

State of Ohio Department of Administrative Services
Addendum 2 to The Ohio State University Medical Center
On Demand Software Subscription License Agreement
(MCSA0013 – ServiceNow)

This Addendum 2 (the 'Addendum 2') is entered into by and between the Ohio Department of Administrative Services ('DAS') on behalf of itself and Subscribing Entities and Cooperative Purchasing Members as defined in Addendum signed on 9/14/2013 by the State and ServiceNow, Inc. (as successor-in-interest to Service-now.com) ('Service Provider'), and is made effective as of date the signed by the State ('Effective Date.'). This Addendum 2 is made as an addendum to the Ohio State University Medical Center On Demand Software Subscription License Agreement, Contract Number 15708TB, dated July 17, 2008 (the 'Agreement'), and incorporated the terms and conditions of the Agreement herein except to the extent such terms and conditions may be expressly revised herein. In the event of a conflict or inconsistency between the terms and conditions of this Addendum 2 and the terms and conditions of the Agreement, the terms and conditions of this Addendum 2 shall prevail and take precedence over any such conflicting or inconsistent terms and conditions set forth in the Agreement. Termination or non-renewal of the Agreement shall not affect the effectiveness of the incorporation of the terms and conditions of the Agreement into this Addendum 2. The parties understand and agree that this Addendum 2 does not in any manner modify, revise or expand upon the terms and conditions of the Agreement which terms and conditions remain unchanged and in full force and effect. DAS, Subscribing Entities and Cooperative Purchasing Members shall contract for Service Provider's subscription services by way of executing Service Provider's then-current Order Form, which Order Form shall be subject to and incorporate the terms and conditions of this Addendum 2. This Addendum 2 shall remain in effect as long as any executory Order Form(s) is in effect, after which this Addendum 2 shall automatically expire.

Revised Pricing Table.

Exhibit A pricing table will replace, in its entirety, the Subscription License Agreement Order Form Attachment A of the Agreement. Upon the expiration of a Subscribing Entity's Order Form with Service Provider in effect as of the Addendum 2 Effective Date, the Subscribing Entity may enter into a renewal Order Form based on the revised pricing table, provided that the annual subscription fees are equal to or greater than those of the expiring Order Form.

Production and Non-Production Instances. Subscribing Entities that purchase at least \$42,000 annually will receive one production instance of the ServiceNow's Subscription Service and one non- production instance. Subscribing Entities that purchase \$120,000 or more annually will receive one production instance of the ServiceNow's Subscription Service and two non-production instances.

In Witness Whereof, the Parties have executed this Amendment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

SERVICE NOW	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
	<i>Robert Blair/srd</i>
Signature	Signature
<small>DocuSigned by:</small> <i>Fay Sien Goon</i>	Robert Blair/srd
<small>63412F20B57841F</small> Printed Name	Printed Name
Fay Sien Goon	DAS Director Assistant Director/State CIO
Title	Title
Director, Revenue	
Date	Effective Date
June 28, 2016	<i>7/5/16</i>
Federal Tax ID	

DocuSigned by:
Adam Levy
5288F1170A73475...
Adam Levy

Sr. Dir, Corporate Counsel
June 28, 2016

Exhibit A

		# of Users	Incident	Problem	Change	Release	Asset	Request	Cost	Project	Resource	Demand	SDLC	Test	Financial Planning	Cost Transparency	GRC	Vendor	Risk	Field SM	Facilities SM	Finance SM	Legal SM	Marketing SM	Platform (Custom Apps)	Customer Service Management	Monthly \$
			Modules/Applications Listed Above																								
PRODD01292	Service Strategy - Worker																										\$ 18.75
PRODD01162	Platform Runtime																										\$ 21.88
PRODD00516	ITSA Core User		✓	✓	✓	✓	✓	✓	✓																		\$ 31.25
PRODD01293	Service Strategy - Planner																										\$ 46.88
PRODD00528	ITSA Unlimited		✓	✓	✓	✓	✓	✓	✓																		\$ 45.00
PRODD00533	ITSA Unlimited w/Platform Runtime		✓	✓	✓	✓	✓	✓	✓																		\$ 45.00
PRODD00874	Service Management Suite		✓	✓	✓	✓	✓	✓	✓																		\$ 33.00
PRODD00875	Service Management Suite w/Platform Runtime		✓	✓	✓	✓	✓	✓	✓																		\$ 51.75
PRODD01160	Governance Risk & Compliance Suite																										\$ 78.13
PRODD01177	Customer Service Management		✓	✓	✓	✓	✓	✓	✓																		\$ 78.13
PRODD01723	ESM User		✓	✓	✓	✓	✓	✓	✓																		\$ 89.00
PRODD01294	Service Strategy - Analyst																										\$ 781.25
Additional User Types		Capabilities																								Monthly \$	
PRODD00170	MINIMUM 50 USERS		View and approve requests routed to user via system																Approver User						\$ 15.63		
PRODD00871	MINIMUM 100 USERS		Update and submit one's own time card																Time Card User						\$ 9.38		
PRODD01272	MINIMUM 1,000 EMPLOYEES		Case Management, Portal, Catalog, Workflows, Dashboards																HR Service Management (PEPM)						\$ 2.50		
PRODD00456	MINIMUM 1,000 USERS - ALL USERS		SMS, Voice, Conference Bridge (Requires Twilio)																Notify User						\$ 0.79		
Security Operations		Capabilities																								Monthly \$	
PRODD01179			Incident Response, Vulnerability Management																Security Ops - 2,500 Users						\$ 8,681.25		
PRODD01180	MINIMUM 1,000 USERS		Requires Qty 1 of Above																Additional Users						\$ 0.94		
PRODD01179			Incident Response, Vulnerability Management																Security Ops - 500 Nodes						\$ 8,681.25		
PRODD01180	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVR		Requires Qty 1 of Above																Additional Nodes						\$ 3.75		
IT Operations Management		Capabilities																								Monthly \$	
PRODD01032	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		Discovery																Discovery (nodes)						\$ 3.00		
PRODD01171	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		Discovery, Service Mapping																ServiceWatch Mapping (nodes)						\$ 7.00		
PRODD01172	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		Event Management																Event Management (nodes)						\$ 3.50		
PRODD01173	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		Discovery, Service Mapping, Event Management																ServiceWatch Insight (nodes)						\$ 8.50		
PRODD01036	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		Orchestration Core, Pword Reset (10,000), SW Dist (1,000)																Orchestration Core (nodes)						\$ 3.00		
PRODD01175	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		Cloud Management																Cloud Management (nodes)						\$ 3.50		
PRODD01176	MINIMUM 250 NODES - PHYSICAL/VIRTUAL SVRS		ServiceWatch Insight, Orchestration Core, Cloud Management																ServiceWatch Suite (nodes)						\$ 13.00		
PRODD00460																			Password Reset (user)						\$ 0.25		
PRODD01169																			Client Software Distribution (node)						\$ 0.50		
Add-On Products																										Monthly \$	
PRODD00535																			Performance Analytics (%/Service)						15%		
PRODD01054																			Edge Encryption (% User ACV)						20%		
PRODD01031																			Domain Separation (% User ACV)						25%		
PRODD00827																			Product Environment						\$ 3,750.00		
PRODD00065																			Non-Production Instance						\$ 1,250.00		