GSA Schedule

General Services Administration: Federal Supply Service

Mission Oriented Business Integrated Services (MOBIS)

Authorized Federal Supply Schedule Price List

FSC Group 874/Class 8742

Contract No. GS-10F-0581P

SINs:

- 874-1: Consulting Services
- 874-3: Survey Services
- 874-6: Acquisition Management Support
- 874-7: Program Integration and Project Management Services

Contract Period:
September 10, 2004 through February 15, 2010 (with option period through September 09, 2014)

Contact:
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Contractor:
Gartner, Inc.
56 Top Gallant Road
Stamford, CT 06904
www.gartner.com

Gartner, Inc.
4501 No. Fairfax Drive - 8th Floor
Arlington, VA 22203
www.gartner.com

Business Size: Large

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA *Advantage!*™, a menu-driven database system, located on the Internet at http://www.gsa.gov.

Gartner.

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Customer Ordering Information

1a.	**Awarded Special Item Number(s) (SINs) - page 8**	Consulting Services (SIN 874-1) Survey Services (SIN 874-3) Acquisition Management Support Services (SIN 874-6) Program Integration and Project Management Services (SIN 874-7)
1b.	**Lowest Priced Model Number and Lowest Unit Price**	N/A
1c.	**Hourly Rates**	See page 9
2.	**Maximum order**	$500,000.00
3.	**Minimum order**	$500.00
4.	**Geographic coverage**	Worldwide
5.	**Point(s) of Production**	McLean, VA and Gartner Offices Worldwide
6.	**Price Discounts**	All prices herein are net.
7.	**Quantity discounts**	None
8.	**Prompt payment terms**	0%, Net 30
9a.	**Commercial Credit Card Acceptance**	Accepted
10.	**Foreign Items**	None
11 a.	**Time of Delivery**	In Accordance With Task Orders
11b.	**Expedited Delivery**	In Accordance With Task Orders
11c.	**Overnight and 2-day delivery**	In Accordance With Task Orders
11d.	**Urgent Requirements**	In Accordance With Task Orders
12.	**F.O.B. Point**	Destination
13a.	**Ordering Address(es)**	Refer to Gartner Quotation, or Contractor's Address Gartner, Inc. Attn: Contract Administration 56 Top Gallant Road Stamford, CT 06904-2212 Contracts Administration Source Gartner, Inc. Attn: Denitra Johnson 4501 No. Fairfax Drive - 8th Floor Arlington, VA 22203 (703) 387-5786 FAX: (800) 328-2084 denitra.johnson@gartner.com Program Manager Gartner, Inc. 4501 No. Fairfax Drive - 8th Floor Arlington, VA 22203 (703) 387-5678 Attn: Frank Murphy FAX: (800) 446-3597 frank.murphy@gartner.com

Customer Ordering Information (Cont)

13b.	**Ordering Procedures**	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14.	**Payment Address(es)**	Gartner, Inc. Accounts Receivable PO Box 911319 Dallas, TX 75391-1319 *Note: EFT is available. Agencies may contact Program manager for ACH information.*
15.	**Warranty Provision**	None
16.	**Export Packing Charges**	None
17.	**Terms and Conditions of Government Purchase Card Acceptance**	In Accordance With Government IMPAC Program: No Limit
18.	**Terms and conditions of rental, maintenance, and repair**	N/A
19.	**Terms and conditions of installation**	N/A
20.	**Terms and conditions of repair parts**	N/A
20a.	**Terms and conditions for other services**	N/A
21.	**List of service and distribution points**	N/A
22.	**List of participating dealers**	N/A
23.	**Preventive maintenance**	N/A
24a.	**Special attributes**	N/A
24b.	**Section 508 Compliance**	See Below
25a.	**Data Universal Number System number**	09-722-0180
25b.	**Tax Identification Number**	04-3099750
25c.	**CAGE Code**	0EFU3
26.	**Central Contractor Registration (CCR)**	Gartner, Inc. is Active in CCR (0EFU3)
27	**Uncompensated Overtime**	Not used

Section 508 Compliance: Professional services offered herein are consulting services which are not generally considered Electronic and Information Technology (EIT) and which are not provided by the Government to employees or to the public.

Section 508 Compliance does not apply to these services. If these services are ordered in support of agency requirements relating to EIT applications, products or services provided to employees or to the public, then, Gartner will address Section 508 Compliance requirements in conjunction with a specific Task Order or Statement of Work.

Introduction

Gartner is pleased to present you with our qualifications and price list for the General Services Administration Mission Oriented Business Integrated Services Schedule. We understand the challenges facing Government executives, and we know how to apply best practices to help face these challenges head on and overcome them. Gartner not only offers professionals with strong business acumen — many with over two decades of experience — but we also offer expertise and advice based on our world-class research, including commercial and Government benchmarking and our unique Total Cost of Ownership methodologies.

We look forward to meeting with you and discussing potential opportunities. We have been delivering quality business advice to executives for over 25 years. Now, we would like to extend this same services to you.

Firm Overview

Gartner, Inc., is not the company it used to be. What started as a small research firm in 1979 has grown to a 3,800-employee, world-wide consulting firm that provides independent, research-driven advice to over 10,000 corporate and Government clients worldwide. Gartner Consulting has stayed true to its original path of providing advisory services, not implementation services. We have become agents of change at Federal organizations facing key enterprise-level challenges or obstacles that have a direct effect on the organization's management, effectiveness, efficiency, and operations. Gartner's Federal Group has taken the best practices from our commercial engagements on business process change and applied them to support our Federal clients.

This progress has been a natural one. Gartner consultants are strategic thinkers, not tactical implementers; we don't do implementation, we don't produce or sell hardware or software, we don't implement technology solutions; we identify client challenges on the division and enterprise level, help assess how these challenge affect the client's strategic business objectives, determine resources available, assess strategic options for overcoming challenges, and provide recommended strategies and strategic approaches. Our area of expertise is executive-, management-, and/or strategic-level consulting on solutions to challenges regarding cost and operational inefficiencies, and other business and organizational issues. Gartner consultants serve as strategic advisors in the realm of business strategy to CIOs, CTOs, and other executive and management-level client staff. We work with our clients to improve cost savings, effectiveness, and efficiency on enterprise, division, or program levels.

Our consultants are supported by another Gartner organization, Gartner Executive Programs, that creates relationships with commercial, public, and Federal CIOs, allowing them access to our knowledge and resources, and allowing them a forum to discuss their business challenges with other executives. Gartner currently has a relationship with over 100 Federal executives through this program.

MOBIS Products And Services

SIN 874-1: Consultation Services

Gartner provides advice, assistance, guidance, and counseling in support of agencies' management, organizational and business improvement efforts. Examples of consultation include but are not limited to strategic, business and action planning; systems alignment; cycle time; high performance work; leadership systems' performance measures and indicators' process and productivity improvement' organizational assessments; and program audits and evaluations.

SIN 874-3: Survey Services

Gartner offers our unique research capability in assisting with and/or performing all phases of the survey process including but not limited to planning survey design, sampling, survey development, pretest/pilot surveying, assessing reliability and validity, administering surveys using the various types of data collection methods as appropriate, database administration, and analyses of quantitative and qualitative survey data. Production of reports to include, but not limited to description and summary of results with associated graphs, charts, and tables; description of data collection, and survey administration methods' discussion of sample characteristics and representativeness of data; analysis of nonresponse; and briefings of results to include discussion of recommendations and follow-up actions. Gartner provides assistance with action planning and implementation of recommendations as necessary.

SIN 874-6: Acquisition Management Support

Gartner provides support to agencies in conducting federal acquisition management activities, as follows: Acquisition planning assistance; developing acquisition documents, including quality assurance surveillance plans, statements of work, synopses, and solicitations; expert assistance in evaluating proposals; contract administration services; and competitive sourcing support, including OMB Circular A-76 studies, strategic sourcing studies, privatization studies, public-private partnerships, and Federal Activities Inventory Reform (FAIR) Act studies. Inherently Governmental services as identified FAR 7.503 or by the ordering agency are prohibited under MOBIS. It is the responsibility of the Contracting Officer placing the order to make this determination.
Gartner provides expert advice, consultation, assistance and documentation in support of studies conducted under OMB Circular A-76 or other privatization/commercial activities studies, projects or efforts. Gartner services include but are not limited to strategic, tactical and operational level planning support; acquisition management support, initial study planning; development of performance work statements; development of in-house Government cost estimates; development of quality assurance surveillance plans; administrative appeal process support; comparison of in-house bids to proposed interservice support agreement prices; and performance of management studies to determine the Government's most efficient organization.

SIN 874-7: Program Integration and Project Management Services

Gartner provides services to assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects. Services included are: Project leadership and communications with stakeholders; project planning and scheduling; earned value management support; project management, including performance monitoring and measurement; reporting and documentation associated with project/program objectives; stakeholder briefings, participation in required meetings, and related project support services; program integration services; and project close-out services.
Gartner provides services to manage and integrate various management and business improvement programs and projects that may or may not be the result of MOBIS recommendations to a Federal activity. Gartner services include but are not limited to projects internal to or between Federal agencies, project management that connects and maintains liaison between multiple contractors, and monitoring of multiple projects.

All services must be provided and performed under the supervision/management of the contractor's Project Manager or Program Manager. Orders for services under this SIN without an accompanying Program/Project Manager labor category are prohibited.

Gartner Consulting

Gartner Consulting is the leading consultancy at the nexus of technology and business, helping clients define key strategies, manage major technology initiatives, optimize operations and achieve high returns on their IT investments. Our experienced practitioners apply rigorous methodologies, critical thinking, deep analytics, and knowledge management to solve your most pressing issues and deliver maximum business value.

Our solutions address the breadth of your business needs from defining key strategies to achieve business objectives, developing enterprise plans to manage IT risk, and managing your most critical initiatives. We work with you through all stages of the project life cycle to help solve your greatest challenges. We help you make critical decisions on your IT direction, define the initiatives and road map to achieve that direction, and work with you to ensure these key initiatives are delivered successfully.

According to a client satisfaction survey recently conducted by an independent third party, clients select Gartner Consulting for the following reasons:

- Gartner Consulting has the base of knowledge to address their technical and strategy issues as evidenced by our continuous services, research databases, benchmarking databases, conferences and word-of-mouth references.
- Gartner Consulting is seen as a better alternative to the larger consulting firms due to the quality of staff assigned to projects, specificity of results, faster completion times, cost and objectivity (no downstream implementation services).
- The value and credibility of the Gartner name in association with the information, recommendations and strategies submitted to senior management is enormous.

Specifically, Gartner Consulting provides:

- A focus on long-term planning and technical architectures.
- A unique and robust methodology. Our methodology indicates an understanding of the requirements of a long-term plan and presents a road map for attaining a client's goal. In addition, our use of a standard model for architecture development reduces the risk of architectural oversight or project delays.
- A team whose members are balanced among: (1) management and technical consulting, (2) information technology assessment, (3) strategic analysis, (4) market planning and (5) primary research.
- Nationally known professionals in the key technical areas required for the project. Gartner professionals are highly respected in the industry and provide proven expertise.

Scope

Gartner's Scope of Work is defined broadly by the following strategic and high-value activities:

- Benchmarking Solutions

  Benchmarking solutions use state-of-the-art tools and high-quality data from the world's largest database of IT performance metrics to compare all or some of

your IT functions to similar organizations. No two solutions are the same. Gartner's approach and all of our engagements are highly customized to deliver results that meet an individual client's specific business needs.

- Critical Program Management Support:

  Gartner can assist a client to successfully deliver their most critical initiatives by applying the rigor and discipline of strong and independent program management practices that identify and manage risks, schedule and costs of the critical IT programs within an organization. Gartner will assist the client to implement a Program Management Office to execute the processes required to assess and monitor progress to keep these initiatives on track.

- Performance Optimization

  Gartner will provide analysis and recommendations to optimize the effectiveness, efficiency and quality of the IT services that you deliver. Gartner may assist the client in developing appropriate service levels and performance management processes and may provide strategies for the client's IT processes to improve efficiencies, service and costs.

- Risk Management

  Gartner can provide the client with strategies to effectively manage risk across the organization by supporting the development of comprehensive plans for business continuity/disaster recovery, for protecting critical information assets and to ensure compliance with regulatory requirements and guidelines.

- Sourcing Execution & Management

  Gartner can assist a client in making key sourcing decisions that support the organization's business objectives. Gartner will support the selection of key service providers in addition to providing oversight of existing service provider contracts and can provide recommendations for ongoing improvements.

- Strategy and Architecture

  Gartner can support an organization in the alignment of its strategic IT direction with its business strategy. Gartner can help the organization make key technology choices, design an efficient and effective organization and list of processes, establish an effective governance model and strengthen IT management processes to effectively manage the client's critical IT investments and priorities.

Positions and Descriptions

Commercial Job Title: Vice President

Position Summary

Responsible for the sales, management and execution of consulting projects including the timely presentation of quality deliverables.

Position Accountabilities and Specific Duties

- Meet with client and develop project questions, gain understanding of the client's environment and assure that recommendations can be implemented.
- Assignments focus on the desktop industry (hardware and software) cover a wide scope of issues including financial analyses, market trends, price forecasting, industry trends, technological developments, etc.
- Conduct primary research including market surveys of vendors and users as well as secondary research.
- Analyze research findings and prepare written reports and recommendations which are normally presented to clients in person.
- Depending on project size, incumbent may supervise other personnel, assigning work, establishing and maintaining schedules, controlling project expenses and integrating individual work into a coherent and quality deliverable.
- Identify and pursue sales opportunities and leads which may come from meetings, clients, other consultants, the sales force, vendors and others.
- Support and assist the sales organization by making joint sales calls.
- Write and present proposals to prospective clients and contracts for engagements.
- Complete additional projects as required.

Position Specifications

A. *Education:*

	Educational level	**Major field of study**
Required:	Bachelors Degree	Information Science, Marketing,
Desirable:	MBA	Finance, Engineering

B. *Required Experience:*

- Bachelors Degree with 15 plus years or an MBA with eight to 12 years of experience working in the information technology industry, preferably selling or marketing technology.
- Experience should have provided knowledge of the key vendors and key issues in the industry.

C. *Required Technical/Functional Knowledge and Skills:*

- A general knowledge of a broad range of technologies with the ability to absorb and interpret.
- Understanding of marketing, finance and general business acumen.
- Knowing how to gather data, compile it and analyze it.
- Surveying and statistical analysis skills would be helpful.
- Excellent written and verbal skills.

D. *Required Managerial/Interpersonal Skills:*

- Ability to analyze problems.
- Use judgment effectively.
- Make decisions.
- Excellent listening skills.
- Excellent writing skills.
- Oral communication skills
- Initiative
- Resourcefulness
- Conflict resolution skills

Commercial Job Title: Director

Position Summary

Responsible for the sales, management and execution of consulting projects including the timely presentation of quality deliverables.

Position Accountabilities and Specific Duties

- Meet with client and develop project questions, gain understanding of the client's environment and assure that recommendations can be implemented.
- Assignments focus on the desktop industry (hardware and software) cover a wide scope of issues including financial analyses, market trends, price forecasting, industry trends, technological developments, etc.
- Conduct primary research including market surveys of vendors and users as well as secondary research.
- Analyze research findings and prepare written reports and recommendations which are normally presented to clients in person.
- Depending on project size, incumbent may supervise other personnel, assigning work, establishing and maintaining schedules, controlling project expenses and integrating individual work into a coherent and quality deliverable.
- Identify and pursue sales opportunities and leads which may come from meetings, clients, other consultants, the sales force, vendors and others.
- Support and assist the sales organization by making joint sales calls.
- Write and present proposals to prospective clients and contracts for engagements.
- Complete additional projects as required.

Position Specifications

A. Education:

	Educational level	**Major field of study**
Required:	Bachelors Degree	Information Science, Marketing,
Desirable:	MBA	Finance, Engineering

B. Required Experience:

- Bachelors Degree with 10 to 15 years or an MBA with eight plus years of experience working in the information technology industry, preferably selling or marketing technology.
- Experience should have provided knowledge of the key vendors and key issues in the industry.

C. Required Technical/Functional Knowledge and Skills:

- A general knowledge of a broad range of technologies with the ability to absorb and interpret.
- Understanding of marketing, finance and general business acumen.
- Knowing how to gather data, compile it and analyze it.
- Surveying and statistical analysis skills would be helpful.
- Excellent written and verbal skills.

D. Required Managerial/Interpersonal Skills:

- Ability to analyze problems
- Use judgment effectively
- Make decisions
- Excellent listening skills
- Excellent writing skills
- Oral communication skills.
- Initiative.
- Resourcefulness.
- Conflict resolution skills.
-

Commercial Job Title: Associate Director

Position Summary

Responsible for the sales, management and execution consulting projects including the timely presentation of quality deliverables.

Position Accountabilities and Specific Duties

- Meet with client and develop project questions, gain understanding of the client's environment and assure that recommendations can be implemented.
- Assignments focus on the desktop industry (hardware and software) cover a wide scope of issues including financial analyses, market trends, price forecasting, industry trends, technological developments, etc.
- Conduct primary research including market surveys of vendors and users as well as secondary research.
- Analyze research findings and prepares written reports and recommendations which are normally presented to clients in person.
- Depending on project size, incumbent may supervise other personnel, assigning work, establishing and maintaining schedules, controlling project expenses and integrating individual work into a coherent and quality deliverable.
- Identify and pursue sales opportunities and leads which may come from meetings, clients, other consultants, the sales force, vendors and others.
- Support and assist the sales organization by making joint sales calls.
- Write and present proposals to prospective clients and contracts for engagements.
- Complete additional projects as required.

Position Specifications

A. *Education:*

	Educational level	**Major field of study**
Required:	Bachelors Degree	Information Science, Marketing,
Desirable:	MBA	Finance, Engineering

B. *Required Experience:*

- Bachelors Degree with eight plus years or an MBA with five to eight years of experience working in the information technology industry, preferably selling or marketing technology.
- Experience should have provided knowledge of the key vendors and key issues in the industry.

C. *Required Technical/Functional Knowledge and Skills:*

- A general knowledge of a broad range of technologies with the ability to absorb and interpret.
- Understanding of marketing, finance and general business acumen.
- Knowing how to gather data, compile it and analyze it.
- Surveying and statistical analysis skills would be helpful.

D. *Required Managerial/Interpersonal Skills:*

- Ability to analyze problems.
- Use judgment effectively.
- Make decisions.
- Excellent listening and writing skills.
- Oral communication skills.
- Initiative and Resourcefulness.
- Conflict resolution skills.

Commercial Job Title: Senior Consultant

Position Summary

Responsible for the management and execution consulting projects including the timely presentation of quality deliverables. May have minimal level of sales responsibilities

Position Accountabilities and Specific Duties

- Meet with client and develop project questions, gain understanding of the client's environment and assure that recommendations can be implemented.
- Assignments focus on the desktop industry (hardware and software) cover a wide scope of issues including financial analyses, market trends, price forecasting, industry trends, technological developments, etc.
- Conduct primary research including market surveys of vendors and users as well as secondary research.
- Analyze research findings and prepares written reports and recommendations which are normally presented to clients in person.
- Depending on project size, incumbent may supervise other personnel, assigning work, establishing and maintaining schedules, controlling project expenses and integrating individual work into a coherent, finished report. Complete additional projects as required.

Position Specifications

A. *Education:*

	Educational level	**Major field of study**
Required:	Bachelors Degree	Information Science, Marketing,
Desirable:	MBA	Finance, Engineering

B. *Required Experience:*

- Bachelors Degree with eight plus years or an MBA with four to six years of experience working in the information technology industry, preferably selling or marketing technology.
- Experience should have provided knowledge of the key vendors and key issues in the industry.

C. *Required Technical/Functional Knowledge and Skills:*

- A general knowledge of a broad range of technologies with the ability to absorb and interpret.
- Understanding of marketing, finance and general business acumen.
- Knowing how to gather data, compile it and analyze it.
- Surveying and statistical analysis skills would be helpful.

D. *Required Managerial/Interpersonal Skills:*

- Ability to analyze problems.
- Use judgment effectively.
- Make decisions.
- Excellent listening skills.
- Excellent writing skills.
- Oral communication skills.
- Initiative.
- Resourcefulness.
- Conflict resolution skills.

Commercial Job Title: Consultant

Position Summary

Responsible for providing quality deliverables and/or analytical project reports for assigned custom consulting engagements.

Position Accountabilities and Specific Duties

- As assigned, complete sections of significant customized consulting assignments covering a variety of subject areas including technologies, markets, products, competitive analysis, financial impact, etc.
- Conduct research using library facilities, Gartner Research Analysts, other Gartner resources and self designed primary research.
- Analyze, interpret, extrapolate, project and model data to reach conclusions.
- Prepare written reports with text, charts, and spreadsheets for internal presentation and for inclusion in reports going to clients.
- In response to client requests, prepare project proposals and estimates of time and charges for potential engagements.
- May participate in opening client conference at which the engagement is defined.
- May participate in final conference with client at which final report is delivered.
- Usually involved in three to four engagements at a time, often with different project managers on each.
- Complete additional projects as required.

Position Specifications

A. *Education:*

	Educational level	**Major field of study**
Required:	Bachelors Degree	Applicable to job responsibilities
Desirable:	MBA	

B. *Required Experience:*

- Bachelors Degree plus three to five years or an MBA plus two to three years of information technology industry experience is required with the most relevant experience being in PC sales or as an internal PC specialist.

C. *Required Technical/Functional Knowledge and Skills:*

- General understanding of the information technology industry with some focus on PC hardware and software.
- Writing skills.
- Ability to use spreadsheet software.

D. *Required Managerial/Interpersonal Skills:*

- Sensitivity.
- Listening skills.
- Ability to analyze problems.
- Judgment.
- Ability to make decisions.
- Excellent writing skills.
- Oral communication skills.
- Initiative.

Commercial Job Title: Associate Consultant

Position Summary

Responsible for providing quality deliverables and/or analytical project reports for assigned custom consulting engagements.

Position Accountabilities and Specific Duties

- As assigned, complete sections of significant customized consulting assignments covering a variety of subject areas including technologies, markets, products, competitive analysis, financial impact, etc.
- Conducts (or assistance in conducting) research using library facilities, Gartner Research Analysts, other Gartner resources and self designed primary research.
- Analyze, interpret, extrapolate, project and model data to reach conclusions (or assist in same).
- Prepare (or assist in the preparation of) written reports with text, charts, and spreadsheets for internal presentation and for inclusion in reports going to clients.
- Usually involved in three to four engagements at a time, often with different project managers on each.
- Complete additional projects as required.

Position Specifications

A. Education:

	Educational level	**Major field of study**
Required:	Bachelors Degree	Applicable to job responsibilities

B. Required Experience:

- Bachelors Degree plus one to four years of information technology industry experience is required with the most relevant experience being in PC sales or as an internal PC specialist.

C. Required Technical/Functional Knowledge and Skills:

- General understanding of the information technology industry with some focus on PC hardware and software.
- Writing skills.
- Ability to use spreadsheet software.

D. Required Managerial/Interpersonal Skills:

- Sensitivity.
- Listening skills.
- Ability to analyze problems.
- Judgment.
- Ability to make decisions.
- Excellent writing skills.
- Oral communication skills.
- Initiative.

Labor Categories and Hourly Rates

SINS 874-1, 874-3, 874-6, AND 874-7

The rates shown below include expertise based on Gartner's unique research capabilities. The prices shown in this Federal Supply Schedule Price list are net prices.

Labor Category	Hourly Rates
Vice President	$ 488.64
Director	405.02
Associate Director	334.49
Senior Consultant	264.97
Consultant	195.46
Associate Consultant	145.08

Gartner®