

GREATER LONDON AUTHORITY

REQUEST FOR MAYORAL DECISION – MD3474

ESRI (UK) GIS Software Maintenance – 2026

Executive summary:

Approval is sought to procure geographic information system (GIS) software-maintenance services and licences from ESRI (UK) Ltd (ESRI). This is for a maximum spend of £300,984 over three years.

ESRI (UK)'s GIS software is used extensively by officers throughout the GLA to create maps and carry out analysis. It also provides the infrastructure for mapping functionality on the GLA website. Entering into an enterprise licence agreement (ELA) will ensure that the GIS software is kept up to date (including security patches); and ensures access to new products.

It is proposed that the ELA with ESRI (UK) is procured through execution of a call-off contract under an existing framework agreement, in accordance with the GLA's Contracts and Funding Code.

Decision:

That the Mayor approves spending up to £300,984, for a three-year enterprise licence agreement with ESRI (UK) Ltd. This will run from 1 May 2026 to 30 April 2029; and covers geographic information system (GIS) software-maintenance services, and sufficient desktop licences for all GLA GIS users.

Mayor of London

I confirm that I do not have any disclosable pecuniary interests in the proposed decision and take the decision in compliance with the Code of Conduct for elected Members of the Authority.

The above request has my approval.

Signature:



Date:

18/3/21

PART I – NON-CONFIDENTIAL FACTS AND ADVICE TO THE MAYOR

Decision required – supporting report

1. Introduction and background

- 1.1. Geographic information systems (GIS) are specialist software applications, allowing GLA officers to exploit the spatial component of the large quantities of data used at the GLA. GIS software and its outputs (including maps) are used extensively by over 100 staff across the GLA. Our web-mapping services receive over 100,000 requests per day. This enables GIS information to be shared with a wide range of public, private and voluntary organisations or individuals.
- 1.2. The primary software products used at the GLA are supplied by one of the market leaders, ESRI (UK) Ltd. That use falls into two distinct categories: desktop and server. Desktop products are typically installed on local PCs, and are used for map production and analysis. Server products provide an infrastructure for developing mapping functionality on GLA websites.
- 1.3. The GLA entering into an enterprise licence agreement (ELA) with ESRI UK would provide the following benefits to the GLA, over and above purchasing each product (see paragraph 1.4) individually:
 - enables a discounted cost for desktop and (particularly) server software
 - ensures that software can be kept up to date throughout the ELA (including security patches)
 - provides access to new products on a trial basis
 - provides flexibility in the number of licences (for instance, extra licences can be accessed for a fixed period to support GIS training sessions or demonstrations).
- 1.4. The table below lists ESRI (UK) products in current use at the GLA:

Product	Purpose
<i>Desktop</i>	
ArcGIS Pro	Creation, management and analysis of geographic data and large-format map production
ArcGIS extensions	Specialist modules for 3D visualisation; geostatistics and network analysis; data review; and publishing read-only packages
UK Data Loader and Interoperability	Tools for converting Ordnance Survey data into useable formats
<i>Server</i>	
ArcGIS server and portal	Enterprise tools for publishing and managing geographic services; managing spatial databases; and developing mapping applications via the internet
ArcGIS online	Tools for secure the sharing of maps across the organisation, or with partners

- 1.5. Example of recent web maps can be found at the following London.gov.uk app pages: [London's Tree Map](#) and [Small Sites](#).

Software use and maintenance

- 1.6. All of the licences for ESRI (UK) GIS software previously procured by the GLA cover perpetual use. This entitles officers to use the existing version of the software for as long as required. This Mayoral

Decision (MD), and the associated ELA, allow the GLA to access updates for ESRI (UK) GIS software that it already owns; and to access additional licences for the ELA period only.

Selection of ESRI (UK) as provider

- 1.7. Given the value of the proposed contract, section 9 of the GLA's Contracts and Funding Code (the Code) requires the GLA to seek a call-off from a suitable framework where possible; or, if this is not possible, to undertake a formal tender process to procure such services in relation to all contracts for goods or services with a value above £10,000.
- 1.8. ESRI (UK) is the sole supplier of ESRI software in the UK. The GLA is making use of Crown Commercial Service's Vertical Application Solutions (RM6259) framework (Lot 3 – Housing, Environmental and Planning Solutions). As such, the GLA believes the appropriate route to market is directly awarding the ELA to ESRI (UK) under this lot. The framework permits a call off contract to be directly awarded to ESRI (UK) in relation to the proposed services.
- 1.9. Continuing to contract with ESRI (UK) will provide compatibility with the existing service. This takes into account the knowledge that ESRI (UK) has amassed, and its experience of meeting the GLA's needs.
- 1.10. This MD follows on from previous MDs and Director Decisions (DDs) as follows:
 - DD2111 (1 May 2017 to 30 April 2020)
 - DD2468 (1 May 2020 to 30 April 2023)
 - MD3121 (1 May 2023 to 30 April 2026).

2. Objectives and expected outcomes

- 2.1. The key objective is the supply of desktop and web-server software to: create maps; enable spatial analysis; and publish web-map services.
- 2.2. The software is available for immediate download from the ESRI website. In many cases, it is already installed on GLA hardware. This means it will be available as soon as the ELA starts.
- 2.3. Entering into the ELA ensures that the GLA has sufficient licences to match the physical installations of ESRI (UK) GIS software.
- 2.4. ESRI UK software products have many essential uses; these, and their value to the GLA, are set out below:
 - London.gov.uk website – the GLA website contains over 50 mapping applications, covering all of the main GLA directorates. These sites are all built using GIS data to visually communicate information to London.
 - Planning Opportunities and Constraints Map – a key part of digitising the planning system is to feed data back to developers, architects and Londoners, in a consistent, pan-London digital format. Data is processed using desktop GIS; and ArcGIS server provides an open API. The planning applications considered by the GLA also rely on the corporate GIS.
 - Events – the City Intelligence Unit makes extensive use of GIS software to assist colleagues in high-profile projects and events. This is done by creating maps that the general public can use; and that can inform officer meetings.
 - Air quality – GIS is used for analysis and creating layers to inform air-quality models.
 - Crime analysis – GIS is used to identify hotspots, process data and understand neighbourhoods.

3. Equality comments

- 3.1. The GLA is required, in the exercise of its functions, to have due regard to the need to:
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010
 - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 3.2. The project is unlikely to have any difference in impact on any persons with a protected characteristic. The day-to-day impact of this procurement will be internal to the GLA, as it relates to changes to business processes where matters are managed through GLA HR policies (ensuring there is no adverse impact on any person with protected characteristics).
- 3.3. By making data and maps more accessible and searchable, the implementation of this project will ensure that there is more transparency around the Mayor's statutory strategies. Provisions for compliance with the Public Sector Equality Duty were included in the procurement process. New web maps will need to be developed and tested in accordance with the new GLA accessibility requirements. These will ensure there is no adverse impact on any person (with or without a protected characteristic). The GLA will continue to have due regard to the Public Sector Equality Duty in all work carried out with the ESRI (UK) software.
- 3.4. The analysis and interactive maps created with the software will support the Mayor's programmes to reduce inequality in London, including the Rough Sleepers map, the London Rent map and High Streets for All.
- 3.5. Overall, no adverse impacts have been identified as a result of entering into a contract for services with ESRI (UK), for use and maintenance of the above-described GIS software and related licences.

4. Other considerations

Key risks

- 4.1. There is a risk that, having paid for the software maintenance, the services are not actually called upon. However, in the past, the technical support services have been used regularly.
- 4.2. The GIS infrastructure in place at the GLA is relied upon for several high-profile projects. It will form the basis for any future projects or developments that require mapping functionality. It is possible (though highly unlikely) that some existing or new projects are deemed surplus to requirements; and that the GIS infrastructure would therefore no longer be required.
- 4.3. Any software upgrades will need to be implemented by appropriately trained staff. There is a risk of insufficient staff resources to do so. The appropriate service-management procedures will be put in place to ensure that any required upgrades can be implemented in a timely manner.

Links to Mayoral delivery plans and strategies and corporate priorities

- 4.4. The ESRI (UK) GIS software infrastructure forms part of a fundamental technology platform for several high-profile activities including:
- analysis in support of the London Plan

- delivering a greener, more climate-resilient London – analysis and interactive mapping for the [London Green Infrastructure Framework](#), and mapping to support the [pan-London Tree Officers group](#)
- helping local economies to thrive – footfall and spend analysis to support devolved licensing, Oxford St, the Major Events team and the 24-hour economy; creating a vacancy register will help bring persistently vacant shop units back into use.

4.5. The management and use of geographic data using ESRI (UK) GIS software forms a fundamental part of the work programme for the GIS team in the City Intelligence Unit. The team provides a mapping and GIS service to a wide range of strategic projects at the GLA.

Impact assessments

4.6. There are no impacts relevant to the General Data Protection Regulation, health or safeguarding.

Conflicts of interest

4.7. There are no conflicts of interest to declare from anyone involved in the drafting or clearance of this decision form.

5. Financial comments

5.1. Approval is sought to procure GIS software maintenance services and licences from ESRI (UK). This is for a maximum spend of £300,984.39 over three years:

- 2026-27: £95,484.10
- 2027-28: £100,229.20
- 2028-29: £105,271.09.

This will be funded from the GIS and City Data budget in the City Intelligence Unit; with a recharge of £25,262 (over three years) for licences to be used for the Infrastructure Coordination Service.

5.2. There is sufficient budget in 2026-27 to cover the annual payment. In subsequent years, there is a similar budgeted amount, although future years budgets are subject to future budget cycles. As a mitigation, the contract should include the standard break clauses to allow the GLA to terminate the contract if necessary.

6. Legal comments

6.1. The foregoing sections of this report indicate that the decisions requested of the Mayor concern the exercise of the GLA's general powers, falling within the GLA's statutory powers to do such things considered to further or that are facilitative of, or conducive or incidental to, the promotion of economic development and wealth creation, social development and the improvement of the environment in Greater London. In formulating the proposals in respect of which a decision is sought, officers have complied with the GLA's related statutory duties to:

- pay due regard to the principle that there should be equality of opportunity for all people
- consider how the proposals will promote the improvement of health of persons, health inequalities between persons and to contribute towards the achievement of sustainable development in the UK
- consult with appropriate bodies.

- 6.2. In taking the decisions requested, the Mayor must have due regard to the Public Sector Equality Duty; namely the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010, and to advance equality of opportunity between persons who share a relevant protected characteristic (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation) and persons who do not share it and foster good relations between persons who share a relevant protected characteristic and persons who do not share it (section 149 of the Equality Act 2010). To this end, the Mayor should have particular regard to section 3 (above) of this report.
- 6.3. Officers have indicated in paragraphs 1.7 and 1.8 above, that:
- the framework under which it is proposed the services required are to be “called off” can be used by the GLA, by virtue of its procurement by Crown Commercial Services on behalf of bodies such as the GLA in accordance with relevant procurement law
 - the services required may be procured fully in accordance with the requirements of that framework.
- 6.4. Officers must ensure that appropriate “call-off” documentation is put in place, and executed, by ESRI (UK) and the GLA before the commencement of the services.

7. Planned delivery approach and next steps

7.1. The project will be delivered according to the following timetable:

Activity	Timeline
Procurement of contract	March 2026
Delivery start date	May 2026
Delivery end date	April 2029

Appendices and supporting papers:

None.

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FoIA) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will be published either within one working day after it has been approved or on the defer date.

Strategic Programmes

Does this decision seek approval for activity falling within the remit of a programme delivery plan? NO

Part 1 – Deferral

Is the publication of Part 1 of this approval to be deferred? NO

Part 2 – Sensitive information

Only the facts or advice that would be exempt from disclosure under the FoIA should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form? NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to confirm the following (✓)

Drafting officer:

Paul Hodgson has drafted this report in accordance with GLA procedures and confirms the following:

✓

Sponsoring Director:

Chandru Dissanayake has reviewed the request and is satisfied it is correct and consistent with the Mayor’s plans and priorities.

✓

Mayoral Adviser:

David Bellamy has been consulted about the proposal and agrees the recommendations.

✓

Advice:

The Finance and Legal teams have commented on this proposal.

✓

Mayoral Delivery Board

This decision was agreed by the Mayoral Delivery Board on 16 March 2026.

CHIEF FINANCE OFFICER:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Date 16 March 2026

Signature

pp on behalf of Fay Hammond

CHIEF OF STAFF:

I am satisfied that this is an appropriate request to be submitted to the Mayor.

Date 16 March 2026

Signature

