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Quotation

Prepared For:

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Ship To:

Kevin Layton
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Date: 10/31/2024

QUOTE#. 165601

Contract#: NASPO CO
 AR3102 141379

| Line# | Item Number | Item Description | Qty. | Price | Extended |
|----------------------------------|-------------|---|------|-------------|---------------|
| Pricing Below is Per Year | | | | | |
| 1 | PROD19392 | ServiceNow® Integration Hub Starter Mfr: ServiceNow, Inc. Start Date: 1/1/2025 End Date: 12/31/2025 | 1 | \$ 0.00 | \$ 0.00 |
| 2 | PROD12015 | ServiceNow® Application Portfolio Management Mfr: ServiceNow, Inc. Start Date: 1/1/2025 End Date: 12/31/2025 | 30 | \$ 3,206.92 | \$ 96,207.60 |
| 3 | PROD12492 | ServiceNow® Agile Team Mfr: ServiceNow, Inc. Start Date: 1/1/2025 End Date: 12/31/2025 | 1 | \$ 0.00 | \$ 0.00 |
| 4 | PROD12008 | ServiceNow® IT Business Management Standard Mfr: ServiceNow, Inc. Start Date: 1/1/2025 End Date: 12/31/2025 | 92 | \$ 0.00 | \$ 0.00 |
| 5 | PROD19278 | ServiceNow® Customer Service Management Standard Mfr: ServiceNow, Inc. Start Date: 1/1/2025 End Date: 12/31/2025 | 125 | \$ 1,122.42 | \$ 140,302.50 |
| 6 | PROD11655 | ServiceNow® Grandfathered Custom Tables Mfr: ServiceNow, Inc. Start Date: 1/1/2025 End Date: 12/31/2025 | 54 | \$ 0.00 | \$ 0.00 |

| Line# | Item Number | Item Description | Qty. | Price | Extended |
|-------|-------------|------------------|------|------------------|----------------------|
| | | 6 item(s) | | Sub-Total | \$ 236,510.10 |
| | | | | Tax | \$ 0.00 |
| | | | | Freight | \$ 0.00 |
| | | | | Total | \$ 236,510.10 |

Date: 10/31/2024
QUOTE#. 165601

Quote Valid Until: 11/30/2024

Payment Details

Pay by: Company Check
Term: Net 30 days

Shipping and Delivery Details

Shipping via: Drop Ship
(DropShip)

Terms and Conditions

Terms with approved credit. Quote does not include possible sales taxes and freight charges.

Upon acceptance of this Quote all product, software, and OEM support and maintenance purchases are final unless cancellation or return is pre-approved by Zivaro and OEM, subject to Zivaro's Cancellation and Return Policy available at <https://zivaro.com/cancellation-and-return-policy/>.

Acceptance of this quote includes the acceptance of the following terms: <https://www.servicenow.com/terms-of-use.html>

Prepared by: **Keith Lyden**

Phone: **720-836-7480**

Email: **klyden@zivaro.com**

Terms and Conditions

The end customer's access and use of the Subscription Offerings are pursuant to the Public Sector Subscription Terms of Service, Customer Support Addendum, Data Security Addendum, Data Processing Addendum, Product and Use Definitions, Product Overview, any attached addenda or exhibits, and where applicable, the Service Descriptions for any purchased packaged professional services published as of the effective date of this Order Form at: <https://www.servicenow.com/upgrade-schedules.html> ("ServiceNow Subscription Service Terms"). ServiceNow Subscription Service Terms ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Notwithstanding anything in the Agreement to the contrary, for the Subscription Term set forth herein, the CSA, as specified in the Agreement, shall mean the Customer Support Addendum at <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/legal/customer-support-addendum-upgrades-jan2022.pdf>. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. All undefined capitalized terms herein shall have the meanings ascribed to such terms in the ServiceNow Subscription Service Terms. If any provision of this Order Form conflicts with the Agreement, then this Order Form shall control.

Except as provided otherwise on this Order Form, Units of each Subscription Product on this Order Form are counted on a per instance basis (i.e., if a User has access to two (2) production instances, it will be counted as two (2) Users when determining permitted access and use rights).

PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, NON-REFUNDABLE. (1) Subscription Products are invoiced annually in advance and the entire Subscription Term is undividable; (2) Professional Services fees are invoiced on a time and materials basis, monthly in arrears; and (3) payments are due as per the invoice schedule and as set forth above.

Product Overview

Documentation (sometimes referred to as Product Overview) refers to the system requirements and technical functionality for the supported version(s) of the applicable Subscription Service as described in the then-current product documentation at <https://docs.servicenow.com>.

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

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 |
| PROD19392 ServiceNow® Integration Hub Starter | <p>Integration Hub Starter includes entitlement for up to 100,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund).</p> <p>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.</p> <p>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.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub package.</p> |
| PROD12015 ServiceNow® Application Portfolio Management | <p>Included Applications: Application Portfolio Management; Digital Portfolio Management; Financial Modeling; Predictive Intelligence; and Performance Analytics</p> <p>Usage is limited to the number of APM Users. An APM User is defined as any User with the right to access Application Portfolio Management and may perform any or all functions within Application Portfolio Management.</p> <p>Performance Analytics and Predictive Intelligence: Use rights apply only to Application Portfolio Management and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each APM User the right to access those Custom Tables.</p> <p>"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 consume Integration Hub transactions that may require purchase of Integration Hub or Automation Engine subscription at an additional fee. Customer may use the spoke(s) included in Subscription Product for use cases even beyond the Subscription Product. Integration Hub Transactions are not included in the Subscription Product."</p> |
| PROD12492 ServiceNow® Agile Team | <p>Included Applications: Agile Development and Test Management</p> <p>All Users may use the above applications.</p> |
| PROD12008 ServiceNow® IT Business Management Standard | <p>Included Applications: Project Portfolio Management; Release Management; Demand Management; Resource Management; Digital Portfolio Management; Financial Planning; Innovation Management; Portfolio planning and Performance Analytics</p> <p>Usage is limited to the number of ITBM Users. An ITBM User is defined as any User with the right to access one or more of the IT Business Management Applications above and may perform any or all functions within the IT Business Management Applications.</p> <p>Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects and demands.</p> <p>Performance Analytics use rights apply only to IT Business Management Standard Applications and included Bundled Custom Tables.</p> <p>Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each ITBM User the right to access those Custom Tables.</p> <p>"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 consume Integration Hub transactions that may require purchase of Integration Hub or Automation Engine subscription at an additional fee. Customer may use the spoke(s) included in Subscription Product for use cases even</p> |

| | |
|---|---|
| | <p>beyond the Subscription Product. Integration Hub Transactions are not included in the Subscription Product."</p> <p>The following Application(s) became available in the family release indicated: Quebec – Alignment Planner Workspace</p> |
| <p>PROD19278 ServiceNow® Customer Service Management Standard</p> | <p>Included Applications: Customer Service Management; Engagement Messenger; Communities; Walk-Up Experience; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Standard Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users.</p> <p>Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly without credit or refund). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, External User or Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Extensions to the case table are exempt from the custom table count.</p> <p>Universal Request use rights apply only to Customer Service Management Standard applications and 25 Custom Tables.</p> <p>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.</p> <p>The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management</p> |
| <p>PROD11655 ServiceNow® Grandfathered Custom Tables</p> | <p>Usage is limited to the number of Grandfathered Custom Tables.</p> <p>Grandfathered Custom Tables are the Custom Tables created, installed or granted at the time of Customer's initial order of the Grandfathered Custom Tables Subscription Product.</p> <p>All Users are granted Unrestricted User use rights for Grandfathered Custom Tables. An Unrestricted User may perform any or all functions for all User Types above.</p> <p>Customer is granted use of Mobile Studio with Grandfathered Custom Tables</p> <p>Grandfathered Custom Tables may not be transferred, reused, or otherwise classified as another Custom Table type. If a Grandfathered Custom Table is deleted no other Custom Table may be classified as a Grandfathered Custom Table to take its place.</p> |