

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.31  
(ID # 12905)**

**MEETING DATE:**

Tuesday, June 30, 2020

**FROM:** RIVERSIDE COUNTY INFORMATION TECHNOLOGY AND ASSESSOR-COUNTY CLERK-RECORDER:

**SUBJECT:** RIVERSIDE COUNTY INFORMATION TECHNOLOGY (RCIT) AND ASSESSOR-COUNTY CLERK-RECORDER (ACR): Approve Amendment No. 3 to the Research & Advisory Service Agreement with Gartner, Inc., to Renew Information Technology Research Subscription Services from July 1, 2020 through June 30, 2021; All Districts. [Total Aggregate Cost \$236,700; Additional compensation not to exceed \$23,670– RCIT Budget - \$148,400, ACR Budget - \$88,300]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve Amendment No. 3 to the Research & Advisory Service Agreement with Gartner, Inc., to renew Information Technology Research Subscription Services from July 1, 2020 through June 30, 2021, for the total aggregate amount of \$236,700, and authorize the Chairman of the Board to sign three (3) copies of the same;
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel, to sign amendments that exercise the options of the original agreement, including modification of the scope of services that stay within the intent of the agreement, and amendments to increase the compensation provisions that do not exceed the total sum of 10% of the total aggregate cost of the Agreement; and
3. Direct the Clerk of the Board to retain one (1) copy of the Amendment and return two (2) copies of the Amendment to the Information Technology Department for distribution.

**ACTION: Policy**

  
Kan Wang, Assistant Assessor-County-Clerk Recorder

6/19/2020

  
Dave Rogers, Assistant County Executive Officer / CIO

6/22/2020

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Jeffries, seconded by Supervisor Hewitt and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: June 30, 2020  
xc: RCIT, Purchasing

Kecia R. Harper  
Clerk of the Board

By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 236,700	\$ 236,700	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> RCIT Budget-\$148,400, ACR Budget-\$88,300			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 20/21	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

RCIT and ACR has utilized Gartner's core research services for independent analysis on new technology and technology directions, such as Social Networking, Constituent Relationship Management (CRM), Cloud Computing, Converged Networks and other emerging technologies. Gartner's services have allowed for cost savings due to their analysis and assistance in technology related purchases. For example, Gartner assisted RCIT this fiscal year in negotiating an additional \$280,000 discount towards a new Smartnet agreement with Cisco. Another example of Gartner's service that led to direct cost savings of approximately \$50,000 was in technology license review, where Gartner identified and advised the ACR in the removal of components that would not benefit the department. This year the County's renewal will be handled directly with Gartner, saving a 2.5% administrative fee previously paid to the County of Ventura who administered the prior contract.

The availability of their assistance in these areas has benefitted both RCIT and ACR with the development of technology strategies, standards, and guidelines. In utilizing Gartner services, the County can make informed decisions that are more cost effective, provide the greatest efficiencies, and provide solutions with the most value in a market where technology and communication providers continue to be volatile.

The request before the Board is for the approval of Amendment No. 3 for the renewal of Gartner, Inc., to provide Information Technology Research Subscription Services for RCIT and ACR.

**Impact on Residents and Businesses**

There is no negative impact on residents or businesses within the County of Riverside. Gartner's service will improve the quality of RCIT's technical support.

**Additional Fiscal Information**

<b>County Departments</b>	<b>Total Fee</b>
Riverside County Information Technology (RCIT)	\$ 148,400
Assessor-County Clerk-Recorder (ACR)	\$ 88,300

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<b>Total</b>	<b>\$ 236,700</b>
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**Contract History and Price Reasonableness**

In the fall of 2003, the California County Information Services Directors Association (CCISDA) went out to bid for industry research firms to award to all responsible vendors. This was done in an effort to obtain lower pricing through a consolidating government-purchasing vehicle. The original contract was awarded to Gartner which resulted in a 7% discount off Gartner's retail pricing benefitting city, county, and other local government entities. The contract award has been renewed by CCISDA under Contract Number 7914 as of March 12, 2019 by and between the County of Ventura and Gartner.

Previously, the County of Ventura administered renewals on behalf of participating counties and local government entities, but this year, the County of Ventura will no longer be doing so. Therefore, invoicing and payments will be handled directly through Gartner, saving a 2.5% administrative fee.

On May 14, 2013 (Board agenda item no. 3.22), the Board of Supervisors approved an agreement with Gartner, Inc., for core research services for Riverside County Information Technology (RCIT) and the Assessor-County Clerk-Recorder (ACR). On December 2, 2014 (Board agenda item no. 3.11), the Board approved the purchase of additional Gartner subscriptions for Department of Public Social Services (DPSS). On April 26, 2016 (Board agenda item no. 3.39) the Board approved the enrollment to a new agreement to consolidate RCIT, ACR, DPSS, and Riverside University Health System (RUHS) departments into a single agreement. This agreement includes the same departments, but at a lower level of service to reduce cost. On June 26, 2018 (Board agenda item no. 3.48), the Board approved the current consolidated agreement with the agreement ending June 30, 2019. On October 11, 2018, Purchasing processed Amendment No. 1 for administration changes to reduce service and amount from \$278,100 to \$236,841.67. On June 25, 2019 (Board agenda item 3.31), the Board approved Amendment No. 2 for service renewal effective July 1, 2019 through June 30, 2020.

**ATTACHMENTS:**

Attachment A - Gartner Amendment No. 3

  
Teresa Summers, Director of Purchasing 6/22/2020

  
Venus Brambila 6/23/2020

  
Gregory V. Priarios, Director County Counsel 6/22/2020

COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO RESEARCH AND ADVISORY SERVICE AGREEMENT WITH  
GARTNER, INC.

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Original Contract Term:	07/01/2018 through 06/30/2019
Contract ID:	PSA-0001189
Effective Date of Amendment:	June 30, 2020
Original Annual Maximum Contract Amount:	\$312,200
Amended Annual Maximum Contract Amount:	\$236,700

This Amendment No. 3 (“Third Amendment”) to the Research and Advisory Service Agreement with Gartner, Inc. for the subscription period of July 1, 2020 through June 30, 2021, is entered into by and between the County of Riverside (“COUNTY”), a political subdivision of the State of California, and Gartner, Inc. (“CONTRACTOR”), a Delaware corporation, collectively referred to as the “Parties”.

RECITALS

WHEREAS, COUNTY entered into that certain Research and Advisory Service Agreement with CONTRACTOR for the subscription period of July 1, 2018 through June 30, 2019 (the “Agreement”), whereby CONTRACTOR, among other things, granted COUNTY access and use of CONTRACTOR’s Information Technology Research and Advisory Service and agreed to provide Service to COUNTY (as defined therein); and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement to renew said subscription for twelve months.

NOW, THEREFORE, for good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the Parties agree as follows:

1. The above recitals are true and correct, and are incorporated herein by reference.
2. Section 2 (“Period of Performance”) of the Agreement is amended to include the new subscription period of July 1, 2020 thru June 30, 2021.
3. The attached Exhibit A-2 of this Third Amendment is added to “Exhibit A” in the Agreement.
4. Capitalized Terms/Amendment to Prevail. Unless defined herein or the context requires otherwise, all capitalized terms herein shall have the meaning defined in the Agreement, as heretofore amended. The provisions of this Third Amendment shall prevail over any inconsistency or conflicting provisions of the Agreement, as heretofore amended, and shall supplement the remaining provisions thereof.
5. Miscellaneous. Except as amended or modified herein, all the terms of the Agreement shall remain in full force and effect and shall apply with the same force and effect. Subject to the provisions of the Agreement as to assignment, the agreements, conditions and provisions herein contained shall apply to and bind the heirs, executors, administrators, successors and assigns of the parties hereto. If any provisions of this

JUN 30 2020 331

COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO RESEARCH AND ADVISORY SERVICE AGREEMENT WITH  
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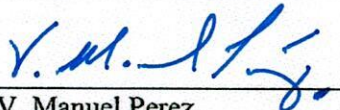
Third Amendment or the Agreement shall be determined to be illegal or unenforceable, such determination shall not affect any other provision of the Agreement and all such other provisions shall remain in full force and effect. The language in all parts of the Agreement shall be construed according to its normal and usual meaning and not strictly for or against either COUNTY or CONTRACTOR.

6. Effective Date. This Third Amendment shall not be binding or consummated until it is fully executed by the Parties.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Third Amendment.

COUNTY OF RIVERSIDE, a political  
subdivision of the State of California

Gartner, Inc., a Delaware corporation


By:   
V. Manuel Perez  
Chairman, Board of Supervisors

By:   
Melissa McKay  
Assistant Contracts Manager


Dated: JUN 30 2020

Dated: June 18, 2020

ATTEST:  
Kecia Harper  
Clerk of the Board

By:   
Deputy

APPROVED AS TO FORM:  
Gregory P. Priamos  
County Counsel

By:   
Susanna Oh  
Deputy County Counsel

**COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO RESEARCH AND ADVISORY SERVICE AGREEMENT WITH  
GARTNER, INC.**

**Exhibit A-2**

**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 Service Agreement (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 USD</u>	<u>Total Fee USD</u>
Gartner Core Connect	Advisor	1	Jim Smith	01-JUL-2020	30-JUN-2021	\$27,200.00	\$27,200.00
Gartner for IT Leaders	Individual Access Advisor	2	Gil Mejia, Kan Wang	01-JUL-2020	30-JUN-2021	\$62,600.00	\$62,600.00
IT Leadership Team	Advisor Member	1	Anthony Chogyoji	01-JUL-2020	30-JUN-2021	\$31,300.00	\$31,300.00
IT Leadership Team	Essentials Member	3	Gus Vazquez, Tom Mullen	01-JUL-2020	30-JUN-2021	\$27,300.00	\$27,300.00
IT Leadership Team	Leader	1	Martin Perez	01-JUL-2020	30-JUN-2021	\$31,300.00	\$31,300.00
Gartner for Technical Professionals	Advisor Team	1	Karan Chandran Zhumei Qian Bobbie Azrot Sandipan Sharma Shahzad Ashfaq	01-JUL-2020	30-JUN-2021	\$57,000.00	\$57,000.00
				Term Total	(Excluding applicable taxes)		\$236,700.00

**2. SERVICE DESCRIPTIONS:**

<u>Service Name/ Level of Access</u>	<u>Service Description URL</u>
Gartner Core Connect Advisor	<a href="http://sd.gartner.com/sd_core_connect_advisor.pdf">http://sd.gartner.com/sd_core_connect_advisor.pdf</a>
Gartner for IT Leaders Individual Access Advisor	<a href="http://sd.gartner.com/sd_itl_individual_advisor.pdf">http://sd.gartner.com/sd_itl_individual_advisor.pdf</a>
Gartner for Technical Professionals Advisor Team	<a href="http://sd.gartner.com/sd_techpro_advisor_team.pdf">http://sd.gartner.com/sd_techpro_advisor_team.pdf</a>
IT Leadership Team Leader	<a href="http://sd.gartner.com/sd_itl_team_leader.pdf">http://sd.gartner.com/sd_itl_team_leader.pdf</a>
IT Leadership Team Advisor Member	<a href="http://sd.gartner.com/sd_itl_team_advisor_member.pdf">http://sd.gartner.com/sd_itl_team_advisor_member.pdf</a>
IT Leadership Team Essentials Member	<a href="http://sd.gartner.com/sd_itl_team_essentials_member.pdf">http://sd.gartner.com/sd_itl_team_essentials_member.pdf</a>
Industry Advisory Services Individual Access Advisor - Insurance	<a href="http://sd.gartner.com/sd_iasg_individual_advisor.pdf">http://sd.gartner.com/sd_iasg_individual_advisor.pdf</a>

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Gartner for IT Leaders Individual Access Advisor	<a href="http://sd.gartner.com/sd_itl_individual_advisor.pdf">http://sd.gartner.com/sd_itl_individual_advisor.pdf</a>
Gartner for Technical Professionals Advisor Team	<a href="http://sd.gartner.com/sd_techpro_advisor_team.pdf">http://sd.gartner.com/sd_techpro_advisor_team.pdf</a>
IT Leadership Team Leader	<a href="http://sd.gartner.com/sd_itl_team_leader.pdf">http://sd.gartner.com/sd_itl_team_leader.pdf</a>
IT Leadership Team Advisor Member	<a href="http://sd.gartner.com/sd_itl_team_advisor_member.pdf">http://sd.gartner.com/sd_itl_team_advisor_member.pdf</a>
IT Leadership Team Essentials Member	<a href="http://sd.gartner.com/sd_itl_team_essentials_member.pdf">http://sd.gartner.com/sd_itl_team_essentials_member.pdf</a>
Industry Advisory Services Individual Access Advisor - Insurance	<a href="http://sd.gartner.com/sd_iasg_individual_advisor.pdf">http://sd.gartner.com/sd_iasg_individual_advisor.pdf</a>