



Salesforce.com Italy S.r.l., a limited liability company with single member
 Registered in Milan with company number: 4959160963
 Piazza Meda, 5
 20121 Milan
 Italy
 Paid up share capital: €10,000

ORDER FORM for AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA PROVINCIA AUTONOMA DI TRENTO
 Offer Valid Through: 30/11/2019
 Proposed by: Antonella Mascia
 Quote Number: Q-03087775

ORDER FORM

Address Information

Bill To:
 Via Alcide De Gasperi 79
 Trento
 TN, 38123
 IT - Italy

Ship To:
 Via Alcide De Gasperi 79
 Trento
 TN, 38123
 IT - Italy

Billing Company Name: AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA PROVINCIA AUTONOMA DI TRENTO
Billing Contact Name: Annalisa Tomasi
Billing Email Address: fatture@apss.tn.it

Billing Phone: +39 0461 902265
Billing Fax:
Billing Language: English

Tax Registration Number: Please provide your VAT registration number to your AE

Terms and Conditions

Contract Start Date*: 01/12/2019
Contract End Date*: 30/11/2022
Billing Frequency: Annual

Payment Method: Wire Transfer
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Heroku - 1 Dyno Unit	01/12/2019	30/11/2022	36	EUR 35.00	16	EUR 20,160.00
Heroku - 1,000 Add-on Credits - General	01/12/2019	30/11/2022	36	EUR 1,100.00	1	EUR 39,600.00
Lightning Force 100 - Unlimited Edition	01/12/2019	30/11/2022	36	EUR 32.00	350	EUR 403,200.00
Employee Apps and Community (Add-On)	01/12/2019	30/11/2022	36	EUR 9.90	350	EUR 124,740.00
Lightning External Apps Plus - Unlimited Edition - Members	01/12/2019	30/11/2022	36	EUR 35.00	60	EUR 75,600.00
Customer Community - Unlimited Edition - Members	01/12/2019	30/11/2022	36	EUR 3.00	50	EUR 5,400.00
Identity Connect	01/12/2019	30/11/2022	36	EUR 1.00	350	EUR 12,600.00

Courtesy Administrators for Premier+ Success - Unlimited Edition	01/12/2019	30/11/2022	36	EUR 0.00	1	EUR 0.00
Service Cloud - Unlimited Edition	01/12/2019	30/11/2022	36	EUR 200.00	10	EUR 72,000.00
						Total: EUR 753,300.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Without a Customer VAT registration number, Salesforce may not be able to provide a valid VAT invoice, which may restrict Customer's ability to recover any local input VAT charged.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Heroku - 1 Dyno Unit	EUR 35.00	16
Lightning Force 100 - Unlimited Edition	EUR 32.00	350
Service Cloud - Unlimited Edition	EUR 200.00	10
Customer Community - Unlimited Edition - Members	EUR 3.00	50
Identity Connect	EUR 0.33	350
Employee Apps and Community (Add-On)	EUR 9.90	350

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

The following provisions are supplementing the terms and conditions of the "Fees and Payment" section of the applicable Master Subscription Agreement, to the extent not already provided therein. In case of any conflict or discrepancy between the following provisions and the provisions of the applicable Master Subscription Agreement, the following provisions shall prevail.

Invoicing and Payment. The parties acknowledge that invoices are also submitted electronically by SFDC, in accordance with section "Electronic Invoicing" below, through the Agenzia delle Entrate's Exchange System (SDI – Sistema di Interscambio) and any delay due to the SDI shall not affect the applicable payment term. Customer shall be responsible for providing complete and accurate billing and contact information to SFDC and shall notify SFDC of any changes to such information.

Electronic Invoicing. The invoice will be issued in electronic format as defined in article 1, paragraph 916, of Law no. 205 of December 27, 2017, which introduced the obligation of electronic invoicing, starting from January 1, 2019, for the sale of goods and services performed between residents, established or identified in the territory of the Italian State. To facilitate such electronic invoicing, Customer shall provide to SFDC at least the following information in writing: Customer full registered company name, registered office address, VAT number, tax/fiscal code and any additional code and/or relevant information required under applicable law. In any event, the parties shall cooperate diligently to enable such electronic invoicing process. Any error due to the provision by Customer of incorrect or insufficient invoicing information preventing (a) SFDC to successfully submit the electronic invoice to the SDI or (b) the SDI to duly and effectively process such invoice or (c) which, in any event, requires SFDC to issue an invoice again, shall not result in an extension of the applicable payment term, and such term shall still be calculated from the date of the original invoice. SFDC reserves the right to provide any invoice copy in electronic form via email in addition to the electronic invoicing described herein.

Split Payment. If subject to the "split payment" regime, Customer shall be exclusively responsible for payment of any VAT amount due, provided that Customer shall confirm to SFDC the applicability of such regime and, if applicable, Customer shall provide proof of such VAT payment to SFDC.

The following paragraph shall supplement the provisions of the applicable Master Subscription Agreement, to the extent not already provided therein.

General Terms and Conditions - Acceptance. Customer acknowledges and expressly agrees to the following provisions of the applicable Master Subscription Agreement, as referenced hereunder, pursuant to section 1341 of the Italian Civil Code: (USE OF SERVICES AND CONTENT), (NON-SFDC PRODUCTS AND SERVICES), (FEES AND PAYMENT), (REPRESENTATIONS, WARRANTIES, EXCLUSIVE REMEDIES AND DISCLAIMERS), (MUTUAL INDEMNIFICATION), (LIMITATION OF LIABILITY), (TERM AND TERMINATION), (GENERAL PROVISIONS).

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02017407, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02017407, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Courtesy Administrators for Premier+ Success

The Courtesy Administrators for Premier+ Success are provided to Customer free of charge for use only by the SFDC administration team in connection with Customer's purchase of the Premier+ Success Plan in order to allow SFDC to perform the administration functions described in the Premier+ Success Plan ("Courtesy Administrator Subscriptions"). After Customer's execution of this Order Form, SFDC will provide Customer with instructions on how to set up the Courtesy Administrator Subscriptions. For clarity, the Courtesy Administrator Subscriptions are provided on a one-time basis and Customer may not add on any additional Courtesy Administrator Subscriptions during the Order Term despite anything to the contrary in any agreement between Customer and SFDC.

Einstein Bots Feature

The Einstein Bots feature shall be subject to the Order Form Supplement for Einstein Features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Customer may enable and disable Einstein Bots at any time by following the instructions in the Supplement.

Customer will be provided with 25 Einstein Bots conversations per month for each Live Agent User with an active subscription. Unused Einstein Bot conversations are forfeited at the end of each anniversary of the Order Start Date hereunder or the Order End Date, whichever occurs first, and do not roll over to subsequent months. Customer understands that the above limitation is contractual in nature (i.e., it is not limited as a technical matter in the Service) and therefore agrees to monitor its Users' use of such subscriptions and enforce the limit set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service. Should any review reveal unauthorized use, Customer agrees that SFDC may terminate Customer's access to such 25 Einstein Bots conversations. Customer may purchase additional Einstein Bots conversations at SFDC's then-current list price.

The Einstein Bots Feature is not available to some customers, including Government Cloud as stated in the Documentation.

Einstein Features

SFDC may offer Customer access to Einstein features via the Services. Customer's use of the Einstein features shall be subject to the Order Form Supplement for Einstein features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Upon Customer's first use of an Einstein feature in an instance of the Services, Customer will be presented with an In-App Message directing Customer to confirm acceptance of Einstein feature terms and conditions. Instructions for enabling/disabling each Einstein feature in any instance are outlined in the Documentation here: https://help.salesforce.com/apex/HTViewSolution?urlname=Einstein-Enable-Disable&language=en_US The functionality of the Einstein features shall not be considered a material component of the Services being provisioned hereunder. The Einstein features are not available to some customers, including Government Cloud as stated in the Documentation.

Scratch Org

The following terms shall govern all of Customer's use of the Scratch Orgs functionality, whether provisioned pursuant to this or another Order Form. Scratch Orgs are for testing and development use only, and not for production use. As part of its system maintenance, SFDC will periodically delete any Scratch Org, including any associated data or Active Scratch Objects, as set forth in the Documentation. Deletion of an active Scratch Org shall not terminate Customer's Scratch Org subscription; if an active Scratch Org is deleted during Customer's Scratch Org subscription term, Customer may create a new active Scratch Org. Creation of new active Scratch Orgs count towards the daily scratch org limits set forth in the Documentation. Any representations, warranties and covenants in the Customer's MSA regarding log retention, back-ups, disaster recovery, and return and deletion of data shall not apply to Scratch Orgs.

Heroku - Return, Hosting, and Deletion of Customer Data

Upon termination or expiration of the Order Term, Heroku will terminate the customer database and delete data in accordance with the Documentation subject to the remainder of this paragraph. In the event that an Order Term expires, and where Customer has not affirmatively indicated that it wishes to discontinue its Heroku Services by either (1) requesting the return of Customer Data submitted to the Heroku Services as described in the Documentation, (2) deleting Customer Data and code ("Customer Data") submitted to the Heroku Services by deleting all accounts, or (3) making written request submitted to support@heroku.com indicating that Customer wishes to terminate its Heroku Services, Salesforce may, in its sole discretion, delay termination of the Heroku Services and continue to provide Services to Customer, invoicing Customer monthly in arrears for such service at SFDC's then-current rate ("Continuation Services") until the sooner of (a) such time as Customer makes a written request submitted to support@heroku.com to terminate such Continuation Services, or (b) SFDC ceases to provide Customer with Continuation Services in its sole discretion (but not longer than sixty days). Upon termination of the Continuation Services, Customer Data shall be deleted in accordance with the Documentation.

Lightning External Apps Plus (Members)

Subscriptions to Lightning External Apps Plus (Members) may not be purchased for use by Customer employees or other personnel of Customer. Each Lightning External Apps Plus (Members) subscription entitles the permitted number of member Users access to all such Communities within the same Org. Customer shall assign each member User a User profile or permission set that permits access to no more than 100 custom objects. Customer understands that the above limitations are contractual in nature (i.e., they are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limits set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service.

Lightning Force 100

Each Lightning Force 100 User is entitled to access no more than 100 custom objects. Customer understands that the foregoing functionality restrictions are contractual in nature (i.e., these restrictions are not enforced in the Services as a technical matter) and therefore agrees it is responsible for monitoring its Users' use of such subscriptions and for enforcing such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Services.

Service Cloud

Customer's use of this product is subject to the following restrictions:
https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/sales-service-contractual-restrictions.pdf. Customer understands that the foregoing functionality restrictions are contractual in nature (i.e., these restrictions are not enforced in the Services as a technical matter) and therefore agrees it is responsible for monitoring its Users' use of such subscriptions and for enforcing such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Services.

Heroku - 1,000 Add-on Credits - General

Heroku - 1,000 Add-on Credits - General includes 1,000 Add-on Credits per calendar month only to be consumed for Heroku Private Spaces, or with Data Add-ons or Partner Add-ons as identified at: <https://devcenter.heroku.com/articles/heroku-enterprise>. Customer understands that the above limitation is contractual in nature (i.e., it is not enforced as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such subscriptions and enforce the applicable limitation. SFDC may review Customer's use of such subscriptions at any time through the Service. If in any calendar month, Customer exceeds its permitted number of General Add-on Credits, SFDC reserves the right to charge Customer list price for as many additional Heroku - 1,000 Add-on Credits - General packages needed to cover all Heroku Private Spaces, Data Add-ons and Partner Add-ons consumed in excess of the permitted number of General Add-on Credits. Such additional fees will be charged to Customer monthly in arrears via the billing or payment method specified above. Unused General Add-on Credits are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform with U.S. Pacific Time.

Partner Community/Customer Community (Members)

Subscriptions to Customer Community (Member) or Partner Community (Member) may not be purchased for use by Customer employees or other personnel of Customer. Each Customer Community (Member) or Partner Community (Member) subscription entitles the permitted number of member Users access to all such Communities within the same Org. Customer shall assign each member User a User profile or permission set that permits access to no more than 10 custom objects in the applicable community. Customer understands that the above limitations are contractual in nature (i.e., they are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limits set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service.

Identity Connect

The Salesforce Identity Connect software product ("Identity Connect") shall be considered part of the Services for purposes of the Master Subscription Agreement, subject to the following terms. Identity Connect is a downloadable software product and not a hosted, Web-based service. SFDC grants to Customer a limited-term, non-exclusive, non-transferable (except in accordance with the assignment provisions in the Master Subscription Agreement) license to use and permit the use of Identity Connect for Customer's business purposes, subject to the restrictions in this Order Form and in the Master Subscription Agreement. Because Identity Connect is not hosted by SFDC, any terms in an agreement between Customer and SFDC that pertain to SFDC's hosting infrastructure (including, for example, terms concerning availability, security or disaster recovery) shall not apply to Identity Connect. Customer shall not create any derivative works, nor remove or alter any copyright, trademark or proprietary notice from Identity Connect. Identity Connect is deemed delivered to Customer once SFDC makes Identity Connect available to Customer for download at http://help.salesforce.com/apex/HTViewHelpDoc?id=identityconnect_install.htm&language=en_US. Identity Connect will not be shipped to Customer on tangible media. Customer's sole remedy and SFDC's exclusive obligation for breach of warranty in connection with Identity Connect shall be repair or replacement of Identity Connect; fees paid are non-refundable. Upon request, SFDC shall provide Customer with information on how to obtain the underlying source code contained in Identity Connect which is licensed under the Common Development and Distribution License. Source code to Identity Connect is not provided to Customer except upon Customer's request.

Free Sandbox with Unlimited/Performance Edition

Sandbox subscriptions are for testing and development use only, and not for production use. As part of its system maintenance, SFDC may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, SFDC will notify Customer (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, Customer may create a new Sandbox.

Employee Apps and Community (Add-On)

Each Employee Apps and Community (Add-on) User and other Employee Apps and Community (Add-on) Users in such User's management chain, may access such User's Cases for purposes of creating, reading, updating and managing such User's cases. Additionally, Employee Apps and Community (Add-on) Users may access the Cases of other Employee Apps and Community (Add-on) Users, or Cases of other individuals for whom a case has been created in connection with the Customer's recruiting or onboarding process, solely for purposes of creating, reading and commenting on such Users', or such other individuals', cases. Each Employee Apps and Community (Add-on) User is entitled to access no more than 10 custom objects above their Force 100 entitlements through this subscription, not to exceed org limits. An Employee Apps and Community (Add-on) User cannot: (A) be an individual other than a Customer employee or contractor; (B) be an individual who supports external facing customer service cases or whose primary function is to respond to or resolve employee cases, or (C) use Employee Apps and Community (Add-on) to create, launch or run an external facing community or website. Customer shall ensure the use restrictions set forth herein are followed, through User profile or permission set, limiting the number of custom objects included in the Community to the restrictions herein, etc. Customer understands that the above use restrictions are contractual in nature (i.e., these restrictions are not enforced in the Service as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Service.

Heroku - 1 Dyno Unit

Each Heroku - 1 Dyno Unit subscription includes 750 Dyno hours per month. Customer understands that the above limitation is contractual in nature (i.e., it is not enforced as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such subscriptions and enforce the applicable limitation. SFDC may review Customer's use of such subscriptions at any time through the Service. If in any calendar month, Customer exceeds its permitted number of Dyno hours, SFDC reserves the right to charge Customer list price for as many additional Heroku - 1 Dyno Unit needed to cover all Dyno hours consumed in excess of the permitted number of Dyno hours. Such additional fees will be charged to Customer monthly in arrears via the billing or payment method specified above. Dyno hours are tracked

by SFDC on a per-second basis. Unused Dyno hours are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform with U.S. Pacific Time.

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[] No

[] Yes - Please complete below

PO Number:

PO Amount:

2019
02A2019 0076658
27.254,26 € (IVA included)

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at <https://www.salesforce.com/company/msa.jsp>, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA
PROVINCIA AUTONOMA DI TRENTO

Signature

Name

Business Title

Date

Azienda Prov. per i Servizi Sanitari
Dipartimento tecnologie
Il Direttore
dott. Ettore Iurra

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Purchase Order Information

PO Number: 0254260073100
PO Amount: 51.252.126 € (IVA inclusa)
PO Date: 2015

ORDINATIVO D'ACQUISTO

Numero

Data

Pagina

02A20190076658

29/11/2019

1 di 1

DA INDICARE TASSATIVAMENTE SU BOLLA E FATTURA

CONSEGNA: 08.00 - 14.00 dal Lunedì' al Venerdì'
 PRESSO: Servizio Sistemi Informativi Viale Verona C.S.S.

SPETT.LE: (26865)
 SALESFORCE.COM ITALY S.R.L.
 PIAZZA FILIPPO MEDA, 5
 20121 MILANO (MI)
 Tel. +44 1753 422153
 EMail/PEC: billing@emea.salesforce.com

DEP. EMIT. : SI (SI) Dipartimento Tecnologie

Operatore: Pangrazzi Emanuela - IA==
 EMail: emanuela.pangrazzi@apss.tn.it

Codice CIG: 8102384AC9

Codice IPA: 9RXQPU

RG.	DESCRIZIONE MERCE	U.M.	Q.TA'	PRZ.UNIT.	SCONTO	PRZ.UNIT.SCON VALORE TOT.	IVA
1	SOFTWARE MANUTENZIONE Cod APSS: 23748 Note: servizi salesforce 11/2019-10/2020 inclusa integrazione lightning External Apss Plus-mese 12/2019 Cdp: 106 Popolazione residente	NR.	1,00	20.925,00	0,00	20.925,00 20.925,00	22

CONTRATTO	PROG.SPESA	CONTO	IMPONIBILE	IMPOSTA	TOTALE
(G)2019/C2019/12521	2019/35/0	52010700	20.925,00	4.603,50	25.528,50
TOTALI			20.925,00	4.603,50	25.528,50

Il Dirigente
 Servizio Sistemi informativi
 Dott. Ettore Turra

Il Decreto del MEF 07/12/2018 prevede l'obbligatorietà - a partire dal 1 ottobre 2019 - per i soggetti del Servizio Sanitario Nazionale, dell'emissione e trasmissione degli ordini per l'acquisto di beni e servizi esclusivamente in formato elettronico tramite il Nodo Smistamento Ordini (NSO). Si veda anche il collegamento al link: <https://www.apss.tn.it/documents/10180/644904/Informativa+NSO>.

Condizioni di fornitura:

- La merce non conforme all'ordinato sarà resa alla ditta che si assumerà i relativi oneri.
- L'ordine di fornitura è subordinato alla NON cessione del credito.
- Indicare sempre numero ordine su bolle e fatture; in caso contrario non si risponde di eventuali ritardi nei pagamenti.
- La ditta destinataria del presente ordinativo è impegnata al rispetto delle disposizioni in materia di tracciabilità dei flussi finanziari, di cui all'art. 3 della legge 13 agosto 2010 n. 136.
- Tempi di pagamento: i pagamenti delle fatture non contestate saranno eseguiti nel rispetto dei termini di legge.

