



GARTNER SERVICE ORDER (“SO”) Q-00573427

Gartner	Client (Sold To)	Client (Bill To)
GARTNER, INC. 56 TOP GALLANT ROAD STAMFORD, CT 06902-7700 UNITED STATES	COUNTY OF DU PAGE 421 N COUNTY FARM RD WHEATON, ILLINOIS 60187-3978 UNITED STATES	ACCOUNTS PAYABLE COUNTY OF DU PAGE 421 N COUNTY FARM RD WHEATON, IL 60187-2553 UNITED STATES itap@dupagecounty.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	Service Period 1	Service Period 2
Executive Programs v2 Guided Promo Team Leader	1	Anthony Mcphearson	15	01-Oct-2026 31-Dec-2027	3 months	
Executive Programs V2 Guided Team Advisor Member	1	Richard Burnson	15	01-Oct-2026 31-Dec-2027	3 months	
Total Service Period Fee Exclusive Of Applicable Tax					USD 39,875.00	USD 159,500.00

Due to the multi-year term of this Service Agreement, Client expressly waives its right of termination for convenience. Subject to unavailability of funds appropriated under the Client’s funding authority, Client may modify or cancel the remaining annual contract term(s) of this SA provided that Client notifies Gartner in writing of such at least 60 days prior to the contract start date for the upcoming annual term. The parties understand and agree that they have specifically bargained for lower out-year pricing, and that regulatory restrictions and Gartner policy prohibit discounting for any clients. Therefore, the parties agree that Client shall use its best efforts to seek and obtain sufficient appropriation of funds to meet Client’s payment obligations for ensuing fiscal year(s). Should Client seek termination for lack of appropriated funds, Client shall provide written evidence of such unavailability certified by Client’s authorized representative.

As part of Gartner’s portfolio simplification initiative, the user’s license is migrated to a new product offering with same or greater entitlements. All migrated licenses will retain grandfathered pricing as awarded. The grandfathered pricing only applies to existing migrated license(s), is nontransferable, and is contingent upon uninterrupted renewal. At time of Order renewal, or Option Year exercised, license pricing will be granted for the lesser of a 5% escalation OR the active current and applicable base contract or Framework awarded pricing. Net new licenses, additional users, or expanded scope will be priced at the applicable current base contract or Framework awarded pricing. If the Task is terminated and re-awarded at later date for any reason, or should there be material modification of the scope to the existing Task, all licenses will be priced per the applicable base contract or Framework awarded pricing.

2. SERVICE DESCRIPTIONS

Service Name/Level of Access	Service Description URLs
Executive Programs v2 Guided Promo Team Leader	See Attached
Executive Programs V2 Guided Team Advisor Member	https://sd.gartner.com/sd_expv2_guided_advisor_mbr.pdf

3. PAYMENT TERMS

Payment Terms	Billing Schedule	PO Number Required on Invoice
Net 60	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 # 26-448DOIT-INFOT-P-97276 to NASPO# DPC-1428523190-SA-21-PASS_ITRAC between Gartner, Inc. and Illinois Department of Innovation and Technology dated 05-Jun-2026 (“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.

COUNTY OF DU PAGE

GARTNER, INC.

Client Signature

Gartner Signature

Print Name

Print Name

Title

Title

Date

Date

SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS V2 GUIDED PROMO: TEAM LEADER

Executive Programs v2 Guided Promo: Team Leader (the “Service”) is designed for the most senior technology executive in the client company (“Client”), typically the CIO, and their leadership team. The Service provides Client with an ongoing advisory relationship with Gartner and a thinking partner to contextualize Gartner insights and requires the separate purchase of one or more of the following Services: (i) Executive Programs v2 Team Leader Member, (ii) Executive Programs v2 Member, or (iii) Executive Programs v2 Team Member Service.

DELIVERABLES

Executive Programs v2 Guided Promo comprises one or more sets of users, each of whom holds a Gartner user license: (i) the “Team Leader”, (ii) team “Leader Members”, (iii) individual team “Members”, or (iv) “Extended Team Members”, as designated by Client and listed in the Service Agreement. The Executive Programs v2 Guided Promo: Team Leader hereinafter is referred to as “Licensed User”.

1. The Licensed User is entitled to the following Gartner Deliverables:

- **Assigned Service Delivery Team**
 - Virtual Team Workshop
- **Expert Interactions**
- **Expert Insights**
 - Executive Programs v2 and related Role/IT Research
 - Business Initiatives Research
 - Executive Leadership Research
 - Industry Research
 - Emerging Tech & Trends Research
- **Tools and Data**
- **Peer Experiences**
- **Conferences and Events**
 - Gartner IT Symposium/Xpo™ with Exclusive Member Experience
 - CIO Leadership Forum
 - Webinars

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

(a) **Assigned Service Delivery Team**

Executive Partner: An Executive Partner with experience in senior technology executive roles and a client success manager will serve as the Licensed User’s primary points of contact for this Service. They will help define and develop customized plans based on Licensed User’s priorities and initiatives. The client success manager is an experienced service professional who understands the Licensed User’s context and priorities and helps them understand their entitlements and leverage the most relevant Gartner resources.

Licensed User may interact monthly with the Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include virtual strategy meetings, peer networking or Executive Partner virtual discussions.

(b) **Expert Interactions**

Access to Gartner experts associated with the Service. Inquiry call participation is limited to the expert, the Team Leader, and Team Members. The Licensed User can schedule individual sessions with an expert and team sessions. Team sessions must be requested and moderated by the Licensed User, who must be present on the call and lead the discussion and questions to advance the Team agenda. The Licensed User may, on an occasional and infrequent basis (not to exceed 10 (ten) times per contract year, and not to exceed more than 25 (twenty-five) individuals per session), include in inquiry calls non-Team Members from within the Client company.

Prioritized Scheduling: Licensed User is entitled to prioritized scheduling for inquiry sessions and 1-on-1 sessions at Gartner IT Symposium/Xpo.

(c) **Expert Insights:** Exclusive Gartner Research Reports relevant to Licensed User. These may include Gartner selected topics across IT, business, industries, emerging tech and trends, and leadership development.

(d) **Tools and Data:** Access tools and data relevant to Licensed User. These may include interactive assets that enable viewing of data-driven insights, benchmarks, make informed decisions, and enhance workflows.

(e) **Peer Experiences**

Gartner provides opportunities for peer engagement in a variety of ways. Licensed users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role.

Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools and templates.

Facilitated Networking: Service Delivery Team will, upon request, arrange meetings with peers around a specific topic or area of expertise.

(f) **Conferences and Events**

Attendance at Gartner IT Symposium/Xpo™ with Exclusive Member Experience: One non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus an exclusive member experience that may include priority booking for onsite One-on-One meetings with Gartner experts, access to an Exclusive Member Lounge and meeting rooms in the Exclusive Member Meeting Center, and networking opportunities with peers and Gartner Service Delivery associates.

CIO Leadership Forum: Complimentary, non-transferable invitation to attend CIO Leadership Forum. Leadership Forum invitation extended where available to licensed users meeting qualifying criteria.

Webinars: Periodic multi-client virtual events (live and/or replays) where Gartner expert(s) present research on a topic and clients participate through Q&A chats/polls. Clients have access to webinars through gartner.com.

ADDITIONAL USAGE INFORMATION

The invitation or “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 not transferable within the Client and may not be transferred to another company. A single Ticket may not be used by more than one (1) individual but may be used for admission to any other Gartner IT Conference.

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.

PROMOTIONAL PRICED LICENSE

This promotional pricing is a one-time offer that entitles the user to a reduced cost reflective of their previously purchased license and is non-transferable. This reduced pricing offer is only available to the existing user, is not applicable to any net new or existing user licenses purchased and will only apply should the user continue to renew without interruption. Additional licenses will be sold at then current market rates.