

## Salesforce National Contract for the Federal Reserve System and Board of Governors

Carahsoft Technology Corp. is an IT solutions provider delivering best-of-breed software solutions since 2004. Carahsoft is able to provide customers like the Federal Reserve System with easy access to Salesforce's entire portfolio of products and services. Salesforce provides a single enterprise platform that delivers multiple services and enables your organization to rapidly configure solutions specifically tailored to your mission and requirements. The Salesforce Platform is the lowest risk and fastest way to securely build, connect, optimize, and deploy every kind of app tailored for any type of use case.

### Participating Addendum (PA)

To use the Salesforce National SaaS Agreement for the Federal Reserve System, interested Banks need to complete a Participating Addendum (PA). The PA calls out specific portions of the National SaaS Agreement contract Banks should review before completing the agreement. After completing the PA, participating Banks may then purchase any generally available Salesforce product at their leisure. Interested Banks can engage in scoping and pricing exercises at any point, by contacting a Carahsoft Representative, but must complete the PA before finalizing any initial purchases of Salesforce Products..

### Software as a Service Agreement Terms

The Richmond National Procurement Office and Carahsoft created the Salesforce National Contract for the Federal Reserve System, which is made available to all Federal Reserve Districts and Board of Governors. Established February 14th, 2020, this 3-year national contract provides a user-friendly process for Participating Banks to purchase Salesforce products and services. Interested Banks can join onto the contract at any time by completing a Participating Agreement . Once on-board, Participating Banks can purchase any generally-available Salesforce product at any point during the contract term, which will automatically co-term with the contract's end date for ease of use.

**The Period of Performance for this contract is 2/14/20 to 2/13/21 with 2 Option Years.**

### Pricing Tiers

The Salesforce National Contract for the Federal Reserve System offers an easy path for Participating Banks to purchase Salesforce products at great value. Participating Banks may order licenses at the specified rates in Attachment A, Table 3 of the National Contract. This table establishes cumulative Pricing Tiers for Salesforce's Core products: Sales Cloud and Service Cloud. Please contact us for additional pricing information.

## Current Salesforce solutions purchased under the National Contract:

| Product Name                     | Product Descriptions                                                                                                                                                                                                                                  |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Cloud                    | Resolve cases faster using a suite of powerful productivity tools that give agents a complete, shared view of every customer and interaction. For more info, <a href="#">click here</a> .                                                             |
| Sales Cloud                      | Empower sales reps to work faster and smarter. Boost team impact with insights, guidance, and forecasts built from AI. Online or offline, the data you need is right at your fingertips. For more info, <a href="#">click here</a> .                  |
| Customer Community Logins        | Give users a responsive portal where they can access articles, update their accounts, and create and manage cases and claims. For more info, <a href="#">click here</a> .                                                                             |
| Salesforce Maps                  | Better understand hard-to-find data on a map-based interface and make location-driven decisions that drive productivity. For more info, <a href="#">click here</a> .                                                                                  |
| CPQ Plus                         | Configure complex deals, manage recurring revenue, and unify sales and finance, with fully integrated invoicing that's ready in minutes, and perfect every time. For more info, <a href="#">click here</a> .                                          |
| Einstein Analytics               | Automatically find simple answers to complex business questions in your data. Learn what happened, why it happened, what will happen, and what to do about it with transparent, understandable AI models. For more info, <a href="#">click here</a> . |
| ExactTarget                      | Reach your ideal audience with great content, use intelligence to discover the right audience, activate first-party email data across channels and automate everything and become more efficient. For more info, <a href="#">click here</a> .         |
| Social Studio                    | Listen, engage, and publish using a powerful all-in-one social media marketing and management suite — and connect enriched social data to your marketing with sales and service. For more info, <a href="#">click here</a> .                          |
| Shield                           | Protect your enterprise with point-and-click tools that enhance trust, transparency, compliance, and governance across all of your business-critical apps. For more info, <a href="#">click here</a> .                                                |
| Government Cloud / Success Plans | Every Salesforce customer has our Standard plan. Our Premier and Premier Plus plans offer additional guidance and support to help you succeed faster. For more info, <a href="#">click here</a> .                                                     |
| Program Architect                | These technical wizards understand your business needs. They will help bolster your cross-cloud and complex implementations with sound architecture that puts your customers first. For more info, <a href="#">click here</a> .                       |

For more information on Generally Available Salesforce Products, please [click here](#).

For more information on pricing and to join via Participating Addendum, please contact our Contract Representatives below.

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