GOVERNMENT - PRICE QUOTATION

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CARAHSOFT TECHNOLOGY CORP

carahsoft.

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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: 47QSWA18D008F Term: August 22, 2018 - August 21, 2023 FTIN: ▉ Shipping Point: FOB Destination Credit Cards: VISA/MasterCard/AMEX Remit To: Same as Above Payment Terms: Net 30 (On Approved Credit) Cage Code: ▉ DUNS No: 088365767 UEI: DT8KJHZXVJH5 Business Size: Other than Small Sales Tax May Apply		
		QUOTE NO:	▉
		QUOTE DATE:	08/30/2022
		QUOTE EXPIRES:	11/27/2022
		RFQ NO:	Year 3
		SHIPPING:	ESD
		TOTAL PRICE:	$138,351.00
		TOTAL QUOTE:	$138,351.00

LINE NO.	PART NO.	DESCRIPTION	RATE PER MONTH	NO.MONTHS		QTY	EXTENDED PRICE
		YEAR 3					
1	PROD11353-120	ServiceNow® IT Service Management - Fulfiller User v2 (Priced Monthly, 1 Year Term) ServiceNow - PROD11353 Start Date: 11/30/2022 End Date: 11/29/2023	RATE: $96.30	12	GSA	110	$127,116.00
2	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
3	PROD11415-2	ServiceNow® IntegrationHub Starter - Transactions ServiceNow - PROD11415 Start Date: 11/30/2022 End Date: 11/29/2023	RATE: $0.00	12	OM	1	$0.00
4	PROD12492-2	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
		SUBTOTAL:					$138,351.00
				TOTAL PRICE:			$138,351.00
				TOTAL QUOTE:			$138,351.00

QUOTE DATE: 08/30/2022
QUOTE NO: ▉

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Expressly incorporated herein is the Williamson County Addendum originally approved and signed by Williamson County on November 24, 2020 as if copied in full.

-All Licenses, Software, and Subscriptions are invoiced upon contract award for the full period of performance.

-Learning credits are invoiced monthly in arrears based on usage. Unused credits expire one year after purchase. If any unused credits remain at the time of expiration, no charges will be made against them.

-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

ServiceNow® Order Form - Product and Use 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	FULFILLER
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

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.

Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD00065 ServiceNow® Additional Non-Production Instance	Additional non-production 4TB storage limit instance in ServiceNow's data center.
PROD11353 ServiceNow® IT Service Management Standard	Included Applications: Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Digital Portfolio Management and Universal Request 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. Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables 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. The following Application(s) became available according to the release indicated below. Walk-Up Experience - London San Diego - Digital Portfolio Management
PROD11415 ServiceNow® IntegrationHub Starter	IntegrationHub Starter includes entitlement for up to 1,000,000 IntegrationHub Transactions annually (unused Transactions expire annually). IntegrationHub Starter includes Protocols and Spokes as set forth in the IntegrationHub Overview on 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. An IntegrationHub Transaction is defined as any external call originating from, initiated by, or part of, a flow within Flow Designer. Additional annual Transactions require the purchase of a separate IntegrationHub package.
PROD12492 ServiceNow® Agile Team	Included Applications: Agile Development and Test Management All Users may use the above applications.