GOVERNMENT - PRICE QUOTATION

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CARAHSOFT TECHNOLOGY CORP

11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
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WWW.CARAHSOFT.COM | SALES@CARAHSOFT.COM

carahsoft.

TO:	Michelle Kleen Analyst III Williamson County 716 S Rock St Georgetown, TX 78626	FROM:	Angela Romero Carahsoft Technology Corp. 11493 Sunset Hills Road Suite 100 Reston, Virginia 20190
EMAIL:	mkleen@wilco.org	EMAIL:	Angela.Romero@carahsoft.com
PHONE:	(512) 943-1459	PHONE:	(571) 591-6191 FAX:

| TERMS: | GSA Schedule No: 47QSWA18D008F
Term: August 22, 2018 - August 21, 2028
FTIN: 52-2189693
Shipping Point: FOB Destination
Credit Cards: VISA/MasterCard/AMEX
Remit To: Same as Above
Payment Terms: Net 30 (On Approved Credit)
Cage Code: 1P3C5
DUNS No: 068365767
UEI: DT8KJHZXVJH5
Business Size: Other than Small
Sales Tax May Apply | QUOTE NO:
QUOTE DATE:
QUOTE EXPIRES:
RFQ NO:
SHIPPING:
TOTAL PRICE:

TOTAL QUOTE: | ██████
10/02/2023
11/30/2023

ESD
$157,290.00

$157,290.00 |

LINE NO.	PART NO.	DESCRIPTION	RATE PER MONTH	NO.MONTHS		QTY	EXTENDED PRICE
		DUE AT SIGNING					
1	PROD00065-611	ServiceNow® Additional Non-Production Instance - US Data Center (Priced Monthly, 1 Year Term) ServiceNow - PROD00065 Start Date: 11/30/2023 End Date: 11/29/2024 ACV Year: 2023	RATE: $936.25	12	GSA	1	$11,235.00
2	PROD12492-2	ServiceNow® Agile Team - Module (Monthly) ServiceNow - PROD12492 Start Date: 11/30/2023 End Date: 11/29/2024 ACV Year: 2023	RATE: $0.00	12	OM	1	$0.00
3	PROD18537-611	ServiceNow Vault - Application (per $1000 ACV) (Monthly) Seros - PROD18537 Start Date: 11/30/2023 End Date: 11/29/2024	RATE: $2,808.75	12	GSA	1	$33,705.00
4	PROD19392	ServiceNow® Integration Hub Starter v3 - Transactions (Priced Monthly 1 Year Term) ServiceNow - PROD19392 Start Date: 11/30/2023 End Date: 11/29/2024 ACV Year: 2023	RATE: $0.00	12	OM	1	$0.00
5	PROD17243-611	IT Service Management Standard - Fulfiller User v3 ServiceNow - PROD17243 Start Date: 11/30/2023 End Date: 11/29/2024 ACV Year: 2023	RATE: $74.90	12	GSA	125	$112,350.00

QUOTE DATE: 10/02/2023
QUOTE NO: ██████

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LINE NO.	PART NO.	DESCRIPTION	RATE PER MONTH	NO.MONTHS	QTY	EXTENDED PRICE
		SUBTOTAL:				$157,290.00
				TOTAL PRICE:		$157,290.00
				TOTAL QUOTE:		$157,290.00

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

CUSTOM TABLE CREATION AND INSTALLATION

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/products/entitlements-packages.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 PRODUCTS	
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.
PROD12492 ServiceNow® Agile Team	Included Applications: Agile Development and Test Management All Users may use the above applications.
PROD18537 ServiceNow® ServiceNow Vault	Included Application(s): Platform Encryption (which includes Column Level Encryption Enterprise and Cloud Encryption); Secrets Management Enterprise; Code Signing; Data Privacy Anonymization; and Log Export Service; Zero Trust Access The annual subscription fee for ServiceNow Vault ("ServiceNow Vault Fee") is based on the total of the annual subscription fees of all products subscribed by Customer. As Customer exceeds entitled capacity of Subscription Products, or if Customer procures additional Subscriptions, additional ServiceNow Vault Fees may apply. Platform Encryption includes encryption for all of Customer's production and non-production ServiceNow instances. Platform Encryption functionality is dependent on Customer's correct configuration as specified in the Product Documentation. Column Level Encryption Enterprise provides application-level and database-level data-at-rest encryption to eligible ServiceNow fields, and decrypts Customer Data in those fields for eligible users and scripts as directed by Customer. ServiceNow Cloud Encryption is block encryption of the full database host with industry standard key lifecycle management. ServiceNow Cloud Encryption allows Customer the option to use a ServiceNow generated key, or a key created and supplied by Customer. Database Encryption provides software-based encryption of data-at-rest of all Customer Data stored in production and non-production instances. Additional GB/month require the purchase of a separate Log Export Service Additional GB package. Customer acknowledges that, to the extent it activates and uses Log Export Service, Customer Data will be processed outside of Customer's ServiceNow Instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. As of the ordering document effective date, Log Export Service is available only in the data center regions specified in the applicable Documentation.
PROD19392 ServiceNow® Integration Hub Starter	Integration Hub Starter includes entitlement for up to 100,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund). Integration Hub Starter includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html, which IS 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 Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call. Additional annual Transactions require the purchase of a separate Integration Hub package.
PROD17243 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. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available according to the release indicated below. San Diego - Digital Portfolio Management