

**Contract Number: Master Contract 08113**

**Contract Name: Information Technology Services Management Software & Professional Services (ITSM)**

**Contract Amendment: 14-02**

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**Date Issued:** 09/08/2014

**Effective Date:** Upon Execution by DES

**Amendment Number:** 14-02

**Contractor Name:** CompuCom/ServiceNow

This Contract Amendment is issued under the provisions of [the contract referenced above]. The changes authorized are within the scope of the original contract. All rights and obligations of the parties are governed by the terms of the original contract, including any subsequent amendments, which are hereby incorporated by reference.

**Purpose of Amendment**

Amendment 14-01 to Master Contract Number 08113, dated November 25, 2013 (the "Master Contract") is entered into by the State of Washington, acting by and through the Department of Enterprise Services ("DES"), and CompuCom Systems, Inc., a Delaware corporation ("Contractor") for the purpose of amending the Price List to the Master Contract.

WHEREAS, the parties have entered into a Master Contract for the provision of Information Technology Services Management software and related professional services;

WHEREAS, the RFP requested information from Vendors regarding the building of custom applications on the Vendor's Proposed Solution as a Desirable scored technical requirement;

WHEREAS, the RFP further instructed Vendors to provide a Price List with their Proposal that included "all products, software, and services . . . necessary to provide the Proposed Solution . . . , including any Desirable requirements Vendor asserts it can meet";

WHEREAS, Vendors were also permitted to include in their Price List "any additional products, software, or services appropriate to the scope of this RFP";

WHEREAS, ServiceNow, the software provider through their authorized reseller, CompuCom, has changed its subscription licensing, software products or service offering identified in Attachment A on the Price List to better meet customer's need; and

WHEREAS, these changes are both within the scope of the RFP and the Master Contract;

NOW THEREFORE, the parties agree to amend the Master Contract as follows:

1. Core products are now referred to as Suites and no longer have tiered pricing such as Gold.



2. ServiceNow Orchestration Core Suite's licensing has changed from a unit price of \$9 per server to an unlimited quantity, monthly flat fee price of \$2031 installed, throughout the life of the contract.
3. ServiceNow Orchestration Password Reset Application, HR Service Automation, Facilities Service Automation, Project Portfolio Suite and Public Catalog are new product offerings that were not available at the time of RFP.
4. Contractor represents and warrants that the Platform is not required in order to implement a Proposed Solution meeting all of the Mandatory and Mandatory Scored requirements of the RFP.
5. Capitalized terms not otherwise defined herein will have the same meaning ascribed to them in the Master Contract.
6. All other terms and conditions of the Master Contract and all addenda and amendments thereto shall remain in full force and effect.

IN WITNESS WHEREOF, the parties having read Amendment 14-02, agree to it in each and every particular, and have executed it below.

**Authorizing Signatures**

**For Contractor:**

John Carmain, CompuCom Systems, Inc.  
 978-858-7026  
 7171 Forest Lane  
 Dallas, TX 75230  
[Jack.Carmain@Compucom.com](mailto:Jack.Carmain@Compucom.com)

Signature John Carmain  
 Date 9/16/2014

**For State of Washington:**

Momi Friedlander  
 DES Master Contracts and Consulting (MCC)  
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 PO Box 41411  
 Olympia WA 98504-1411  
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Signature Momi Friedlander  
 Date 17 Sept 2014

**MCC Authorizing Manager:**

Signature Michael R. Riley  
 Date 9/18/14

