

## APPENDIX D to DIR Contract No. DIR-TSO-2531

### Gartner, Inc. Services Agreement for Fort Bend County (“Customer”)

This Service Agreement (“SA”) and DIR Contract No. DIR-TSO-2531 constitutes the complete agreement between Gartner, Inc. of 56 Top Gallant Road, Stamford, CT 06904 (“Gartner”) and Customer for the Services (as defined below). The SA is based upon and governed by the Contract for Services with the State of Texas Department of Information Services (“DIR”) Contract No. DIR-TSO-2531, between Gartner and DIR, the terms of which are incorporated by reference for use by the Customer. The General Terms contained herein and all applicable Vendor Services Descriptions shall apply to this SA and shall be effective when signed by both parties. Customer agrees to subscribe to the following Services for the term and fees set forth below. All fees shall be as set forth in Appendix C of DIR Contract No. DIR-TSO-2531.

#### 1. DEFINITIONS AND ORDER SCHEDULE

**a. Services** are the subscription-based research and related services purchased by Customer in the Order Schedule below and described in the Service Descriptions.

**b. Service Descriptions**, the terms of which are incorporated by reference, are attached to this SA and describe each Service purchased, specify the deliverables for each Service, and set forth any additional terms unique to a specific Service.

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 Customer adds Services or upgrades the level of service or access, an additional Service Agreement will be required.

<u>Service Name</u>	<u>Level of Access</u>	<u>Number of Users</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>
IT Executives CIO	Member	1	Ray Webb	7/1/2016	6/30/2017	\$82,973	\$82,973
					Term Subtotal	\$82,973	\$82,973
IT Executives CIO	Member	1	Ray Webb	7/1/2017	6/30/2018	\$85,462	\$85,462
					Term Subtotal	\$85,462	\$85,462
IT Executives CIO	Member	1	Ray Webb	7/1/2018	6/30/2019	\$88,026	\$88,026
					Term Subtotal	\$88,026	\$88,026

Due to the multi-year term of this Service Agreement, Client expressly waives its right of termination for convenience.

Notwithstanding the foregoing and subject to the lack of availability of funds appropriated under the Client’s funding authority, Client may modify or cancel Year 2 and Year 3 contract term of this SA provided that Client notifies Gartner in writing of such at least 60 days prior to the Contract Start Date for the annual term.

#### 2. SERVICE DESCRIPTIONS

<u>Service Name/ Level of Access</u>	<u>Service Description URL</u>
CIO	<a href="http://www.gartner.com/it/sd/sd_ite_cio.pdf">http://www.gartner.com/it/sd/sd_ite_cio.pdf</a>

**3. PAYMENT TERMS**

Gartner will invoice Customer in advance for all Services. Payment shall be in accordance with Section 7.K. of Appendix A of the DIR Contract DIR-TSO-2531.

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, Customer 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.

**4. CUSTOMER BILLING INFORMATION**

_____	_____	_____
<i>Purchase Order Number</i>	<i>Billing Address</i>	
_____	_____	_____
<i>Invoice Recipient Name</i>	<i>Invoice Recipient Email</i>	<i>Invoice Recipient Tel. No.</i>

**5. AUTHORIZATION**

State of Texas Customer:

Gartner, Inc.

\_\_\_\_\_  
*Signature/Date*

*Craig Parker* 5/16/2017  
\_\_\_\_\_  
*Signature/Date*

\_\_\_\_\_  
*Print Name and Title*

*Craig Parker* Account Executive  
\_\_\_\_\_  
*Print Name and Title*

## General Terms and Guidelines for Vendor's Services

1. This SA for subscription-based research and related services (the "**Services**") is subject to Section 8.B. of Appendix A of the DIR Contract No. DIR-TSO-2531.
2. **Services** are the subscription-based research and related services described herein. Service Descriptions, Names and Levels of Access are as detailed for each product offering. Vendor may periodically update the names and the deliverables for each Service.
3. **Modification of Services by Vendor.** In order to remain current and timely in its Service offerings, Vendor may make minor modifications from time to time in the content of any Service. If Vendor discontinues any Service in its entirety, Customer may, at its option, receive a substitute Service, or obtain a pro rata refund of the fees paid for the discontinued Service.
4. **Licensed User** is the individual named in the Customer Purchase Order who is licensed to use the Services. Customer will limit access to the Services to the agreed upon number of Licensed Users.
5. **Ownership and Use of the Services.** Vendor owns and retains all rights to the Services not expressly granted to Customer. Only the individuals named in the Customer Purchase Order (each a "**Licensed User**") may access the Services. Each Licensed User will be issued a unique password, which may not be shared. Customer agrees to review and comply with the **Usage Guidelines for Gartner Services ("Guidelines")**, which are accessible to all Licensed Users via the "Policies" section of [www.gartner.com](http://www.gartner.com). Among other things, these Guidelines describe how Customer may substitute Licensed Users, excerpt from and/or share Vendor research documents within the Customer organization, and quote or excerpt from the Services externally. Customer may not redistribute copies of individual research documents, by electronic means or otherwise, to non-Users without Vendor's prior written permission. Licensed Users may not reproduce or distribute the Services externally without Vendor's prior written permission, except for external distribution, in their entirety only, of reprints of individual documents purchased by Customer.  
  
Customer may excerpt from the Services for external use only if Customer obtains the prior written approval of Gartner Quote Requests, at [quote.requests@gartner.com](mailto:quote.requests@gartner.com). Any approved external use of the Services must comply with Vendor's **Copyright and Quote Policy** which may be viewed on the Gartner Vendor Relations section of [www.gartner.com](http://www.gartner.com). Services may not be stored by Customer on any information storage and retrieval system.
6. **Access to the Services.** ID's for access to Vendor Core Research and Analyst Inquiry may not be shared. Access to the Services is restricted to the number of named individuals (each a "Licensed User") as identified in the Customer Purchase Order.
7. **Monitoring of Usage.** Customer acknowledges and agrees to inform all Licensed Users that Vendor may monitor activity on Vendor's web site, including access to, and use of, the Services by individuals. Upon request, Customer agrees to provide Vendor with assurance from a responsible party (or other relevant evidence) of compliance with these usage terms.
8. **DISCLAIMER OF WARRANTIES.** THE SERVICES ARE PROVIDED ON AN "AS IS" BASIS, AND VENDOR 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. CUSTOMER 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. VENDOR SHALL NOT BE LIABLE FOR ANY ACTIONS OR DECISIONS THAT CUSTOMER MAY TAKE BASED ON THE SERVICES OR ANY INFORMATION OR DATA CONTAINED THEREIN. CUSTOMER UNDERSTANDS THAT IT ASSUMES THE ENTIRE RISK WITH RESPECT TO THE USE OF THE SERVICES.
9. **Applicable Law.** This SA shall be governed by and construed in accordance with the procedural and substantive laws of the State of Texas, without reference to its conflict of law principles, venue for disputes shall be Travis County, Texas.
10. **Customer Confidential Information.** To the extent allowable under the Texas Public Information Act, Vendor agrees to keep confidential any Customer-specific information communicated by Customer to Vendor 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 Vendor; (3) entered the public domain through no fault of Vendor subsequent to Customer's communication to Vendor; (4) is in Vendor's possession free of any obligation of confidence at the time of Customer's communication to Vendor; or (5) is communicated by the Customer to a third party free of any obligation of confidence. Additionally, Vendor may disclose such information to the extent required by legal process. Customer acknowledges that Vendor is in the business of researching and analyzing information technology and this obligation of confidence shall not apply to information obtained by Vendor's research, analysis or consulting organization(s) from other sources.

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY  
CERTIFICATION OF FILING**

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

Gartner Group  
Austin, TX United States

Certificate Number:  
2016-56386

Date Filed:  
05/16/2016

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

Fort Bend County

Date Acknowledged:

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

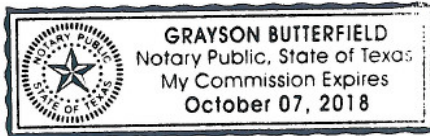
DIR-TSO-2531  
License for Research

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

**6 AFFIDAVIT**

I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.



*[Handwritten Signature]*  
Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said Craig Parker, this the 17 day of May, 2016, to certify which, witness my hand and seal of office.

*[Handwritten Signature]* Signature of officer administering oath  
Grayson Butterfield Printed name of officer administering oath  
Notary Public Title of officer administering oath

## Hill, Danita

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**From:** Grove, Matthew  
**Sent:** Tuesday, June 16, 2015 1:40 PM  
**To:** Canty, Danita  
**Subject:** Re: Gartner

Danita,

One difference I noticed with the renewal and the prior agreements is that in the prior agreements Gartner issued 2 separate invoices for payment. The first invoice is issued at the time of signing by the County and the second would be invoiced in October of the same year. In the renewal there is only one invoice to be issued, and it appears that it would be at the time of signing. Please confirm with IT if there should be 2 separate invoices issued or if 1 invoice is acceptable. If so, then the terms of the agreement are approved as to legal form.

Matthew Grove  
Assistant County Attorney - General Counsel  
401 Jackson Street  
Richmond, Texas 77469  
Telephone No. 281-341-4555  
Fax No. 281-341-4557  
[Matthew.Grove@fortbendcountytexas.gov](mailto:Matthew.Grove@fortbendcountytexas.gov)

On Jun 16, 2015, at 1:24 PM, Canty, Danita <[Danita.Canty@fortbendcountytexas.gov](mailto:Danita.Canty@fortbendcountytexas.gov)> wrote:

Matt,

Only because I saw you respond to another email for IT, do you think you can review this by tomorrow at 11:00, my office does not add anything for court and then pulling. Please advise. Thank you

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**From:** Rangel, Michelle  
**Sent:** Tuesday, June 16, 2015 1:20 PM  
**To:** Canty, Danita  
**Cc:** Grove, Matthew; Spencer, Marcus  
**Subject:** FW: Gartner

Danita,

Matt handles the DIR agreements and he is out today. I would say put it on the agenda for now and if Matt is not able to review it by the time the agenda posts Friday to pull it.

Michelle T. Rangel  
General Counsel Division Chief  
Fort Bend County Attorney's Office  
401 Jackson Street  
Richmond, Texas 77469

Telephone No. 281-341-4555  
Fax No. 281-341-4557  
[Michelle.Rangel@fortbendcountytx.gov](mailto:Michelle.Rangel@fortbendcountytx.gov)

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**From:** Canty, Danita  
**Sent:** Tuesday, June 16, 2015 10:23 AM  
**To:** Rangel, Michelle; Spencer, Marcus  
**Subject:** Gartner

Michelle/Marcus,

Is it possible you can look at these documents and let me know if they are okay. We are going to put this on CC for Tuesday and I thought I had given this to your office for review. That was an oversight on my behalf. Thank you

*Danita R. Canty*

Buyer II  
Fort Bend County Purchasing  
281-341-8648  
A strong woman master others, a wise woman masters self.

<Document.pdf><GartnerInc.Renewal.IT.06.10.14.120043.pdf><Gartner,Inc.IT.06.10.14.11470  
9.pdf><Gartner Renewal.DIR-SDD-1273.IT.5.7.13.10835 & 102513.pdf>