

STATE OF SOUTH CAROLINA
SFAA, DIV. OF PROCUREMENT SERVICES

Solicitation: 5400036967

Description: STC CONSTITUENT MANAGEMENT SERVICES

Agency: Statewide Term Contract

Contract Number: 4400036033

Term: Start Date: 11/19/2024 - End Date: 11/18/2029

Lot 3 Salesforce Licensing:

The pricing identified below is for net new/add-on purchases for **Salesforce Service Cloud Unlimited Edition** for one year. Salesforce's ability to be customized to fit specific business needs means that the cost of licenses can vary greatly depending on the complexity and scope of your use case. Tailoring Salesforce to your exact requirements ensures you get the most value from the platform, but it also means that licensing types and costs will be closely aligned with those specific needs. **Carahsoft is excited to offer a mandatory 4% discount off all Salesforce products MSRP.**

Tiered Pricing: The tiered pricing levels below are based upon the aggregate total number of full-use (i.e, not contractually restricted as to function and/or feature) User subscriptions per Org of the relevant product purchased by the State of South Carolina, as measured at the time of execution of the applicable Order Form. Any price decreases shall have no effect on previously purchased User subscriptions. If a single additional Order Form raises the number of Users above a certain threshold, only those User subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different products or editions.

Renewal Protection: Any increase in subscription pricing (excluding support and resource-based Services and consumption-based Services which are subject to a rate card as set forth in the product terms for the applicable Services) for subscriptions in Table 1 and 2 purchased under an Order Form leveraging this Pricing Addendum for a one-year renewal term: (i) will not exceed 9% over the immediately preceding term's pricing, provided the Customer renews its entire then-current subscription volume for the applicable Org; and (ii) will not exceed 10% over the immediately preceding term's pricing, if the Customer decreases its then-current subscription volume for the applicable Org and such decrease is less than 20%. For the purposes of clarity, the then-current subscription volume is determined at the individual Org level, rather than by aggregating all of Customer subscription volume.

Thereafter, or upon a renewal that does not meet the criteria outlined in this Section, any increase in subscription and support pricing will be in accordance with SFDC's pricing and policies in effect at the time of renewal, or as otherwise agreed to by the parties. For the purposes of this Pricing Addendum "Org" means a unique instance of the applicable Services, i.e., a separate set of Customer Data and Customer-specific Service customizations held by SFDC in a logically separated database (i.e., a database segregated through password-controlled access).

Conflict between Order Form and Pricing Addendum: Any Order Forms under this Pricing Addendum shall specifically reference this Pricing Addendum and the Agreement under which it is governed.

Non-applicability to Online Orders: In no event shall the pricing set forth in this Pricing Addendum apply to any order entered through any ordering process or procedure that is solely online or web-based.

Lot 3 - Salesforce License (Example Budgetary Pricing)

Item	Quantity	Unit of Measure	Unit Price	Extended Price
Base Year 1 (Salesforce Service Cloud Unlimited Edition)	25	User Per Year	\$3,747.12	\$93,678.00
Year 2 (Annual Software Maintenance/Support - Cloud Based Solution)	1	Year	\$4,084.36	\$4,084.36
Year 3 (Annual Software Maintenance/Support - Cloud Based Solution)	1	Year	\$4,451.95	\$4,451.95
Year 4 (Annual Software Maintenance/Support - Cloud Based Solution)	1	Year	\$4,852.63	\$4,852.63
Year 5 (Annual Software Maintenance/Support - Cloud Based Solution)	1	Year	\$5,289.36	\$5,289.36
Tiered License Discounts (For Net New/Add-On Purchases of Service Cloud UE Only)				
Discount Tier	% Volume Discount Off Base Price			
0 - 25 Users	4%			
26 - 49 Users	13%			
50 - 74 Users	13%			
75 - 99 Users	14%			
100 - 124 Users	14%			
125 - 149 Users	19%			
150 Plus	19%			

* For clarity, if a customer reduces the number of Salesforce Service Cloud Unlimited Edition licenses in their instance, even if the reduction total number of licenses fall within the “Discount Tier”, pricing is subject to change

The Salesforce products listed below fall within the contract's scope of work:

1. Service Cloud
2. Project Management tools built on CRM
3. Informatica
4. MuleSoft
5. CRM Analytics (not Tableau)
6. Salesforce Shield
7. Salesforce Government Cloud
8. Salesforce Backup and Recover
9. Salesforce Mobile App
10. Salesforce Sales Cloud
11. Salesforce Marketing Cloud
12. Trailhead

These products may be procured as components of a Salesforce CRM solution and as standalone procurements when used to augment an entity's existing constituent relationship management system.

The products identified above does not expand the contract's scope of work. Nor does it authorize the sale of all products within the Salesforce portfolio. Each procurement must remain consistent with this product list, Section III. Scope of Work/Specifications contract requirements and all other contract terms, conditions, and pricing.

Individual order review and approval is not required by DPS.