EXHIBIT A

Order Form

servicenow

ServiceNow, Inc.
2225 Lawson Lane
Santa Clara, CA 95054

Order Number
ORD0591244-1

Pricing Expiration: 27 Feb 2017

SNC Account Exec	Rebecca Morales
Phone	+16692622227
E-mail	rebecca.morales@servicenow.com

Customer Invoice Address		**Customer Ship To Address**	
Company Name	County of Monterey	Company Name	County of Monterey
Address	168 W Alisal St Fl 2nd	Address	168 W Alisal St Fl 2nd
Suite		Suite	
City	Salinas	City	Salinas
State/Province	CA - California	State/Province	CA - California
Zip/Postal Code	93901-2438	Zip/Postal Code	93901-2438
Country	United States	Country	United States
Website	http://www.co.monterey.ca.us	Website	http://www.co.monterey.ca.us
AP Contact Name		Business Contact	
Title		Title	
Phone		Phone	
E-mail		E-mail	
Account #	ACCT0023849		

Reference Contract #(s)	31013CH	PO #	
		Tax exempt?	No
		Payment Terms	Net due in 30 days
Currency	USD		

Product Code	Subscription Product Name	Type	Units	Term (mos)	Term Start Date	Term End Date	Net Price (Monthly)	Net Price (Annual)	Net Price (Total)
PROD01031	ServiceNow® Domain Separation For Non-MSP Customers	Application	1	33 Months, 20 Days	28 Feb 2017	19 Dec 2019	$ 1,125.00	$ 13,500.00	$ 37,854.69
						Subscription Product SubTotal		$ 13,500.00	$ 37,854.69

Education, Knowledge and Professional Services Subtotal	**$ 0.00**
Pre-tax Total	**$ 37,854.69**
Estimated Taxes	TBD
Estimated Grand Total	**$ 37,854.69**

Invoice Schedule	Invoice Date	Amount	Est Taxes	Grand Total
9 Months, 20 Days Subscription Fee	Upon Signature	$ 10,854.69	TBD	$ 10,854.69
Annual Subscription Fee	November 19, 2017	$ 13,500.00	TBD	$ 13,500.00
Annual Subscription Fee	November 19, 2018	$ 13,500.00	TBD	$ 13,500.00
		$ 37,854.69	TBD	$ 37,854.69

Hosting Details

ServiceNow # of Instances:	N/A
Instance Names:	N/A
Customer ServiceNow Admin:	
Email:	
Data Center Region:	North America

Terms and Conditions

ENTIRE AGREEMENT. This order is on terms contained in Customer's last Order Form as supplemented by this Order Form and the service descriptions for the purchased packaged professional services ("Service Description"). If not attached to this Order Form, the Service Description is as set forth on www.servicenow.com/schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE. Customer shall limit the types and number of ServiceNow applications, users and their permitted roles, and other use restrictions to those specified in this Order Form.

Payment Terms

If Customer issues a purchase order, any additional or conflicting terms appearing in a purchase order shall not amend the Order Form or the Agreement. Upon request, ServiceNow shall reference the purchase order number on its invoices (solely for administrative convenience) so long as Customer provides the purchase order at least fifteen (15) business days prior to the date of the invoice.

Please submit a PO for the amount set forth above to accountsreceivable@servicenow.com or fax to 877-824-0673 or ServiceNow, Inc., Attention: Accounts Receivable, 4810 Eastgate Mall, San Diego, CA 92121

PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, NON-REFUNDABLE. The order is for the entire subscription term and is undividable. Payments are due as per the invoice schedule. All remaining fees are due immediately if ServiceNow terminates for non-payment.

Prices are stated exclusive of taxes, duties and similar assessments on Customer's use, which Customer agrees to pay, excluding taxes on ServiceNow's net income. Taxes shall not be deducted from the payments to ServiceNow, except as required by law, in which case Customer shall increase the amount payable as necessary so that after making all required deductions and withholdings, ServiceNow receives and retains (free from any tax liability) an amount equal to the amount it would have received had no such deductions or withholdings been made.

When applicable, Customer must provide its VAT or GST identification number(s) on this Order Form for (i) the country where Customer has established its business and/or (ii) any other country where Customer has a fixed establishment. Customer shall use the ordered Subscription Service and Professional Services for Customer's business use in the foregoing location(s).

Product Overview

The ServiceNow Product Overview containing descriptions of the ServiceNow applications and platform services included in the Subscription Products as described in the attached ServiceNow Order Form Product and Use Definitions are posted on www.servicenow.com/schedules.html

ServiceNow® Order Form - Product and Use Definitions

"User" means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

"Approver User" is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

"Requester User" is any User that performs only the functions set forth in the table below for a Requester User.

"End User" has the same use rights as **"Requester User."**

"Fulfiller User" is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

"Process User" has the same use rights as **"Fulfiller User."**

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

Use of the Subscription Service for application configuration allows Customer to, with respect to the Subscription Products for which Customer has purchased usage, change the values of pre-defined fields, add new fields to existing tables, add new tables that provide additional attributes around the process, build workflow for the process, modify the UI and form layouts, create business rules, integrate with external data sources, and tailor the process through custom scripting. Application configuration is restricted to configuring the processes included in the purchased Subscription Product to meet the customers specific needs without materially altering the purpose of the Subscription Product or the type of business processes that it seeks to automate. If Customer intends to alter the purpose of the Subscription Product or the types of business processes that it seeks to automate, then Customer may develop that new application in a non-production instance and purchase a Platform Runtime use right from ServiceNow to deploy that application on a production instance. Customer shall not access the Subscription Service to develop or use a competing product or service.

SUBSCRIPTION PRODUCTS

Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD01031 ServiceNow® Domain Separation For Non-MSP Customers - Application	Domain Separation For Non-MSP Customers. Domain Separation is a capability used to separate certain applications and functionalities on the ServiceNow instance into logically defined domains, allowing for: (i) data segregation between domain groups; (ii) each domain group to customize business process definitions and user interfaces for its own domain; and (iii) the maintenance of certain global processes and reporting in the instance. Domain Separation may only be used for Customer's internal business and may never be used to support third parties, unless such rights are expressly authorized in writing by ServiceNow. The annual subscription fee for "Domain Separation For Non-MSP Customers" is based on the total of the annual subscription fees of all user-based products subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of any of the ServiceNow user-based products, an additional Domain Separation fee may apply.

ACKNOWLEDGED AND AGREED:

End Customer: County of Monterey

ServiceNow, Inc.

Signature:	
Name:	
Title:	
Date:	

Signature:	
Name:	
Title:	
Date:	