

PROCUREMENT OF GIS PRODUCTS AND SERVICES

SUMMARY

Imagery, digital layers, and other geographic products resulting from any County Departmental GIS-related procurement effort shall be deposited in the GIS Central Data Repository thereby promoting collaboration in the efficient and effective use of GIS, facilitating consistency, accuracy, and integrity of information across the County. Miami-Dade County has entered into an Enterprise License Agreement (ELA) with Environmental Systems Research Institute (ESRI), a provider of Geographic Information Systems (GIS) products, services, and training. The ELA provides unlimited use of core ESRI software and is a vehicle for the acquisition of other GIS products and services, including software, data, web services, documentation, maintenance, training, and professional services. As the department responsible for the administration of the ELA, the Information Technology Department (ITD) is the sole County department with an allocation on the ELA contract. As such, all requests for ESRI products and services must be procured through ITD and charged to the requesting department's account.

PROCEDURE

Requesting ESRI Products and Services except for Professional Services

1. Customers must request new services through one of the following contact methods:

Contact Method	Description	Contact / Hours of Operations
Remedy	Create a new request online. The Remedy site provides the ability to check the status of the requests.	https://miamidade-myit.us.onbmc.com/dwp/app/#/catalog Available 24 hours a day, 365 days of the year
Call Center (Phone Contact)	Speak to an IT Service Center representative regarding a new or existing problem or request.	305-596-HELP (4357) 7 AM - 5 PM EST Monday-Friday (excluding County Holidays)

2. Be prepared to provide information describing your request.
3. The request is routed to one of the Geospatial Infrastructure Support for action.
4. The status of the request will be available on the Remedy site.
5. The service request is routed to ITD's Geospatial Infrastructure Support Team. Staff from the Geospatial Infrastructure Support Team will contact the customer to review and discuss the request.

6. The Geospatial Infrastructure Support Team will verify that the product or service is available through the ELA. If so, the Geospatial Infrastructure Support Team will advise the customer whether the County is entitled to the product or service at no additional cost under the terms of the ELA or whether it is available only at an additional cost.
7. If an additional cost is required, the Geospatial Infrastructure Support Team will obtain a quote from ESRI for the desired product or service and review it with the customer as necessary, contingent to current contract allocation.
8. If the acquisition proceeds, ITD completes the procurement request and issues the Purchase Order.
9. Upon receipt of the invoice by ITD's Budget and Finance Office, it will be forwarded to the Geospatial Infrastructure Support Team Manager for review and approval. Once the product is received or the service is completed, the requestor signs and returns the invoice to the ITD Budget and Finance Office for ITD to process the payment using the account provided by the requestor.

Requesting Professional Services from ESRI

1. Customers must request new services through one of the following contact methods:

Contact Method	Description	Contact / Hours of Operations
Remedy	Create a new request online. The Remedy site provides the ability to check the status of the requests.	https://miamidade-myit.us.onbmc.com/dwp/app/#/catalog Available 24 hours a day, 365 days of the year
Call Center (Phone Contact)	Speak to an IT Service Center representative regarding a new or existing problem or request.	305-596-HELP (4357) 7 AM – 5 PM EST Monday-Friday (excluding County Holidays)

2. Be prepared to provide information describing your request.
3. The request is routed to the Geospatial Infrastructure Team for action.
4. The status of the request will be available on the Remedy site.
5. The request is routed to the Geospatial Infrastructure Support Team who will contact the customer to review and finalize the scope of work.
6. The Geospatial Infrastructure Support Team sends the scope of work to ESRI and obtains the quote and Scope of Services contract and forwards the latter to the customer for review.
7. If the acquisition proceeds, ITD completes the service procurement request and issues the Purchase Order (PO).
8. The requestor signs the Scope of Services contract along with ESRI, forward it to the Geospatial Infrastructure Support Team Manager. It is the responsibility of the requestor to manage the Scope of Services contract.

9. Once the project is complete, ESRI mails the invoice to ITD's Budget and Finance Office and it is then sent to the requestor.
10. The requestor will review approve in writing that all services have been rendered satisfactorily, and return the invoice to ITD Budget and Finance Office to process the payment using the account provided by the requestor.

CONTACT(S):

Department/Divisions

Information Technology Department/ Geospatial Technologies

Information Technology Department/Budget and Finance Unit