CARAHSOFT 'S RESPONSE TO

Williamson County

ServiceNow Statement of Work

Carahsoft SOW ID #SN110617
SOW ID #SN110617v2 dated 12/12/17

**Phase 1 ITSM
Implementation Services**

Tuesday
December 12, 2017

CARAHSOFT TECHNOLOGY CORP.

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1. PROJECT DEFINITION

Williamson County ("Customer") would like to engage Carahsoft to implement IT Service Management applications in ServiceNow. Carahsoft will perform and/or assist with the following activities:

- Install the Carahsoft Implementation Tracker and QuickFuze applications:
    - o Incident Management
    - o Service Request Management
- Core system setup
    - o Set up email, company logo/icon/theme and system settings
    - o Set up local administration group and assign roles
    - o Set up non-Production Instances
    - o Create Clone targets & Update Set sources
    - o ITIL Home page cleanup/review
    - o Set up LDAP integration for a single AD domain
    - o Set up SSO authentication via Microsoft Azure AD
    - o Create User Import Sets/Transform Maps
    - o Import or create up to 10 fulfillment groups & members
    - o Import Department/Company/Location data if needed
- Incident Management
    - o Review/validate workshop results
    - o Review/update Impact/Urgency values and Priority matrix
    - o Set up system schedules
    - o Configure incident Auto-close business logic
    - o Assign ITIL role to incident management groups
    - o Define up to 10 Incident Assignment Rules
    - o Create or modify up to 5 notifications related to Incident Mgmt., including an auto-response notification for incidents created via inbound email
    - o Minor updates to inbound emails for creating/updating INCs
    - o Review/update Incident states/sub-states
    - o Review/update Incident Access Control Lists (ACLs) to allow department managers to view incidents opened for/by their direct reports
    - o Update Form design (up to 5 unscripted UI policies)
    - o Review/define up to 5 SLAs using the OOTB workflow
    - o Create/modify up to 5 incident reports and 1 dashboard using OOTB reporting engine
    - o Up to 2 hrs for integrating Bomgar Remote Support with ServiceNow Incident Management
- CMDB for business services, workstations and mobile devices
    - o Review/validate workshop results
    - o Define Business Service Taxonomy
    - o Import or create up to 10 Business Services
- Service Request Management
    - o Review/validate workshop results
    - o Review/update "Something is Broken" Record Producer per workshop results
    - o Create up to 10 catalog items that utilize the workflow provided by the Service Request Management QuickFuze application
    - o Create/modify up to 5 Request Management reports and 1 dashboard using OOTB reporting engine
    - o Assign ITIL role to request management fulfillment groups
    - o Create up to 2 service request SLA definitions using the OOTB SLA workflow
    - o Minor form and List layout updates (up to 5 unscripted UI policies)

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- Knowledge Management
    - o Review/validate workshop results
    - o Create/update up to 2 Knowledge Bases
    - o Create up to 4 categories/subcategories for each Knowledge Base
    - o Configure up to 3 User Criteria records
    - o Assign Roles/Groups for managing knowledge article submissions
- Basic Service Portal
    - o Basic setup including theme, color scheme and logo to match corporate standards
- Mobile App Navigation

2. DELIVERY APPROACH

Carahsoft will be using our five-phased implementation approach outlined below.

Initiation Phase
- Kickoff Meeting to document and review the high-level scope

Planning phase
- Facilitate detailed requirements gathering and process definition sessions
- Document functional specifications
- Project planning
    - o Project task management and schedule
    - o Quality / test plan

Developing Phase
- Perform the necessary configurations or customizations within ServiceNow
- Perform unit testing of all configurations or customizations and compare against requirements
- Perform the necessary show-and-tells with the Customer on a regular basis to ensure development is meeting customer expectations
- Weekly status/review meetings
- Change orders
- Modify project plans as needed to address risks or priority changes

Stabilizing Phase
- Assist with formal UAT Sessions
- Provide formal knowledge transfer to customer ServiceNow Admin(s)
- Documentation and delivery of all development performed by Carahsoft
- Train the trainer user training

Deployment Phase
- Final status report
- Final development acceptance
- Customer approval to move to production
- Deploy to production assistance
- Go-live support
- Customer satisfaction survey

3. RESOURCE SUMMARY

Customer Resources
- Process Owner(s) – Customer will provide subject matter experts to be responsible for the correct and complete definition of each of the processes implemented within the ServiceNow product.

- Project Manager(s) – Customer will provide resources to manage the project and track project scope, requirements, and timeline to ensure that project goals are met within the estimated timelines.
- ServiceNow Resource(s) – Customer will have their ServiceNow Admin and/or platform owner during the engagement to ensure we are in line with existing standards and practices for Customer's environment and will be available during requirements gathering and go-live handoff.

Carahsoft Resources
- Solution Consultant(s) – Carahsoft will provide these resources to help with application configuration and assist with knowledge transfer to Customer Resource(s).
- Engagement Manager / Process Consultant – Carahsoft will provide these resources to assist with process consulting, requirements gathering, project guidance and leadership.

4. ENGAGEMENT ASSUMPTIONS

Carahsoft shall provide all services related to this SOW on a Time & Materials basis.

Customer acknowledges that its participation and cooperation is critical for the success of the project. The following assumptions are based on information provided by Customer to Carahsoft relating to the project scope and customer's current business processes as of the date of this SOW, and have been used to compute the *estimated* level of effort and cost. Deviations from these assumptions may lead to commensurate changes in the timeline and fees.

- This is a time and materials project and the hours described in this document are estimates only based on the high-level requirements as currently understood
- All work will be done in the English (American) language
- Customer will provide the active participation of required resources to ensure the implementation is successful. This will include executive decision maker, project management, subject matter experts, and technical resources.
- Customer is responsible for definition and documentation of the business processes within scope for this Implementation,
- Customer is responsible for implementing all business process changes required to support the project.
- Customer is responsible for testing prior to production.
- Carahsoft resources will have remote access to the Customer's instances and Customer will make appropriate technologies available for remote work.
- Except for the items noted in the Project Definition, no third party or external systems will be integrated with Customer's ServiceNow instance during this engagement
- Carahsoft will set aside up to 2 hours to assist Customer with integrating Bomgar's remote support tool to ServiceNow. Carahsoft assumes Customer will be using Bomgar's ServiceNow integration for this purpose. Customer is responsible for purchasing the Bomgar ServiceNow integration.
- Customer will be responsible for supplying all information to be imported in an acceptable format. Carahsoft will not be responsible for data modification, cleansing or alteration before, during or after importing data. Additionally, Carahsoft supports integrations through a standard .xls or .csv file, generated by Customer, email integration, JDBC or web-services.
- Carahsoft has identified the resource allocation hours for its project resources on a weekly basis. Our assumption is that these resources will be provided billable work within +/-10% of the planned allocation for at least the four upcoming weeks. Underutilization outside this deviation will result in billing unused hours for the week to a minimum of 90% allocated.
- Carahsoft will review the implementation schedule with Customer on a weekly basis to adjust the amount of time needed by the Carahsoft resources over the duration of the project to ensure efficient utilization.
- All reports requested by Customer do not exceed the capabilities of the native ServiceNow reporting engine. Carahsoft is only planning on leveraging the native reporting capabilities within ServiceNow.

- The Customer's current ServiceNow instances are set up and running effectively. Except as noted in the Project Definition above, Carahsoft has not estimated time for core configuration or issues with the existing instances.

Customer is responsible for downloading, installing and configuring the ServiceNow mobile application on their mobile devices.

5. ENGAGEMENT TIMELINE

The following high-level timeline is being provided as an estimate on the duration of the activities proposed based on experiences at other clients with projects of a similar size. Customer urgency can drive a faster project implementation than depicted below, but a more rapid implementation requires customer resources to be available during the required time periods and could add project risk.

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11
Envisioning	███										
Planning	███	███									
Development		███	███	███	███	███	███				
Stabilizing							███	███			
Deployment								███	███		
Post Go-Live										███	███

Week 1
- Onboarding
- Facilitated Process definition and requirements gathering workshops
- Create Initial Project plan
- Document workshop results
- Begin core setup

Weeks 2-7
- Complete core setup including LDAP and SSO integrations
- Configure Incident Management
- Configure Service Catalog with 5-10 items and workflows
- Configure Knowledge Management
- Configure Service Portal

Week 7-8
- Complete development/configuration
- Assist Customer with UA Testing
- Remediate issues uncovered during UA testing
- Create technical documentation

Week 8-9
- Complete UA remediation
- Conduct remote "Train the Trainer" sessions for selected fulfillers
- Knowledge transfer to Customer's administration team
- Assist Customer with Promote to Production
- Project closure

Week 10-11
- 2 weeks of post go-live support

6. CHANGE REQUESTS

Any requests for additional hours outside of this SOW will be set forth in a Change Order. Customer and Carahsoft will agree upon changes prior to execution of additional hours or costs outside of this SOW.

7. INVESTMENT

Carahsoft is providing a time and materials estimate using the table below. Williamson County will be charged for services, materials, and expenses on a time and materials basis. Any materials or other resources required to complete this project will also be charged to Williamson County. Carahsoft will not charge any expenses not defined by this document to the project without prior written approval. Cost estimates presented here include only professional services. This estimate does not include costs associated with client resources, other vendor services, hardware, or software. Many assumptions were made to arrive at the estimated pricing. If these assumptions turn out to be significantly incorrect, the project estimate will likely be altered and managed through the formal change control process.

Turnkey	List Price	Discounted Price
Incident Management Quickfuze (Turnkey) Solution	$18,500.00	$13,320
Service Catalog Quickfuze (Turnkey) Solution	$15,000.00	$10,800
iPower Quickfuze Assurance (1 Year)	18% of Turnkey List	$0

iPower Quickfuze Assurance
iPower Assured provides the following benefits to clients using our Quickfuze (Turnkey) products:

- Enhancement Protection – Carahsoft continues to evolve our Quickfuze (Turnkey) solutions with new features, process capabilities, and tools. Carahsoft anticipates incorporating these enhancements into our Quickfuze solutions on an annual basis. Clients subscribed to the iPower Quickfuze Assurance program will receive these updates at no additional cost [1].

- Upgrade Protection – ServiceNow releases two major platform and product upgrades annually. Subscribers to iPower Quickfuze Assurance are guaranteed that any covered Quickfuze solutions will be certified to work with each major platform and product upgrade within 60 days of its official public release [2].

Resource	Rate	Time	Cost
Incident Management Quickfuze (Turnkey) Solution			$13,320
Service Catalog Quickfuze (Turnkey) Solution			$10,800
iPower Quickfuze Assurance (1 Year)			$0
		Quickfuze Total	**$24,120**

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Engagement Manager/Process Consultant	$185	55 Hours	$10,175
Sr. Solution Consultant	$205	145 Hours	$29,725
		Services Total	**$39,900**
		Total Estimate	**$64,020**

Project Expenses: Project expenses will be billable as incurred, but will not exceed $10,000. We are expecting our Engagement Manager/Process Consultant and Technical Lead to be onsite for the Phase 1 workshop that will be conducted on consecutive days that do not span a weekend. Expenditures will be reimbursed according to the Williamson County Vendor Reimbursement Policy

Carahsoft is also expecting one training resource to be onsite for the train the trainer session that will be conducted in one day. If additional onsite trips are needed beyond the workshop and the training trip, a change order will be issued.

Carahsoft is providing a time and materials estimate using the table below. Williamson County will be charged for services, materials, and expenses on a time and materials basis. Any materials or other resources required to complete this project will also be charged to Williamson County. Carahsoft will not charge any expenses not defined by this document to the project without prior written approval. Cost estimates presented here include only professional services. This estimate does not include costs associated with client resources, other vendor services, hardware, or software. Many assumptions were made to arrive at the estimated pricing. If these assumptions turn out to be significantly incorrect, the project estimate will likely be altered and managed through the formal change control process.

Satisfaction Guarantee: Carahsoft will guarantee work performed on qualifying projects. To qualify a project must meet the following qualifications:

- The project must include an Engagement Manager
- The project must leverage a Quickfuze (Turnkey) product if one exists
- The scope of the project should be ITSM or ITBM or CSM

At the end of the qualifying project, Carahsoft will provide unlimited effort for 90 days to remediate any issues and meet client satisfaction within the scope of the project. The client should send a detailed list of issues to their assigned Account Manager for creation of a remediation plan.
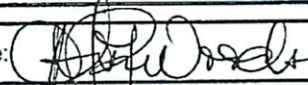
Billing Notes:

- The pricing of this Statement of work is valid for 90 days from the date of this document.
- All hours will be billed as incurred the month following the work being performed.
- (1) – Installation Services are not included
- (2) – Certification may require clients apply Crossfuze provided patches. In rare cases, functionality may be deprecated to ensure solution's continued operations

8. AUTHORIZATION

Terms and Conditions of the GSA GS-35F-0119Y will prevail.

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This Contract sets forth the entire agreement between the parties. Any understandings, agreements, representations, or warranties not contained in this Contract, a Statement of Work, or a written amendment hereto shall not be binding on either party. Except as provided herein, no alteration of any of the terms, conditions, services, price, quality, or specifications of this Contract will be effective without the written consent of both parties.

The parties acknowledge and accept the terms and conditions of this Contract. In witness thereof, the parties have signed this Contract.

Authorization	
Williamson County	**Carahsoft Technology Corp.**
Signature:	Signature:
Printed Name: *Bil F Gatlin*	Printed Name: *Karina Woods*
Title: *County Judge*	Title: *Director*
Date: *12-21-2017*	Date: *12/13/17*

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