

**SECOND AMENDMENT TO THE AGREEMENT  
FOR SERVICES OF  
INDEPENDENT CONTRACTOR**

BETWEEN

COUNTY OF SANTA BARBARA

AND

ALCOR SOLUTIONS, INC.

FOR

SERVICENOW SOFTWARE AS A SERVICE  
APPLICATIONS

**SECOND AMENDMENT TO THE AGREEMENT FOR SERVICES OF  
INDEPENDENT CONTRACTOR**

**THIS SECOND AMENDMENT** (Second Amendment) to the Agreement for Services of Independent Contractor (BC No. 23-088) is made by and between the **County of Santa Barbara** (County) and **Alcor Solutions, Inc.** (Contractor or Alcor), with an address at 7600 Dublin Blvd, Suite 230, Dublin, CA 94568, for the continued provision of services specified herein.

**WHEREAS**, Contractor represents that it is specially trained, skilled, experienced, and competent to perform the special services required by County, and County desires to retain the services of Contractor pursuant to the terms, covenants, and conditions referenced herein;

**WHEREAS**, on or around August 22, 2023, County and Contractor (collectively, the Parties) entered into an Agreement for Services of Independent Contractor (Agreement) (BC No. 23-088) for ServiceNow software-as-a-service workflow platform subscription products for a total maximum contract amount not to exceed \$334,836, inclusive of \$111,612 per fiscal year, for the period of July 1, 2023, through June 30, 2026;

**WHEREAS**, on July 1, 2025, the Parties executed a First Amendment to the Agreement (First Amendment) to update certain standard terms and conditions, adjust ServiceNow software-as-a-service subscriptions, and reduce the contract amount by \$72 for a revised, total maximum contract amount of **\$334,764**, inclusive of \$111,612 for each of fiscal year (FY) 2023-24 and 2024-25 and \$111,540 for FY 2025-26, with no change to the contract term of July 1, 2023, through June 30, 2026; and

**WHEREAS**, through this Second Amendment, the Parties wish to adjust ServiceNow software-as-a-service subscriptions to add AI/Automation driven functionality and increase the contract amount by \$115,072 for a revised, total maximum contract amount of **\$449,836**, inclusive of \$111,612 for each of fiscal year (FY) 2023-24 and 2024-25 and \$226,612 for FY 2025-26, with no change to the contract term of July 1, 2023, through June 30, 2026.

**NOW, THEREFORE**, in consideration of the mutual covenants and conditions contained herein, the Parties agree as follows:

**I. Delete Section 2, Access and Use, of Exhibit A Statement of Work, and replace with the following:**

**2. ACCESS AND USE.**

- A.** Alcor shall cause, pursuant to its agreement with Carahsoft, that Carahsoft shall cause ServiceNow to provide to County the ServiceNow and Accessflow software as a service products described in Exhibit B-1 (Schedule of Rates) (Subscription Service) in accordance with the Public Sector Subscription Terms of Service (effective July 7, 2020), the Customer Support Addendum (effective March 12, 2025), Data Security Addendum (effective December 2, 2022), Data Processing Addendum (effective May 3, 2024), ServiceNow Order Form - Product and Use Definitions, Product Overview (effective February 2, 2023), Product Overview Addendum, Software Spend Detection and Software Asset Management Content Service Addendum (effective July 24, 2023), Now Assist Overview (effective September 10, 2025), Integration Hub and Workflow Data Fabric Overview (effective January 27<sup>th</sup>, 2025), and the applicable Service Description for the purchased packaged services, all of which are

expressly deemed incorporated herein by this reference and as set forth in Exhibit E (collectively, the "ServiceNow Subscription Service Terms").

1. All undefined capitalized terms herein shall have the meanings ascribed to such terms in the ServiceNow Subscription Service Terms.
2. In the event of conflict between a term(s) in this Agreement and the ServiceNow Subscription Service Terms, then the term(s) in this Agreement shall prevail.

**B.** County access and use of the Subscription Service are pursuant to the ServiceNow Subscription Service Terms.

**II. Delete Section 1, Maximum Contract Amount, of Exhibit B Financial Provisions and replace it with the following:**

1. Maximum Contract Amount. For the software-as-a-service (SaaS) products under this Agreement, Contractor shall be paid at the rate specified in Exhibit B-1 (Schedule of Rates), with a maximum contract amount not to exceed **\$449,836**, inclusive of \$111,612 for fiscal year 2023-24, \$111,612 for fiscal year 2024-25, and \$226,612 for fiscal year 2025-26. Notwithstanding any other provision of this Agreement, in no event shall County pay Contractor more than this maximum contract amount for Contractor's performance hereunder without a properly executed amendment.

**A.** The license pricing identified in Exhibit B-1 (Schedule of Rates) (Monthly Cost) is the price that will be available to County for the duration of the term of this Agreement. If at any time during the term of this Agreement County requires additional licenses, those licenses will be made available at the same cost per license as shown in Exhibit B-1 (Schedule of Rates).

*(This section intentionally left blank.)*

**III. Delete Exhibit B-1 Schedule of Rates and replace it with the following:**

**EXHIBIT B-1**  
**SCHEDULE OF RATES**

<b>Effective July 1, 2023 – June 30, 2025</b>					
<b>Subscription</b>	<b>Type</b>	<b>Units</b>	<b>Unit Cost</b>	<b>Monthly Cost</b>	<b>Yearly Cost</b>
ServiceNow® HR Enterprise Onboarding	HR User	750	\$6	\$4,500	\$54,000
ServiceNow® Customer Service Management Standard	Fulfiller User	50	\$90.62	\$4,531	\$54,372
ServiceNow® AI Search Starter	N/A	1	\$0	\$0	\$0
ServiceNow® IntegrationHub Starter	Transactions	1	\$0	\$0	\$0
Accessflow	Transactions	1620	\$2 per transaction per year	\$240	\$3,240
<b>FY 23-24 Maximum Contract Amount Not to Exceed:</b>					<b>\$111,612</b>
<b>FY 24-25 Maximum Contract Amount Not to Exceed:</b>					<b>\$111,612</b>
<b>FY 23-25 Maximum Contract Amount Not to Exceed:</b>					<b>\$223,224</b>

*(This section intentionally left blank.)*

**EXHIBIT B-1**  
**SCHEDULE OF RATES (continued)**

Effective July 1, 2025 – June 30, 2026						
Subscription	Type	Units	Unit Cost	Monthly Cost	Service Dates	Yearly Cost
ServiceNow® HR Enterprise Onboarding	HR User	750	\$6	\$4,500	July 1, 2025 - June 30, 2026	\$54,000
ServiceNow® Customer Service Management Standard	Fulfiller User	50	\$73.00	\$3,650	July 1, 2025 - Nov 30, 2025	\$18,250
AccessFlow	Transactions	1620	\$2 per transaction per year	\$270	July 1, 2025 - June 30, 2026	\$3,240
ServiceNow® Software Asset Management Professional	Subscription Unit	125	\$7	\$875	July 1, 2025 - June 30, 2026	\$10,500
IT Service Management Professional Fulfiller	Fulfiller User	50	\$141	\$7,044	December 1, 2025 - June 30, 2026	\$49,306
ServiceNow® ITSM Professional Plus - Fulfiller User	Fulfiller User	50	\$74	\$3,695	December 1, 2025 - June 30, 2026	\$25,864
Workflow Data Fabric Starter	Transactions	1	\$9,350	\$9,350	December 1, 2025 - June 30, 2026	\$65,452
FY 25-26 Maximum Contract Amount Not to Exceed:						\$226,612
FY 23-26 Maximum Contract Amount Not to Exceed:						\$449,836

*(This section intentionally left blank.)*

**IV. Delete Alcor Quote for License, dated April 4, 2025 from Exhibit E ServiceNow Subscription Service Terms.**

**V. Add ServiceNow Order Form - Product and Use Definitions to Exhibit E ServiceNow Subscription Service Terms:**

*(This section intentionally left blank.)*

## ServiceNow® Order Form - Product and Use Definitions

### USER TYPE 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	FULLFILLER
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

**CUSTOM TABLE CREATION AND INSTALLATION**

The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product. A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom Table use rights are as set forth in the Custom Table Guide on <https://www.servicenow.com/products/entitlements-packages.html> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at [legal.request@servicenow.com](mailto:legal.request@servicenow.com).

**SUBSCRIPTION PRODUCTS**

Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
<p>PROD17256 ServiceNow® IT Service Management Professional</p>	<p>Included Applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; DevOps Change Velocity; Mobile Publishing; Vendor Manager Workspace; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic.</p> <p>Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).</p> <p>Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Professional Applications and App Engine Starter 50 Custom Tables.</p> <p>App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.</p> <p>The following Application(s) became available in the family release indicated below. San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights) DevOps Config - Tokyo</p>
<p>PROD21190 ServiceNow® ITSM Professional Plus</p>	<p>Included Applications: Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 6,000 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund).</p> <p>This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms.</p> <p>Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User.</p> <p>Customer is entitled to use ITSM Professional Plus for the procured number of Fulfiller Users and use-cases contractually allowed for IT Service Management.</p> <p>Usage is limited to the number of Fulfiller Users.</p> <p>Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to IT Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses.</p> <p>Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller.</p> <p>Use of this Subscription Product is governed by the Product-Specific Terms located at <a href="https://www.servicenow.com/upgrade-schedules.html">https://www.servicenow.com/upgrade-schedules.html</a> (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference.</p>

	<p>Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at <a href="https://www.servicenow.com/products/entitlements-packages.html">https://www.servicenow.com/products/entitlements-packages.html</a> (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview.</p> <p>Additional annual Assists require the purchase of a separate Assist Pack.</p> <p>Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.</p>
<p>PROD24509 ServiceNow® Workflow Data Fabric Starter</p>	<p>Workflow Data Fabric Starter includes Activity Designer; Activity Packs; Now Assist for Spokes; External Content Connectors; ServiceNow Lens; entitlement for up to 1,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); and entitlement for up to 5GB (5,000MB) of API Access Volume per day (unused API Access Volume expire daily without credit or refund).</p> <p>Workflow Data Fabric Starter includes Protocols and Spokes as set forth in the Integration Hub Overview on <a href="http://www.servicenow.com/products/entitlements-packages.html">www.servicenow.com/products/entitlements-packages.html</a>, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE.</p> <p>An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, Flow Designer, Remote Tables, or Orchestration. This includes any operation, action, or orchestration from these components that results in an outbound call, as well as any external document indexed via AI Search IntegrationHub Spoke, External Content REST API, or External Content Connectors.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub package.</p> <p>API Access Volume is the total output of data volume in an applicable 24-hour period made by ServiceNow in response to a web service request originating from a system external to ServiceNow.</p> <p>Output of data as a result of Integration Hub Transactions and/or Stream Connect for Kafka are exempt and not included in the API Access Volume.</p> <p>Additional daily API Access Volume require the purchase of a separate API Access Volume package. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance in a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center as Customer's originating ServiceNow instance. Usage of ServiceNow Lens and Now Assist for Spokes requires a separate Now Assist subscription and will utilize assists.</p>
<p>PROD17243 ServiceNow® IT Service Management Standard</p>	<p>Included Applications: Incident Management; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Digital Portfolio Management and Universal Request</p> <p>Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users.</p> <p>Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables</p> <p>App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.</p> <p>The following Application(s) became available according to the release indicated below. San Diego - Digital Portfolio Management</p>
<p>PROD22417 ServiceNow® Integration Hub Starter</p>	<p>Integration Hub Starter includes entitlement for up to 100,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); External Content Connectors; and entitlement for up to 300MB of API Access Volume per day (unused API Access Volume expire daily without credit or refund).</p> <p>Integration Hub Starter includes Protocols and Spokes as set forth in the Integration Hub Overview on <a href="http://www.servicenow.com/products/entitlements-packages.html">www.servicenow.com/products/entitlements-packages.html</a>, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the</p>

	<p>documents incorporated herein by reference by emailing us at <a href="mailto:legal.request@servicenow.com">legal.request@servicenow.com</a>.</p> <p>An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call, as well as any external document indexed via AI Search IntegrationHub Spoke, External Content REST API, or External Content Connectors.</p> <p>Additional annual Transactions require the purchase of a separate Integration Hub package.</p> <p>API Access Volume is the total output of data volume in an applicable 24-hour period made by ServiceNow in response to a web service request originating from a system external to ServiceNow. Output of data as a result of Integration Hub Transactions and/or Stream Connect for Kafka are exempt and not included in the API Access Volume.</p> <p>Additional daily API Access Volume require the purchase of a separate API Access Volume package.</p> <p>Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same data center as Customer's originating ServiceNow instance.</p> <p>Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures.</p>
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**VI. Add Product Overview Addendum to Exhibit E ServiceNow Subscription Service Terms:**

**Product Overview Addendum**

<b>ServiceNow Applications</b>	
Digital Product Release	Digital Product Release is part of ITSM Professional. Digital Product Release empowers product teams with one dashboard to plan, manage, and deploy digital products and service releases within IT guardrails. Simplify release cycles, manage multi-product releases, and use customizable templates and out-of-the-box policies to validate release readiness. Further information and technical capabilities can be found on the ServiceNow documentation page: <a href="https://www.servicenow.com/docs/docs/bundle/zurich-it-service-management/page/product/digital-product-release/reference/dpr-landing-page.html">https://www.servicenow.com/docs/docs/bundle/zurich-it-service-management/page/product/digital-product-release/reference/dpr-landing-page.html</a>
Platform Analytics Advanced	Platform Analytics Advanced is part of ITSM professional. It provides Change Success Scores, Change Velocity Dashboard, and ITSM Success Dashboard Indicators. ITSM Success Dashboard Indicators provides IT leaders and process owners a 360° view into ITSM performance and measure improvement with interactive dashboards using prescribed KPI. Further information and technical capabilities can be found on the ServiceNow documentation page: <a href="https://www.servicenow.com/docs/bundle/zurich-it-service-management/page/use/dashboards/application-content-packs/itsm-dashboards-content-pack-sd.html">https://www.servicenow.com/docs/bundle/zurich-it-service-management/page/use/dashboards/application-content-packs/itsm-dashboards-content-pack-sd.html</a>
External Content Connectors	External Content Connectors is part of Workflow Data Fabric Starter (WDF). External Content Connectors enables secure access to third-party content and document sources like SharePoint, Confluence, and more with AI-powered search and knowledge management—delivering a unified, scalable search experience. Further information and technical capabilities can be found on the ServiceNow documentation page: <a href="https://www.servicenow.com/docs/bundle/zurich-platform-administration/page/administer/ai-search/reference/ext-cont-connectors-landing-page.html">https://www.servicenow.com/docs/bundle/zurich-platform-administration/page/administer/ai-search/reference/ext-cont-connectors-landing-page.html</a>

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**VII. Add Integration Hub and Workflow Data Fabric Overview (effective January 27th, 2025) to Exhibit E ServiceNow Subscription Service Terms:**

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New

## Integration Hub and Workflow Data Fabric Overview

This overview is applicable to Customers with a stand-alone Integration Hub subscription or with an Automation Engine subscription that includes Integration Hub entitlements.

### Packaging overview per Subscription

#### Current SKUs

Product name	Product Code	Spokes	Protocols & features	Orchestration	Flow Templates	Integration Solutions	API Access Volume Limit (per day)	Conversational Spoke Actions	Boomi Cloud API management <sup>1</sup>
Integration Hub Starter V4	PROD22417 PROD22424 PROD22431	Starter only	Starter only	No	No	No	300 MB	No	No
Integration Hub Professional V3	PROD22418 PROD22425 PROD22432	All spokes	All features & protocols	Yes	Yes	No	5 GB	No	No
Automation Engine Professional V4	PROD22419 PROD22426 PROD22433	All spokes	All features and protocols	Yes	Yes	Yes	20 GB	No	No
Automation Engine Enterprise V3	PROD22420 PROD22427 PROD22434	All spokes	All features and protocols	Yes	Yes	Yes	25 GB	No	No
Automation Engine Enterprise V2—Unrestricted user	PROD22421 PROD22428 PROD22435	All spokes	All features and protocols	Yes	Yes	Yes	1 MB per Unrestricted User	No	No
Automation Engine Enterprise V3—Unrestricted user	PROD24514 PROD24517 PROD24520	All spokes	All features and protocols	Yes	Yes	Yes	1 MB per Unrestricted User	Yes	Yes
Workflow Data Fabric Starter (Formerly Integration Hub Pro v4)	PROD24509 PROD24510 PROD24511	All spokes	All features and protocols	Yes	Yes	No	5 GB	Yes	Yes
Workflow Data Fabric Standard (Formerly Automation Engine Pro v5)	PROD24512 PROD24515 PROD24518	All spokes	All features and protocols	Yes	Yes	Yes	20 GB	Yes	Yes
Workflow Data Fabric Professional (Formerly Automation Engine Enterprise v4)	PROD24513 PROD24516 PROD24519	All spokes	All features and protocols	Yes	Yes	Yes	25 GB	Yes	Yes

1. Not available for customers on FedRamp/GCC instances pending Boomi Cloud API management certification

**Legacy SKUs**

Product name	Product Code	Spokes	Protocols & features	Orchestration	Flow Templates	Integration Solutions
IntegrationHub Starter	PROD11661 PROD11415 PROD14250 PROD14354 PROD12336	Starter	Starter	No	No	No
Integration Hub Starter V2	PROD18250 PROD18370 PROD18375 PROD18376 PROD18382	Starter	Starter	No	No	No
Integration Hub Starter V3	PROD19392 PROD19750 PROD19751 PROD19911	Starter	Starter	No	No	No
IntegrationHub Professional	PROD11498 PROD11418 PROD14252 PROD14356	Starter+ Professional	Starter + Professional	Yes	No	No
Integrationhub Standard	PROD14355 PROD11416 PROD14251	Starter + professional (* marked spokes only)	Starter + JDBC	No	No	No
Integration Hub Professional V2	PROD19394 PROD19833 PROD19834 PROD19912	All Spokes	All features and protocols	Yes	Yes	No
IntegrationHub Enterprise	PROD18189 PROD11664 PROD11482 PROD14257 PROD14361	All Spokes	All features and protocols	Yes	Yes	Yes
Automation Engine Professional V1&V2	PROD16724 PROD17159 PROD17650 PROD17713 PROD17714 PROD18247 PROD18351 PROD18357 PROD18358	Starter+ Professional	Starter + Professional	Yes	No	No
Automation Engine Professional V3	PROD19395 PROD19893 PROD19896 PROD19913	All Spokes	All features and protocols	Yes	Yes	Yes
Automation Engine Enterprise V1/V2	PROD16725 PROD17160 PROD17651 PROD17715 PROD17716 PROD19397 PROD19897 PROD19898 PROD19914 PROD18249 PROD18352 PROD18360 PROD18361	All Spokes	All features and protocols	Yes	Yes	Yes
Automation Engine – Unrestricted user	PROD19397 PROD19897 PROD19898 PROD19914	All Spokes	All features and protocols	Yes	Yes	Yes

## Spokes

### All Spokes

Adobe Experience Platform	Adobe Sign	Agent Client Collector	Aha!	AI Search
Aleph Alpha	Amazon Alexa	Amazon Bedrock	Amazon Cloudwatch	Amazon Connect
Amazon Dynamo DB	Amazon EBS	Amazon EC2	Amazon Elastic Container Service	Amazon RDS
Amazon Route53	Amazon S3	Amazon SNS	Amazon SQS	Amazon Translate
Amazon VPC	Ansible	Aria Systems	Asana	Atlassian Administration
Automation Anywhere	AWS Certificate Manager	AWS CloudFormation	AWS Elastic Beanstalk	AWS Elastic Load Balancing
AWS IAM	AWS Lambda	AWS OpsWorks	Azure Automation	Azure Blob Storage
Azure DevOps Boards	Azure DevOps Pipelines	Azure Traffic Manager	BigFix Inventory	Blue Prism
BMC Remedy	Box	Calendly	Cisco Webex Meetings	Cisco Webex Teams
Cloudify	Confluence Cloud	Confluent Kafka REST Proxy	Cornerstone	Coupa
Craft	Crowdstrike	Docker	DocuSign	Dropbox Business
Dun and Bradstreet DirectPlus	Equifax	Ethoca	F5 BIG-IP	First Advantage
FIS Code Connect	FRISS	Genesys	GitHub	GitLab
Gmail	Google Bard	Google Calendar	Google Chat	Google Cloud Datastore
Google Cloud DNS	Google Cloud Functions	Google Cloud Load Balancer	Google Cloud Pub Sub	Google Cloud Storage
Google Cloud Virtual Network	Google Cloud VPC Access	Google Compute Engine	Google Directory	Google Docs
Google Drive	Google Identity and Access	Google Meet	Google Persistent Disk	Google Sheets
Google Tasks	GoTo	GovNotify	Gremlin	Guidewire
IBM Watson X	iManage V1	Infoblox	Jack Henry and Associates jXchange	JamF
Jenkins	Jenkins V2	Jira	Jira Service Management	Kubernetes
Legal Tracker	Lenovo	Looker	Lucidchart Disgramming	Mastercard
Metrikus	Microsoft Azure Managed Storage	Microsoft 365	Microsoft AD V2	Microsoft Azure AD
Microsoft Azure Application Insights	Microsoft Azure Artifacts	Microsoft Azure Cosmos DB	Microsoft Azure Mistral AI	Microsoft Azure Notification Hub
Microsoft Azure OEM Translator Service	Microsoft Azure OpenAI	Microsoft Azure Resource Management	Microsoft Azure SQL Database	Microsoft Azure Virtual Machine
Microsoft Azure Virtual Network	Microsoft Dynamics 365 for Finance and Operations	Microsoft Dynamics CRM	Microsoft Endpoint Configuration Manager	Microsoft Exchange Online
Microsoft Exchange Server	Microsoft Intune	Microsoft OneDrive	Microsoft Security Response Center	Microsoft SharePoint

Microsoft Teams Communications	Microsoft Teams Graph	Micrsoft 365 Excel	Miro	Monday.com
Navex EthicsPoint	NOW Learning	Okta	OneLogin	OpenAI
Oracle Autonomous DB	Oracle Block Storage	Oracle Boot Volume	Oracle Cloud IAM	Oracle Compute Engine
Oracle EBS	Oracle Financial Cloud	Oracle HCM Cloud	Oracle Object Storage Management	Oracle Peoplesoft Financial
Oracle Virtual Cloud Network	PagerDuty	Plivo	Pluralsight	PRO Unlimited
Qualtrics	Rally	Redox Electronic Health Record	Roadmunk	Saba
Salesforce	Salesforce Marketing Cloud	SAP Ariba	SAP Commerce Cloud	SAP Concur
SAP ECC IDoc	SAP ECC RFC	SAP Fieldglass	SAP S4 HANA IDoc	SAP S4 HANA OData
SAP S4 HANA Public Cloud	SAP S4 HANA RFC	SCCM Usage Metering	Scoped FIS Application	Secureworks CTP
ServiceNow Remote Instance	Shodan	SmartRecruiters	Smartsheet	Snowflake
Socure	Software Asset Management	SuccessFactors	SumTotal	SurveyMonkey
Trello	Twilio	UCF	Udemy	UI Path
UKG	Utility Actions	Verifi CDRN	VISA	Vonage
Workday Financials	Workday HR	Workday Learning	Workfront	Workplace from Facebook
Wrike	X (Twitter)	YouTube	ZenDesk	Zoom

Starter

AI Search	Cisco Webex Meetings	Cisco Webex Teams	Continuous Integration and Continuous Delivery (CICD)	Google Chat
Google Hangouts	GoTo	Looker	Microsoft Teams	Microsoft Teams Communications
Microsoft Teams Graph	Miro	PagerDuty	Plivo	Rally
Roadmunk	ServiceNow Remote Instance (formerly eBonding)	Slack	Slack WebHooks	SmartRecruiters
Twilio	Utility Actions	Vonage	Workfront	Workplace from Facebook
Zoom				

Professional

Agent Client Collector	Aha!	Amazon Alexa	Amazon Elastic Container Service	Ansible*
BMC Remedy	Box	Calendly	Confluence Cloud	Docker*
Dropbox Business	F5 BIG-IP*	GitHub*	GitLab*	Gmail
Google Calendar	Google Cloud DNS	Google Directory	Google Docs	Google Drive
Google Sheets	Google Tasks	GovNotify	Gremlin*	Infoblox*

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Jenkins V2*	Jenkins*	Jira*	Kubernetes*	Lucidchart Diagramming
Microsoft 365 Excel	Microsoft Active Directory v2	Microsoft Azure Active Directory	Microsoft Azure Application Insights	Microsoft Azure Artifacts
Microsoft Azure Automation	Microsoft Azure DevOps Boards*	Microsoft Azure Resource Management	Microsoft Entra ID Spoke	Microsoft Exchange Online
Microsoft Exchange Server	Microsoft Intune	Microsoft OneDrive	Microsoft SharePoint Online	monday.com
Okta	OneLogin	Oracle Autonomous DB	Oracle Block Storage	Oracle Boot Volume
Oracle Cloud IAM	Oracle Compute Engine	Oracle Object Storage Management	Oracle Virtual Cloud Network	Qualtrics
Saba	Secureworks CTP	Shodan	Smartsheet	SurveyMonkey
Trello	Twitter*	Wrike		

\*Included in Integration Hub Standard

Enterprise

Adobe Experience Platform	Adobe Sign	Amazon CloudWatch	Amazon Connect	Amazon DynamoDB
Amazon EBS	Amazon EC2	Amazon RDS	Amazon Route 53	Amazon S3
Amazon SNS	Amazon SQS	Amazon VPC	Aria Systems	Asana
Automation Anywhere	AWS Certificate Manager	AWS CloudFormation	AWS Elastic BeanStalk****	AWS Elastic Load Balancing
AWS IAM	AWS Lambda	AWS OpsWorks	AWS Translate	BigFix Inventory
Blue Prism	CFPB	Cloudify	Confluent Kafka REST Proxy	Cornerstone
Coupa	Craft Spoke v1.0	CrowdStrike	DocuSign eSignature Spoke	Equifax
Ethoca	First Advantage	FRISS	Google Cloud Datastore	Google Cloud Functions
Google Cloud Load Balancer	Google Cloud Pub Sub	Google Cloud SQL	Google Cloud Storage	Google Cloud Virtual Network
Google Cloud VPC Access	Google Compute Engine	Google Identity and Access	Google Persistent Disk	Guidewire
IBM Watson Translator Service	iManage	Jack Henry jXchange	Jamf	Jira Service Management
Legal Tracker	Lenovo	Mastercard	Metrikus	Microsoft 365
Microsoft Azure Blob Storage	Microsoft Azure Cosmos DB	Microsoft Azure DevOps Pipelines	Microsoft Azure Managed Storage	Microsoft Azure Notification Hub
Microsoft Azure SQL Database	Microsoft Azure Traffic Manager	Microsoft Azure Virtual Machines	Microsoft Azure Virtual Network	Microsoft Dynamics 365 for Finance and Operations
Microsoft Dynamics CRM	Microsoft Endpoint Configuration Manager	Microsoft SCCM Spoke	Microsoft SCCM Usage Metering	Microsoft Security Response Center
Navex EthicsPoint	Oracle EBS spoke	Oracle Financial Cloud	Oracle HCM Cloud	Oracle Peoplesoft Financial
Pluralsight	PRO Unlimited/Magnit	Redox Electronic Health Record Spoke	Salesforce	Salesforce Marketing Cloud
SAP Ariba	SAP Commerce Cloud	SAP Concur	SAP ECC IDoc	SAP ECC RFC
SAP Fieldglass	SAP S4 HANA Cloud Spoke	SAP S4 HANA IDOC	SAP S4 Hana OData	SAP S4 HANA RFC
Socure	SuccessFactors	SumTotal	Tableau	UCF
Udemy	UiPath	UKG	Workday Financials	Workday HR
Workday Learning	YouTube	Zendesk		

**Protocols and features**

Starter

Payload Builder Step	Remote Tables	REST Step
Retry Policy	SOAP Step	

Professional

JDBC Step	JSON Builder Step	JSON Parser Step
PowerShell Step	SFTP Step	SSH Step
XML Parser Step	ZIP Step	

Enterprise

Data Stream Action Step	Dynamic inputs	Dynamic outputs
REST API trigger		

**Flow Templates**

Flow Templates for Access Management	Flow Templates for Cloud Services	Flow Templates for CRM
Flow Templates for DevOps	Flow Templates for Documents Management	Flow Templates for HR Management
Flow Templates for Integration Hub Enterprise	Flow Templates for Notifications	Flow Templates for Service Desk

**Integration Solutions**

Access Management Automation	Client Software Distribution 2.0	Client Software Distribution
Cloud Deployment Automation	Password Reset Integration with AD	Password Reset Integration with Azure AD
Password Reset integration with Google Directory	Password Reset integration with Okta	Remote Process Sync
ServiceNow Kafka Consumer	Virtual Agent for Citrix ITSM Connector	

**Definitions**

- A Spoke is a predefined action, flow, and/or integration for connecting or automating third party systems or processes within Flow Designer.
- A Protocol is the communication format or mechanism used when interacting with a third-party system.
- A Utility is a common, reusable, solution to facilitate integration development.
- Remote Instance Spoke Transactions are not counted against Transaction entitlement.
- Using spokes will consume Integration Hub transactions that are included in Integration Hub and Automation Engine subscriptions.
- **Integration Hub transaction:** An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call.

**Spokes included in ServiceNow product subscriptions**

- A list of spokes entitlement included in ServiceNow Product Subscriptions can be found in this [KB Article](#).
- Using spokes/integrations included in a BU Product will consume Integration Hub Transactions, unless explicitly excluded. Verify this [KB Article](#) for details.
- Integration Hub Transactions are not included in BU product Subscriptions, but can only be acquired via Integration Hub or Automation Engine Subscriptions.

**VIII. Add Now Assist Overview (effective September 10, 2025) to Exhibit E ServiceNow Subscription Service Terms:**

*(This section intentionally left blank.)*



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# Now Assist Overview

Effective September 10, 2025



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## Table of Contents

1. Now Assist .....	3
2. Assist .....	3
2.1 Now Assist Actions and Assists Consumed .....	3



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## 1. Now Assist

Now Assist refers to generative AI-powered experiences on the Now Platform®. With Now Assist, you can improve productivity and efficiency in your organization with better self-service, faster answers and recommended actions, and empower users to search more effectively.

## 2. Assist

An **"assist"** is a unit used to measure usage of Now Assist **skills** via performed skill **actions**. The total available number of assists for Customer is **defined by Customer's contract and pooled at the account level**. Users of Now Assist will generate an assist(s) when they execute a given Now Assist skill either as a single skill action, or through the combination of multiple skill actions. All use of Now Assist skills will consume assists (even if the user does not have a licensed seat). A list of skills, skill actions, and the number of assists counted are set forth in section 2.1.



## 2.1 Now Assist Actions and Assists Consumed

Skill	Skill Action	Assists Consumed
Agentic workflow – small	Execution of a small agentic workflow (Less than 4 actions) by an AI agent team. An agentic workflow begins when an orchestrator agent initiates activity, and ends on workflow completion, 20 actions, or 1 hour of inactivity.	25
Agentic workflow – medium	Execution of a medium agentic workflow (5-8 actions) by an AI agent team. An agentic workflow begins when an orchestrator agent initiates activity, and ends on workflow completion, 20 actions, or 1 hour of inactivity.	50
Agentic workflow – large	Execution of a large agentic workflow (9-20 actions) by an AI agent team. An agentic workflow begins when an orchestrator agent initiates activity, and ends on workflow completion, 20 actions, or 1 hour of inactivity. Any actions beyond the first 20 will be counted in a new agentic workflow.	150
Agile story generation	One multi-turn conversation for creating stories from an epic.	5
Alert analysis	One analysis request (including those invoked manually via UI or automatically).	1
Alert investigation	One invocation from an Alert (in any interface spanning all incidents related to the alert).	1
App generation	One application generated (including metadata supporting the user' application requirement), including applications generated in any interface or channel.	2,500
App summary generation	One app summary generation request triggered by user.	5
Architectural decision record summarization	One summarization request (including those invoked via UI or workspace configuration) interface or channel.	5
Attachment summarization	Provides contextually relevant data from transcribed JPEG and PNG attachments on all incidents.	5
Build Agent call	One single user-initiate tool call made to the Building Agent.	25



Business Application Insights	One request to understand context and insights about a business application.	1
Case summarization for approvals	One request to summarize HR case requiring an approval to help approvers quickly understand the full context.	1
Catalog item generation	One Service Catalog item generation request triggered by user.	250
Change risk explanation	One request Change risk explanation request (including those invoked via UI or workspace configuration).	1
Chat reply recommendations	One chat response recommendation request (including those invoked via UI or workspace configuration).	5
Chat summarization / Call summarization	One chat or call summarization request (including those invoked via workflow button or workspace configuration).	1
CI summarization	One summarization request for a CI record.	1
Client script summarization	One client script explanation requested by the user.	5
Code autocomplete	One code autocomplete suggestion accepted by the user.	5
Code edits	One code edit request accepted by the user.	5
Code explain / summarize	One code explanation or summary requested by the user.	5
Code generation	One code generation request triggered by user (including requests generated from comment, or function completion).	5
Contract analysis	One contract analysis request.	50
Contract metadata extraction	One contract metadata extraction request.	20
Control de-duplication using RAG + Hybrid Search + S/LLM	One request to deduplicate list of similar control objectives (invoked via UI or workspace configuration for selected control objective).	50
Control objective deduplication and rationalization	One request to generate a standardized common control objective based on similar control objectives detected by system.	25
Correlation insights	One request (including those involved via	5



	workflow button or workspace configuration).	
Customer summarization for approvals	One request to summarize HR case requiring approval to help approvers quickly understand the full context.	1
Data binding generation	User chooses to "Accept" formula presented to them after requesting, via utterance, to have formulas and data bindings automatically configured in UI Builder.	5
Data visualization generation	One generation of analytics data visualization.	250
Document extraction (fields)	One document field extraction request (up to 25 pre-defined fields per request).	10
Document extraction (tables)	One document table extraction request (up to 10 pre-defined table columns per request).	10
Document Q&A	One document Q&A request (up to 15 pre-defined questions per request).	10
Document summarization	One doc summarization request (including those invoked via UI or workspace configuration) interface or channel.	5
Email mass communication	One email generation for mass communication (including those invoked via UI or workspace configuration).	5
Email project summary	One project summarization request in project workspace.	10
Email response	One email response recommendation request (including those invoked via UI or workspace configuration).	5
ESG document extraction (fields)	One Metric document field extraction request (up to 25 pre-defined fields per request)	25
ESG document extraction (tables)	Invoice details (One or multiple rows) extraction tagged to one Metric document extraction request (up to 25 pre-defined fields per request).	25
Event generation	One event configuration request accepted by the user.	5
Experience (UI) generation	One experience generated; assists counted after the user has saved the outcome.	1,000
Feedback summarization	One summarization request invoked via workspace.	10



Field encryption decryption key access	One request to understand user(s) that have access to a specific encryption key.	5
Filter sample generation	One generation of sample phrases for a semantic filter.	1
Flow generation (using images)	One flow generation call (including previews) triggered by user to generate a flow from text using Now LLM.	500
Flow recommendation	One accepted flow recommendation.	10
Flow summarization	One flow summary requested by the user.	5
Growth plan generation	One flow generation call triggered by a user to generate a growth plan from text.	5
Identify duplicate articles	Generate a list of the duplicate articles across the instance.	500
Incident assist	One request to look up incident related information including follow up requests.	5
Invoice data extraction	One invoice data extraction request, extracting relevant fields from the invoice document.	20
Journey generation	One flow call triggered by a user to generate a journey from text.	10
Journey summarization for managers	One summarization request for a single employee. journey.	1
Knowledge article generation	One knowledge article generation request, including knowledge articles generated in any interface or channel.	10
LEAP action reducer	One resolution steps generation request on a group of records (up to 10 records per request). <b>*Maximum of 50 records supported per group</b>	25
Manage duplicate CIs	One multi-turn conversation to remediate tasks, create new templates, and/or conduct root cause analysis on tasks.	5
Matter summarization	One summarization request (including those invoked via workflow button or workspace configuration).	1
Mobile card generation	Create a mobile card using context provided by the user as well as context from the mobile experience the card is being added to.	10
Multi-context synthesized	One answer generated.	1



answer generation		
Multi-record summarization for suppliers	One summarization request (including those invoked via workflow button, workspace, configuration, interface, or channel).	1
Multi-turn catalog ordering	One end-to-end catalog order.	10
Now Assist panel conversation	One conversation in Now Assist panel. Conversation ends on the earlier of 1 hour of inactivity or change in intent (including execution of a new task).	5
Now Assist Q&A genius results (Search Q&A)	One answer card produced in AI Search results.	1
Now Assist Virtual Agent topics	One end-to-end Virtual Agent topic execution.	10
Outcome summarization	One outcome summarization requested by the user.	1
Persona assistant	One request to generate a comprehensive employee summarization and facilitate follow up.	10
Playbook generation	One playbook generation call triggered by user to generate a playbook from text.	2,500
Playbook generation using images	One playbook generation call to generate a playbook from text or an image.	2,500
Playbook recommendations	One accepted recommendation. An accepted recommendation will include selecting an activity from the recommendations spoke or manually selecting an activity that was also visible in the recommendations.	10
Platform navigation	One navigation request via any interface or channel.	1
Purchase order line mapping	One invoice mapping request, mapping invoice line items to purchase order lines.	10
Post-incident analysis	One post-incident analysis (including root cause analysis, impact assessment, and lessons learned) generated during the flow of closing the security incident.	1
Process inefficiency highlights analysis	One highlight request for identifying the most impactful outliers related to process inefficiency.	50
Procurement case summarization	One procurement case summarization request (including those invoked via workflow button,	1



	workspace configuration, interface, or channel).	
Recommended actions – SAM / SecOps	One request to generate recommended resolution steps.	<b>5</b>
Refine drafted text	One content refine request (elaborate/shorten) triggered by the user via UI.	<b>1</b>
Regex generation	One accepted Regex pattern by the user.	<b>5</b>
Regulatory alert impacted citations	One request to recommend (including those invoked via UI or workspace configuration) citations with improved accuracy; impacted due to regulatory alert (including those invoked via UI or workspace configuration) powered by NowLLM and Advanced AI Search/RAG.	<b>20</b>
Regulatory alert impacted control objectives	One request to recommend (including those invoked via UI or workspace configuration) control objectives with improved accuracy; impacted due to regulatory alert powered by NowLLM and Advanced AI Search/RAG.	<b>20</b>
Regulatory alert summarization	One request to summarize (including those invoked via UI or workspace configuration) an incoming regulatory alert into a concise readable format powered by NowLLM.	<b>1</b>
Regulatory mapping with AI [controls recommendation]	One request to recommend (including those invoked via UI or workspace configuration) controls with improved accuracy and precision; impacted due to regulatory alert powered by NowLLM and Advanced AI Search/ RAG.	<b>20</b>
Request and requested item summarization for approvals	One request to summarize ITSM request or requested item requiring an approval to help approvers quickly understand the full context.	<b>1</b>
Resolution note / Security Incident resolution notes generation	One resolution note generation request (including those invoked via workflow button or workspace configuration).	<b>1</b>
Resume skill extraction	One request triggered by a user to extract the skills from the resume.	<b>10</b>
Risk event summarization	One request to summarize risk event requested to help users quickly understand the full context of the risk event record.	<b>1</b>



Risk assessment summarization	Use NowLLM to generate risk assessment summaries from inherent, residual, target risks, and control effectiveness data. These summaries highlight key factors and relevant comments, helping accessors and approvers gain actionable insights.	1
RPA bot generation	One RPA bot generation call (including previews) triggered by user to generate an RPA flow from text.	500
Schedule data discovery job	One request to schedule a data discovery job.	5
Sentiment analysis on Case	Analyze the sentiment on a Case and get ad hoc updates per its progress.	1
Sentiment analysis (case, incident, HR)	One sentiment call triggered either on record page load or schedule job (frequency of job can be configured by the customers).	1
Service Bridge map generation	Generate a remote task definition map for Service Bridge via a UI action.	500
Service Graph Connector diagnosis	One request to diagnose issues with any Service graph connector.	1
ServiceNow Lens	One call triggered by a user to read, understand, and respond to visual data and forms or preview the extracted information.	30
Spoke generation	A single action generated inside of a new spoke or existing spoke.	500
Skill Kit / custom call	One call to an LLM from a custom feature (skill) using Generative AI Controller. Calls exceeding 1,000 output tokens are considered multiple calls. Includes Auto Evaluation (calls scale with data records) and Agentic Workflow Evaluation (calls scale with data records).	1
Subflows and actions	One end-to-end conversational flow execution.	10
Suggested steps generation	Analyze clusters of similar closed and resolved incidents to suggest next steps for resolution.	25
Suggested steps in recommended actions	Provides suggested steps for a live agent to take to resolve a case based on KBs, cases, etc.	25



Summarization (case / change / incident / security incident / dispute / claim / service problem case / test / work order / sourcing request / Purchase requisitions / account onboarding case / engagement / prompt configurability / alert / publisher compliance / touchpoint / supplier case / purchase order for specialists / purchase order for requesters / negotiation and negotiation event / invoice case / procurement case / product compliance / Success initiative / Customer play / Internal Play)	One summarization request (including those invoked via workflow button, workspace configuration, interface, or channel).	<b>1</b>
Synthetic data generation	One synthetic data record generated (with or without seed data) through Now Assist Data Kit. A dataset can contain up to 100 records.	<b>1</b>
Task generation	One multi-turn conversation for generating tasks from Docs content, including adding the generated tasks to a CWM board.	<b>5</b>
Test case generation (Text-to-test)	One test case generation request.	<b>50</b>
Write planning items	Write planning item introduces quick actions to refine text, accelerate planning item creation while enhancing quality.	<b>1</b>
Work notes analysis	One work notes analysis request.	<b>250</b>
Work notes analysis for small transitions	One work notes analysis request (for records less than 25).	<b>100</b>

**IX. Effectiveness.** The terms and provisions set forth in this Second Amendment shall modify and supersede all inconsistent terms and provisions set forth in the Agreement and the First Amendment. The terms and provisions of the Agreement, except as expressly modified and superseded by the First Amendment and this Second Amendment, are ratified and confirmed and shall continue in full force and effect and shall continue to be legal, valid, binding, and enforceable obligations of the Parties.

**X. Execution of Counterparts.** This Second Amendment may be executed in any number of counterparts, and each of such counterparts shall for all purposes be deemed to be an original, and all such counterparts, or as many of them as the Parties shall preserve undestroyed, shall together constitute one and the same instrument.

*(This section intentionally left blank.)*

**SIGNATURE PAGE**

Agreement for Services of Independent Contractor between the **County of Santa Barbara** and **Alcor Solutions, Inc.**

**IN WITNESS WHEREOF**, the Parties have executed this Agreement to be effective on date executed by County.

**COUNTY OF SANTA BARBARA:**

By:   
LAURA CAPPS, CHAIR  
BOARD OF SUPERVISORS  
Date: 11-18-25

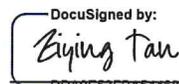
**ATTEST:**

MONA MIYASATO  
COUNTY EXECUTIVE OFFICER  
CLERK OF THE BOARD

By:   
Deputy Clerk  
Date: 11-18-25

**CONTRACTOR:**

**ALCOR SOLUTIONS, INC.**

By:   
Authorized Representative  
Name: Ziyang Tan  
Title: Principal  
Date: 11/6/2025

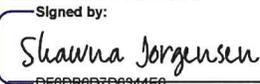
**APPROVED AS TO FORM:**

RACHEL VAN MULLEM  
COUNTY COUNSEL

By:   
Deputy County Counsel

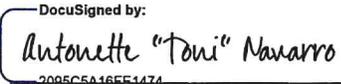
**APPROVED AS TO ACCOUNTING FORM:**

BETSY M. SCHAFFER, CPA  
AUDITOR-CONTROLLER

By:   
Deputy

**RECOMMENDED FOR APPROVAL:**

ANTONETTE NAVARRO, LMFT  
DIRECTOR  
DEPARTMENT OF BEHAVIORAL  
WELLNESS

By:   
Director

**APPROVED AS TO FORM:**

GREG MILLIGAN, ARM  
RISK MANAGER

By:   
Risk Manager