



Legislation Text

File #: 18-190, Version: 1

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the award of Sole Source Procurement 18-083, IT Research and Advisory Services, to Gartner, Inc for an amount not to exceed \$363,000 and for a three-year term.

DEPARTMENT: Information Technology

SUBMITTED BY: Jeff Anderson, Director

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

Gartner is the world's leading information technology research and advisory company with clients in 90 countries. More than 1,000 expert analysts assist IT professionals from both public and private sector organizations on approximately 1,250 technology-related topics. This agreement will allow Naperville to access the following products and services:

- *Research* - Clients can take advantage of insight gained through Gartner's rigorous research processes and proprietary methodologies. Gartner methodologies consist of research practices, procedures and rules that distill large volumes of data into clear, precise, actionable insight so clients can formulate plans or make difficult business decisions.
- *Contract Review* - Gartner analysts review thousands of hardware/software/service contracts each year and will provide pricing proposal and comparative analysis, business terms and conditions review and negotiation strategy advice.
- *Analyst Access* - Analysts publish thousands of pages of original research annually. As a client, Naperville will have access to analysts to discuss all areas of current/future projects such as planning, implementing, communication efforts and purchasing strategies.
- *Benchmarking Analytics* - Data will be provided in the areas of performance, infrastructure, applications, vendors, customer satisfaction and purchasing policies.
- *Peer Networking* - This is most often an underappreciated service in public sector agencies. Gartner hosts an annual Symposium, numerous Summits and a myriad of opportunities for IT professionals to connect because they are geographically close or working on similar initiatives. The City's Gartner representative works diligently to ensure this component of the agreement is successfully utilized.

DISCUSSION:

The City has used Gartner services since 2015. Gartner's services have been valuable in the decision-making processes and execution of many technology initiatives identified in the City's IT

strategic plan. Gartner’s research has guided City staff in navigating constantly changing technology marketplace; understanding technology providers’ current and trending competitive advantages, strategies, and challenges. Gartner’s services are paramount to leading and communicating an innovative mindset by educating City staff on emerging technologies and the impact across a myriad of business sectors. Direct access to Gartner analysts has provided guidance a number of areas including, but not limited to:

- Selection of the content management system (CMS) used for the City’s award-winning website;
- ERP selection and contract negotiation;
- Completion of several Requests for Proposals (RFP);
- Several analyses concerning SmartCity devices and City use of Internet of Things (IoT) devices like streetlights, traffic signals and small cell antennas;
- On-site discussions of how cities are making use of small cell, 5G and FiberOptic networks;
- Best practices for energy and utility workforce and warehouse management systems
- Developing effective citizen access management portals;
- Moving from traditional telephone network to Voice Over IP (VOIP) services;
- Methods for integration of Microsoft Skype with Cisco;
- Proper methods for building effective data hubs; and
- Negotiation of the City’s Microsoft Enterprise Agreement finalized in December 2017.

The contract term is January 1, 2018 through December 31, 2020. Gartner allowed the City a grace period while the 2018 budget was finalized. Annual costs are provided below:

- 2018 -- \$119,800
- 2019 -- \$119,800
- 2020 -- \$123,400

FISCAL IMPACT:

CIP #: N/A

IT Research and Advisory Services are expensed to the software and hardware maintenance account below. A total of \$115,700 has been budgeted for Gartner consulting services and executive membership in CY2018. The slight overage for CY2018 will be accommodated by savings in other line items.

Account Number	Fund Description	Budget Amount
16101100-531312	General Fund	\$1,786,575