

City of Grand Prairie, TX
Service Proposal



Kevin Hiles
Member Services Director
khiles@infotech.com
1-888-670-8889
June 5, 2026

Hi Keshnel,

On behalf of our entire team at Info-Tech Research Group, I am pleased to present this proposal for IT Research and Advisory services to you and your IT department at City of Grand Prairie, TX.

Info-Tech's IT Research and Advisory membership provides you with access to our powerful diagnostic tools and key research to help you systematically improve your IT department's performance.

To help you maximize the impact of your membership, we also provide an unmatched level of member service.

I welcome the opportunity to work with you and your IT executives at City of Grand Prairie, TX. Should you have questions at any time, please contact me directly at your convenience.

Sincerely,

Kevin Hiles
Member Services Director
khiles@infotech.com
1-888-670-8889

Info-Tech Research Group Inc

3960 Howard Hughes Parkway
Suite 500, Las Vegas, NV, USA
89169

infotech.com

Proposal prepared for:

Keshnel Penny

City of Grand Prairie, TX
300 W Main St, Grand Prairie, Texas,
United States 75050-5621

SERVICE AGREEMENT WITH INFO-TECH RESEARCH GROUP INC

Service Start Date: 7/24/2026 || Contract Length (months): 12
Contact: Keshnel Penny

City of Grand Prairie, TX

Products

Term 1: Jul 24, 2026 - Jul 23, 2027

Code	Name	List Unit Price	Discount	Net Unit Price	Quantity	Net Total
21-102	Reference Membership Access to core research content - project blueprints, Info-Tech Academy, software selection content, tools and templates library	USD 0.00		USD 0.00	1	USD 0.00
24-007	Counselor Membership Dedicated Executive Counselor, Unlimited IT Vendor Price Benchmarking, IT Vendor Negotiation Assistance for 2 contracts, Unlimited IT Contract Review Services	USD 49,339.12	USD 8,223.19 16.7%	USD 41,115.93	1	USD 41,115.93
Term 1 Total						USD 41,115.93
Contract Total						USD 41,115.93

All items stated on this document are in USD and is subject to applicable taxes.

Billing Frequency: Up Front

Unless otherwise stated, consulting and workshop engagements do not include travel and expenses, which will be charged in addition to the fees listed. Workshops purchased as part of membership expire without refund or credit at the end of the membership period covered by the purchase. Workshops purchased outside membership expire without refund or credit 1-year after purchase. Please work with your member services representative to select and schedule workshops prior to expiration.

Subject to applicable taxes. If your company is tax exempt, please provide a valid tax exemption certificate with the signed proposal. This Service Agreement amends DIR CPO-5251 Appendix A, Standard Contract Terms and Conditions Cooperative Contracts, as follows: Section 10.12 is revised to add the following:
(D) Except for the Info-Tech's obligations for which no limitation applies, as stated in subsection (C) above, the maximum amount that Info-Tech or its related entities, suppliers, sub-contractors, agents, or distributors is liable for under this Service Agreement for other claims is Five Million Dollars (\$5,000,000USD). Notwithstanding the foregoing, Info-Tech's maximum liability for indemnification arising from standard negligence by Info-Tech or its related entities, suppliers, sub-contractors, agents, or distributors is limited to Five Million Dollars (\$5,000,000USD). Indemnification obligations arising from gross negligence or willful misconduct shall be unlimited. Section 4.9 is amended to permit Info-Tech to store, process, access, view, transmit or receive data in Canada and Ireland, in addition to the Continental United States. (Note: Respondent will notify DIR of this change upon being selected as successful bidder).

Unless agreed to in writing, any customer terms, including purchase order terms and conditions, are of no force or effect. By signing this Service Agreement, you agree to pay the fees set out herein annually for the term indicated.

This proposal has a definite expiry date of July 24, 2026.

Please return this signed Service Agreement to Info-Tech by DocuSign, email khiles@infotech.com or fax (1-519-432-2506). Please include PO if required. Thank you for your business!

The signature below affirms your commitment to pay for the services ordered in accordance with the terms of this Service Agreement.

If you are tax exempt, please provide tax exemption certificate.

Name _____

Signature _____

Title _____

Date _____