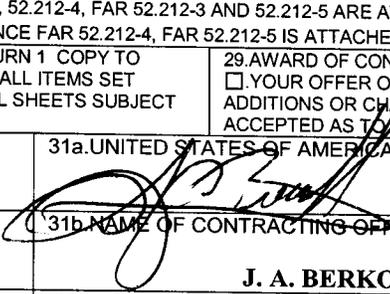


SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24 & 30				1. REQUISITION NUMBER	PAGE 1 OF 16
2. CONTRACT NO. N00104-03-A-ZE77	3. AWARD/EFFECTIVE DATE 27 NOVEMBER 2002	4. ORDER NUMBER GS-35F-5014H	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE	
7. FOR SOLICITATION INFORMATION CALL: a. NAME Jodi A. Knapp		b. TELEPHONE NUMBER (No collect calls) (717) 605-4240		8. OFFER DUE DATE/ LOCAL TIME	
9. ISSUED BY CODE N00104 NAVAL INVENTORY CONTROL POINT- Mechanicsburg 5450 Carlisle Pike P O Box 2020 Mechanicsburg PA 17055-0788 CODE: 0271 Jodi A. Knapp		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: 100% FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUSINESS <input type="checkbox"/> WOMAN OWNED SIC: SIZE STANDARD:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS(15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO CODE See Task/Delivery Order		16. ADMINISTERED BY CODE N00104 Same as Block 9 e-mail jodi_a_knapp@icpmehc.navy.mil			
17a. CONTRACTOR/ OFFEROR CODE 0EFU3 Gartner Inc. Attn: Contract Administration 56 Top Gallant Rod PO Box 10212 Stamford, CT 06904-2212		18a. PAYMENT WILL BE MADE BY CODE See Task/Delivery Order			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		<input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED. <input type="checkbox"/>			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES See Attachments	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
(Attach Additional Sheets as Necessary)					
25. ACCOUNTING AND APPROPRIATION DATA See Task/Delivery Order				26. TOTAL AWARD AMOUNT (For Govt. Use Only)	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.					
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.					
X CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPY TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.			29. AWARD OF CONTRACT: REFERENCE DKT OFFER DATED <input type="checkbox"/> . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDES ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: N/A		
30a. SIGNATURE OF OFFEROR/CONTRACTOR		31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or Print)	30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER (Type or print) J. A. BERKOSKI		31c. DATE SIGNED	
32a. QUANTITY IN COLUMN 21 HAS BEEN <input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED		33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	
32b. SIGNATURE OF AUTHORIZED GOVT. REPRESENTATIVE	32c. DATE	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		37. CHECK NUMBER	
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		38. S/RACCOUNT NUMBER	39. S/RVOUCHER NUMBER	40. PAID BY	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		42a. RECEIVED BY (Print)			
41c. DATE		42b. RECEIVED AT (Location)			
		42c. DATE REC'D	42d. TOTAL CONTAINERS		

BLANKET PURCHASE AGREEMENT
 FEDERAL SUPPLY SCHEDULE
 DEPARTMENT OF THE NAVY
 INFORMATION TECHNOLOGY UMBRELLA PROGRAM

In the spirit of the National Performance Review, the Department of the Navy Information Technology Umbrella Program and *Gartner, Inc.*, enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Service Administration (GSA) Federal Supply Schedule Contract GS-35F-5014H and successors thereto.

Federal Supply Schedule Contract BPAs eliminate contracting and open market costs such as: search for sources, the development of technical documents, solicitations, and the evaluation of bids and offers.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Under the terms of this BPA, Ordering Officers may request and negotiate additional discounts and/or labor rate reductions based on the anticipated volume of services ordered under a specific task/delivery order.

TERMS AND CONDITIONS

Pursuant to General Services Administration (GSA) Federal Supply Services (FSS) Contract Number GS-35F-5014H, *Gartner, Inc.*, agrees to the following terms of a Blanket Purchase Agreement (BPA) with the Department of the Navy Information Technology Umbrella Program. All orders placed against this BPA are subject to the terms and conditions of the most current FSS Contract. The items on this BPA are set forth in the following attachments.

Attachment A	Services and pricing
Attachment B	Program Deliverables and Detailed Descriptions

1.00 Description of Services: This Blanket Purchase Agreement (BPA) is for Research and Advisory Services. Services include, but are not limited to, the following scope of services: Business driven publications; Business focused analysis subscription services; Business integrated solutions subscription bundles; and Business value advisory consulting. For detailed information see Attachment "B".

1.01 Delivery Orders: The scope of this effort is for the Navy (CONUS, Alaska, and Hawaii). Place of Performance and delivery requirements will be stipulated on Delivery Orders (DOs). A DO, either a Standard Form (SF) 1449 or Department of Defense (DD) Form 1155, is prepared by the Government Ordering Officer (a duly warranted Contracting Officer whose warrant authorizes purchases from the GSA Schedule and is referred to herein as an Ordering Officer) in accordance with the terms and conditions of this BPA and the GSA Schedule. In the event of contradictions between this BPA and a delivery order, this BPA shall prevail. DOs may be placed by Electronic

Data Interchange (EDI), credit card, facsimile, or paper. Upon issuing a delivery order, Ordering Officers will forward a distribution copy to the Department of the Navy (DON) Information Technology (IT) Umbrella Program Management Office (PMO) at the address found in paragraph 1.21.

Contractor will keep records (written or otherwise) of all delivery orders issued under this BPA and make them available upon request from the PMO. Any order rejection or request for modification shall be in writing from the Contractor to the Ordering Officer with a copy to the PMO and FMO explicitly stating why the order was rejected or requires modification.

1.02 Authorized Users: This Navy BPA is open for ordering by all of the Department of Defense (DOD) Components and their employees, including Reserve Components (Guard and Reserve); the U.S. Coast Guard; other Government employees assigned to and working with DOD; non-appropriated funds instrumentalities of the DOD; DOD contractors authorized in accordance with the FAR and authorized Foreign Military Sales (FMS).

1.03 BPA Expiration: The BPA expires four years after award. There are four enrollment periods consisting of one base year and three option years. The continuation of this vehicle is contingent upon the Contractor maintaining or renewing a GSA FSS Schedule.

1.04 Funds Obligation: The BPA will not obligate any funds. Funds will be obligated on each delivery order.

1.05 BPA Prices: Attachment "A" provides detailed pricing information based on the most current GSA Schedule pricing. Note: A two percent (2%) Acquisition, Contracting and Technical (ACT) Fee is incorporated in the prices. BPA prices always reflect discounts from "then-current" GSA price levels.

1.06 Most Favored Customer Prices: The prices in this BPA shall be at least as low as the prices that *Gartner, Inc.* has under any other GSA FSS or BPA vehicle under like terms and conditions. If at any time the prices under any other GSA FSS or BPA vehicle become lower than the prices in this BPA, this BPA will be modified to include the lower prices.

1.07 Acquisition, Contracting, and Technical Fee: All line items shall incorporate two percent (2%) for the BPA Acquisition, Contracting, and Technical (ACT) Fee. This fee allows the BPA Program Management Office (PMO), DON IT Umbrella Program, SPAWAR PD15Q, to recover expenses of awarding and managing the BPA. The contractor shall collect these fees and forward them to the Financial Management Office (FMO), at the address found in paragraph 1.21, using a Cashier's check made payable to the "Treasurer of the United States". Remittance of the ACT fee shall be made on a calendar quarterly basis (i.e., January-March, April-June, July-September, and October-December) and is due 30 days following the completion of the reporting period.

1.07.1 Report of Sales: A Report of Sales shall accompany the remittance of the ACT Fee to enable verification of the amount rendered. A copy of the Report of Sales and the ACT Fee check shall be forwarded to the PMO, at the address found in paragraph 1.21, at the time of its submission to the PMO, or as otherwise directed by the PMO.

1.08 Monthly Status Report: The PMO requires a monthly sales order report prior to the 10th day of the following month. The Monthly Status Report shall contain, but not limited to, the following data: Ordering Activity; BLIN ordered; value of orders; status of orders; problem and issues; cumulative sales and Delivery Order data for month, year, and BPA to date.

1.09 Monthly Exception Report (MEP): The Contractor shall prepare a report that identifies problem areas, all late deliveries (if any), the reason for lateness, and the actions to correct the problem for each delivery order. The MEP will be delivered within 60 days after acceptance of Contractor's first order, and every month thereafter (negative reports, if applicable, required) to the PMO.

1.10 Usage Report: The Government requires a Usage Report that lists the number of users who request research information, no matter the media, and the number of users who request access to analysts. The Usage Report shall contain, but not limited to, the following data: On-line usage/access per individual data areas; number of hits to on-line Research and Advisory BPA web site; activity usage rate of on-line resources; analyst service ordered/rendered; and activities requesting analyst services.

1.11 BPA Execution: The DON IT Umbrella Program through a NAVICP Contracting Officer will execute the BPA. Any warranted Contracting Officer in the Department of Defense, including the U.S. Coast Guard, may place orders under this BPA.

1.12 Invoicing: The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified on the delivery orders issued against the BPA.

1.13 EDI Process: The Contractor shall support the EDI process as it applies to issuing, processing, distributing, invoicing, and finalizing delivery orders.

1.14 ITEC Direct: This acquisition vehicle will be placed in the Navy's ITEC Direct system as part of the DON's Information Technology Electronic Commerce (ITEC) Initiative. The contractor shall insure that the data and information obtained through ITEC Direct is current, accurate and complete.

1.15 Information Dissemination: The Contractors shall participate in and support information dissemination activities relating to this BPA and shall market directly to the customer community. These efforts may involve activities such as professional development seminars, demonstrations, trade shows, conferences, and briefings relating to Federal agency Information Technology issues and programs. The Contractor shall maintain a World Wide Web home page describing the services under this BPA.

1.16 JTA Compliance: The contractor shall follow the generally appropriate standards for each Delivery Order. All deliverables shall comply with the appropriate Publicly Available Standards (PAS) (i.e., TIA, EIA, ANSI, IEEE, ISO) and the applicable DOD information technology standards

contained in the Joint Technical Architecture (JTA). At a minimum, all deliverables must be Level 5 Defense Information Infrastructure Common Operating Environment (DII COE) compliant as defined in the Integration and Runtime Specification (I&RTS), Appendix B: Compliance Checklists.

1.17 Section 508, Rehabilitation Act Compliance: CFR, Part 1194, Chapter XI, Title 36, has directed that all Electronic and Information Technology (EIT) acquired by DoD shall comply with the EIT Accessibility Standards referenced in 36 CFR 1194 and FAR Subpart 39.2. Accordingly, all Electronic and Information Technology (EIT) supplies and services offered in this BPA shall be compliant with Section 508 of the Rehabilitation Act.

1.18 Suspension: There may be occasions where the Government may suspend ordering (by BLIN up to and including the entire BPA.) If a suspension is announced, the Contractor shall adhere to this suspension by not accepting/processing delivery orders for the suspended item(s).

1.19 Precedence: The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of the BPA and the Contractor's invoice, the provisions of the BPA will take precedence.

1.20 Technical Point of Contact: The technical point of contact will be identified on each individual task/delivery order.

1.21 The BPA points of contact are:

Procuring Contracting Officer (PCO):
 Department of the Navy
 Naval Inventory Control Point
 ADP Modernization Contracting Department
 Attn: Jodi Knapp, Code 0271.A3
 5450 Carlisle Pike, PO Box 2020
 Mechanicsburg, PA 17055-0788
 Telephone: (717) 605-4240, DSN 430-4240
 Fax: (717) 605-1951
 e-mail: jodi_a_knapp@icpmech.navy.mil

DON IT Umbrella Program Management Office (PMO):
 SPAWAR Systems Center San Diego
 Attn: Peggy Harpe, Code D836
 53560 Hull Street
 San Diego, CA 92152-5001
 Telephone: (619) 524-9644, DSN 524-9644
 Fax: (619) 524-9678
 e-mail: harpep@spawar.navy.mil

Financial Management Office (FMO):
Regular Postal Service OR
SSC Charleston Norfolk Office
Code 645.2, Bldg V-53
Attn: Jakki Rightmeyer
P O Box 1376
Norfolk, VA 23501-1376

Overnight Service
SSC Charleston Norfolk Office
Code 645.2, Bldg V-53
Attn: Jakki Rightmeyer
9456 Fourth Avenue
Norfolk, VA 23501-1376

Contractor Ordering Address:

Gartner, Inc.
Director Government Contracts
8405 Greensboro Drive – 6th Floor
McLean, VA 22102
Telephone: (703) 226-4800
Fax: (703) 226-4703
Web Site: www.gartner.com
Frank.Murphy@gartner.com

Contractor Payment Address:

Gartner, Inc.
Accounts Receivable
P.O. Box 911319
Dallas, TX 75391-1319

1.22 Attachments:

Attachment A	Pricing Matrix & Descriptions
Attachment B	Detailed descriptions & Deliverables

ATTACHMENT A

SERVICES and PRICING

EXECUTIVE SERVICES

Over the past four years the Gartner BPA has dramatically improved the business process for both the Navy and for Gartner. The BPA has resulted in faster turnaround on Navy orders and far less work on the part of both the requester and the procurement official. The contract is subject to the pricing and terms and conditions of Gartner's most current GSA contract.

Gartner proposes that we continue this relationship with the Navy by renewing the agreement for the next year with three option years.

This document provides a brief description of each of the services Gartner proposes placing on the BPA, along with the proposed pricing. On BLINS B001 through B005, the pricing is 5% off GSA and then uplifted by the 2% ACT fee. On BLINS B006 and B007 discounts are applied based on total dollar amounts. In calculating the ACT fee, **Gartner will not be removing our 1 percent fee to GSA.**

RESEARCH SERVICES

Core Research

NOTES:

- Gartner Core Research will be delivered through a single medium of the client's choice, e.g., Internet, Lotus Notes, CD-ROM, etc. Should additional or a secondary media be required, a secondary media fee of \$5,000 applies. In addition, user access to the secondary media shall be restricted to only the specific number of users entitled by the ordering agreement, and no others, except where specifically allowed in writing. Gartner reserves the right to audit usage and access to all research delivered through secondary media, and to request usage reports in select cases. Failure to limit access to Gartner research to specific Core Research users will result in additional user charges, a contract revision or both.
- ID's for access to Gartner Core Research and analyst inquiry may not be shared, but may be re-allocated by the client during the period of performance, under the following conditions:
 - upon the departure from the client enterprise of the individual to whom the access is assigned, or
 - up to two times at the discretion of the client
- ID's may not be used by one individual to perform research on behalf of a non-ID holder. Research may be shared among individuals in the context of cooperative project work for the benefit of the enterprise.
- Analyst-inquiry privileges generally involve research delivery and/or verbal interactions that interpret existing research. Requests that require written responses, extensive analysis, or new research may not be covered by the standard agreement.
- Agency may allocate event tickets and Talking Technology cassettes/CDs as it wishes (i.e., one is not required to have a Core Research ID in order to use these resources).

Gartner Reference Access – BLIN 0001

0001AA	1-9 Users	\$ 7,752
0001AB	10-24 Users	\$ 5,814
0001AC	25-49 Users	\$ 4,070
0001AD	50-99 Users	\$ 3,295
0001AE	100-249 Users	\$ 2,519
0001AF	250 Users	\$ 2,229

Gartner Advisor Access – BLIN 0002

0002AA	1-9 Users	\$ 13,082
0002AB	10-24 Users	\$ 7,268
0002AC	25-49 Users	\$ 6,202
0002AD	50-99 Users	\$ 5,426
0002AE	100-249 Users	\$ 4,748
0002AF	250 Users	\$ 4,361

Note: The number of Reference and Advisory seats on each purchase order will be combined and the additive discount level applied.

Executive Programs

Gartner's executive program, EXP, has two levels. Both levels offer the busy CIO/CTO a personalized service with a dedicated program team, as well as the following:

- Access to all Gartner research via gartner.com;
- Dedicated program director and program analyst that provide research, facilitate analyst interaction, and facilitate peer relationships;
- Roundtable events with other CIO's and CTO's to network, collaborate and learn best practices, from Gartner analysts and guest speakers;
- Entry to Gartner both Spring and Fall symposia with VIP status.

The key benefit to the CIO is that there is an independent, unbiased "mentoring body" to whom the CIO can turn when making the tough decisions. There is an additional benefit to the Department of Navy CIO's in that there are custom events exclusively for them.

There are two levels in the Executive Program (EXP).

Premier

The Premier level is focused on the *technically driven* CIO/CTO. The six reports that are delivered each year are focused on the interests of this CIO.

Club

The Club level is focused on the business-oriented CIO. Members at this level are the Navy's senior executives and are usually CIO's of a major command. The Club membership offers ten reports per year that are more oriented around the *business* that IT is serving and how to best integrate technology into those business areas. In addition, the Club level has a global event each year in addition to the roundtable described above. **It also offers on-site executive briefings for the CIO and his/her staff.**

Gartner Executive CLUB Program(EXP) – BLIN 0003

<u>BLIN</u>	<u>Description</u>	<u>Unit Price</u>
0003AA	EXP Club Program, 1 member	\$49,419
0003AB	EXP Club Program, 2nd member	\$44,477
0003AC	EXP Club Program, 3-5 members	\$42,002
0003AD	EXP Club Program, 6+ members (25% Discount)	\$37,060

Gartner Executive Premier Program (EXP) – BLIN 0004

0004AA	EXP Premier Program, 1 member	\$28,828
0004AB	EXP Premier Program, 2nd member	\$25,945
0004AC	EXP Premier Program, 3-5 members	\$24,504
0004AD	EXP Premier Program, 6+ members (25% Discount)	\$21,621

Note: Additional members on the same purchase order are eligible for the additional discounts.

Best Practice Groups

Best Practices forums bring managers and senior staff together to solve business problems and improve performance. Facilitators and Gartner analysts help members work together via meetings, web-enabled audio conferences and small web communities.

For managers or senior staff members who need to solve business problems and improve performance, Best Practices Groups will provide actionable solutions based on the combined experience of participants.

Gartner offers Established Best Practices Groups in a variety of subject areas. A Best Practices Group is comprised of up to twenty enterprises that are focused on specific common interests. Working as a team under the auspices of clearly-defined "codes of conduct," a productive Best Practices Group will:

- Examine topics from multiple perspectives, resulting in better conclusions and a thorough understanding of the issues involved.
- Reduce or eliminate false starts in making viable changes to the business.
- Establish leadership in the pursuit of quality by focusing on best practices.
- Develop strategies for reengineering or fine-tuning current IT and business processes.

Interactive Best Practices Groups

Membership Deliverables

- Access for one individual to the specific Online Community noted above.
- Access to regularly scheduled hot topics forums on the Web.
- Regularly scheduled Web-enabled audioconferences and online chat sessions on topics of interest.
- "Invitation only" sessions at Gartner conferences and selected Gartner Best Practices Group meetings for those who want to keep abreast of today's trends and the practical experiences of their peers.

BLIN	DESCRIPTION	PRICE
0005	Best Practice Groups:	
0005AA	Best Practice Groups 4 (includes Interactive)	\$14,535
0005AB	Interactive Best Practice Groups	\$ 3,876

Note: Best Practice Groups pricing based on 12 month subscription

MEASUREMENT

Gartner Measurement Assessment Services

Gartner Measurement services combine alignment models and powerful comparative analysis tools with proven, rigorous processes that highlight areas of competitive strength and weakness.

BLIN 0006 - Measurement Assessment Services Discount

0006AA	Vice President
0006AB	Director
0006AC	Associate Director
0006AD	Senior Consultant
0006AE	Consultant
0006AF	Associate Consultant

Discounts Per Order Basis

\$0 - \$100,000	1% off GSA
\$101,000 - \$249,000	2% off GSA
\$250,000 - \$500,000	4% off GSA

Decision Drivers

Gartner Measurement offers a unique offering which incorporates software and dedicated service analysts to help organizations make better, faster and more cost-effective decisions regarding IT product evaluation and selection. This service currently offers a portfolio of approximately 25 software-based Decision Driver models.

Each Decision Driver model encompasses a comprehensive set of evaluation criteria and objective vendor-specific data, enabling end users to conduct what-if analyses to determine which vendor is most appropriate for their particular situation. End user organizations make better, faster and more cost-effective decisions regarding vendor selection.

CONSULTING

Gartner Consulting Services assists clients in the business and application of IT products and services with a focus on long-term planning and technical architectures.

BLIN 0007 Consulting Services Discount

0007AA	Vice President
0007AB	Director
0007AC	Associate Director
0007AD	Senior Consultant
0007AE	Consultant
0007AF	Associate Consultant

Per Order Basis

\$1 - \$249,999	GSA
\$250,000 - \$499,000	1% off GSA current IT Professional Service Rates
\$500,000 - \$999,999	2% off GSA current IT Professional Service Rates
\$100,000+	3% off GSA current IT Professional Service Rates

ATTACHMENT B

PROGRAM DELIVERABLES and DETAILED DESCRIPTIONS

Gartner Core Research

Core Research Reference Deliverables

Reference provides access to all Gartner Core Research through the following deliverables.

Spotlights — Each Focus Area includes one or more Spotlights. Spotlights are designed to consider an issue from several different perspectives. Spotlights reflect hot, client issues that are captured through client inquiry. Spotlights tie together research from across the Gartner organization such as, but not limited to, Research Notes, Strategic Analysis Reports, Gartner Dataquest Executive Summaries and Perspectives, Newsletters, Reviews and Alerts.

Research Notes — Focus on companies, markets, decision frameworks, tactical guidelines, case studies, products, events, technologies, strategic planning assumptions, tutorials, and questions and answers.

Strategic Analysis Reports — These in-depth studies of key, strategic topics range from six to 60 pages in length. Strategic Analysis Reports (SARs) provide evaluations of key trends, industry developments, vendors, products and services.

Gartner Dataquest Executive Summaries and Perspectives — Top-level analysis and recommendations from Gartner Dataquest Cluster research reports. Detailed analysis of products, markets, technologies and competition.

Newsletters, Reviews and Alerts — Provides summaries of all the Strategic Advice Research Notes published, highlights topics discussed at Gartner research analyst meetings, and provides analysis of current marketplace announcements.

Core Research Advisor Deliverables

In addition to the Reference deliverables outlined above, each Advisor user will receive the following:

Analyst Inquiry — Through inquiry, you will have access to 700 of the brightest minds in the industry. When you call or e-mail your questions to a client inquiry specialist, your inquiries will be handled rapidly and thoughtfully by top experts. Gartner Analysts assist Advisor clients in applying thought-leading research to their specific environment. When you need answers to important questions, Gartner's analyst team becomes an extension of your specialist staff. Inquiry sessions are generally related only to the interpretation or application of published Core Research. Inquiries requiring additional analysis or research by the analyst are not covered by this agreement.

Audioconferences — Regular “telephone meetings” on pressing, timely issues. Gartner analysts speak on these topics for one half-hour and then poll the listeners. Audioconferences enable you to network with other clients anonymously and to hear about issues that others are facing.

Talking Technology Series — This monthly audiocassette or CD-ROM gives listeners an executive summary in clear, simple terms focusing on the hottest IT issues and the best pieces of advice from Gartner analysts. The audio-magazine format will help you to leverage commute or travel time to keep up to date on the latest trends and solutions.

Theme Conference Ticket — Theme conferences cover some of today's most recognized business and technology challenges. They provide an integrated perspective of pressing issues and Gartner analyst solutions.

Gartner Executive Programs

Club Membership

- Ten exclusive research reports a year, covering business issues, frameworks for thinking, and some technology watching
- Access to a dedicated program team, providing a single interface for all research needs
- Talking Technology and Talking Business Audio Program
- People3 annual compensation series
- Personally scheduled access to analysts from the program team
- Reference-level access to all qualitative research
- Roundtable meetings for insight, discussion, and networking with peers
- Entry to Gartner symposia (2 per year) with VIP status
- An annual global CIO event, open to Club members only
- On-site briefings for the executive's management team

Premier Membership

- Six technology management related reports a year, containing unique, exclusive research
- Talking Technology and Talking Business audio programs
- Access to a dedicated program team, providing a single interface for all research needs
- Personally scheduled access to analysts from the program team

- Reference-level access to all qualitative research
- Roundtable meetings for insight, discussion, and networking with peers
- Entry to Gartner symposia (2 per year) with VIP status.

Gartner Decision Drivers

Individual Model Sales to End Users- Access to a single Decision Driver model:

The Decision Tools for Vendor Selection Individual Model License programs allow organizations making a specific technology decision to purchase research and services that satisfy an immediate tactical need for assistance in a specific technology selection. Deliverables of this program are only available as a full year, or multi-year contract, and are based on providing access to one Decision Driver Model:

- Un-metered, standard business hour, support, for the specific model licensed, from industry experts.
- Gartner's Decision Engine (DE) - a decision support software tool.
- Monthly data updates, for the specific model licensed, including criteria, metrics, and vendor performance reviews.
- Best-of-breed, technology specific, Request for Proposal (RFP) templates, for the specific model licensed.
- Unlimited, standard business hour, usability support.
- Selection Methodology
- Audioconference based usability training.

Strategic License Program Sales to End Users - Access to Multiple, Concurrently Used Decision Driver models:

The Decision Tools for Vendor Selection Strategic License programs allow organizations making multiple technology decisions the benefit of a volume discount and the flexibility to exchange models as needed. Deliverables of this program are only available as a full year, or multi-year contract, and are based on providing concurrent access to one or more Decision Driver Model(s) simultaneously:

- Un-metered, standard business hour, support, interchangeable to different model areas on request, but limited to actual models in use and license provisions for concurrent model usage.
- Gartner's Decision Engine (DE)
- Monthly data updates, including criteria, metrics, and vendor performance reviews for the specific models requested, interchangeable to different model areas on request, but subject to a count of actual models in use, and license provisions for concurrent model usage.
- Best-of-breed, technology specific, Request for Proposal (RFP) templates, interchangeable to different model areas on request, but subject to a count of actual models in use, and license provisions for concurrent model usage.
- Unlimited, standard business hour, usability support.

- Selection Methodology Guide
- Audioconference based usability training.

Note: The Enterprise Resource Planning and Customer Relationship Management suites are not available under the SL-1 program.

Decision Reference Library (DRL) Program sale to end users - Access to multiple, concurrently used Decision Driver Graphical Reference models:

The Decision Reference Library offers access to Gartner's Decision *Reference* Software Tools called Graphical Reference Models (GRMs). GRMs are abbreviated or "light" versions of our traditional "heavy" selection models. Deliverables of this program are only available as a full year, or multi-year contract, and are based on providing concurrent access to all Decision Driver Graphical Reference Models simultaneously:

- Gartner's Decision Engine (DE) - A specific license is provided to access all available GRM model(s).
- Monthly data updates, summarized into the GRM product format, and individual GRM models, including criteria, metrics, and vendor performance reviews.
- Unlimited, standard business hour, usability support.
- Selection Methodology
- Audioconference based usability training.