



City of Richmond

Report to Council

To: General Purposes Committee
From: Grant Fengstad
Director, Information Technology
Date: March 10, 2025
File: 04-1300-01/2025-Vol
01
Re: **Award of Contract 8190 NOITC - Multi-Year Enterprise Agreement with Esri Canada Inc. for Licensing and Maintenance of Desktop and Server GIS Software**

Staff Recommendations

1. That Contract 8190 NOITC – Multi-Year Enterprise Agreement with Esri Canada Inc. for Licensing and Maintenance of Desktop and Server GIS Software be awarded to Esri Canada Inc., for a contract value of \$825,990.00 CAD, excluding taxes, for a contract term of three years as described in the report title “Award of Contract 8190 NOITC - Multi-Year Enterprise Agreement with Esri Canada Inc. for Licensing and Maintenance of Desktop and Server GIS Software” dated March 10, 2025 from the Director, Information Technology; and
2. That the Chief Administrative Officer and General Manager, Finance and Corporate Services be authorized to execute the contract with Esri Canada Inc.

Grant Fengstad
Director, Information Technology
(604-276-4096)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Policy Planning	<input checked="" type="checkbox"/>	
Fire Rescue	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

The City is committed to advancing its technological capabilities, aiming to streamline and integrate business processes through innovative technology solutions. This approach ensures the delivery of outstanding services.

Since 2010, the City has had a relationship with Esri Canada Inc., using their provided Geographic Information Systems (GIS) software and data. That year, the City initiated an Enterprise Agreement with Esri Canada Inc., allowing for access to geospatial tools and solutions. This relationship has allowed the City to expand its GIS capabilities and incorporate them into various municipal operations.

Analysis

The City is enhancing its Geographic Information System (GIS) capabilities through its ongoing Enterprise Agreement with Esri Canada Inc. This partnership provides access to GIS software, tools, and data, which supports asset management, infrastructure planning, public services, and operational decision-making across various City departments.

Over the years, the City has effectively implemented various systems to support essential functions serving Public Works, Parks, Recreation and Culture, Environmental Planning, and Emergency Response. Geographic Information System (GIS) technology enhances these systems by offering location-based intelligence, which facilitates improved analysis, planning, and resource allocation, thereby optimizing service delivery and operational efficiency.

With GIS technology, the City will benefit from:

- **Enhanced Spatial Analysis for Infrastructure:** GIS tools aid predictive maintenance, asset tracking, and service delivery using real-time and historical geospatial data.
- **Improved Decision-Making for Public Services:** Integrating GIS with operational systems offers insights into transportation, environmental monitoring, emergency planning, and municipal services.
- **Advanced Mapping and Visualization:** GIS enables interactive mapping, spatial modeling, and real-time data analysis, boosting coordination across departments and enhancing public engagement through open data.

This report summarizes the procurement process undertaken and recommends the award of a contract to Esri Canada Inc. for GIS solutions and services under the Enterprise Agreement.

The following describes the full scope of GIS-related services required by the City as part of its Enterprise Agreement with Esri Canada Inc.:

- GIS Infrastructure and Security – A secure, scalable, and high-availability system ensuring reliable access to geospatial data and applications.
- Spatial Data Management – Centralized tools for managing, analyzing, and visualizing spatial datasets across City departments.
- Geospatial Analytics and Decision Support – Advanced mapping, predictive modeling, and real-time spatial analysis to enhance municipal operations.
- Asset and Infrastructure Management – GIS-based tracking and monitoring of City assets, including utilities, transportation networks, and public spaces.
- Public Engagement and Open Data – Web-based GIS solutions to support transparency and public access to City spatial data.
- System Integration and Interoperability – Seamless integration of GIS technology with existing enterprise systems and applications.

This software was integral in implementing the City's Snow Plow Tracker for winter operations. By using advanced mapping and spatial analysis features, the system allows residents and City staff to observe plow activity. This technology improves transparency and operational efficiency, aligning with the City's approach to data-driven winter maintenance services.

Implementing this contract is crucial for supporting Next Generation 911 (NG911) services, which depend on advanced GIS technology for precise location tracking. As NG911 moves to a digital IP-based system from analogue, real-time geospatial data is vital. GIS solutions will offer accurate mapping, automated address validation, and seamless integration with emergency dispatch systems. This ensures first responders have current and precise location details, improving response times, resource management, and public safety. The City's investment in GIS technology thus plays a key role in modernizing its emergency services.

In summary, this solution offers a highly scalable and configurable platform that seamlessly integrates with the City's enterprise systems. The software catalog is widely adopted by major municipalities, government agencies, and public sector organizations globally, and has previously delivered significant benefits to the City of Richmond.

It is recommended that a contract be awarded to Esri Canada Inc. for the continued use and expansion of GIS-based solutions and services, ensuring the City benefits from a robust, future-ready, and secure GIS platform.

Notice of Intent to Contract

A Notice of Intent to Contract (NOITC) was posted to BC Bid, from February 21, 2025, to March 12, 2025, informing the public that the City is intending to renew the Support and Maintenance Agreement with Esri Canada Inc. ("Esri") over a three-year term contract. No challenges were received during the posting period.

Financial Impact

The estimated total cost of the proposed contract over the three-year term is \$825,990.00 starting April 1, 2025 as summarized in Table 1.

Table 1 –Estimated Total Cost over the Three-Year Contract Term

Description	Costs
License and Maintenance Cost – Year 1	\$252,500.00
License and Maintenance Cost – Year 2	\$273,350.00
License and Maintenance Cost – Year 3	\$300,140.00
Total License and Maintenance Cost	\$825,990.00

There is funding in the operating budget for the annual license and maintenance cost.

Conclusion

Esri Canada Inc. can meet the work scope and requirements in the NOITC. Staff recommend awarding Esri Canada Inc. a three-year contract for \$825,990.00 before taxes.

This contract will enable the City to use GIS technology, ensuring ongoing innovation, scalability, and integration with municipal systems.



Michael Bleidistel
Systems Analyst, Information Technology
(604-276-4250)