

DIR Contract Number DIR-TSO-2642
Appendix C Pricing Index

Platform as a Service

Precision Task Group, Inc., (PTG) using ServiceNow, can provide a framework that will consolidate, automate and extend IT services. ServiceNow offers a portfolio of robust Platform as a Service (PaaS) cloud-based solutions that automate and manage IT service relationships across the enterprise. The solutions have the advantage of being built on a single cloud platform that consists of one user interface, one code base and one data model, delivering easy, automated upgrades. ServiceNow provides an intuitive and approachable user experience.

All customers receives their own unique instance of the application and database, provided within the ServiceNow cloud. PTG also provides each customer with two copies of their instance, which are designed for real time synchronization of data and instant fail over from one instance to the other in the event of an issue.

PTG’s Technical Services can provide a variety of services designed to improve customers’ IT Service Management (ITSM). Services include Implementations, Customizations and On-going Operational Support. PTG staff can help customers determine the best technical services to implement in conjunction with their PaaS solution.

Implementation services include ServiceNow ITSM Core, ServiceNow advanced functionality, and Applications built on the ServiceNow platform. Customization includes organization-specific enhancements to standard functionality, end user interface design, and reporting and analytics. On-going Operational Support includes minor enhancements such as the creation and modification of forms, upgrades as available, and serving as a (the?) virtual ServiceNow systems administrator on behalf of the customer.

All maintenance and updates are performed using the dual instances to reduce downtime. All the data centers for US based customers are located within the borders of the United States.

Service	Pricing (includes DIR Administrative Fee)
ServiceNow Subscription License	4.5%
Technical Services	4.5%
Standard Training	4.5%
Customized Training	\$238.75 per hour
ServiceNow Implementation – Customized	\$238.75 per hour

PTG will work with each customer to establish the desired outcomes for any Technical Services provided. A Statement of Work (SOW) will be created that includes Scope, Deliverables and Estimated timeline for completion. The SOW will be mutually agreed upon and required for a Purchase Order to be processed against the PTG quote.