Exhibit A - Research and Advisory Services Pricing

Rates and unit prices for each yaer are effective January 1, 2020 to December 31, 2020 with a service start date no later than January 1st of the following year.

1. Annual Individual Subscription
Annual Individual Subscription services include unlimited online Internet access to unlimited or a set quantity of published reports customized for the service. Depending on the service, the individual named user may have unlimited access to analyst inquiries, access to inquires via a Team Leader, or no inquires (e.g. Reference level). Please refer to product's service description for a full list of deliverables included with each license.

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
IT TEAM PLUS SOLUTIONS	
Executive Programs Leadership Team Plus for Global Enterprises [9]	
Global Enterprises Team Leader	138,081
Global Enterprises IT Executive (may purchase IT Leadership Team Plus Members)	138,081
Global Enterprises Partner (may purchase Enterprise IT Leadership Team Plus Members)	119,293
Advisor Leader (may purchase IT Leadership Team Plus Members)	37,475
Cross Function Member	26,970
Executive Programs Leadership Team Plus [1]	
Leader	95,657
IT Executive Member or IT Executive Leader (IT Executive Leader must purchase IT Leadership Team Plus Members)	95,657
Partner Member or Partner Leader (Partner Leader must purchase Enterprise IT Leadership Team Plus Members)	87,475
Partner Member or Partner Leader - Renewing Subscriber [6] (Partner Leader must purchase Enterprise IT Leadership Team Plus Members)	81,990
Delegate Member or Delegate Leader - Limited Availability [3] (Delegate Leader must purchase IT Leadership Team Plus Members)	50,809
Advisor Member or Advisor Leader (Advisor Leader must purchase IT Leadership Team Plus Members)	37,475
Cross Function Member	26,970
Enterprise IT Leaders Initiative Team [1]	
Leader	84,445
Advisor Member	44,142
Enterprise IT Leadership Team Plus for Global Enterprise [9]	
Global Enterprises Leader	98,485
Global Enterprises Advisor Leader (may purchase Enterprise IT Leadership Team Plus Members)	34,142
Advisor Member	34,142
Cross Function Member	20,708

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
Enterprise IT Leadership Team Plus [1]	
Leader	73,839
Leader - Renewing Subscriber [6]	69,293
Advisor Member	34,142
Cross Function Member	20,708
IT Leadership Team Plus [1]	
Leader	34,142
Advisor Member	34,142
Cross Function Member	20,708
IT TEAM SOLUTIONS	
Executive Programs Leadership Team [2]	
Leader	87,778
IT Executive Member or IT Executive Leader (IT Executive Leader must purchase IT Leadership Team Members)	87,778
Partner Member or Partner Leader (Partner Leader must purchase Enterprise IT Leadership Team Members)	80,203
Partner Member or Partner Leader - Renewing Subscriber [6] (Partner Leader must purchase Enterprise IT Leadership Team Members)	75,152
Delegate Member or Delegate Leader - Limited Availability [3] (Delegate Leader must purchase IT Leadership Team Members)	46,667
Advisor Member or Advisor Leader (Advisor Leader must purchase IT Leadership Team Members)	34,243
Cross Function Member	24,849
Role Member	17,576
Enterprise IT Leadership Team [2]	
Leader	67,980
Leader - Renewing Subscriber [6]	63,738
Advisor Member	31,617
Cross Function Member	19,091
Role Member	11,718
Essentials Member	9,192
IT Leadership Team [2]	
Leader	31,617
Advisor Member	31,617
Cross Function Member	19,091
Role Member	11,718
Essentials Member	9,192

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
IT TEAM PLUS WITH INDUSTRY SOLUTIONS	
Executive Programs Leadership Team Plus with Industry for Global Enterprises [9] (one industry)	
Global Enterprises Team Leader	151,920
Global Enterprises IT Executive (may purchase Industry Advisory Services Leadership Team Plus Members)	151,920
Global Enterprises Partner (may purchase Enterprise IT Leadership Team Plus with Industry Members)	131,314
Advisor Leader (may purchase Industry Advisory Services Leadership Team Plus Members)	45,051
Cross Function Member	30,102
Executive Programs Leadership Team Plus with Industry [1] (one industry)	
Leader	104,041
IT Executive Member or IT Executive Leader (IT Executive Leader must purchase Industry Advisory Services Leadership Team Plus Members)	104,041
Partner Member or Partner Leader (Partner Leader must purchase Enterprise IT Leadership Team Plus with Industry Members)	96,970
Partner Member or Partner Leader - Renewing Subscriber [6] (Partner Leader must purchase Enterprise IT Leadership Team Plus with Industry Members)	90,910
Delegate Member or Delegate Leader - Limited Availability [3] (Delegate Leader must purchase Industry Advisory Services Leadership Team Plus Members)	57,778
Advisor Member or Advisor Leader (Advisor Leader must purchase Industry Advisory Services Leadership Team Plus Members)	45,051
Cross Function Member	30,102
Enterprise IT Leaders Initiative Team with Industry [1] (one industry)	
Leader	94,445
Advisor Member	52,627
Enterprise IT Leadership Team Plus with Industry for Global Enterprises [9] (one industry)	
Global Enterprises Leader	108,384
Global Enterprises Advisor Leader (may purchase Enterprise IT Leadership Team Plus with Industry Team Members)	40,809
Advisor Member	40,809
Cross Function Member	24,950
Enterprise IT Leadership Team Plus with Industry [1] (one industry)	
Leader	82,728
Leader - Renewing Subscriber [6]	77,576
Advisor Member	40,809
Cross Function Member	24,950
Industry Advisory Services Leadership Team Plus [1] (one industry)	
Leader	40,809
Advisor Member	40,809
Cross Function Member	24,950

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
IT TEAM WITH INDUSTRY SOLUTIONS	
Executive Programs Leadership Team with Industry [2] (one industry)	
Leader	95,455
IT Executive Member or IT Executive Leader (IT Executive Leader must purchase Industry Advisory Services Leadership Team Members)	95,455
Partner Member or Partner Leader (Partner Leader must purchase Enterprise IT Leadership Team with Industry Members)	88,788
Partner Member or Partner Leader - Renewing Subscriber [6] (Partner Leader must purchase Enterprise IT Leadership Team with Industry Members)	83,233
Delegate Member or Delegate Leader - Limited Availability [3] (Delegate Leader must purchase Industry Advisory Services Leadership Team Members)	53,031
Advisor Member or Advisor Leader (Advisor Leader must purchase Industry Advisory Services Leadership Team Members)	41,415
Cross Function Member	27,576
Role Member	19,596
Enterprise IT Leadership Team with Industry [2] (one industry)	
Leader	75,758
Leader - Renewing Subscriber [6]	71,112
Advisor Member	37,475
Cross Function Member	22,930
Role Member	13,132
Essentials Member	9,192
Industry Advisory Services Leadership Team [2] (one industry)	
Leader	37,475
Advisor Member	37,475
Cross Function Member	22,930
Role Member	13,132
Essentials Member	9,192
INDIVIDUAL ACCESS SOLUTIONS	
Executive Programs	
Member (Single User)	96,869
Member (Multi User)	86,061
Two Additional Meetings Add-on - Limited Availability [3]	18,283
Executive Programs with Industry (one industry)	
Member (Single User)	104,142
Member (Multi User)	93,536
Two Additional Meetings Add-on - Limited Availability [3]	18,283

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
Enterprise IT Leaders	
Individual Access (Single User)	81,011
Individual Access (Multi User)	67,980
Individual Access (Single User) - Renewing Subscriber [6]	75,960
Individual Access (Multi User) - Renewing Subscriber [6]	63,738
Industry Add-on (one industry) [4]	11,011
Two Onsite Meetings Add-on - Limited Availability [3]	18,283
IT Leaders	
Individual Access Advisor (Single User)	42,627
Individual Access Advisor (Multi User)	31,617
Reference (Single User)	29,798
Reference (Multi User)	18,485
Industry Advisory Services (one industry)	
Individual Access Advisor (Single User)	48,384
Individual Access Advisor (Multi User)	37,475
Reference (Single User)	32,627
Reference (Multi User)	22,223
IT News and Insights	667
RENEWAL ONLY LEGACY SERVICES	
Executive Programs Member Basic - Renewal Only [6]	
Member Basic (Single User)	66,364
Member Basic (Multi User)	59,394
Executive Programs Member Basic with Industry (one industry) - Renewal Only [6]	
Member Basic (Single User)	73,839
Member Basic (Multi User)	67,071
IT Executives - Renewal Only [6]	
CIO Signature	108,283
CIO Essentials (Single User)	66,364
CIO Essentials (Multi User)	59,394
GARTNER BUSINESS SERVICES	
Customer Service & Support Leaders Team [7]	
Leader	31,617
Advisor Member	31,617
Reference Member	14,142
Customer Service & Support Leaders Individual Access	
Advisor (Single User)	42,324
Advisor (Multi User)	31,617

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
Finance Leaders Team [7]	
Leader	31,617
Advisor Member	31,617
Reference Member	14,647
Finance Leaders Individual Access	
Advisor (Single User)	42,324
Advisor (Multi User)	31,617
Chief Human Resources Officers Team [7]	
Leader	86,970
Advisor Member	31,617
Reference Member	17,475
Chief Human Resources Officers Individual Access	
Individual Access (Single User)	95,859
Individual Access (Multi User)	86,970
Human Resources Leaders Team [7]	
Leader	31,617
Advisor Member	31,617
Reference Member	17,475
Human Resources Leaders Individual Access	
Advisor (Single User)	42,324
Advisor (Multi User)	31,617
Human Resources Professionals [7]	
Reference - Up to 5 HR Professionals	24,041
Reference - Up to 20 HR Professionals	38,687
Talent Neuron™	
Single Country	30,809
Single Country Reference	23,536
Additional 5 Users	4,445
Additional Workbench	10,506
Legal & Compliance Leaders Team [7]	
Leader	27,273
Advisor Member	27,273
Reference Member	10,910
Legal & Compliance Leaders Individual Access	
Advisor (Single User)	36,162
Advisor (Multi User)	27,273

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
Marketing Leaders Team Plus [10]	
Leader	104,647
Advisor Member	39,899
Reference Member	15,657
Marketing Leaders Team [7]	
Leader	39,899
Advisor Member	39,899
Reference Member	15,657
Marketing Leaders Individual Access	
Advisor (Single User)	47,980
Advisor (Multi User)	39,899

2. Multi-user License Subscription - purchasing prerequisites apply
Multi-user License services provide access to multiple users. Depending on the service, the base license may include unlimited or a set quantity of users, unlimited or a set quantity of documents, unlimited or no inquires for all users or inquires only for certain users within the license. Please refer to product's service description for a full list of deliverables included with each license. We have provided the base license offering to give clients the flexibility to customize the solution to their needs. For example, access for 100 users may be achieved by purchasing multiple licenses of the same service, unlimited inquiries may be achieved by purchasing a license that includes unlimited advisor inquiry access, or a higher allotment of documents may be purchased.

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
Technical Professionals [4] (per agency)	
Advisor Department	121,213
Reference Department	81,516
Technical Professionals Advisor Team [4]	57,576
Technical Professionals Small & Midsize Business (SMB) [4, 5] (per agency)	
Advisor SMB	61,314
Reference SMB	40,708
Gartner for IT Associates [4]	
100 Research Notes	26,162
NON-PROFIT HIGHER EDUCATION INSTITUTIONS ONLY	**2020 Subscription Rate**
Core IT Research Reference for Higher Education [8] (per student campus)	
Core Reference for a community college	27,879
Core Reference for a college or university with 1 to 4,999 Student FTE	27,879
Core Reference for a college or university with 5,000 to 9,999 Student FTE	55,758
Core Reference for a college or university with 10,000 to 24,999 Student FTE	83,637
Core Reference for a college or university with 25,000+ Student FTE	111,516

RESEARCH AND ADVISORY SERVICES	2020 Subscription Rate
Technical Professionals for Higher Education [8] (per student campus)	
Advisor Higher Education for a designated campus IT Staff Only	61,314
Reference Higher Education for a designated campus IT Staff Only	40,708

3. Onsite Advisory Services	
Strategic Advisory Services [4] - for clients with research services	**2020 Unit Price**
Internal Advisory Session	16,364
CONSULTING SERVICES	
On-Site Advisory Services: Staff Position/Labor Category	**2020 Hourly Rate**
Project Executive (Senior Director, Vice President, Managing Partner)	463 to 554
Project Manager - Senior (Director and Associate Director)	360 to 428
Project Manager - Junior (Consultant and Senior Consultant)	223 to 287
Lead Analyst (Consultant and Senior Consultant)	223 to 287
Technical Writer	N/A
Senior Subject Matter Expert (Director, various areas of expertise)	428
Subject Matter Expert (Associate Director, various areas of expertise)	360
Senior Team Member (Senior Consultant, various areas of expertise)	295
Team Member (Consultant, various areas of expertise)	226
For Consulting Services, Gartner proposes to define fixed price engagements for a mutually agreed scope of work. Our experience is that fixed price engagements are easier to manage, increase focus and result in higher value delivered.	

4. Value Added Services	**2020 Unit Price**
Strategic Advisory Services [4] - for clients with research services	
Remote Advisory Services	8,081
Conferences - North America	
IT Symposium/Xpo Ticket	4,824
Summit Ticket (BI, Data Center, Security, or Apps)	3,283
Summit Ticket (excludes BI, Data Center, Security, and Apps)	2,778
Catalyst Conference Ticket	3,283
CIO Leadership Forum - Limited Availability [3,4]	3,157

Purchasing terms and conditions:

"Single User" applies to a buying center that has one individual license; "Multi User" applies to a buying center that has at least two qualifying licenses within the same agency or municipality. To qualify for Multi User price levels, services must be ordered on the same Service Agreement or Purchase Order and reflect a common "Bill To" address. Strategic Advisory Services, Conferences, and Add-on services do not contribute towards Multi User pricing qualification.

[1] Team Plus licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Leader per Team. Each Leader type license must have three (3) to ten (10) Team Plus Members coterminous with the Leader license. An Executive Programs Leadership Team Plus with one Team Plus Leader and less than three (3) Team Plus Members is permissible so long as one of the Team Plus Members is an IT Executive, Partner, or Delegate license. Team Plus with Industry pricing is for one industry and all licenses in a Team Plus with Industry must purchase access to the same industry. All licenses in a Team Plus solution, including subteam members, must be "Team Plus" type licenses.

[2] Team licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Leader per Team. Each Leader type license must have three (3) to ten (10) Team Members coterminous with the Leader license. An Executive Programs Leadership Team with one Team Leader and less than three (3) Team Members is permissible so long as one of the Team Members is an IT Executive, Partner, or Delegate license. Team with Industry pricing is for one industry and all licenses in a Team with Industry must purchase access to the same industry. All licenses in a Team solution, including subteam members, must be "Team" type licenses and cannot include "Team Plus" licenses.

[3] Limited availability. Check with Sales Representative before purchasing.

[4] Purchasing prerequisite and/or eligibility requirements apply. Check with Sales representatives before purchasing.

[5] Technical Professionals SMB is available only to eligible small and medium size agencies with 4,000 or fewer employees. Please check with Sales representatives before purchasing.

[6] **Renewal Only and Renewing Subscriber** services and pricing are available to eligible license holders who purchased the service listed on or before the date specified below and continuously purchase the service thereafter. Please check with Sales Representative for availability and eligibility before ordering.
    Executives Programs Member Basic: purchased on or before December 31, 2018
    Team Partner Member and Partner Leader licenses: purchased on or before December 31, 2019
    Enterprise IT Leaders Individual Access licenses: purchased on or before December 31, 2019
    IT Executives: purchased on or before February 28, 2015

[7] Gartner Business Services Team licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Team Leader per Team. Each Team Leader type license must have three (3) to ten (10) Team Members coterminous with the Leader license. A Customer Service & Support Team or Legal & Compliance Leaders Team with one Team Leader and two Team Members is permissible. All licenses in a Team must be of the same business domain; for example, a Finance Leaders Team may only consist of Finance Leaders Team licenses. Human Resources Professionals requires the purchase and maintenance of a coterminous Chief Human Resources Officers Team or Human Resources Team.

[8] Higher Education products are only available to eligible, not-for-profit Higher Education colleges or universities. A Core IT Research Reference for Higher Education license is for one designated, student campus based on the total full-time equivalent (FTE) student enrolment of the college or university, as assessed at the time of purchase. Purchasing prerequisites apply. Check with Sales representatives before purchasing.

[9] Team Plus for Global Enterprises licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Global Enterprises Leader per Team. Each Global Enterprises Leader license must have three (3) to ten (10) coterminous Team Plus Member licenses. An Executive Programs Leadership Global Enterprise Team Plus with one Global Leader and less than three (3) Team Plus Members is permissible so long as one of the Team Plus Members is an IT Executive or Partner license. An IT Executive, Partner, and Advisor Team Leader may purchase a minimum of three (3) to ten (10) coterminous Team Plus Members. Team Plus with Industry pricing is for one industry and all licenses in a Team Plus with Industry must purchase access to the same industry. All licenses in a Team Plus solution, including subteam members, must be "Team Plus" type licenses.

[10] Marketing Team Plus licenses require the purchase of a team configuration and are not available for purchase as standalone licenses. A maximum of one Leader per Team. Each Leader license must have three (3) to six (6) coterminous Team Plus Member licenses. All licenses in a Team Plus solution, including subteam members, must be "Team Plus" type licenses.

Gartner reserves the right to refresh its pricing and product offerings on an quarterly basis. The refreshed pricing and product offering(s) will be provided to the Client in writing and will become effective within 10 days of submission by Gartner and/or January 1st of each new year.