

Attachment C

**County of Ventura Master Client
Agreement with Gartner, Inc.**

COUNTY OF VENTURA CONTRACT NUMBER #7914

This Contract is hereby entered into by and between the County of Ventura ("County") and Gartner, Inc. ("Gartner "or "Contractor") (collectively, "parties").

WHEREAS, it is necessary and desirable that Contractor be engaged by County for the purpose of performing Information Technology Consulting services hereinafter described.

NOW, THEREFORE, IT IS HEREBY AGREED by the parties as follows:

1. **SERVICES TO BE PERFORMED BY CONTRACTOR**

Contractor will perform services for County in accordance with the terms, conditions and specifications set forth herein and in the Scope of Work entitled: Ventura County RFP 5962 Table 2 – Service Descriptions, Attachment A, which is incorporated herein by reference.

2. **PAYMENTS**

For services rendered in accordance with all terms, conditions and specifications set forth herein and in Attachment A, County will make payment to Contractor in the amount and in the manner specified in the Fee Schedule entitled: Ventura County RFP 5962 Table 1 – Research and Advisory Services, Attachment B.

3. **INDEPENDENT CONTRACTOR**

Contractor is an independent contractor, and no relationship of employer and employee is created by this Contract. Neither Contractor nor any of the persons performing services for Contractor pursuant to this Contract, whether said person be a member, partner, employee, subcontractor or otherwise of Contractor, will have any claim under this Contract or otherwise against County for sick leave, vacation pay, retirement benefits, social security, workers' compensation, disability, unemployment insurance benefits, or other employee benefits of any kind.

Except as provided in this Contract, Contractor in the performance of the services hereunder agreed to be performed is subject to the control or direction of County solely as to the results to be accomplished by the services and not as to the means and methods for accomplishing the results.

If, in the performance of this Contract, any third persons are employed by Contractor, such persons will be entirely and exclusively under the direction, supervision and control of Contractor. All terms of employment, including hours, wages, working conditions, discipline, hiring and discharging, and applicable requirements of law will be the responsibility of and determined by Contractor, and County will have no right or authority over such persons or the terms of such employment, except as provided in this Contract.

Contractor will comply with all applicable provisions of the Worker's Compensation Insurance and Safety Act of the State of California (codified as amended

commencing at Labor Code section 3200), including, without limitation, divisions 4 and 5 of the California Labor Code, and all amendments thereto, and all similar state and federal laws, and will indemnify and hold harmless County from and against all claims, demands, payments, suits, actions, proceedings and judgments of every nature and description, including attorney fees and costs, presented, brought or recovered against County, for or on account of any liability under any of said laws which may be incurred by reason of any work to be performed under this Contract.

4. **NON-ASSIGNABILITY**

Contractor will not assign this Contract or any portion thereof to a third party without the prior written consent of County, and any attempted assignment without such prior written consent will be null and void and will be cause, at County's sole and absolute discretion, for immediate termination of this Contract. County may withhold its consent to assignment at its discretion.

5. **TIMING**

Time is of the essence in the performance of this Contract.

6. **TERM**

The term of this Contract will commence on March 12, 2019 and be in effect through March 11, 2024, unless earlier terminated pursuant to the terms and conditions set forth herein.

Continuation of the Contract is subject to the appropriation of funds for such purpose by County's Board of Supervisors. If funds to effect such continued payment are not appropriated, County may terminate this Contract and Contractor will relieve County of any further obligation hereunder.

7. **TERMINATION**

Termination for Breach - Either party may, upon giving ten (10) business days' written notice identifying specifically the basis for such notice, terminate the Master Agreement or a Service Agreement issued subject to the Master Agreement for breach of a material term or condition of the Master Agreement, provided the other party shall not have cured such breach within the ten (10) business day cure period.

Termination for Convenience - County may terminate this Master Agreement for its convenience upon thirty (30) calendar day's written notice to Contractor. In the event of such termination, Contractor shall be entitled to payment of all Service Agreements issued prior to the effective date of such termination. All provisions of this Agreement which are by their nature intended to survive the expiration or termination of this Agreement for breach and/or County's convenience shall survive such expiration or termination.

8. **TRANSFER OF PROPERTY**

On completion or termination of this Contract, County will be entitled to immediate possession of and Contractor will furnish on request, all computations, plans, correspondence and other pertinent data gathered or computed by Contractor for

this particular Contract prior to any termination. Contractor may retain copies of said original documents for Contractor's files.

9. **DEFAULT; TERMINATION AFTER DEFAULT**

If Contractor defaults in the performance of any term or condition of this Contract, Contractor must cure that default by satisfactory performance within 10 days after service upon Contractor of written notice of the default. If Contractor fails to cure the default within that time, then County may terminate this Contract without further notice. The foregoing requirement for written notice and opportunity to cure does not apply to a termination pursuant to section 6.

10. **INDEMNIFICATION AND HOLD HARMLESS**

Person and/or Tangible Property - Contractor agrees to indemnify, defend and hold harmless the County, its employees, officers and agents, from and against any third party claims, demands, loss, damage or expenses (including reasonable attorney's fees and court costs) relating to bodily injury or death of any person or damage to real and/or tangible personal property directly caused by the negligence or willful misconduct of the Contractor, its personnel, or agents during the course of the Services under this Agreement.

Contractor agrees to waive all rights of subrogation against County for losses arising proximately and directly from the activities and work covered by this Agreement.

11. **INSURANCE PROVISIONS**

- A) Contractor, at Contractor's sole cost and expense, will obtain and maintain in full force during the term of this Contract the following types of insurance:
- 1) General liability "occurrence" coverage in the minimum amount of \$1,000,000 combined single limit (CSL) bodily injury and property damage each occurrence and \$2,000,000 aggregate, including personal injury, broad form property damage, products/completed operations, broad form blanket contractual and \$50,000 fire legal liability.
 - 2) Commercial automobile liability coverage in the minimum amount of \$1,000,000 CSL bodily injury and property damage, including owned, non-owned, and hired automobiles, and also including uninsured/underinsured motorists coverage in the minimum amount of \$100,000 when there are owned vehicles.
 - 3) Workers' compensation coverage, in full compliance with California statutory requirements, for all employees of Contractor and employer's liability coverage in the minimum amount of \$1,000,000.
 - 4) Professional liability coverage in the minimum amount of \$1,000,000 each occurrence and \$2,000,000 aggregate.

- B) All insurance coverage Contractor is required to obtain and maintain will be primary coverage as respects County, and any insurance or self-insurance maintained by County will be excess of Contractor's insurance coverage and will not contribute to it.
- C) County is to be notified immediately if any aggregate insurance limit is exceeded. Contractor must purchase additional coverage to meet requirements.
- D) For the general liability insurance required above, County and, if applicable, County's dependent special districts are to be named as additional insureds as respects work done by Contractor under the terms of this Contract.
- E) Contractor agrees to waive all rights of subrogation against County and its boards, agencies, departments, officers, employees, agents and volunteers for losses arising directly or indirectly from the services, work and/or activities performed under the terms of this Contract.
- F) Contractor shall employ commercially reasonable efforts to advise County within thirty (30) days of any cancellation or determination to affect a material change in the insurance coverage's listed herein and/or maintained by Contractor in support of this Agreement
- G) Contractor agrees to provide County with the following insurance documents on or before the commencement date of this Contract:
 - 1. Certificates of Insurance for all required coverage.
 - 2. Additional Insured endorsement for general liability insurance.
 - 3. Waiver of Subrogation endorsement (also known as Waiver of Transfer Rights of Recovery Against Others, Waiver of Our Right to Recover from Others) for workers' compensation insurance.

Failure to provide these documents will be, at County's sole discretion, grounds for immediate termination of this Contract or suspension of the commencement date.

12. **NON-DISCRIMINATION**

A) General.

No person will on the grounds of race, color, national origin, religious affiliation or non-affiliation, sex, age, handicap, disability, or political affiliation, be excluded from participation in, be denied the benefits, or be subjected to discrimination under this Contract.

B) Employment.

Contractor will insure equal employment opportunity based on objective standards of recruitment, selection, promotion, classification, compensation, performance evaluations, and management relations, for all employees under this Contract. Contractor's personnel policies will be made available to County upon request.

13. **SUBSTITUTION OF PERSONNEL**

If Attachment A identifies specific personnel of Contractor to work on this Contract, Contractor will not assign others to work in their place without advance written approval of County. Any substitution will be with a person of commensurate experience and knowledge.

14. **CONTRACTOR INVESTIGATION AND RESEARCH; ENTIRE UNDERSTANDING**

Contractor by investigation and research has acquired reasonable knowledge of all conditions affecting the services to be performed under this Contract, and Contractor acknowledges that Contractor's execution of this Contract is based on such investigation and research, and not upon any representation made by County or any of its officers, agents or employees, except as provided herein. This Contract supersedes all previous agreements, understandings and representations of any nature whatsoever, whether oral or written, between the parties hereto, and constitutes the entire understanding between them, regarding the subject matter hereof. Contractor acknowledges that no representations, inducements or promises have been made by or on behalf of County except those expressly set forth herein and that no representation, inducement or promise not contained in this Contract will be valid or binding against County.

15. **CONTRACT MONITORING**

County will have the right to review the work being performed by Contractor under this Contract at any time during Contractor's usual working hours. Review, checking, approval or other action by County will not relieve Contractor of Contractor's responsibility for the thoroughness of the services to be provided hereunder. This Contract will be administered on behalf of County by Brian Ganley or his authorized representative.

16. **CHANGES TO CONTRACT**

County may from time to time require changes in the scope of the services or other terms or conditions of this Contract. Such changes, including any increase or decrease in the amount of Contractor's compensation, which are mutually agreed upon by the parties will be effective only when set forth in a written amendment to this Contract signed by the parties.

17. **CONFLICT OF INTEREST**

Contractor covenants that Contractor presently has no interest, including, but not limited to, other projects or independent contracts, and will not acquire any such interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this Contract. Contractor further covenants that in the performance of this Contract no person having such interest will be employed or retained by Contractor under this Contract.

18. **CONFIDENTIALITY**

Any reports, information, data, statistics, forms, procedures, systems, studies, communications or other forms of knowledge given to or prepared or assembled by Contractor under this Contract which County requests in writing to be kept confidential will not be made available to any individual or organization by Contractor without the prior written approval of the County except as authorized by law.

19. **NOTICES**

All notices required under this Contract will be made in writing and addressed or delivered as follows:

TO COUNTY: COUNTY OF VENTURA
GENERAL SERVICES AGENCY
PROCUREMENT SERVICES
800 SOUTH VICTORIA AVENUE
VENTURA, CALIFORNIA 93009-1080

TO CONTRACTOR: GARTNER, INC.
LEGAL & CONTRACTS
1201 WILSON BLVD – 17TH FLOOR
ARLINGTON, VA 22209

Either party may, by giving written notice in accordance with this paragraph, change the names or addresses of the persons of departments designated for receipt of future notices. When addressed in accordance with this paragraph and deposited in the United States mail, postage prepaid, notices will be deemed given on the third day following such deposit in the United States mail. In all other instances, notices will be deemed given at the time of actual delivery.

20. **ORDER OF PRECEDENCE**

In the event of an inconsistency in this Contract, the inconsistency shall be resolved by resort to the following documents in the following order:

1. This Contract;
2. County of Ventura RFP # 5962
3. Contactor's Proposal dated December 18, 2018

21. **GOVERNING LAW**

The validity of this contract and any of its terms or provisions, as well as the rights and duties of the parties under this contract, will be construed pursuant to and in accordance with the laws of the State of California.

22. **SEVERABILITY OF CONTRACT**

If any term of this contract is held by a court of competent jurisdiction to be void or unenforceable, the remainder of the contract terms will remain in full force and effect and will not be affected.

23. **CUMULATIVE REMEDIES**

The exercise or failure to exercise of legal rights and remedies by the County of Ventura in the event of any default or breach hereunder will not constitute a waiver or forfeiture of any other rights and remedies, and will be without prejudice to the enforcement of any other right or remedy available by law or authorized by this contract.

24. **COMPLIANCE WITH LAWS**

Each party to this contract will comply with all applicable laws.

25. **CONSTRUCTION OF COVENANTS AND CONDITIONS**

Each term and each provision of this contract will be construed to be both a covenant and a condition

26. **LIVING WAGE ORDINANCE**

Unless otherwise exempt in accordance with the provisions of this Ordinance, this contract is subject to the applicable provisions of the Living Wage Ordinance (LWO) Nos. 4233 and 4236, and as amended from time to time.

Payment of a minimum initial wage rate to employees as defined in the LWO and as may be adjusted each July 1 and provision of health benefits as defined in the LWO. Contractor further pledges that it will comply with federal law proscribing retaliation for union organizing and will not retaliate for activities related to the LWO. Contractor shall require each of its Subcontractors within the meaning of the LWO to pledge to comply with the terms of federal law proscribing retaliation for union organizing. Contractor shall deliver the executed pledges from each such Subcontractor to the County within 90 days of the execution of the Subcontract. Contractor's delivery of executed pledges from each such Subcontractor shall fully discharge the obligation of the Contractor to comply with the provision in the LWO contain in Section 4957 concerning compliance with the LWO.

27. **PAYMENT**

Payment terms are typically Net 30 Days, in arrears for deliverables based Consulting services. Payment terms for Subscription based Research Services is net/30 from the date a service agreement is executed and/or access is provided. Reimbursement for travel and expenses are to be in accordance with the County's expense reimbursement policy (Administrative Manual).

28. **ACCESS TO AND USE OF COUNTY TECHNOLOGY**

As part of this contract Contractor shall agree with and abide by the provisions set forth in the Ventura County Non-Employee Information Technology Usage Policy, which by this reference is made a part hereof. Any employee, sub-contractor, or agent of the Contractor who will access (which shall include, but is not limited to, the use, maintenance, repair or installation of) County information technology in the course of his, or her, work for the County is required to sign the Ventura County Non-Employee Information Technology Usage Policy before accessing, using, maintaining, repairing or installing any County information technology system or component. Information technology shall include, but is not limited to, the network, Internet access, electronic mail, voice mail, voice message systems, facsimile devices, or other electronic or telecommunication systems used by the County.

29. SPECIAL TERMS — RESEARCH SUBSCRIPTIONS

A. An individual Service Agreement (SA) for subscription-based research and related services (the "Services") once issued is non-cancelable, and may be terminated only for material breach by either party, upon 30 days prior written notice, if the breach is not cured within the notice period.

B. **Ownership and Use of the Services.** Contractor owns and retains all rights to the Services not expressly granted to County in a SA. Only the individuals named in a SA (each a "Licensed User") may access the Services. Each Licensed User will be issued a unique password, which may not be shared. County agrees to review and comply with the Usage Guidelines for Contractor Services ("Guidelines"), which are accessible to all Licensed Users via the "Policies" section of gartner.com. Among other things, these Guidelines describe how County may substitute Licensed Users, excerpt from and/or share Contractor research documents within the County organization, and quote or excerpt from the Services externally.

C. **Disclaimer of Warranties.** The services are provided on an "as is" basis, and contractor expressly disclaims all warranties, express or implied, statutory or otherwise, including, without limitation, any implied warranties of fitness for a particular purpose or as to accuracy, completeness or adequacy of information. Client recognizes the uncertainties inherent in any analysis or information that may be provided as part of the services, and acknowledges that the services are not a substitute for its own independent evaluation and analysis and should not be considered a recommendation to pursue any course of action. Contractor shall not be liable for any actions or decisions that county may take based on the services or any information or data contained therein. County understands that it assumes the entire risk with respect to the use of the services.

D. **County Confidential Information.** Contractor agrees to keep confidential any County-specific information communicated by County to Contractor in connection with this SA that is (i) clearly marked confidential if provided in written form, or (ii) preceded by a statement that such information is confidential, if provided in oral form, and such statement is confirmed in writing within 15 days of its initial disclosure. This obligation of confidence shall not apply to any information that: (1) is in the public domain at the time of its communication; (2) is independently developed by Gartner; (3) entered the public domain through no fault of Contractor subsequent to County's communication to Gartner; (4) is in Gartner's possession free of any obligation of confidence at the time of County's communication to Gartner; or (5) is communicated by the County to a third party free of any obligation of confidence. Additionally, Contractor may disclose such information to the extent required by legal process.

E. **Miscellaneous**

A. **Assignability.** A SA and the rights granted to County in a SA may not be assigned, sublicensed or transferred, in whole or in part, by either party without the prior written consent of the other party, except to a successor to substantially all of the business or assets of a party by merger or acquisition. Where consent is required, it will not be unreasonably withheld.

B. **Use of Name, Trademark, and Logo.** Absent the prior written consent of the other party, neither party shall use the name, trademarks, or logo of the other in promotional materials, publicity releases, advertising, or any other similar publications or communications.

C. **No Third Party Beneficiaries.** SA's are for the benefit of the parties only.

30. SPECIAL TERMS — AD HOC CONSULTING PROJECTS

Ownership of Deliverables: Deliverables, as defined in the ordering documents, are subject to the payment of applicable fees contained in an individual Statement of Work. Contractor shall assign to County ownership of any project Deliverable(s) originally created for and submitted to the County, provided, however, that Contractor may use, reproduce, display and distribute excerpts and data from the Deliverables, either alone or together with other material, in the ordinary course of Gartner's business, so long as such excerpts and data do not identify County by name or contain any of the County's confidential or proprietary information, and provided further that Contractor retains all right, title and interest in and to its processes, benchmarking data and data collection tools, assessment models and pertinent methodologies such as Strategic Planning, Gartner's copyrighted proprietary research and other pre-existing materials and data, such as Data Collection Templates and Survey Tools for Applications and Infrastructure, and benchmark comparisons ("Preexisting Intellectual Property").

Nothing contained in this Agreement shall preclude Contractor from rendering services to others or developing work products that are competitive with, or functionally comparable to, the Services. Contractor shall not be restricted in its use of ideas, concepts, know-how, data and techniques acquired or learned in the course of performing the Services, provided that Contractor shall not use or disclose any of County's confidential information.

Indemnification for Intellectual Property:

Upon notification of a claim against County alleging any Contract Deliverable infringes a copyright, patent or trade secret of any third party, Contractor will defend such claim at its expense and will pay any costs or damages that may be finally awarded against County. Contractor will not indemnify County however, if the claim of infringement is caused by (1) County's misuse or modification of the Deliverable; (2) County's failure to use corrections or enhancements made available by Contractor; (3) County's use of the Deliverable in combination with any product or information not owned or developed by Contractor (4) Information direction, specification or materials provided by County. If any Deliverable is, or in Contractor's opinion is likely to be, held to be infringing, Contractor shall at its expense and option either: (a) procure the right for County to continue using it, (b) replace it with a noninfringing equivalent, (c) modify it to make it noninfringing, or (d) direct the return of the Deliverable and refund to County the fees paid for such Deliverable.

Preexisting Materials: County shall retain its rights in any proprietary material that County supplies to Contractor. If the County provides Contractor with materials owned or controlled by County or with use of, or access to, such materials, the County grants to Contractor all rights and licenses that are necessary for Contractor to fulfill its obligations under each Statement of Work. Contractor grants to County for internal purposes only a worldwide, royalty-free, perpetual license to use, reproduce, display, distribute copies of, and prepare derivative works of any Contractor "Preexisting Intellectual Property" embodied in the Deliverables.

Limitation of Liability: Neither party shall be liable for any consequential, indirect, special or incidental damages, such as damages for lost profits, business failure or loss arising out of use of the Deliverables or the Services, whether or not advised of the possibility of such damages.

Warranty: a) The County warrants that Contractor's use of any materials furnished by the County in connection with a specific consulting order's Statement of Work does not infringe any copyright, trademark, trade secret or other right of any third party. (b) Contractor warrants that the Deliverables, in the form provided to the County, do not infringe any copyright, trademark, trade secret or other right of any third party. (c) ALL SERVICES ARE PROVIDED ON AN "AS IS" BASIS. CONTRACTOR DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE INFORMATION IN THE DELIVERABLES HAS BEEN OBTAINED FROM SOURCES THAT CONTRACTOR BELIEVES TO BE RELIABLE. ALL DELIVERABLES SPEAK AS OF THE DATE OF DELIVERY TO THE COUNTY.

COUNTY OF VENTURA


Authorized Signature

Cliff Chroust
Printed Name

Purchasing Agent
Title

3-15-19
Date

CONTRACTOR*


Authorized Signature

Phillip A. Cummings
Printed Name

Contracts Counsel
Title

05 March
Date

04-3099750
Tax Identification Number

CONTRACTOR*

Authorized Signature

Printed Name

Title

Date

* If a corporation, this Contract must be signed by two specific corporate officers.

The first signature must be either the (1) Chief Executive Officer, (2) Chairman of the Board, (3) President, or any (4) Vice President.

The second signature must be the (a) Secretary, an (b) Assistant Secretary, the (c) Chief Financial Officer, or any (d) Assistant Treasurer.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

A Fee Proposal Schedule for the California County Information Services Directors Association

IT Research and Advisory Services

16 January 2019

Solicitation Number: RFP #5962 BAFO

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1.0 Pricing

Our offer is valid for 90 days from the submission date of this Proposal.

The proposed Fee schedule for our services are provided in the pages below.

Ventura County

RFP 5962

Table 1 - IT Research and Advisory Services

Prices for each year apply to orders received on or before December 31st of that year. Delivery start date of service(s) ordered shall be no later than the first of the month following the expiration of each year's pricing.

Prices herein are maximum not to exceed rates. The actual price an eligible client will pay for the renewal of any existing Service or the issuance of a new order will be consistent with the then current Gartner Public Sector pricing plus any applicable administrative fee(s) or the rates herein, whichever is less, for the Service(s) ordered. Please check with account representative for actual pricing before ordering.

RESEARCH AND ADVISORY SERVICES					
TEAM PLUS SOLUTIONS	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Executive Programs Leadership Team Plus ¹					
Leader	91,500	96,990	102,810	108,980	115,520
Partner Member	77,300	81,940	86,860	92,080	97,610
Partner Leader (must purchase Enterprise IT Leadership Team Plus Members)	77,300	81,940	86,860	92,080	97,610
Delegate Member	47,900	50,780	53,830	57,060	60,490
Delegate Leader (must purchase IT Leadership Team Plus Members)	47,900	50,780	53,830	57,060	60,490
Advisor Member	35,800	37,950	40,230	42,650	45,210
Advisor Leader (must purchase IT Leadership Team Plus Members)	35,800	37,950	40,230	42,650	45,210
Cross Function Member	25,800	27,350	29,000	30,740	32,590
Executive Programs Leadership Team Plus with Industry ¹ (one industry)					
Leader	99,500	105,470	111,800	118,510	125,630
Partner Member	85,700	90,850	96,310	102,090	108,220
Partner Leader (must purchase Enterprise IT Leadership Team Plus with Industry Members)	85,700	90,850	96,310	102,090	108,220
Delegate Member	54,500	57,770	61,240	64,920	68,820
Delegate Leader (must purchase Industry Advisory Services Leadership Team Plus Members)	54,500	57,770	61,240	64,920	68,820
Advisor Member	43,100	45,690	48,440	51,350	54,440
Advisor Leader (must purchase Industry Advisory Services Leadership Team Plus Members)	43,100	45,690	48,440	51,350	54,440
Cross Function Member	28,800	30,530	32,370	34,320	36,380
Enterprise IT Leaders Initiative Team ¹ - Limited Availability ³					
Leader	83,600	88,620	93,940	99,580	105,560
Advisor Member	43,700	46,330	49,110	52,060	55,190
Enterprise IT Leaders Initiative Team with Industry ¹ (one industry) - Limited Availability ³					
Leader	93,500	99,110	105,060	111,370	118,060
Advisor Member	52,100	55,230	58,550	62,070	65,800

Enterprise IT Leadership Team Plus ¹					
Leader	65,300	69,220	73,380	77,790	82,460
Advisor Member	32,700	34,670	36,760	38,970	41,310
Cross Function Member	19,800	20,990	22,250	23,590	25,010
Enterprise IT Leadership Team Plus with Industry ¹ (one industry)					
Leader	73,100	77,490	82,140	87,070	92,300
Advisor Member	39,000	41,340	43,830	46,460	49,250
Cross Function Member	23,900	25,340	26,870	28,490	30,200
IT Leadership Team Plus ¹					
Leader	32,700	34,670	36,760	38,970	41,310
Advisor Member	32,700	34,670	36,760	38,970	41,310
Cross Function Member	19,800	20,990	22,250	23,590	25,010
Industry Advisory Services Leadership Team Plus ¹ (one industry)					
Leader	39,000	41,340	43,830	46,460	49,250
Advisor Member	39,000	41,340	43,830	46,460	49,250
Cross Function Member	23,900	25,340	26,870	28,490	30,200
TEAM SOLUTIONS	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Executive Programs Leadership Team ²					
Leader	84,000	89,040	94,390	100,060	106,070
Partner Member	70,900	75,160	79,670	84,460	89,530
Partner Leader (must purchase Enterprise IT Leadership Team Members)	70,900	75,160	79,670	84,460	89,530
Delegate Member	44,000	46,640	49,440	52,410	55,560
Delegate Leader (must purchase IT Leadership Team Members)	44,000	46,640	49,440	52,410	55,560
Advisor Member	32,800	34,770	36,860	39,080	41,430
Advisor Leader (must purchase IT Leadership Team Members)	32,800	34,770	36,860	39,080	41,430
Cross Function Member	23,800	25,230	26,750	28,360	30,070
Role Member	16,800	17,810	18,880	20,020	21,230
Executive Programs Leadership Team with Industry ² (one industry)					
Leader	91,300	96,780	102,590	108,750	115,280
Partner Member	78,500	83,210	88,210	93,510	99,130
Partner Leader (must purchase Enterprise IT Leadership Team with Industry Members)	78,500	83,210	88,210	93,510	99,130
Delegate Member	50,000	53,000	56,180	59,560	63,140
Delegate Leader (must purchase Industry Advisory Services Leadership Team Members)	50,000	53,000	56,180	59,560	63,140
Advisor Member	39,600	41,980	44,500	47,170	50,010

Advisor Leader (must purchase Industry Advisory Services Leadership Team Members)	39,600	41,980	44,500	47,170	50,010
Cross Function Member	26,400	27,990	29,670	31,460	33,350
Role Member	18,700	19,830	21,020	22,290	23,630
Enterprise IT Leadership Team ²					
Leader	60,100	63,710	67,540	71,600	75,900
Advisor Member	30,200	32,020	33,950	35,990	38,150
Cross Function Member	18,300	19,400	20,570	21,810	23,120
Role Member	11,200	11,880	12,600	13,360	14,170
Essentials Member	8,800	9,330	9,890	10,490	11,120
Enterprise IT Leadership Team with Industry ² (one industry)					
Leader	67,000	71,020	75,290	79,810	84,600
Advisor Member	35,800	37,950	40,230	42,650	45,210
Cross Function Member	21,900	23,220	24,620	26,100	27,670
Role Member	12,600	13,360	14,170	15,030	15,940
Essentials Member	8,800	9,330	9,890	10,490	11,120
IT Leadership Team ²					
Leader	30,200	32,020	33,950	35,990	38,150
Advisor Member	30,200	32,020	33,950	35,990	38,150
Cross Function Member	18,300	19,400	20,570	21,810	23,120
Role Member	11,200	11,880	12,600	13,360	14,170
Essentials Member	8,800	9,330	9,890	10,490	11,120
Industry Advisory Services Leadership Team ² (one industry)					
Leader	35,800	37,950	40,230	42,650	45,210
Advisor Member	35,800	37,950	40,230	42,650	45,210
Cross Function Member	21,900	23,220	24,620	26,100	27,670
Role Member	12,600	13,360	14,170	15,030	15,940
Essentials Member	8,800	9,330	9,890	10,490	11,120
INDIVIDUAL SOLUTIONS					
	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Executive Programs					
Member (Single User)	92,700	98,270	104,170	110,430	117,060
Member (Multi User)	82,300	87,240	92,480	98,030	103,920
Member Basic (Single User)	63,200	67,000	71,020	75,290	79,810
Member Basic (Multi User)	56,500	59,890	63,490	67,300	71,340
Two Additional Meetings Add-on - Limited Availability ³	16,500	17,490	18,540	19,660	20,840
Executive Programs with Industry (one industry)					
Member (Single User)	99,600	105,580	111,920	118,640	125,760
Member (Multi User)	89,500	94,870	100,570	106,610	113,010
Member Basic (Single User)	70,300	74,520	79,000	83,740	88,770
Member Basic (Multi User)	63,800	67,630	71,690	76,000	80,560

Enterprise IT Leaders					
Member (Single User)	71,600	75,900	80,460	85,290	90,410
Member (Multi User)	60,100	63,710	67,540	71,600	75,900
Industry Add-on (one industry) ⁴	10,500	11,130	11,800	12,510	13,270
Two Onsite Meetings Add-on - Limited Availability ³	16,600	17,600	18,660	19,780	20,970
IT Leaders					
Advisor (Single User)	40,800	43,250	45,850	48,610	51,530
Advisor (Multi User)	30,200	32,020	33,950	35,990	38,150
Reference (Single User)	28,500	30,210	32,030	33,960	36,000
Reference (Multi User)	17,700	18,770	19,900	21,100	22,370
Industry Advisory Services (one industry)					
Advisor (Single User)	46,300	49,080	52,030	55,160	58,470
Advisor (Multi User)	35,800	37,950	40,230	42,650	45,210
Reference (Single User)	31,200	33,080	35,070	37,180	39,420
Reference (Multi User)	21,300	22,580	23,940	25,380	26,910
Core Connect					
Advisor (Single User)	36,800	39,010	41,360	43,850	46,490
Advisor (Multi User)	26,300	27,880	29,560	31,340	33,230
Reference (Single User)	24,500	25,970	27,530	29,190	30,950
Reference (Multi User)	13,800	14,630	15,510	16,450	17,440
IT News and Insight	640	680	730	780	830
MULTI-USER SOLUTIONS	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Technical Professionals ⁵					
Advisor Department	115,900	122,860	130,240	138,060	146,350
Reference Department	78,000	82,680	87,650	92,910	98,490
Technical Professionals Advisor Team ⁵	55,100	58,410	61,920	65,640	69,580
Technical Professionals Small & Midsize Business (SMB) ⁵ (per agency)					
Advisor SMB	58,600	62,120	65,850	69,810	74,000
Reference SMB	38,900	41,240	43,720	46,350	49,140
GARTNER BUSINESS SERVICES	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Customer Service & Support Leaders Team ⁸					
Leader	30,200	32,020	33,950	35,990	38,150
Advisor Member	30,200	32,020	33,950	35,990	38,150
Reference Member	13,500	14,310	15,170	16,090	17,060
Customer Service & Support Leaders Individual Access	40,500	42,930	45,510	48,250	51,150
Finance Leaders Team ⁸					
Leader	30,200	32,020	33,950	35,990	38,150
Advisor Member	30,200	32,020	33,950	35,990	38,150
Reference Member	14,000	14,840	15,740	16,690	17,700
Finance Leaders Individual Access	40,500	42,930	45,510	48,250	51,150

Chief Human Resources Officers Team ⁸					
Leader	74,800	79,290	84,050	89,100	94,450
Advisor Member	30,200	32,020	33,950	35,990	38,150
Reference Member	16,700	17,710	18,780	19,910	21,110
Chief Human Resources Officers Individual Access	82,400	87,350	92,600	98,160	104,050
Human Resources Leaders Team ⁸					
Leader	30,200	32,020	33,950	35,990	38,150
Advisor Member	30,200	32,020	33,950	35,990	38,150
Reference Member	16,700	17,710	18,780	19,910	21,110
Human Resources Leaders Individual Access	40,500	42,930	45,510	48,250	51,150
Human Resources Professionals ⁸					
Up to 20 HR Professionals	37,000	39,220	41,580	44,080	46,730
Up to 5 HR Professionals	23,000	24,380	25,850	27,410	29,060
Legal & Compliance Leaders Team ⁸					
Leader	26,100	27,670	29,340	31,110	32,980
Advisor Member	26,100	27,670	29,340	31,110	32,980
Reference Member	10,400	11,030	11,700	12,410	13,160
Legal & Compliance Leaders Individual Access	34,600	36,680	38,890	41,230	43,710
Marketing Leaders Team ⁸					
Leader	38,200	40,500	42,930	45,510	48,250
Advisor Member	38,200	40,500	42,930	45,510	48,250
Reference Member	15,000	15,900	16,860	17,880	18,960
Marketing Leaders					
Advisor (Single User)	45,900	48,660	51,580	54,680	57,970
Advisor (Multi User)	38,200	40,500	42,930	45,510	48,250
OTHER SERVICES	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Strategic Advisory Services					
Remote Advisory Services ⁴	7,700	8,170	8,670	9,200	9,760
Internal Advisory Session ⁴	15,700	16,650	17,650	18,710	19,840
Events					
Symposium Ticket	4,600	TBD	TBD	TBD	TBD
Summit Ticket	3,150	TBD	TBD	TBD	TBD
Summit Ticket (excludes BI, Data Center, Security, and Apps)	2,650	TBD	TBD	TBD	TBD
Catalyst Conference Ticket	3,150	TBD	TBD	TBD	TBD

RENEWAL ONLY SERVICES ⁶	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
IT Executives - Renewal Only ⁶					
CIO Signature	103,100	109,290	115,850	122,810	130,180
CIO Member (Single User)	94,400	100,070	106,080	112,450	119,200
CIO Member (Multi User)	84,000	89,040	94,390	100,060	106,070
CIO Essentials Member (Single User)	63,200	67,000	71,020	75,290	79,810
CIO Essentials Member (Multi User)	56,500	59,890	63,490	67,300	71,340
Delegate Add-on to CIO Signature - Limited Availability ³	44,000	46,640	49,440	52,410	55,560
Industry Add-on (one industry) ⁴	10,500	11,130	11,800	12,510	13,270
Legacy Core Research - Renewal Only ⁶					
Advisor (50+ users)	11,900	12,620	13,380	TBD	TBD
Advisor (100+ users)	10,643	11,290	11,970	TBD	TBD
Reference (50+ users)	7,300	7,740	8,210	TBD	TBD
Reference (100+ users)	5,491	5,830	6,180	TBD	TBD
PUBLIC AND NON-PROFIT HIGHER EDUCATION INSTITUTIONS ONLY	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Technical Professionals for Higher Education ⁷ (per student campus)					
Advisor Higher Education for a designated campus IT Staff Only	58,600	62,120	65,850	69,810	74,000
Reference Higher Education for a designated campus IT Staff Only	38,900	41,240	43,720	46,350	49,140
APPLIED STRUCTURED RESEARCH ADVISORY SERVICES	2019 Price	2020 Price	2021 Price	2022 Price	2023 Price
Digital Strategy and IT Strategic Planning					
Digital Strategy / IT Strategy – Low Complexity	150,000	154,500	159,140	163,920	168,840
Digital Strategy / IT Strategy – Medium Complexity	200,000	206,000	212,180	218,550	225,110
Digital Strategy / IT Strategy – High Complexity	250,000	257,500	265,230	273,190	281,390
Smart Government Readiness Assessment					
Smart Government Readiness Assessment – Low Complexity	150,000	154,500	159,140	163,920	168,840
Smart Government Readiness Assessment – Medium Complexity	200,000	206,000	212,180	218,550	225,110
Smart Government Readiness Assessment – High Complexity	250,000	257,500	265,230	273,190	281,390
IT Maturity Assessment					
IT Maturity Assessment – Low Complexity	50,000	51,500	53,050	54,650	56,290
IT Maturity Assessment – Medium Complexity	100,000	103,000	106,090	109,280	112,560
IT Maturity Assessment – High Complexity	150,000	154,500	159,140	163,920	168,840

“Single User” applies to a buying center that has one individual license; “Multi User” applies to a buying center that has at least two qualifying licenses within the same agency or municipality. To qualify for multi-user price levels, services must be ordered on the same Service Agreement or Purchase Order and reflect a common “Bill To” address. Strategic Advisory Services, Events, and Add-on services do not contribute towards multi-user pricing qualification.

¹ Team Plus licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Leader per Team. Each Leader type license must have three (3) to ten (10) Team Plus Members coterminous with the Leader license. An Executive Programs Leadership Team Plus with one Team Plus Leader and less than three (3) Team Plus Members is permissible so long as one of the Team Plus Members is a Delegate or Partner. Team Plus with Industry Advisory Services pricing is for one industry and all licenses in a Team Plus with Industry Advisory Services must purchase access to the same industry. All licenses in a Team Plus solution, including subteam members, must be “Team Plus” type licenses.

² Team licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Leader per Team. Each Leader type license must have three (3) to ten (10) Team Members coterminous with the Leader license. An Executive Programs Leadership Team with one Team Leader and less than three (3) Team Members is permissible so long as one of the Team Members is a Delegate or Partner. Team with Industry Advisory Services pricing is for one industry and all licenses in a Team with Industry Advisory Services must purchase access to the same industry. All licenses in a Team solution, including subteam members, must be “Team” type licenses and cannot include “Team Plus” licenses.

³ Limited availability. Check with Sales Representative before purchasing.

⁴ Purchasing prerequisite and/or eligibility requirements applies. Check with Sales representatives before purchasing.

⁵ Technical Professionals services require a minimum spend on Gartner licenses. For government agencies of 4,000 employees or fewer, the minimum spend in Gartner licenses is \$30,400, for agencies over 4,000 employees it's \$118,700. For a distinct university or college the minimum spend in Gartner licenses is \$30,400. Technical Professionals SMB is available only to eligible small and medium size agencies with 4,000 or fewer employees.

⁶ **Renewal only** services are available to eligible license holders who purchased the service listed on or before the date specified below and continuously purchase the service thereafter.

Core Research license holders as of February 29, 2012. *

IT Executives license holders as of April 30, 2015. **

* Renewals of existing Core Research seats are permitted at the 100 seat quantity price level in effect as of May 1, 2018 unless the renewal seat aggregate drops to a lower seat quantity price level. Core Research to IT Leaders or Industry Advisory Services promotional migration options may be available. Please check with your Gartner Account Executive for details.

** Industry Add-on must be coterminous with the base IT Executives license. The same Industry Add-on license must be purchased for each user within the IT Executives CIO Signature for the Member and each Delegate.

⁷ Higher Education products are only available to eligible, not-for-profit Higher Education colleges or universities. A Core IT Research Reference for Higher Education license is for one designated, student campus based on the total full-time equivalent (FTE) student enrollment of the college or university, as assessed at the time of purchase. Purchasing prerequisites apply. Check with Sales representatives before purchasing.

⁸ Gartner Business Services Team licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Team Leader per Team. Each Team Leader type license must have three (3) to ten (10) Team Members coterminous with the Leader license. A Customer Service & Support Team or Legal & Compliance Leaders Team with one Team Leader and two Team Members is permissible. All licenses in a Team must be of the same business domain; for example, a Finance Leaders Team may only consist of Finance Leaders Team licenses. Human Resources Professionals requires the purchase and maintenance of a coterminous Chief Human Resources Officers Team or Human Resources Team.

⁹ Gartner Account Executive can provide multi-year pricing options upon Client's request. Any multi-year price quote is expressly conditioned upon the individual Client agreeing to waive its right to terminate for convenience. The pricing for each year will be listed on the completed Service Agreement. The order will contain the following terms:

"This is a promotional offer for a [insert desired number of years] year, non-cancellable term. Upon Year [insert 2 or 3] Contract Term End Date any additional or renewal purchases shall be at Gartner's then-current Ventura County pricing."

Gartner reserves the right to refresh its pricing and product offerings on an annual basis. The refreshed pricing and product offering(s) will be provided to the Client in writing and will become effective within 10 days of submission by Gartner and/or upon the Agreement's annual renewal date.

2.0 Payment Terms

Customary terms are Net 30 for work performed. Offerors will indicate their proposed payment terms. Discount for payment in less than 30 days may be considered in the evaluation.

Complies. Gartner acknowledges the customary terms for the work performed are set at Net 30. For detailed payment terms proposed by Gartner, please reference an exemplary Service Agreement provided in Appendix A.

3.0 Appendix A — Exemplary Service Agreement

Please see the pages below for the exemplary service agreements.

Gartner, Inc. Service Agreement for _____ (“Client”)

This Service Agreement (“SA”) is between Gartner, Inc. of 56 Top Gallant Road, Stamford, CT 06904 (“Gartner”) on behalf of itself and all wholly-owned affiliates of Gartner, Inc. and Client of <Insert Client Company Address> (“Client”), and includes the Master Client Agreement between Gartner and Ventura County California dated <Insert Month/Year> the terms of which are incorporated by reference, and all applicable Service Descriptions. This SA constitutes the complete agreement between Gartner and Client. Client agrees to subscribe to the following Services for the term and fees set forth below.

1. DEFINITIONS AND ORDER SCHEDULE:

Services are the subscription-based research and related services purchased by Client in the Order Schedule below and described in the Service Descriptions. Service Names and Levels of Access are defined in the Service Descriptions. Gartner may periodically update the names and the deliverables for each Service. If Client adds Services or upgrades the level of service or access, an additional Service Agreement will be required.

Service Descriptions describe each Service purchased, specify the deliverables for each Service, and set forth any additional terms unique to a specific Service. Service Descriptions for the Services purchased in this SA may be viewed and downloaded through the hyperlinks listed in Section 2 below or may be attached to this SA in hard copy, and are incorporated by reference into this SA.

<u>Service Name</u>	<u>Level of Access</u>	<u>Quantity</u>	<u>Name of User to be Licensed</u>	<u>Contract Term Start Date</u>	<u>Contract Term End Date</u>	<u>Annual Fee</u> \$	<u>Total Fee</u> \$
				Total Services:	(Excluding applicable sales tax)		

2. SERVICE DESCRIPTIONS:

<u>Service Name/ Level of Access</u>	<u>Service Description URL</u>

3. PAYMENT TERMS

Gartner will invoice Client annually in advance for all Services. Payment is due 30 days from the invoice date. Client shall pay any sales, use, value-added, or other tax or charge imposed or assessed by any governmental entity upon the sale, use or receipt of Services, with the exception of any taxes imposed on the net income of Gartner.

Please attach any required Purchase Order (“PO”) to this SA and enter the PO number below. If an annual PO is required for multi-year contracts, Client will issue the new PO at least 30 days prior to the beginning of each subsequent contract year. Any pre-printed or additional contract terms included on the PO shall be inapplicable and of no force or effect. All PO’s are to be sent to purchaseorders@gartner.com. This SA may be signed in counterparts.

4. CLIENT BILLING INFORMATION

Purchase Order Number

Billing Address

Invoice Recipient Name

Invoice Recipient Email

Invoice Recipient Tel. No.

5. AUTHORIZATION

Client:

Gartner, Inc.

Signature/Date

Signature/Date

Print Name and Title

Print Name and Title

**IF USING A DIGITAL SIGNATURE, PLEASE
CONFIRM THE FOLLOWING AS A
CONDITION OF CONTRACT EXECUTION:**

[] By ticking this box, I agree that by affixing my digital signature hereunder I am attesting that: (i) this is my own personal legal signature; and (ii) I am a duly authorized signatory for my company. My signature verifies that the information provided to Gartner hereunder is subscribed by me, under penalty of false statement and material breach of contract.

4.0 Appendix C — Service Descriptions

Please see the pages below for service descriptions to all of the offerings proposed.

Ventura County

RFP 5962

Table 2 - Service Descriptions

Service	Service Description URL
TEAM PLUS SOLUTIONS	
Executive Programs Leadership Team Plus	
Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_leader.pdf
Partner Member	http://www.gartner.com/it/sd/sd_ep_team_plus_partner.pdf
Partner Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_partner_leader.pdf
Delegate Member	http://www.gartner.com/it/sd/sd_ep_team_plus_delegate.pdf
Delegate Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_delegate_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ep_team_plus_advisor.pdf
Advisor Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_advisor_leader.pdf
Cross Function	http://www.gartner.com/it/sd/sd_ep_team_plus_cf.pdf
Executive Programs Leadership Team Plus with Industry (one industry)	
Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_leader.pdf
Partner Member	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_partner.pdf
Partner Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_partner_leader.pdf
Delegate Member	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_delegate.pdf
Delegate Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_delegate_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_advisor.pdf
Advisor Leader	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_advisor_leader.pdf
Cross Function	http://www.gartner.com/it/sd/sd_ep_team_plus_industry_cf.pdf
Enterprise IT Leadership Initiative Team	
Leader	http://sd.gartner.com/sd_eitl_it_leader.pdf
Advisor Member	http://sd.gartner.com/sd_eitl_it_advisor_member.pdf
Enterprise IT Leadership Initiative Team with Industry (one industry)	
Leader	http://sd.gartner.com/sd_eitl_it_industry_leader.pdf
Advisor Member	http://sd.gartner.com/sd_eitl_it_team_industry_advisor_member.pdf
Enterprise IT Leadership Team Plus	
Leader	http://www.gartner.com/it/sd/sd_eitl_team_plus_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_eitl_team_plus_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_eitl_team_plus_cf_member.pdf
Enterprise IT Leadership Team Plus with Industry (one industry)	
Leader	http://www.gartner.com/it/sd/sd_eitl_team_plus_industry_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_eitl_team_plus_industry_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_eitl_team_plus_industry_cf_member.pdf
IT Leadership Team Plus	
Leader	http://www.gartner.com/it/sd/sd_itl_team_plus_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_itl_team_plus_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_itl_team_plus_cf_member.pdf

Industry Advisory Services Leadership Team Plus (one industry)	
Leader	http://www.gartner.com/it/sd/sd_ias_team_plus_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ias_team_plus_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_ias_team_plus_cf_member.pdf
TEAM SOLUTIONS	
Executive Programs Leadership Team	
Leader	http://www.gartner.com/it/sd/sd_ep_team_leader.pdf
Delegate Member	http://www.gartner.com/it/sd/sd_ep_team_delegate.pdf
Delegate Leader	http://www.gartner.com/it/sd/sd_ep_team_delegate_leader.pdf
Partner Member	http://www.gartner.com/it/sd/sd_ep_team_partner.pdf
Partner Leader	http://www.gartner.com/it/sd/sd_ep_team_partner_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ep_team_advisor.pdf
Advisor Leader	http://www.gartner.com/it/sd/sd_ep_team_advisor_leader.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_ep_team_cf.pdf
Role Member	http://www.gartner.com/it/sd/sd_ep_team_role.pdf
Executive Programs Leadership Team with Industry (one industry)	
Leader	http://www.gartner.com/it/sd/sd_ep_team_industry_leader.pdf
Delegate Member	http://www.gartner.com/it/sd/sd_ep_team_industry_delegate.pdf
Delegate Leader	http://www.gartner.com/it/sd/sd_ep_team_industry_delegate_leader.pdf
Partner Member	http://www.gartner.com/it/sd/sd_ep_team_industry_partner.pdf
Partner Leader	http://www.gartner.com/it/sd/sd_ep_team_industry_partner_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ep_team_industry_advisor.pdf
Advisor Leader	http://www.gartner.com/it/sd/sd_ep_team_industry_advisor_leader.pdf
Cross Function	http://www.gartner.com/it/sd/sd_ep_team_industry_cf.pdf
Role Member	http://www.gartner.com/it/sd/sd_ep_team_industry_role.pdf
Enterprise IT Leadership Team	
Leader	http://www.gartner.com/it/sd/sd_eitl_team_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_eitl_team_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_eitl_team_cf_member.pdf
Role Member	http://www.gartner.com/it/sd/sd_eitl_team_role_member.pdf
Essentials Member	http://www.gartner.com/it/sd/sd_eitl_team_essentials_member.pdf
Enterprise IT Leadership Team with Industry (one industry)	
Leader	http://www.gartner.com/it/sd/sd_eitl_team_industry_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_eitl_team_industry_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_eitl_team_industry_cf_member.pdf
Role Member	http://www.gartner.com/it/sd/sd_eitl_team_industry_role_member.pdf
Essentials Member	http://www.gartner.com/it/sd/sd_eitl_team_industry_essentials_member.pdf
IT Leadership Team	
Leader	http://www.gartner.com/it/sd/sd_itl_team_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_itl_team_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_itl_team_cf_member.pdf
Role Member	http://www.gartner.com/it/sd/sd_itl_team_role_member.pdf
Essentials Member	http://www.gartner.com/it/sd/sd_itl_team_essentials_member.pdf

Industry Advisory Services Leadership Team (one industry)	
Leader	http://www.gartner.com/it/sd/sd_ias_team_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ias_team_advisor_member.pdf
Cross Function Member	http://www.gartner.com/it/sd/sd_ias_team_cf_member.pdf
Role Member	http://www.gartner.com/it/sd/sd_ias_team_role_member.pdf
Essentials Member	http://www.gartner.com/it/sd/sd_ias_team_essentials_member.pdf
INDIVIDUAL ACCESS SOLUTIONS	
Executive Programs	
Member	http://www.gartner.com/it/sd/sd_ep_member.pdf
Member Basic	http://www.gartner.com/it/sd/sd_ep_member_basic.pdf
Two Additional Meetings	http://www.gartner.com/it/sd/sd_ep_2_addl_meetings.pdf
Add-on	
Executive Programs with Industry (one industry)	
Member	http://www.gartner.com/it/sd/sd_ep_member_industry.pdf
Member Basic	http://www.gartner.com/it/sd/sd_ep_member_basic_industry.pdf
Two Additional Meetings	http://www.gartner.com/it/sd/sd_ep_2_addl_meetings.pdf
Add-on	
Enterprise IT Leaders	
Member (one domain)	http://www.gartner.com/it/sd/sd_eitl_indiv.pdf
Industry Advisory Services Advisor Add-on (one industry)	http://www.gartner.com/it/sd/sd_iasg_advisor_eitl.pdf
Two Onsite Meetings Add- on	http://www.gartner.com/it/sd/sd_eitl_2_onsite_meetings_addon.pdf
IT Leaders	
Advisor	http://www.gartner.com/it/sd/sd_itl_individual_advisor.pdf
Reference	http://www.gartner.com/it/sd/sd_itl_reference.pdf
Industry Advisory Services (one industry)	
Advisor	http://www.gartner.com/it/sd/sd_iasg_individual_advisor.pdf
Reference	http://www.gartner.com/it/sd/sd_iasg_reference.pdf
Core Connect	
Advisor	http://www.gartner.com/it/sd/sd_core_connect_advisor.pdf
Reference	http://www.gartner.com/it/sd/sd_core_connect_reference.pdf
IT News and Insight	
IT News and Insight	http://www.gartner.com/it/sd/sd_it_news_insight.pdf
MULTI-USER RESEARCH SERVICES	
Gartner for Technical Professionals Department	
Advisor Department	http://www.gartner.com/it/sd/sd_techpro_advisor_dept.pdf
Reference Department	http://www.gartner.com/it/sd/sd_techpro_reference_dept.pdf
Gartner for Technical Professionals Advisor Team	
Advisor Team	http://www.gartner.com/it/sd/sd_techpro_advisor_team.pdf
Technical Professionals Small & Midsize Business (SMB) per agency with less than 4000 employees	
Advisor SMB	http://www.gartner.com/it/sd/sd_techpro_advisor_smb.pdf
Reference SMB	http://www.gartner.com/it/sd/sd_techpro_reference_smb.pdf

GARTNER BUSINESS SERVICES	
Customer Service & Support Leaders Team	
Leader	http://sd.gartner.com/sd_css_team_leader.pdf
Advisor Member	http://sd.gartner.com/sd_css_team_advisor_member.pdf
Reference Member	http://sd.gartner.com/sd_css_team_reference_member.pdf
Customer Service & Support Leaders Individual Access	http://sd.gartner.com/sd_css_indiv_access_advisor.pdf
Finance Leaders Team	
Leader	http://sd.gartner.com/sd_lid_fl_team_leader.pdf
Advisor Member	http://sd.gartner.com/sd_lid_fl_team_advisor_member.pdf
Reference Member	http://sd.gartner.com/sd_lid_fl_team_reference_member.pdf
Finance Leaders Individual Access	http://sd.gartner.com/sd_lid_fl_team_indiv_access_advisor.pdf
Chief Human Resources Officers Team	
Leader	http://sd.gartner.com/sd_chro_team_leader.pdf
Advisor Member	http://sd.gartner.com/sd_chro_team_advisor_member.pdf
Reference Member	http://sd.gartner.com/sd_chro_team_reference_member.pdf
Chief Human Resources Officers Individual Access	http://sd.gartner.com/sd_chro_indiv_access_advisor.pdf
Human Resources Leaders Team	
Leader	http://sd.gartner.com/sd_lid_hr_team_leader.pdf
Advisor Member	http://sd.gartner.com/sd_lid_hr_team_advisor_member.pdf
Reference Member	http://sd.gartner.com/sd_lid_hr_team_reference_member.pdf
Human Resources Leaders Individual Access	http://sd.gartner.com/sd_lid_hr_team_indiv_access_advisor.pdf
Human Resources Professionals	
Up to 20 HR Professionals	http://sd.gartner.com/sd_hr_pro_reference_20_fra.pdf
Up to 5 HR Professionals	http://sd.gartner.com/sd_hr_pro_reference_5.pdf
Legal & Compliance Leaders Team	
Leader	http://sd.gartner.com/sd_lid_lc_team_leader.pdf
Advisor Member	http://sd.gartner.com/sd_lid_lc_team_advisor_member.pdf
Reference Member	http://sd.gartner.com/sd_lid_lc_team_reference_member.pdf
Legal & Compliance Leaders Individual Access	http://sd.gartner.com/sd_lid_lc_team_indiv_access_advisor.pdf
Marketing Leaders Team	
Leader	http://www.gartner.com/it/sd/sd_ml_team_leader.pdf
Advisor Member	http://www.gartner.com/it/sd/sd_ml_team_advisor_member.pdf
Reference Member	http://www.gartner.com/it/sd/sd_ml_team_reference_member.pdf
Marketing Leaders	
Advisor	http://www.gartner.com/it/sd/sd_ml_indiv_access_advisor.pdf
OTHER SERVICES	
Strategic Advisory Services	
Remote Advisory Session	http://www.gartner.com/it/sd/sd_sas_remote.pdf
Internal Advisory Session	http://www.gartner.com/it/sd/sd_sas_internal.pdf

Events	
Symposium Ticket	http://www.gartner.com/it/sd/sd_symp_event_ticket.pdf
Summit Ticket	http://www.gartner.com/it/sd/sd_summit_event_ticket.pdf
Catalyst Conference Ticket	http://www.gartner.com/it/sd/sd_catalyst_event_ticket.pdf
RENEWAL ONLY SERVICES	
IT Executives - Renewal Only	
IT Executives CIO Signature	http://www.gartner.com/it/sd/sd_ite_cio_sig.pdf
IT Executives CIO	http://www.gartner.com/it/sd/sd_ite_cio.pdf
IT Executives CIO Essentials	http://www.gartner.com/it/sd/sd_ite_cio_essentials.pdf
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Legacy Core Research - Renewal Only	
Advisor	http://www.gartner.com/it/sd/sd_core_advisor.pdf
Reference	http://www.gartner.com/it/sd/sd_core_reference.pdf
PUBLIC AND NON-PROFIT HIGHER EDUCATION INSTITUTIONS ONLY	
Technical Professionals for Higher Education (per university/college campus)	
Advisor	http://www.gartner.com/it/sd/sd_techpro_advisor_he.pdf
Reference	http://www.gartner.com/it/sd/sd_techpro_reference_he.pdf

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