SIN	Vendor	Product	Description	List Price	GSA CATALOG PRICE
132-32	Service-now.com	SNDC001	Service-now.com Enterprise Edition Annual Subscription Fee PER PROCESS USER (50 Process User minimum)	$1,320.00	$1,191.66
132-32	Service-now.com	SNDC002	Service-now.com Enterprise Edition Two-Year Subscription Fee PER PROCESS USER (50 Process User minimum)	$2,520.00	$2,274.98
132-32	Service-now.com	SNDC003	Service-now.com Enterprise Edition Three-Year Subscription Fee PER PROCESS USER (50 Process User minimum)	$3,600.00	$3,249.97
132-32	Service-now.com	SNDC004	Service-now.com Discovery Annual Subscription Fee PER SERVER (Minimum of 500 servers) (Customer must own Service-now.com applications)	$60.00	$54.17
132-34	Service-now.com	SNDC005	Service-now.com Enabling Support Services (per day, excludes T&E)	$1,850.00	$1,803.40
132-32	Service-now.com	SNDC006	Deployment Option - One Additional Instance - Annual Subscription Fee (See Pricing Notes)	$24,000.00	$21,666.50
132-32	Service-now.com	SNDC007	Deployment Option - VPN Connection - Annual Subscription Fee (See Pricing Notes)	$5,000.00	$4,513.85
132-32	Service-now.com	SNDC008	Deployment Option - Dedicated Server - Annual Subscription Fee (See Pricing Notes)	$24,000.00	$21,666.50
132-32	Service-now.com	SNDC009	Service-now.com Discovery Two-Year Subscription Fee PER SERVER (Minimum of 500 servers) (Customer must own Service-now.com applications)	$120.00	$108.33
132-32	Service-now.com	SNDC010	Service-now.com Discovery Three-Year Subscription Fee PER SERVER (Minimum of 500 servers) (Customer must own Service-now.com applications)	$180.00	$162.50

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Pricing Notes on Deployment Options				
# of Process Users	Additional Instances	VPN Connection	Dedicated Server	Hot Disaster Recovery
Up to 45	2 Included. Others available at 50% ACV	Not Available	Not Available	Not Available
50 - 95	2 Included. Others available at 20% ACV	$5,000 Set-Up Fee	Available at an additional 20% of ACV	Not Available
100-195	3 Included. Others available at 10% ACV	Included	Available at an additional 10% of ACV	Available at an additional 30% of ACV
200-500	Up to 5 included. Others available at 10% ACV	Included	No additional fees	Available at an additional 30% of ACV
> 500	Up to 5 included. Others available at 10% ACV	Included	No additional fees	No additional fees

Terms / Definitions	
ACV	Annual Contract Value
Process User	A Process User is any person accessing the system to actively manage the process of Incidents, Problems, Changes or Configuration Items as a normal course of their responsibilities. All Process Users require a license.
End User or Employee Self Serivce User	Employee Self Service provides for an unlimited number of individuals to access the system to perform the following functions; submit Incidents, check on the status of their own Incidents or to view the Knowledge Base. This functioanlity is provided at no cost and no license is required.
Discovery Server	Any non-virtual machine whose operating system is one of the following: Linux, Unix or any Windows version intended for Servers.