

Appendix C - Pricing Index

Category	Product Description	Brand	Discount %Off MSRP
ITSM Solution	All ServiceNow Related Services	ServiceNow	1.50 %
ITSM Solution	All ServiceNow Solutions	ServiceNow	4.50 %
Digital Flow and Management	All Alfresco Related Services	Alfresco	3.00 %
Digital Flow and Management	All Alfresco Solutions	Alfresco	9.32 %
Child Support and Assessments	All Case Commons Related Services	Case Commons	2.00 %
Child Support and Assessments	All Case Commons Solutions	Case Commons	2.00 %
Customer Relationship Management	All Salesforce Related Services	Salesforce	5.30 %
Customer Relationship Management	All Salesforce Solutions	Salesforce	5.30 %