogistics Route Annual Maintenance (U.S. data)	$2,000.00
	ArcLogistics Route Additional Service Area (U.S. data)	$1,632.00
	ArcLogistics Route Additional Service Area (U.S. data) Annual Maintenance	$1,000.00
	ArcLogistics Route No Data License	$8,160.00
	ArcLogistics Route No Data License Annual Maintenance	$1,000.00
	ArcLogistics Route for Citrix License (U.S. data) 5-Pack	$24,481.00
	ArcLogistics Route for Citrix License (U.S. data) 5-Pack Annual Maintenance	$6,000.00
	ArcLogistics Route for Citrix License (U.S. data) 25-Pack	$81,604.00
	ArcLogistics Route for Citrix License (U.S. data) 25-Pack Annual Maintenance	$20,000.00
	ArcLogistics Route No Data License for Citrix 5-Pack	$20,401.00
	ArcLogistics Route No Data License for Citrix 5-Pack Annual Maintenance	$5,000.00
	ArcLogistics Route No Data License for Citrix 25-Pack	$61,203.00
	ArcLogistics Route No Data License for Citrix 25-Pack Annual Maintenance	$15,000.00
	ArcLogistics Route for Windows/Windows NT Single Use License (U.S. data) for Local Government	$6,000.00
	ArcLogistics Route Annual Maintenance (U.S. data) for Local Government	$1,600.00
	ArcLogistics Route No Data License for Local Government	$5,000.00
	ArcLogistics Route No Data License for Local Government Annual Maintenance	$1,000.00
	ArcLogistics Route for Citrix License (U.S. data) 3-Pack for Local Government	$18,000.00
	ArcLogistics Route for Citrix License (U.S. data) 3-Pack for Local Government Annual Maintenance	$3,600.00
	ArcLogistics Route for Citrix License (U.S. data) 5-Pack for Local Government	$24,000.00
	ArcLogistics Route for Citrix License (U.S. data) 5-Pack for Local Government Maintenance	$6,000.00
	ArcLogistics Route for Citrix License (U.S. data) 25-Pack for Local Government	$80,000.00
	ArcLogistics Route for Citrix Licenses (U.S. data) 25-Pack for Local Government Annual Maintenance	$20,000.00
	ArcLogistics Route No Data License for Citrix 3-Pack for Local Government	$15,000.00
	ArcLogistics Route No Data License for Citrix 3-Pack for Local Government Annual Maintenance	$3,000.00
	ArcLogistics Route No Data License for Citrix 5-Pack for Local Government	$20,000.00
	ArcLogistics Route No Data License for Citrix 5-Pack for Local Government Annual Maintenance	$5,000.00
	ArcLogistics Route No Data License for Citrix 25-Pack for Local Government	$60,000.00
	ArcLogistics Route No Data License for Citrix 25-Pack for Local Government Annual Maintenance	$15,000.00

Section	Description	Price
14	**ESRI Developer Network (EDN)**	
	Annual License for ESRI Developer Network (EDN)	$1,500.00
	Annual License for EDN with ArcView Single Use	$2,000.00
	ArcView Addition to Current EDN License (per license)	$500.00
	EDN with ArcView Single Use License Bundle (includes 3D Analyst, Spatial Analyst, and Network Analyst extensions)	$2,000.00
	EDN with ArcEditor Single Use License Bundle (includes 3D Analyst, Spatial Analyst, and Network Analyst extensions)	$3,000.00
	EDN with ArcInfo Desktop License Bundle (includes 3D Analyst, Spatial Analyst, and Network Analyst extensions)	$4,000.00
	For Customers who already had EDN	
	Add-on ArcView to a Current EDN Single Use License—One per EDN License	$500.00
	Add-on ArcEditor to a Current EDN Single Use License—One per EDN License	$1,500.00
	Add-on ArcInfo Desktop to a Current EDN Single Use License—One per EDN License	$2,500.00
	Software Upgrades	
	EDN with ArcView Upgrade to ArcEditor Single Use	$1,000.00
	EDN with ArcView Upgrade to ArcInfo Desktop Concurrent Use	$2,000.00
	EDN with ArcEditor Upgrade to ArcInfo Desktop Concurrent Use	$1,000.00
	EDN without ArcWeb Services	
	EDN without ArcWeb Services	$1,500.00
	EDN with ArcView (includes 3D, Spatial, and Network Analyst extensions) and without ArcWeb Services	$2,000.00
	EDN with ArcEditor (includes 3D, Spatial and Network Analyst extensions) and without ArcWeb Services	$3,000.00
	EDN with ArcInfo Desktop (includes 3D, Spatial, and Network Analyst extensions) and without ArcWeb Services	$4,000.00
	Technical Support (10 calls) for ESRI Developer Network (EDN)	$2,000.00
	Instructor-Led Training (5 days) for ESRI Developer Network (EDN)	$2,000.00
15	**Software Media Kits and Hardware Keys**	
	Additional Install Kit for ArcGIS	$400.00
	Additional ArcGIS Hardware Key (USB)	$50.00
	Additional ArcGIS Hardware Key (Parallel)	$50.00
16	**Premium Support Services**	
	Standard Premium Support—36 Hour Block	$8,000.00
	Installation Services	
	ArcGIS Server Workgroup Basic Installation Service	$3,100.00
	ArcGIS Server Workgroup Standard Installation Service	$5,000.00
	ArcGIS Server Workgroup Advanced Installation Service	$7,000.00
	ArcGIS Server Enterprise Basic Installation Service	$5,000.00
	ArcGIS Server Enterprise Standard Installation Service	$7,000.00
	ArcGIS Server Enterprise Advanced Installation Service	$14,000.00
	ArcIMS Installation Service	$5,000.00
	Tracking Server Installation Service	$20,000.00
	Instructor-Led Training	
	ESRI Site Training per Student, per Day at ESRI Learning Centers in the USA (Price effective 01/01/2008)	$490.00
	Client Site Training per Class, per Day (12 Students) at Client Locations in the USA (Price effective 01/01/2008)	$3,820.00

E413M 1/08

EXHIBIT 1
SCOPE OF USE
(E300 5/07B)

ESRI, 380 New York St., Redlands, CA 92373-8100 USA • TEL 909-793-2853 • FAX 909-793-5953

The scope of use for each ESRI Software identified below is described in the applicable footnotes listed in parentheses.

Desktop GIS
- ArcReader (1 and 20)
- ArcView (either 1, 2, or 6 and 17)
- ArcEditor (either 1, 2, or 6 and 17 and 26)
- ArcInfo (either 2 or 6 and 17, and 26)
- ArcGIS Desktop Extensions (7)
- ArcView 3.x and Extensions (1, 7, and 17)

Server GIS
- ArcGIS Server and Extensions
  - Workgroup (either 3, 5, or 6 and 7, 8, 9, 28, 29, 30, 32, 38, 39, and 40)
  - Enterprise (3, 4, 5, or 6 and 7, 8, 9, 27, 31, 38, 39, and 40)
- ArcIMS
  - ArcIMS and Extensions (either 3, 4, 5, or 6 and 7, 8, 10, and 31)
  - ArcIMS ArcMap Server (either 3, 4, 5, or 6 and 31)
- Tracking Server (5 and 31)
- ArcGIS Image Server and Extensions (either 3, 4, 5, or 6 and 7, 8, 31, 41, and 42)
- RouteMAP IMS (either 3, 4, or 5 and 8, 15, and 31)

Mobile GIS
- ArcPad (1, 12, and 13)
- ArcPad Application Builder (1)
- ArcGIS Mobile ADF Application Deployments (1, 15, and 16)

Developer GIS
- ESRI Developer Network (EDN) Software, Web Services, and Data (6, 7, 24, 25, 33, 34, 35, and 36)
- ArcGIS Engine Developer Kit (either 1 or 6 and 14, 15, 22 and 43)
  - Extensions (7)
- ArcGIS Engine Runtime (1, 15, and 22)
  - Extensions (7)
- MapObjects—Windows Edition (1, 14, 15, 16, and 18)
- MapObjects—Java Edition (1, 5, 8, 15, 18, and 19)
- MapObjects LT (1, 14, and 16)

- NetEngine (1, 5, and 15)
- NetEngine Internet (5)

GIS Viewers and Connectors
- ArcExplorer—Java and Windows Editions (1 and 20)
- ArcGIS Explorer (1 and 20)
- ArcGIS For AutoCAD (1 and 20)

Business GIS
- ArcGIS Business Analyst (either 1 or 2)
- ArcView Business Analyst (1)
- ArcLogistics Route (either 1 or 2 and 11)
- BusinessMAP (1)

Cartographic Production
- Maplex (1)
- Military Overlay Editor (1)
- Production Line Tool Set (PLTS) for ArcGIS, GIS Data ReViewer, Job Tracking for ArcGIS (JTX) (either 1 or 2), Job Tracking for ArcGIS Server (either 4 or 5 and 7)

Web Services
- ArcGIS Online (6, 25, 33, 34, and 35)
- ArcWeb Services (6, 16, 25, and 36)

Data
- ESRI Map Data (either 1 or 5 and 23 and 37)
- Demographic Data (either 1 or 5)
  - CommunityInfo
  - Retail Marketplace
  - Consumer Expenditure
- Community Tapestry Data
  - For Appending to Customer Records (6 and 21)
  - For Area Profiles (either 1 or 2 and 21)
- Community Coder (6 and 21)
- *Sourcebook•America* (1)
- Portfolio Product Suite (1)
- ArcGIS Data Appliance (6, 23, and 25)
- ArcGIS Data Appliance (Server Bundle) (6, 23, and 25)
- ArcGIS Data Appliance (Data Only) (6, 23, and 25)

1. "Single Use License." Licensee may permit a single authorized end user to install and use the Software, Data, and Documentation on a single computer for use by that end user on the computer on which the Software is installed. Remote access is not permitted. Licensee may permit the single authorized end user to make a second copy for end user's exclusive use on a portable computer so long as only one (1) copy of the Software, Data, and Documentation is in use at any one time.

17. Licensee may use Business Objects Crystal Reports software only with the ArcGIS Desktop Software with which it was acquired and subject to the Crystal Reports Professional License Agreement available on the media. However, for use of Crystal Reports software with Concurrent Use licenses, Licensee may install and use a Crystal Reports license on any computer on the network on which the ArcGIS Desktop Concurrent Use Software is used. However, it may only be used with the ESRI Software with which it was acquired. Licensee may not use a software program or system to cache or queue report requests.

18. The Deployment license is per application per computer.

19. The MapObjects—Java Edition contains Java Archive files, which indicate they are authentic ESRI-certificated files when used over the Internet. Licensee shall not use ESRI certification or reference ESRI as a source of trusted content in any modified MapObjects Java Archive files. Licensee may deploy the unmodified Java class ESRI certified libraries as an integral part of the Licensee's application(s).

20. Licensee may reproduce and deploy the Software provided all of the following occur: (a) The Software is reproduced and deployed in its entirety; (b) a license agreement accompanies each copy of the Software that protects the Software to the same extent as the ESRI License Agreement, and the recipient agrees to be bound by the terms and conditions of the license agreement; (c) all copyright and trademark attributions/notices are reproduced; and (d) there is no charge or fee attributable to the use of the Software.

21. Licensee shall not withhold any substantial right (e.g., extension of credit) from any individual based solely on the individual's place of residence, as profiled in the Community Tapestry market segmentation system.

22. (a) ArcGIS Engine Runtime licenses shall not be used for Internet and Server development and deployment. (b) An end user must license either ArcGIS Engine Runtime Software or other ArcGIS Desktop Software (ArcView, ArcEditor, or ArcInfo) to obtain the right to run an ArcGIS Engine application on one (1) computer. (c) The ArcGIS Engine Runtime extensions shall not be used in combination with ArcGIS Desktop Software to run ArcGIS Engine applications. A single user can have multiple applications installed on one (1) computer for use only by that end user.

23. Licensee may redistribute the Data as described in the Redistribution Rights Matrix available at http://www.esri.com/legal/, in the Help system, or in supporting metadata files, subject to the specific attribution descriptions and requirements for the dataset accessed.

24. EDN Software, Web Services, and Data may only be used by one (1) named developer per subscription solely for the purposes of research, development, testing, and demonstration of a prototype application. EDN Software and Data may be installed on multiple computers for use by any named EDN developer.

25. Use of any third-party owned data that is included in ArcGIS Online, ArcGIS Data Appliance data product(s), or ArcWeb Services shall be subject to the Use of Data Restrictions found at http://www.esri.com/legal/, which may be modified by ESRI from time to time. If a modification is unacceptable to Licensee, Licensee may cancel the subscription upon written notice to ESRI. If Licensee continues to use the Web Services, Licensee will be deemed to have accepted the modification.

26. ArcSDE Personal is restricted to four (4) gigabytes of data.

27. ArcGIS Server Web ADF Runtime Software may not be deployed independent of Licensee's ArcGIS Server Enterprise configuration.

28. Limited to ten (10) concurrent end users of non ArcGIS Server applications. This restriction includes use of ArcGIS Desktop Products, ArcGIS Engine Products, and third party applications that connect directly to any ArcGIS Server geodatabase.

29. Can only be used with SQL Server 2005 Express.

30. Restricted to a maximum total of four (4) gigabytes of data.

31. Redundant Software installation(s) for failover operations may be implemented during the period the primary site is nonoperational. The redundant Software installation(s) shall remain dormant except for system maintenance and updating of databases while the primary site or any other redundant site is operational.

32. No redundant Software installation is permitted.

33. ArcGIS Online may only be utilized in conjunction with ArcGIS Desktop Software and ArcGIS Explorer Software.

34. Licensee's organization is limited to the number of specified credits, transactions, geography, or number of users as described in the online product description.

35. Licensed end users shall not share client-side data cache derived from ArcGIS Online with other licensed end users or third parties.

36. Licensee may not download or store resulting data or information except for results derived from using ArcWeb Services Address Manager.

37. Data provided with StreetMap may be used for mapping, geocoding, and routing purposes but is not licensed for dynamic routing purposes. For instance, StreetMap may not be used to alert a user about upcoming maneuvers (such as warning of an upcoming turn) or calculating an alternate route if a turn is missed.

38. ArcGIS Server 3 D extension included with ArcGIS Server (Workgroup or Enterprise) Standard and Advanced may only be used for generating globe data cache(s), or publishing a globe document as an ArcGIS Globe Service. No other use of

ATTACHMENT C
IMPLEMENTATION SERVICES
2008 TIME AND MATERIALS RATE SCHEDULE

Effective January 1, 2008 through December, 31 2008

Hourly time and materials labor rates have been provided for each labor category for calendar year 2008. The hourly labor rates for services that are performed after 2008 may be escalated in an amount not to exceed seven and one-half percent (7.5%) each year. Other direct costs, such as travel, reproduction, subcontractor, telecommunication/freight, or materials, will be charged a material handling fee and invoiced.

ESRI reserves the right to provide fixed price quotations for professional services requests that require deliverables other than hours and/or are more than twenty-five thousand dollars ($25,000). Work performed under fixed price orders will require additional terms and conditions and will be invoiced monthly based on percent complete.

Principal
Hourly Rate: $332/Hour

These staff members work as program directors or project advisors providing project vision, strategic consulting, and program management for all types of geographic information system (GIS) projects. They apply market/ application domain expertise and have extensive experience in GIS and related technologies. Consulting activities may include strategic planning, review and oversight of requirements definition, application and database design, and system integration consulting. Management activities may include defining program requirements, establishing budgets and schedules, allocating staff and other resources, and managing and overseeing subcontractor activities. These staff members work with senior client staff and have the support of senior ESRI corporate staff to ensure successful project completion.

Senior Consultant
Hourly Rate: $251/Hour

These staff members work as project managers or project advisors providing strategic consulting and program management for all types of GIS projects. They apply market/application domain expertise and have extensive experience in GIS and related technologies. Consulting activities may include strategic planning, GIS workshops and seminars, requirements definition, application and database design and development, and system integration consulting. Management activities may include defining program requirements, establishing budgets and schedules, allocating staff and other resources, and managing and overseeing subcontractor activities. They design comprehensive work plans that employ structured systems methodologies, which define project deliverables, milestones, and realistic schedules.

Consultant
Hourly Rate: $200/Hour

These staff members provide day-to-day consulting and management of contracted projects within ESRI. They work under the guidance of senior ESRI consulting staff and support the design and implementation of defined work plans. They provide traditional consulting services and design and management support to application development projects and database conversion projects. They conduct detailed requirements interviews, document application requirements, develop logical and physical database designs using computer-aided software engineering (CASE) tools and entity-relationship (E-R) diagramming methodologies, design and develop software and database quality assurance/quality control (QA/QC) programs, and provide management oversight of daily technical activities. They work with senior consulting and technical staff to design comprehensive work plans that employ structured systems methodologies, which define project deliverables, milestones, and realistic schedules. These staff members also work with ESRI administrative staff to ensure that progress and financial reporting is provided according to contract requirements.

Senior Technical Designer
Hourly Rate: $259/Hour

These staff members are the senior technical staff at ESRI. They provide the overall technical vision and system architecture for large complex systems. They apply sound software engineering principles and life cycle methodologies to projects. They are actively involved in systems architecture design, application software design, database process design, and all phases of coding including conducting design and code reviews. They may serve as

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ESRI U.S. Software Maintenance Program

Last edited: July 18th, 2007

Authorized Caller
An authorized caller is an individual designated by the customer who can contact ESRI to request technical support services (e.g., to report software incidents, or request assistance with software use). If the customer does not notify ESRI with the name of the authorized caller, the first person to call in to request support services becomes the default authorized caller.

If the currently designated authorized caller is no longer the appropriate contact for this assignment (i.e. resigns from the company, changes jobs, etc.), the customer should inform ESRI who the new authorized caller will be. The customer can change its authorized caller list at any time by notifying ESRI Technical Support.

Concurrent Use Software License
A concurrent use license permits execution of the software on any computer on the network. The number of concurrent licenses determines the number of Software Enablements available to users who can run the applications concurrently. However, each user accesses a Software Enablement only when it is needed since a concurrent use license is not locked to a single computer and as such, can "float" on a network.

Customer Number
A customer number uniquely identifies each ESRI customer site. The customer number is between one and six digits and may also be referred to as an "end user" or "client ID" number on the invoice and/or packing list that is shipped with ESRI software.

Developer Product
Software, Data or Documentation licensed for development use, only. Distribution or Deployment licenses for developed materials may be available if applicable and appropriate license fees are paid.

Development Server License
A license for server-based software that resides on a single computer to design and build applications that interface with or utilize server Software.

Floating
Refers to a style of copy protection where a pool of Software Enablements can be shared by a group of users. Since the Software Enablements are not unique to a single computer, they "float" on a network.

Technical Support
Technical Support is used as a generic term to describe all the technical assistance or helpdesk services or programs for any software program through ESRI's Support Services or Premium Support groups.

Incident
An incident is a request placed to Technical Support Services regarding a technical question, problem, or difficulty faced when attempting to work with any ESRI software program.

Primary Maintenance
Part of a two-tiered maintenance program structure. A business model for maintenance, allowing the 1st and then every 10th software license to be categorized as eligible for various maintenance benefits.

Prorating
With regards to a Maintenance Term, prorating indicates that software maintenance dates will be synchronized so that all licensed ESRI software products offering a maintenance subscription, reflect a common maintenance start and end date, regardless of when first licensed. The maintenance term for the first ESRI software product licensed will be the maintenance term to which all other maintenance terms for licensed products are synchronized. These prorated dates will be reflected on the Maintenance Renewal Quote.

Registration Number
A three letter, 9 digit number (ABC123456789) that is used by ESRI to create an authorization file to enable your software. Every Single Use and Server product, including its extensions or options, has a unique registration number.

Secondary Maintenance
Part of a two-tiered maintenance program structure. A business model for maintenance, allowing nine (9) licenses out of every ten (10) to be categorized as eligible for various maintenance benefits, typically for a reduced cost.

Single Use License
A license that restricts use of a software product to one machine. A license must be acquired for each computer or network access point that intends to use the software, data or documentation

Software Enablements
ESRI software products utilize copy protection technology to enforce ESRI software licensing models. Software Enablements refer to the information contained in the copy protection technology that enable one (1) or more users to access the software. The ESRI Authorization File or License File contains the information which specifically defines the number of Software Enablements the customer is entitled to, based on the type and quantity of customer license(s).

Staging Server License
In addition to Development Server License rights, the Staging Server Licenses provide the right to use the licensed software on a Server computer for the following purposes: user acceptance testing, performance testing, load testing of other third-party server software, staging new commercial data updates, training activities, access by EDN and non-EDN subscribers for testing/staging purposes only.

ESRI Support Services
ESRI Support Services is an organization that provides software technical support to the ESRI user community.

By Telephone

Each reported Technical Support request is logged as an incident and given a unique identification number for your reference and tracking. After an incident is logged, the caller is connected to a technical specialist who will be dedicated to work on the incident until it is resolved or determined to be a problem in the software. If a specialist is unavailable, the call is placed in a dispatch queue. The caller will then be contacted by the first available technical specialist.

By E-Mail, Fax, or Web

For customers who do not want to telephone or who cannot reach Technical Support during normal Technical Support operating hours, fax, e-mail, and Web support are available. Requests through these channels are received 24 hours a day, 7 days a week but are logged and assigned to a technical specialist beginning the next business day. Support requests are answered on a first-come, first-served basis. All incidents reported by fax, e-mail, or Web are given the same priority and level of attention as those reported by telephone.

No matter which communication channel you choose, all requests for technical support should contain detailed information about your technical issue. To help expedite a solution, technical specialists expect information that includes your type and version of ESRI software, hardware platform, and peripherals (if applicable), version of operating system, description of problem, and customer number. Please refer to the Preparing for Technical Support section below for additional details. Your technical specialist will respond by telephone, fax, or e-mail.

Resolution Time

The time required to resolve technical support incidents varies depending on the type of problem and whether ESRI's able to reproduce it in-house. Usually, ESRI is able to answer questions and suggest solutions to incidents on the same day it receive requests, but the turnaround time for a response may depend on the complexity of the incident and the number of support requests in the queue.

If research or consultation with another technical specialist or programmer is required, a complete response may take two to three working days. Under some circumstances, a response may take longer, especially if working with a developer product requiring extensive coding. If the incident turns out to be a software or documentation problem for which there is no workaround, a final resolution may have to wait for a future programming modification. However, satisfactory workarounds can be provided for many coding and documentation incidents.

ESRI Support Center

24-Hour Resources—Your Online Technical Resource

At the ESRI Support Center (http://support.esri.com), help is only a click away. The ESRI Support Center provides announcements about new software and updates; answers to the most frequently asked questions; and tools for searching for known reported

- What you were doing when the incident occurred
- How you tried to solve the problem

Technical Support Policy

- Technical assistance provided through ESRI's Technical Support Services is limited to unmodified ESRI software.
- Sample applications that ship with each product, respectively, are provided for demonstration purposes and are considered unsupported.
- Patches received outside a product's life cycle deliverables are considered unsupported.
- For the most part, the level of support services provided for each product and version are described in detail on each product's Life Cycle Support chart. These charts and a full description of ESRI's Product Life Cycle policy are available on the ESRI Support Center website: support.esri.com.
- Technical assistance through ESRI Support Services is not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems, and other like peripherals, except to answer questions of how standard, supported devices interface to ESRI software.
- These terms and conditions are subject to change by ESRI without written notice.

Maintenance Program Subscription Quoting and Collection Process

ESRI's goal is to provide you with ample time to plan and respond, thus avoiding any interruption in your software maintenance term, which could impact access to technical support and other benefits of an applicable ESRI Maintenance program.

ESRI strives to provide you and your organization with correct and timely information about your ESRI software maintenance. The maintenance subscription quotation process not only seeks to identify any discrepancies regarding your ESRI software licenses, but it is also meant to alert you that your current software maintenance term is about to expire.

Customer service representatives (CSRs) notify ESRI customers when maintenance subscriptions are soon to expire. If the customer wishes to renew maintenance, a quote is mailed to the customer. The process is as follows:

- **120 days before the expiration date of the maintenance term**
  ESRI Customer Service sends a letter to your organization, addressed to the person who has been identified by your organization as the point of contact for maintenance matters. The purpose of this letter is to verify the accuracy of the contact information as well as ensure that the ESRI software license information that ESRI has on file is correct (e.g., license quantity or license type). Any discrepancies should be noted by you and sent back to ESRI Customer Service so that appropriate changes can be made to your customer file.

To reinstate a maintenance subscription that has expired, users in the United States should contact ESRI Customer Service. International users should contact their local ESRI distributor.

Prorating Maintenance Terms

If multiple software products have been licensed throughout the course of a year by one customer, separate maintenance subscription quotes for each product are not issued. Instead, the maintenance anniversary date for each license is prorated to the anniversary date of the first product licensed, with maintenance, respectively. Prorating to include all products on one quote allows for easier organizational budgeting.

Reinstatement of Lapsed Maintenance Subscription

If maintenance has lapsed, back maintenance fees, in addition to the current fees, will be due to reinstate maintenance.

Payment Plans

Standard Payment Plan
Maintenance program subscriptions can be purchased in advance on an annual basis. Fees are due and payable annually in advance.

Customized Payment Plan
Customized payment plans can be tailored to the customer's specific needs, incurring an additional 12 % uplift. The 12 % service fee applies to maintenance subscriptions purchased quarterly in arrears and maintenance subscriptions that are billed quarterly or semiannually in advance. Fees are due and payable in accordance with the terms and conditions of the payment plan.

User Conference Registration

One of the benefits of software maintenance is a registration to the annual ESRI International User Conference. However, not all ESRI software products on maintenance qualify for a User Conference registration. Visit the Qualifying Software section to find out which products qualify for User Conference registrations.

User Conference registrations are offered under ESRI's standard commercial and standard federal maintenance programs. User Conference registrations may be offered based on different rules from those for nonstandard maintenance programs and any customized contracts. Specifically, the rules for User Conference Registration Information for federal government contracts and educational site license contracts differ contract by contract. The rules also do not apply to licenses and maintenance contracts under the ESRI Business Partner Program.

To Contact ESRI

ESRI Technical Support Center
Tel.: 888-377-4575
Fax: 909-792-0960
E-mail: support@esri.com
Web: http://support.esri.com
Hours: 6:00 a.m. to 5:00 p.m., Pacific
time, Monday through Friday,
except ESRI holidays

ESRI Corporate Offices
Tel.: 909-793-2853
Fax: 909-793-5953
E-mail: info@esri.com
Hours: 8:00 a.m. to 5:00 p.m.,
Pacific time, Monday through
Friday, except ESRI holidays

ESRI Customer Service
Tel.: 888-377-4575
Fax: 909-793-4801
E-mail: service@esri.com
Web: http://service.esri.com
Hours: 8:00 a.m. to 5:00 p.m., Pacific
time, Monday through Friday,
except ESRI holidays

International Support
Users outside the United States should
contact their ESRI international distributor
for technical support services
(http://www.esri.com/international).

ESRI
380 New York Street, Redlands, California 92373-8100, USA
Telephone 909-793-2853 • Fax 909-793-5953
Web: http://www.esri.com