



GARTNER SERVICE ORDER (“SO”) Q-00377609

Gartner	Client (Sold To)	Client (Bill To)
GARTNER, INC. 56 TOP GALLANT ROAD STAMFORD, CT 06902-7700 UNITED STATES	CITY OF REDMOND 15965 NE 85TH ST REDMOND, WASHINGTON 98052-3593 UNITED STATES	ACCOUNTS PAYABLE CITY OF REDMOND PO BOX 97010 REDMOND, WA 98073-9710 UNITED STATES accountspayable@redmond.gov

1. ORDER SCHEDULE

Client agrees to subscribe to Gartner for the Services listed in the table below. Each Service Period is 12 months unless specified in the Order Schedule.

Service Name/ Level of Access	Quantity	Licensed User	Total Service Period (Months)	Service Start/End	Early Access Start	Service Period 1
IT Leadership Team Leader	1	Michael Marchand	12	01-Oct-2025 30-Sep-2026	01-Aug-2025	
IT Leadership Team Essentials Member	1	Chad Marsh	12	01-Oct-2025 30-Sep-2026	01-Aug-2025	
Total Service Period Fee Exclusive Of Applicable Tax						USD 50,749.00

2. SERVICE DESCRIPTIONS

Service Name/Level of Access	Service Description URLs
IT Leadership Team Leader	See Attached
IT Leadership Team Essentials Member	See Attached

3. PAYMENT TERMS

Payment Terms	Billing Schedule	PO Number Required on Invoice
Net 30	Annual in advance	Select Yes/No: _____ PO Number: _____

If Client requires a Purchase Order (“PO”) number to be included on Gartner’s invoice for payment, “yes” must be checked and the PO number entered in the table above. Failure to do so may result in delayed access to Services. Should Client require an annual PO number for multi-year Service Orders, Client must provide the new PO number at least 30 days prior to the beginning of each subsequent Service Period. The original PO number will be used for subsequent invoices if a new PO number is not provided. Regardless of whether Client provides a PO number, Client remains obligated to pay the Total Fee for all Service Periods in Section 1. Any pre-printed or additional terms included on the PO shall be inapplicable and of no force or effect. Any notices, notifications, or subsequent POs are to be sent to americascontracts@gartner.com.

Client agrees to 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.

4. SERVICE TERMS

This Service Order is governed by the Participating Addendum #08321 to NASPO #186840 between Gartner, Inc. and State of Washington dated 01-Oct-2021 (“Agreement”) and constitutes the entire agreement between Gartner, on behalf of itself and its Affiliates, and Client for the Services. All defined terms not defined in this Service Order are defined in the Agreement. For the purposes of this Service Order, all references to “Service Agreement” in the Agreement shall be a reference to this Service Order.

CITY OF REDMOND

GARTNER, INC.

Client Signature

Gartner Signature

Print Name

Print Name

Title

Title

Date

Date

SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR IT LEADERSHIP TEAM: TEAM LEADER

Gartner for IT Leadership Team: Team Leader (the “Service”) enables access to research related to specific IT roles in a team environment. The Service provides client (“Client”) with an ongoing advisory relationship with Gartner.

DELIVERABLES

Gartner for IT Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Key Insights Document Share
- Webinars
- Peer Experiences
- IT Podcast Series
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

The Team Leader may use Key Insights Document Share on gartner.com to forward to others in the Client organization Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to Licensed User(s) and Gartner research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of Team Members; and (ii) inquiry sessions with an expert and the team (“Team Inquiry”). For Team Inquiry sessions: (i) Team Leader must schedule and attend the sessions, and (ii) Team Members may lead discussions or pose questions to expert on behalf of the team, provided all such questions and discussions advance the Leader’s agenda.

The Ticket is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research service are valid only for conferences during the contract term of that service; one (1) Ticket is issued per 12-month (twelve-month) contract term – a shorter contract term does not entitle Client to a Ticket. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) individual and may not be used for admission to any conference other than an IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of [gartner.com](https://www.gartner.com).

SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR IT LEADERSHIP TEAM: ESSENTIALS TEAM MEMBER

Gartner for IT Leadership Team: Essentials Team Member (the “Service”) enables access to research related to specific IT roles in a team environment. The Service provides client (“Client”) with an ongoing advisory relationship with Gartner.

DELIVERABLES

Gartner for IT Leadership Team is comprised of two (2) sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and Team Members are “Licensed Users”.

1. The Deliverables for the Essentials Team Member are set forth below.

- Core IT Research
- Role-specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- IT Podcast Series
- Webinars
- Peer Experiences
- Team Inquiry

2. Additional information on the Deliverables listed above include the following:

The Essentials Team Member (i) may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and (ii) is entitled to access Gartner research documents from the Deliverables listed above, as follows:

- (a) **Shared Document Allocation:** Shared access to a total document allocation equal to 20 (twenty) research documents times the number of Essentials Team Members on the Team.
- (b) **Reversals:** Up to 20 (twenty) reversals (to reverse a debit of specific research documents) during the contract term.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to Licensed User(s) and Gartner research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to inquiry sessions with an expert and the Team Leader (“Team Inquiry”). For Team Inquiry sessions: (i) Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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