

## Key Contract Terms

Vendor/Contractor Name: ServiceNow

Contract control number: TECHS-201208650-00

City's contract manager: Scott Cardenas

Was this contractor selected by competitive process? Yes

Term/Duration of contract/project: 12/15/2012 to 12/15/2015

Renewal terms: 12/15/2012 to 12/15/2015

Purpose: Implement the ServiceNow application

Scope of services with performance bench marks:

**Provision of the Services:** ServiceNow will make the following services available to City, subject to the terms and conditions of this Agreement and each mutually acceptable written ordering document signed by both City and ServiceNow (each, an "**Order Form**"): (a) use of the ServiceNow subscription service(s) as specified in an Order Form and described in ServiceNow's *Operations Guide* which is incorporated herein by this reference (the "**Subscription Service**"); and (b) professional services from ServiceNow as indicated on an Order Form ("**Professional Services**").

Cost/value: \$ 625,000.00

Source of funds: 01010/3071014

Benefit: Address TS Strategic Initiatives – Operational Efficiency:

1. Document and execute repeatable operational processes, consistent with industry best practices
2. Develop or procure tools to effectively manage operational systems and processes

Termination provision for City and for contractor: 30 Days

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Location: City and County of Denver

Affected Council District: Denver City Council