



City of Aurora

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Agenda Number:

TO: Mayor Richard C. Irvin

FROM: Michael Pegues, Chief Information Officer
Jeff Anderson, Deputy Chief Information Officer

DATE: July 20, 2021

SUBJECT:

Resolution approving the implementation of an upgraded Executive Programs Membership Basic and Leadership Team Service for IT Research and Advisory Services from Gartner, Inc. of Stamford, CT for a three-year term

PURPOSE:

Gartner services have been utilized by the City since 2018. This three-year renewal will provide access to Gartner's advisory services and documentation to more members of the IT Department's Senior Leadership team at a lower per license cost. Given the complexity, expense, and strategic nature of the City's technology initiatives over the next three to five years, an advisory service agreement of this type is recommended.

BACKGROUND:

Gartner is the largest and most respected source of analysis in the information technology (IT) industry. Gartner serves over 13,000 distinct organizations throughout the world. The company was founded in 1979 and has current annual revenues exceeding \$1.5 billion. As IT exploded over the last 30 years, this research firm has become a strategic partner to thousands of client organizations. Gartner provides a wide range of services that are unmatched by its competitors.

This agreement will allow City Staff to access the following Gartner products and services:

- Research - Clients can take advantage of the 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 City staff 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, City staff 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 are working on similar initiatives. The City's Gartner representative works to ensure that this component of our agreement is successfully utilized.

DISCUSSION:

Gartner's services have been utilized in the decision-making process and execution of many technology initiatives identified in the IT strategic plan.

Gartner's research has guided IT staff in navigating constantly changing technology marketplaces as well as 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 IT on emerging technologies and the impact across many business sectors.

Direct access to Gartner analysts resulted in helping City staff make educated selections of APD Body Cameras, NextGen911 solution, Microsoft Enterprise Agreement process, Managed Security Services, the completion of several RFPs, and provided guidance to IT senior executives on the technology marketplace for input into the IT Strategic Plan, vendor negotiation processes and COVID-related IT management trends.

Previous expenditures for 4 Gartner advisory licenses included \$104,300 in 2019 and \$108,300 in 2020. After the described success of the previous two single-year contracts, the IT staff desires to extend the advisory services from 4 licenses to 7 licenses and take advantage of discounted pricing of a 3-year contract. The 3-year contract for 7 licenses will average annual payment of \$189,470.

Cost for year 1 is \$184,848.00, year 2 is \$189,413.00 (2.5% increase) and year 3 is \$194,148.00 (2.5% increase). Although the total investment in IT consulting services is increasing, the per license investment is decreasing by 2.5% to \$26,400 as compared to \$27,075 per license in 2020.

In addition, although the extension is for 3 years, City staff has successfully negotiated the ability to cancel the agreement during the first 60 days of each calendar year should funds not be appropriated for Gartner's services. This is an important safeguard in the event that the City experiences unexpected adverse financial conditions.

For the first year of this agreement, \$92,424.00 is due in 2021 and additional \$92,424.00 will be paid in January, 2022.

A budget transfer will be submitted to account 101-1380-419.32-80 to fund the 2021 portion of this service and will be included in the 2022 and 2023 budgets.

IMPACT STATEMENT:

This service is designed for the most senior technology executives in the City. This Service has provided the IT Department with an ongoing advisory relationship with Gartner and it has optimized citywide technology costs, staffing, policy, processes and procedures.

RECOMMENDATIONS:

Adopt a resolution approving the implementation of an upgraded Executive Programs Membership Basic and Leadership Team Service for IT Research and Advisory Services from Gartner, Inc. of Stamford, CT for a three-year term.

cc: [Finance Committee]

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____

DATE OF PASSAGE _____

A Resolution authorizing approval of an upgraded annual subscription (renewal) for Executive Programs Membership Basic and Leadership Team Service for IT Research and Advisory Services from Gartner, Inc of Stamford, CT.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, Gartner, Inc. is uniquely positioned to provide IT specific research & advisory services that have a high return on investment, and

WHEREAS, Gartner is the largest and most respected source of analysis in the information technology (IT) industry, and

WHEREAS, Gartner services have been utilized effectively by IT Staff since 2018, and

WHEREAS, A budget transfer will be submitted to the Information Technology account 101-1380-419-32-80 for the 2021 portion of the expense.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: an upgraded three-year term for Executive Programs Membership Basic and Leadership Team Service for IT Research and Advisory Services from Gartner, Inc. of Stamford, CT 06904 is hereby approved and the Chief Information Officer is hereby authorized to execute the agreement.

PRIOR ACTION