

# ACTION ITEM

Information Systems Advisory Committee Meeting, November 27, 2018  
Board of Governors Meeting, December 12, 2018

<p><b>CONTRACT ID:</b></p>	<p><b>Information Technology Research and Advisory Services</b> <b>81141902-VITA-18-ACS Information Technology Research and Advisory Services</b> <b>GARTNER, INC.</b></p>
<p><b>BUDGETED ITEM</b></p>	<p>Yes; \$293,492 has been included in the 2019 budget request.</p>
<p><b>CONTRACT AMOUNT</b></p>	<p>The 2019 contract amount is \$293,492.</p>
<p><b>PURPOSE / SCOPE</b></p>	<p>Citizens will utilize the Information Technology (“IT”) Research and Advisory Services provided by Gartner, Inc. under this contract to provide Citizens IT staff with expert advice, a peer community and events to support Citizens’ IT objectives with the appropriate subscription at each level. These services allow staff to gain critical insight via analyst and peer interactions. Also included is the ability to leverage proprietary tools and research to make informed key decisions. At a high level, the different subscriptions will include:</p> <p><u>Leadership and Cross Function Members:</u> these subscriptions are designed for the most senior technology executives in the client organization, typically the CIO, and his or her leadership team. These subscriptions include:</p> <ul style="list-style-type: none"> <li>• Assigned Service Delivery Team</li> <li>• Value Reviews</li> <li>• Team Workshop</li> <li>• Access to research advisors</li> <li>• Research Briefing</li> <li>• Symposium/ITxpo® Access</li> <li>• Executive Programs Events</li> <li>• Peer Networking</li> <li>• Diagnostic Tools, Templates, and Case Studies</li> <li>• Selected Vendor Reports</li> <li>• Leadership Development Research and Related Content</li> <li>• Gartner for IT Leaders Research and Related Content (includes Core IT Research and Role-Specific IT Research)</li> <li>• Best practice and decision support content</li> <li>• IT Key Metrics Data</li> <li>• Executive Programs Research and Related Content</li> <li>• Talking Technology Series</li> </ul> <p><u>Gartner for Technical Professionals Advisor Small and Midsize Business Enterprise Access:</u> Access to these subscriptions is provided on an as needed basis and includes:</p> <ul style="list-style-type: none"> <li>• Published Research</li> <li>• Gartner Cloud Decisions</li> <li>• Gartner Peer Insights</li> <li>• Webinars</li> <li>• Gartner Peer Connect</li> <li>• Individual Inquiry</li> </ul>
<p><b>CONTRACT TERM(S)</b></p>	<p>The contract term is 1-year.</p>

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<b>PROCUREMENT METHOD</b>	On May 1, 2018, the Department of Management Services approved a new Alternate Contract Source (ACS) No. 81141902-VITA-18-ACS which replaced the contract that was used in previous years by Citizens for these services.
<b>RECOMMENDATION</b>	Staff recommends the Information Systems Advisory Committee: <ul style="list-style-type: none"><li>a) Approve the contract for Information Technology Research and Advisory Services 81141902-VITA-18-ACS with Gartner, Inc. for a 1- year term;</li><li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item; and,</li><li>c) Approve this Action Item not to exceed \$293,492 for a 1-year term.</li></ul>
<b>CONTACTS</b>	Kelly Booten, Chief, Systems & Operations Aditya Gavvala, VP, IT Services & Delivery Stephen Guth, VP, Vendor Management