

**Gartner, Inc. Service Agreement for CAREERSOURCE CENTRAL FLORIDA (“Client”)  
of Po Box 13179, Tallahassee, FL 32317-3179**

This Service Agreement ("SA") is between Gartner, Inc., of 56 Top Gallant Road, Stamford, CT 06904 ("Gartner") on behalf of itself and all wholly-owned affiliates of Gartner, Inc. and Client and includes the Master Client Agreement No. 811419 02-VITA- 1 8-ACS between Gartner and Client or Client' s parent or affiliate dated MAY-2018, the terms of which are incorporated by reference, and all applicable Service Descriptions. This SA constitutes the complete agreement between Gartner and Client. Client agrees to subscribe to the following Services for the term and fees set forth below.

**1. DEFINITIONS AND ORDER SCHEDULE:**

*Services* are the subscription-based research and related services purchased by Client in the Order Schedule below and described in the Service Descriptions. Service Names and Levels of Access are defined in the Service Descriptions. Gartner may periodically update the names and the deliverables for each Service. If Client adds Services or upgrades the level of service or access, an additional Service Agreement will be required.

*Service Descriptions* describe each Service purchased, specify the deliverables for each Service, and set forth any additional terms unique to a specific Service. Service Descriptions for the Services purchased in this SA may be viewed and downloaded through the hyperlinks listed in Section 2 below or may be attached to this SA in hard copy, and are incorporated by reference into this SA.

<u>Service Name</u>	<u>Level of Access</u>	<u>Quantity</u>	<u>Name of User to be Licensed</u>	<u>Contract Term Start Date</u>	<u>Contract Term End Date</u>	<u>Annual Fee USD</u>	<u>Total Fee USD</u>
Gartner for CDAOs Executive	Individual Access	1	Steven Nguyen	01-JUL-2023	30-JUN-2024	\$128,558.00	\$128,558.00
Gartner for IT Leaders	Individual Access Advisor	1	Paul Worrell	01-JUL-2023	30-JUN-2024	\$34,947.00	\$34,947.00
				<b>Term Total</b>	<b>(Excluding applicable taxes)</b>		<b>\$163,505.00</b>
				<b>Total Services:</b>	<b>(Excluding applicable taxes)</b>		<b>\$163,505.00</b>

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**2. SERVICE DESCRIPTIONS:**

<u>Service Name/ Level of Access</u>	<u>Service Description URL</u>
Gartner for CDAOs Executive Individual Access	<a href="http://sd.gartner.com/sd_cdao_exec_indiv_access.pdf">http://sd.gartner.com/sd_cdao_exec_indiv_access.pdf</a>
Gartner for IT Leaders Individual Access Advisor	<a href="http://sd.gartner.com/sd_itl_individual_advisor.pdf">http://sd.gartner.com/sd_itl_individual_advisor.pdf</a>

**3. PAYMENT TERMS**

Gartner will invoice Client annually in advance for all Services. Payment is due 30 days from the invoice date. Client shall 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.

Please attach any required Purchase Order (“**PO**”) to this SA and enter the PO number below. If an annual PO is required for multi-year contracts, Client will issue the new PO at least 30 days prior to the beginning of each subsequent contract year. Any pre-printed or additional contract terms included on the PO shall be inapplicable and of no force or effect. All PO’s are to be sent to [purchaseorders@gartner.com](mailto:purchaseorders@gartner.com). This SA may be signed in counterparts.

**4. CLIENT BILLING INFORMATION**

TBD  
\_\_\_\_\_  
*Purchase Order Number*

N/A  
\_\_\_\_\_  
*Invoice Recipient Tel. No.*

390 N. Orange Avenue, Suite 700, Orlando, FL 32801  
\_\_\_\_\_  
*Billing Address*

CSCF - Accounts Payable  
\_\_\_\_\_  
*Invoice Recipient Name*

AccountsPayable@careersourcecf.com  
\_\_\_\_\_  
*Invoice Recipient Email*

**5. AUTHORIZATION**

**Client:**  
**CAREERSOURCE CENTRAL FLORIDA**

Electronically Signed 2023-08-21 17:24:23 UTC - 68.95.180.20  
*Pamela Nabors*  
Nintex AssureSign® 5c386f6e-c236-4cb0-9857-b06500f64aef

\_\_\_\_\_  
*Signature*

08/21/2023

\_\_\_\_\_  
*Date*

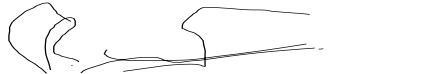
Pamela Nabors

\_\_\_\_\_  
*Print Name*

President/CEO

\_\_\_\_\_  
*Title*

**Gartner, Inc.**



\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Print Name*

\_\_\_\_\_  
*Title*

**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR CDAOS EXECUTIVE: INDIVIDUAL ACCESS**

Gartner for CDAOs Executive: Individual Access (the “Service”) is designed for the senior most data and analytics leaders in the client company (“Client”), typically the Chief Data & Analytics Officer (“CDAO”). The Service provides access to Gartner research and research experts.

## DELIVERABLES

1. One (1) user designated by Client (“Licensed User”) is entitled to the following Gartner Deliverables:

- CDAO Role-based Content and Tools
- Guided Service Partner
- Member Value Plan
- Annual Strategy Meeting
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Tech Professional Research and Advisory tools and Reports
- Industry-specific IT Research
- IT Key Metrics Data, Diagnostic Tools and Templates
- Peer Engagement and Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket with VIP Access

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

- (a) **Guided Service Partner:** An Executive Partner will serve as the License User’s primary point of contact for this Service and will maintain the relationship through the delivery of the Service and implementation of a member value plan. This customized service plan is created in collaboration with the License User at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting License User expectations, value criteria, up to three (3) key initiatives and action plan.
- (b) **Annual Strategy Meeting:** Licensed User will meet virtually with the Executive Partner for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the peer community.
- (c) **Peer Engagement and Insights:** Gartner provides opportunities for peer engagement in a variety of ways. Peer Insights platform and other Gartner assets enables Licensed Users to make new connections with qualified peers, digitally engage, access community features and exclusive features specific to client role.

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## ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call).

The Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) individual and may not be used for admission to any conference other than an IT Summit.

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](mailto: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](https://www.gartner.com).

**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR IT LEADERS INDIVIDUAL ACCESS ADVISOR**

Gartner for IT Leaders Individual Access Advisor (the “Service”) provides client (“Client”) access to research and advice about information technology and the functional responsibilities of specific IT roles.

**DELIVERABLES**

1. Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Select Peer Engagement and Insights Features
- IT Podcast Series
- Individual Inquiry
- IT Summit Conference Ticket

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**ADDITIONAL USAGE INFORMATION**

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call).

The Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) individual and may not be used for admission to any conference other than an IT Summit.

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