

## GOVERNMENT - PRICE QUOTATION



CARAHSOFT TECHNOLOGY CORP



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190  
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH  
 WWW.CARAHSOFT.COM | SALES@CARAHSOFT.COM

**TO:** Michelle Kleen  
 PMP  
 Williamson County  
 301 SE Inner Loop  
 Suite 105  
 Georgetown, TX 78626

**FROM:** Michael Edwards  
 Carahsoft Technology Corp.  
 11493 Sunset Hills Road  
 Suite 100  
 Reston, Virginia 20190

**EMAIL:** MKleen@wilco.org

**EMAIL:** Michael.Edwards@carahsoft.com

**PHONE:** (512) 943-1459

**PHONE:** (703) 889-9761

**FAX:** (703) 871-8505

**TERMS:** GSA Schedule No: GS-35F-0119Y  
 Term: December 20, 2011 - December 19, 2026  
 Shipping Point: FOB Destination  
 Credit Cards: VISA/MasterCard/AMEX  
 Remit To: Same as Above  
 Payment Terms: Net 30 (On Approved Credit)  
 Cage Code: 1P3C5  
 Business Size: Other than Small  
 Sales Tax May Apply

**QUOTE NO:** [REDACTED]  
**QUOTE DATE:** 10/20/2021  
**QUOTE EXPIRES:** 11/28/2021  
**RFQ NO:** Year 2  
**SHIPPING:** ESD  
**TOTAL PRICE:** \$83,139.00

**TOTAL QUOTE:** \$83,139.00

LINE NO.	PART NO.	DESCRIPTION	RATE PER MONTH	NO.MONTHS	QTY	EXTENDED PRICE
YEAR 2						
1	PROD11353-120	ServiceNow® IT Service Management - Fulfiller User v2 Start Date: 11/30/2021 End Date: 11/29/2022	RATE: \$74.90	12	GSA	80 \$71,904.00
2	188- VOPADDINSTDCUS	ServiceNow® Additional Non-Production Instance - US Data Center (Monthly) ServiceNow Start Date: 11/30/2021 End Date: 11/29/2022	RATE: \$936.25	12	OM	1 \$11,235.00
3	PROD11415	ServiceNow® IntegrationHub Starter - Transactions ServiceNow - PROD11415 Start Date: 11/30/2021 End Date: 11/29/2022	RATE: \$0.00	12	OM	1 \$0.00
4	PROD12492	ServiceNow® Agile Team - Module (Monthly) ServiceNow - PROD12492 Start Date: 11/30/2021 End Date: 11/29/2022	RATE: \$0.00	12	OM	1 \$0.00
<b>SUBTOTAL:</b>						\$83,139.00

**TOTAL PRICE:** \$83,139.00

**TOTAL QUOTE:** \$83,139.00

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LINE NO.	PART NO.	DESCRIPTION	RATE PER MONTH	NO.MONTHS	QTY	EXTENDED PRICE
-License subscriptions are invoiced upon contract award -Learning credits are invoiced upfront and are non-refundable -Subscriptions and all other services are non-refundable and non-returnable. -On-site training has a \$2,000 travel & expense fee per class -Include the End-User contact information (i.e., the responsible party that manages the ServiceNow instance) on the PO to Carahsoft. -Subscription renewals are subject to an uplift not to exceed 10% year-over-year. Multi-year renewals incur one uplift. Each Renewal Order is subject to the following conditions: (i) the Subscription Products in the expiring order continue to be made commercially available by ServiceNow and if not, then the Renewal Order shall be for ServiceNow's then available Subscription Product that is substantially equivalent to the Renewal Product in the expiring order; (ii) the sales model for the expiring order continues to be made available by ServiceNow in a commercially equivalent model; (iii) the units of each Renewal Product in the Renewal Order are equal to or greater than the sum of all the Units for that Renewal Product in all the order forms placed by Customer during the subscription term of the then expiring order form; (iv) each Renewal Order is for a twelve (12) month subscription term; (v) Customer places the Renewal Order before the expiration of the Subscription Term of the expiring order form; and (vi) the Renewal Order is on mutually agreeable terms and conditions. -Carahsoft and ServiceNow reserve the right to suspend access to the instance if payment is not made within payment terms.						

Customer accepts ServiceNow flow down terms <https://www.carahsoft.com/buy/gsa-schedule-contracts/gsa-schedule-70/eula2>  
 \*Click ServiceNow on the list

## SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	RATE PER MONTH	NO.MONTHS	QTY	EXTENDED PRICE
YEAR 3						
5	PROD11353-120	ServiceNow® IT Service Management - Fulfiller User v2 ServiceNow - PROD11353 Start Date: 11/30/2022 End Date: 11/29/2023	RATE: \$74.90	12	GSA 80	\$71,904.00
6	188-VOPADDINSTDCUS	ServiceNow® Additional Non-Production Instance - US Data Center (Monthly) ServiceNow Start Date: 11/30/2022 End Date: 11/29/2023	RATE: \$936.25	12	OM 1	\$11,235.00
7	PROD11415	ServiceNow® IntegrationHub Starter - Transactions ServiceNow - PROD11415 Start Date: 11/30/2022 End Date: 11/29/2023	RATE: \$0.00	12	OM 1	\$0.00
8	PROD12492	ServiceNow® Agile Team - Module (Monthly) ServiceNow - PROD12492 Start Date: 11/30/2022 End Date: 11/29/2023	RATE: \$0.00	12	OM 1	\$0.00
SUGGESTED SUBTOTAL:						\$83,139.00



ServiceNow, Inc.  
2225 Lawson Lane  
Santa Clara, CA 95054

#### End Customer Address:

Company Name	Williamson County
Address	716 S Rock St
Suite	
City	Georgetown
State/Province	TX - Texas
Zip/Postal Code	78626-5719
Country	United States
Website	http://www.williamson-county.org
Business Contact	
Title	
Phone	
E-Mail	

Product Code	Subscription Product Name	Type	Units	Subscription Term	Start Date	End Date
PROD11415	ServiceNow® IntegrationHub Starter	Transactions	1	12 Months	30 Nov 2021	29 Nov 2022
PROD11353	ServiceNow® IT Service Management Standard	Fulfiller User	80	12 Months	30 Nov 2021	29 Nov 2022
PROD00065	ServiceNow® Additional Non-Production Instance	US Data Center	1	12 Months	30 Nov 2021	29 Nov 2022
PROD12492	ServiceNow® Agile Team	Module	1	12 Months	30 Nov 2021	29 Nov 2022

#### Hosting Details:

ServiceNow # of Instances:	1 Production 4TB Storage Limit, 2 Non Production 4TB Storage Limit		
Instance Names:	wilco, wilcotest, wilcodev		
Customer ServiceNow Admin:		E-mail:	
Data Center Region:	United States		

#### Terms and Conditions

End Customer's use rights to the Subscription Products listed above as purchased from ServiceNow are governed by a contract consisting of the terms and conditions of this Use Authorization and the Subscription Service Agreement WHICH IS INCORPORATED IN THE CONTRACT BY THIS REFERENCE and is located at <https://www.servicenow.com/schedules.html> (collectively, "Agreement"). End Customer may request a printed copy of this document by emailing ServiceNow at [legal.request@servicenow.com](mailto:legal.request@servicenow.com). All initially capitalized terms not defined in this Use Authorization are defined elsewhere in the Agreement with End Customer referring to the counter-party to ServiceNow or "Customer" in the Subscription Service Agreement. If this Use Authorization conflicts with the other documents comprising the Agreement, this Use Authorization will control.

#### Product Overview

The ServiceNow Product Overview containing descriptions of the ServiceNow applications and platform services included in the Subscription Products ordered hereunder is posted on <https://www.servicenow.com/upgrade-schedules.html>.

## ServiceNow® Order Form - Product and Use Definitions

### USER TYPE DEFINITIONS

**"User"** means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

**"Approver User"** is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

**"Requester User"** is any User that performs only the functions set forth in the table below for a Requester User.

**"End User"** has the same use rights as **"Requester User."**

**"Fulfiller User"** is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

**"Process User"** has the same use rights as **"Fulfiller User."**

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

### CUSTOM TABLE CREATION AND INSTALLATION

Customer may create or install Custom Tables in a non-production instance. The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product. A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any

purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom Table use rights are as set forth in the Custom Table Guide on <https://www.servicenow.com/upgrade-schedules.html> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at [legal.request@servicenow.com](mailto:legal.request@servicenow.com).

SUBSCRIPTION PRODUCTS	
Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD11415 ServiceNow® IntegrationHub Starter	<p>IntegrationHub Starter includes entitlement for up to 1,000,000 IntegrationHub Transactions annually (unused Transactions expire annually).</p> <p>IntegrationHub Starter includes Protocols and Spokes as set forth in the IntegrationHub Overview on <a href="https://www.servicenow.com/upgrade-schedules.html">www.servicenow.com/upgrade-schedules.html</a> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at <a href="mailto:legal.request@servicenow.com">legal.request@servicenow.com</a>.</p> <p>An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer.</p> <p>Additional annual Transactions require the purchase of a separate IntegrationHub package.</p>
PROD11353 ServiceNow® IT Service Management Standard	<p>Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; and Universal Request</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>The following Application(s) became available according to the release indicated below. Walk-Up Experience - London</p>
PROD00065 ServiceNow® Additional Non-Production Instance	Additional non-production 4TB storage limit instance in ServiceNow’s data center.
PROD12492 ServiceNow® Agile Team	<p>Included Applications: Agile Development and Test Management</p> <p>All Users may use the above applications.</p>