

**CONTRACT FOR THE DELIVERY AND MAINTENANCE OF ARCGIS SOFTWARE
AS PART OF THE PUBLIC CONTRACT "SUPPLY OF ARCGIS SOFTWARE FOR
GEOLOGICAL SERVICES IN BOSNIA AND HERZEGOVINA."**

This Contract is entered into on this by and between:

1. Contracting Authority:

Czech Republic – Czech Development Agency (CzDA), with administrative address:
Nerudova 3, 118 50 Prague 1, Czech Republic, ID No.: 75123924, represented by Ing. Michal
Minčev, MBA, director, hereinafter referred to as **Contracting Authority**

And

2. Supplier:

GDi d.o.o. Sarajevo, ID No 4201002220008, VAT No 201002220008, with main office and
administrative address: Fra Anđela Zvizdovića 1, 71000 Sarajevo, Bosnia and Herzegovina,
represented by Kenan Kurtović in its capacity of Director, hereinafter referred to as **Supplier**

WHEREAS, the Contracting Authority intends to procure the ArcGIS software licenses and
related warranty maintenance services for the Geological Survey of the Federation of Bosnia and
Herzegovina (FZZG) and the Geological Survey of the Republika Srpska (RZZGI), as further
detailed in Annex No. 1 – List of Licenses;

NOW, THEREFORE, the parties agree as follows:

Article 1 – Subject of the Contract

1.1 The performance of the contract is provided as part of the public contract "Supply of ArcGIS
Software for Geological Services in Bosnia and Herzegovina."

1.2 The Supplier shall deliver 14 licenses of ArcGIS software as specified in *Annex No. 1. List of
Licenses*. The Supplier shall provide upgrade and maintenance services, including:

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- Delivery and installation of latest software license versions as further detailed in Annex No. 1 – List of Licenses in period of 30 days after signing of Contract.
- Technical support for installation and maintenance during delivery and warranty period.
- Access to installation files and technical documentation after delivery.
- Warranty support for the licenses in accordance with ESRI's Product Life Cycle Support Policy.
- All necessary repairs and software upgrades are offered by the producer Esri.

1.3 The Supplier undertakes to provide the Contracting Authority with access to the installation files of the delivered software, including all necessary documentation and license keys, for the entire duration of the contract.

Article 2 – Scope of Software maintenance and support services

2.1 The Supplier shall provide warranty support including:

- Standard support according the rules and procedures of manufacturer [Esri International Support Services | Extended Support Options](#)
- Assistance in resolving errors and issues arising during software work for the period of 12 months starting from the day of the license's activation.
- Support for installation and configuration of desktop and server products.
- Availability of designated representatives to provide support via phone (8:00 AM to 5:00 PM on business days) and email.
- Delivery of software updates and new product versions during warranty period of 12 months.
- Communication in national language of Bosnia and Herzegovina.
- Contact details for warranty services are given in Annex II: Support, maintenance and help desk plan

2.2 The terms of Software maintenance and support services shall include the following response times for issue resolution:

- Critical issues: 3 working days
- Medium issues: 7 working days
- Minor issues: 15 working days

2.3. In case of breach of Suppliers obligations to provide support services in accordance with provisions 2.1 and 2.2 of this contract, the Supplier shall pay to the Contracting Authority contractual penalty in the amount of 100 EUR for each breach of its contractual obligations. The contractual penalty is due on the third day after occurrence of the breach.

Article 3 – Term and Place of Performance

3.1 The contract shall be valid on the date of signature and remain in force until end of warranty service period.

3.2 The warranty services period starts from the day of license's activation and remains for twelve (12) months.

3.3 The place of performance is the Geological Survey of the Federation of Bosnia and Herzegovina in Sarajevo and the Geological Survey of the Republika Srpska in Zvornik.

3.4 The service will begin within 30 days from the contract signing date.

Article 4 – Contract Price

4.1 The contract price is fixed at **EUR 132.430,00** (excluding VAT), and shall not be subject to change.

Article 5 – Business and Payment Terms

5.1 The Supplier shall license and install the software at the designated institutions, followed by an acceptance process of the licenses delivered documented in a mutual acceptance protocol. Acceptance protocol should be signed in period of ten (10) days after software licenses installation.

5.2 The invoice shall be issued only after the signing of the acceptance protocol.

5.3 The invoice shall be issued for the all licenses delivered and installed in the signed acceptance protocol.

5.3 The invoice shall:

- Be issued in EUR, without VAT.
- Contain complete identification data of the Supplier, including the company identification number and bank account details including IBAN and SWIFT code.
- Clearly specify the subject of the invoice, namely type and quantity of the licenses delivered and installed.
- Have a payment due date of at least twenty-five (25) days.
- State name of public contract "Supply of ArcGIS Software for Geological Services in Bosnia and Herzegovina" and number of the contract.

5.4 The contract price will be paid only by bank transfer to the following account opened in the name of the Supplier:

Bank:
IBAN :
SWIFT code:



5.5 After payment, The Supplier shall provide warranty system support as per Article 2. for the remaining period of 12 months starting from the day of the license's activation.

Article 6 – Final Provisions

6.1 Any modifications to this Contract must be made in writing and signed by both parties.

6.2 This Contract is executed in two (2) original copies, one for each party.

6.3 The contracting parties acknowledge that the contract will be published in the Public Administration Information System – Register of Contracts, in accordance with Act No. 340/2015 Coll. (the Register of Contracts Act), and that the facts and information contained in the contract are not considered trade secrets.

6.4 The contract becomes effective on the date of its publication in the Register of Contracts, in accordance with Act No. 340/2015 Coll.

6.5 The contract shall remain valid for the entire period of performance as defined in this contract.

6.6 In case of discrepancies between text of the annex to this contract and text of this contract, the text of this contract shall prevail.

Appendix: List of Licenses

Annex I – List of Licenses is an integral part of this contract and contains all relevant information regarding the software licenses.

Annex II – Warranty support, maintenance and help desk plan is an integral part of this contract

Governing Law and Jurisdiction

The contract shall be governed by the laws of the Czech Republic, and the court of first instance for dispute resolution shall be the District Court for Prague 1.

IN WITNESS WHEREOF, the parties have executed this Contract as of the date first written above.

For the Contracting Authority:

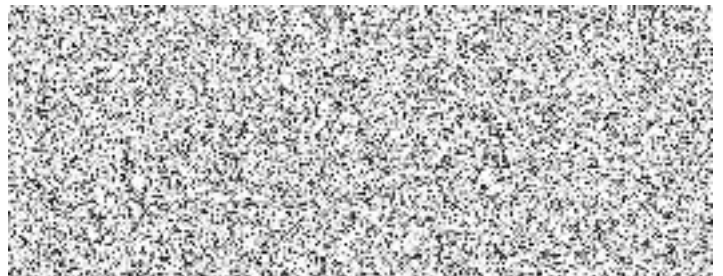
Ing. Michal Minčev, MBA
Director

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[Signature]

For the Supplier:

Kenan Kurtović
Director

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[Signature]

N°	ITEM REQUESTED	QTY	UNIT PRICE (EUR)	TOTAL PRICE With 12 months maintenance
Federalni zavod za geologiju Sarajevo				
Existing licenses: Back To Maintenance programme				
1.	ArcGIS Enterprise Standard Up to Four Cores Perpetual License	1	14.685,00	14.685,00
2.	ArcGIS Desktop Basic Concurrent Use Perpetual License with migration to User Type Creator for ArcGIS Enterprise ¹⁾	1	2.275,00	2.275,00
3.	ArcGIS Desktop Advanced Concurrent Use Perpetual License with migration to User Type Professional Plus for ArcGIS Enterprise ¹⁾	1	11.430,00	11.430,00
NEW LICENSES FOR Sarajevo				
4.	ArcGIS Desktop Standard Concurrent Use Perpetual License with migration to User Type Professional for ArcGIS Enterprise ¹⁾	1	12.000,00	12.000,00
5.	ArcGIS Desktop Extensions: 3D Analyst extension	1	4.000,00	4.000,00
6.	ArcGIS Desktop Extensions: Spatial Analyst extension	2	4.000,00	8.000,00
Republički Zavod za geološka istraživanja Zvornik				
Existing licenses: Back To Maintenance programme				
7.	ArcGIS Desktop Standard Concurrent Use Perpetual License with migration to User Type Professional for ArcGIS Enterprise ¹⁾	1	4.890,00	4.890,00
NEW LICENSES FOR Zvornik				
8.	ArcGIS Server Enterprise Standard Up to Four Cores Perpetual License	1	35.310,00	35.310,00
9.	ArcGIS Desktop Advanced Concurrent Use Perpetual License delivered as User Type Professional Plus for ArcGIS Enterprise ¹⁾	1	24.000,00	24.000,00

10.	ArcGIS Desktop Basic Concurrent Use Perpetual License delivered as User Type Creator for ArcGIS Enterprise ¹⁾	1	3.840,00	3.840,00
11.	ArcGIS Desktop Extensions: 3D Analyst extension	1	4.000,00	4.000,00
12.	ArcGIS Desktop Extensions: Spatial Analyst extension	2	4.000,00	8.000,00
TOTAL PRICE without VAT (EUR)				132.430,00

Special note:

- 1) Starting from July 1st, 2024, due to discard of ArcGIS Desktop and migration to ArcGIS Pro, Esri changed policy and nomenclature regarding licensing, without changes in functionalities and performances.

Note:**ArcGIS Enterprise - User Type Creator**

- Create dynamic maps using pre-built apps
- Grant access and control how content is shared
- Access ArcGIS Pro Basic

Leverage essential capabilities to map, analyse, and manage data. Administer groups, members, and content for seamless collaboration. Create and manage work assignments for your mobile workforce.

ArcGIS Enterprise - User Type Professional

- Perform advanced editing and data management
- Configure utility networks and parcel fabrics
- Access ArcGIS Pro Standard

Manage mission critical systems of record by configuring utility networks and parcel fabrics, and manage authoritative data in ArcGIS. The Professional user type includes everything in the Creator user type.

ArcGIS Enterprise - User Type Professional Plus

- Conduct advanced spatial analysis
- Perform end-to-end AI workflows
- Access ArcGIS Pro Advanced and key extensions

Create production-ready cartography and perform comprehensive analysis that scales to big data. Develop your own models or utilize pre-built machine learning and deep learning models. Includes everything in the Professional user type.



Kenan Kurtovic, Director GDi d.o.o. Sarajevo





III. WARRANTY SUPPORT, MAINTENANCE AND HELP DESK PLAN

Software maintenance and support services

Software maintenance and support services for software package offered are described in this chapter. The software maintenance and support services described below will be valid for the period of **one year (12 months)** after the purchase of the software maintenance, with the option of extension for unlimited time, on an annual basis.

ESRI and GDi d.o.o. Sarajevo User Support Philosophy

ESRI and GDi d.o.o. Sarajevo as ESRI distributor for Bosnia and Herzegovina user support philosophy is simple: to provide ESRI users with all the information and guidance they need to achieve their objectives with ESRI GIS software. ESRI and its distributor GDi d.o.o. Sarajevo has the mission to answer questions, resolve problems, inform users of new developments and enhancements, promote self-help, and listen to the needs and ideas of users. To accomplish this, the primary software maintenance package includes the following features—technical support services via phone, fax, the Internet, e-mail.

Technical Support Hot Line

GDi d.o.o. Sarajevo staff of software experts is available to answer technical questions and troubleshoot problems from 8 a.m. to 4 p.m. every working day from our office in Sarajevo.

Technical Support Contacts

Email	
Phone	
Fax	with an indication for GDi technical support

GDi d.o.o. Sarajevo Technical Support analysts come from diverse disciplines including computer science, geography, surveying, biology, and forest science. They have the education and experience to back up their extensive ESRI software training. All of our Technical Support analysts have bachelor's degrees or equivalent experience in a GIS-related field. Remote Desktop access is favorable.

The time required to resolve a problem varies considerably depending on the nature of the problem and whether GDi d.o.o. Sarajevo experts are able to reproduce it. Within 48 hours from a call GDi d.o.o. Sarajevo expert will be able to answer questions and suggest workarounds to problems which are relatively simple and easy to reproduce. If research or consultation is required, it may take three to five working days; rarely will it take longer. If the problem turns out to be a documentation error or a malfunction in the code, GDi d.o.o. Sarajevo expert will attempt to provide a work-around. GDi d.o.o. Sarajevo in cooperation with ESRI will, within a reasonable period of time, provide necessary assistance to make ESRI software operate in accordance with its published specifications, as long as the software and documentation modifications required to accomplish this are made generally available to all of ESRI's customers. ESRI and GDi d.o.o. Sarajevo are under no obligation to support customers who either modify or attempt to modify the software, or who do not implement improvements and updates supplied by ESRI.



Emergency “per-call” on-site services

GDi d.o.o. Sarajevo experts can be called to a user site within seven working days of a call but we do not think this will be necessary because of the stable nature of the proposed software solution.

Software updates

During the maintenance period of 12 months after the purchase GDi d.o.o. Sarajevo will deliver all new versions of ESRI software to the Purchaser as ESRI makes them available.

Support Tools at Your Fingertips

ESRI is dedicated to providing world-class technical support to meet the users' varying needs, location, and communication capabilities. One of the most efficient ways to obtain support is through one of ESRI's self-help resources. These channels include Technical Notes on the World Wide Web, various user-to-user discussion forums, e-mail-based discussion lists, and a fax on-demand server. All are available 24 hours a day and allow users to find answers to questions and obtain support from their peers. Although none of ESRI online support resources offer direct technical support from ESRI, all are moderated and maintained by ESRI as part of ESRI total commitment to support ESRI users in their GIS activities.

ESRI encourages our users to try one or more of the following tools for technical assistance. ESRI Technical Support Web site at www.esri.com/usersupport/support/index.html is available to learn more about or to access these tools. The following descriptions will help users determine the most appropriate tools for their particular needs.

Online Support

ESRI's Online Support provides extensive Web-based support and information, unmatched in the GIS industry, to help our user community answer questions about their software and provide aid with specific projects. The online support site, <http://support.esri.com/>, provides links to a variety of areas, including a knowledge database that facilitates information searches; a forum that allows users to correspond with like-minded users; a site that organizes all downloadable data, scripts, updates, and so forth, in one convenient, centralized location; and an access point that links to technical information about specific software. Access points to request support or learn more about support options as well as training options are also available.

ArcScripts

ArcScripts is a collection of scripts written by ESRI staff and users like you. These scripts are designed to work with ESRI software to extend functionality or automate common tasks. This allows users to search for scripts by development language or ESRI software.

Discussion Forums



ESRI has established several discussion forums on the World Wide Web for each of ESRI's software programs and provides a tool for users to discuss technical information within a Web-based interface. In-depth discussion is possible and encouraged in each of the conferences. The conferences offer users the ability to discuss complex issues in a thread that develops over time. For example, the ArcGIS Discussion Conference contains forums for installation issues, geodatabases, ArcObjects, and each of the extensions. Each forum is divided into threads that contain messages.

Some forums may require users to complete a one-time registration to use the online conferences using either a software program serial number or end user number.

Following is a sampling of what the online conferences allow.

- **Software program-based forums:** Provide conferences for every software program, each containing its own forum.
- **Search:** Perform a powerful full-text search.
- **User options:** Control how messages appear, along with the dates. Users no longer have to wade through every historical message.
- **Thread marking:** Subscribe to a thread to be notified via e-mail when a reply is made.
- **HTML-compatible:** Use HTML in your postings to point to GIS-related URLs.

Software Versions

ESRI is constantly improving its software based on users' needs. Every new release is a direct reflection of interaction with users and includes fixes and enhancements to the software. Update frequency varies with each software program and is available with the appropriate current software support program.

Service Packs and Software Patches

Service Pack Releases

Periodically, we will repair a number of bugs and deliver patches for these to all users through a special shipment named a "Service Pack". Service Packs are shipped to all users on current maintenance for each product.

Software Patches

ESRI also has an ongoing project to find, repair, and ship software patches to its customer base. Because such patches are timely and can help numerous users deal with critical issues, these patches are made available to all users on an as-needed basis. A web download is used in order to provide the fastest possible access to patches for users. CD versions of the installation are also made available for many patches.



Patches are created and posted on a continuous basis and are done for many types of software issues. The basic criteria for releasing a patch are:

- The software issue is critical for users.
- ESRI has a software fix that is surgical & focused. It does not destabilize the system.
- ESRI can deliver the patch in a small update file that installs on top of the existing system.

Users can find out about available patches and access them from the "Downloads" section of ArcOnline <http://arconline.esri.com/>. Periodically checking this website can help you find out what software patches are available from ESRI. In addition, you can subscribe to our electronic newsletter known as ArcGIS e-Link to learn about the latest patches and other announcements. To subscribe, visit www.esri.com/elinks

Warranty

GDi d.o.o. Sarajevo warrants that the supplies are new, unused, of the most recent models and incorporate all recent improvements in design and materials. GDi d.o.o. Sarajevo warrants that the any media upon which the software and related materials are provided will be free from defects in materials and workmanship under normal use and service.