

**APPENDICE AL CAPITOLATO TECNICO – PARTE II**

**LISTINO SALESFORCE DI RIFERIMENTO**

**APPALTO SPECIFICO INDETTO DA CONSIP S.P.A. PER LA FORNITURA DELLA  
SOLUZIONE SALESFORCE IN MODALITÀ DI EROGAZIONE ON CLOUD DI TIPO SAAS  
PER SOGEI - ID 2463**

**CLASSIFICAZIONE DEL DOCUMENTO: CONSIP PUBLIC**



## 1. LISTINO

Componente	Edition	Quantità Da	Quantità A	Prezzo Unitario
Service Cloud	Enterprise	1	+	€ 68,50
Service Cloud Restricted	Enterprise	1	+	€ 55,00
Digital Engagement	Enterprise	1	+	€ 31,50
Einstein Bot	Enterprise	1	+	€ 21,45
Knowledge	Enterprise	1	+	€ 8,80
Service Cloud Einstein	Enterprise	1	+	€ 33,00
Customer Community - Members	Enterprise	1	+	€ 0,72
Tableau Analytics Growth	Enterprise	1	+	€ 66,00
Heroku —1 Dyno Unit	Enterprise	1	+	€ 49,50
Heroku — 1,000 Add-on Credits — General	Enterprise	1	+	€ 1.215,58
Salesforce Connect (price is per connection)	Enterprise	1	+	€ 1.760,11
Lightning Platform Plus	Enterprise	1	+	€ 18,92
Data Storage (10GB) (price is per org)	Enterprise	1	+	€ 211,21
Survey Response Pack (1,000)	Enterprise	1	+	€ 274,58
Exact Target	Corporate	1	+	€ 2.059,33
Exact Target Additional BU	Corporate	1	+	€ 1.056,07
Super Messages (1,000) ANNUAL	Corporate	1	+	€ 2,11
Email File Attachments (1,000) ANNUAL	Corporate	1	+	€ 4,75
Additional Contacts (1000)	Corporate	1	+	€ 8,27
Social Studio (Listening Publishing & Engage)	Corporate	1	+	€ 3.801,84
Premier Success Plan - Heroku	Enterprise	1	+	20,00%
Sandbox (Partial)	Enterprise	1	+	13,33%
Sandbox (Full Copy)	Enterprise	1	+	20,00%
Premier Success Plan	Enterprise	1	+	20,00%
Event Monitoring	Enterprise	1	+	6,67%
Field Audit Trail	Enterprise	1	+	6,67%
Platform Encryption	Enterprise	1	+	13,33%
Sandbox (Developer Pro)	Enterprise	1	+	5,00%
Salesforce Shield	Enterprise	1	+	25,00%
Marketing Cloud Shield	Corporate	1	+	25,00%
Customer 360 Audiences MC Shield	Corporate	1	+	25,00%
Service Cloud Voice	Enterprise	1	9	€ 34,38
		10	49	€ 32,90
		50	99	€ 32,41
		100	199	€ 30,45
		200	499	€ 27,50
		500	+	€ 25,54
Public Sector Foundation Adv	Enterprise	1	9	€ 171,86



Componente	Edition	Quantità Da	Quantità A	Prezzo Unitario
		10	49	€ 164,50
		50	99	€ 162,05
		100	199	€ 152,23
		200	499	€ 137,51
		500	+	€ 127,69
Digital Process Automation	Enterprise	1	49	€ 41,25
		50	99	€ 39,78
		100	+	€ 34,62
Omni Studio - Additional Calls (1M)	Enterprise	1	9	€ 4.911,06
		10	49	€ 4.713,56
		50	99	€ 4.419,03
		100	+	€ 4.124,51
Partner Community - Members	Enterprise	1	10	€ 17,74
		11	20	€ 16,70
		21	40	€ 15,65
		41	70	€ 13,56
		71	200	€ 12,94
		201	300	€ 12,73
		301	500	€ 12,52
		501	700	€ 11,69
		701	1.000	€ 10,32
		1.001	1.500	€ 9,19
		1.501	2.000	€ 7,94
		2.001	4.000	€ 7,09
		4.001	5.000	€ 6,26
		5.001	+	€ 4,59
Partner Community - Logins	Enterprise	1	10	€ 7,09
		11	20	€ 6,67
		21	40	€ 6,26
		41	70	€ 5,43
		71	200	€ 5,17
		201	300	€ 5,09
		301	500	€ 5,01
		501	700	€ 4,68
		701	1.000	€ 4,13
		1.001	1.500	€ 3,67
		1.501	2.000	€ 3,18
		2.001	4.000	€ 2,84
		4.001	5.000	€ 2,51
		5.001	+	€ 1,84
Einstein Next Best Action	Enterprise	1	9	€ 28,38
		10	24	€ 27,13
		25	49	€ 26,30
		50	99	€ 25,45
		100	199	€ 23,79
		200	+	€ 21,29



Componente	Edition	Quantità Da	Quantità A	Prezzo Unitario
<b>Service Cloud Einstein - 10,000 Additional Case Routing Predictions</b>	Enterprise	1	9	€ 28,38
		10	24	€ 27,13
		25	49	€ 26,30
		50	+	€ 25,45
<b>Asset Scheduling</b>	Enterprise	1	+	€ 2,81
<b>Salesforce Scheduler</b>	Enterprise	1	99	€ 18,44
		100	199	€ 17,30
		200	599	€ 15,71
		600	999	€ 13,66
		1.000	1.999	€ 12,07
		2.000	+	€ 10,47
<b>Customer Community - Logins</b>	Enterprise	1	10	€ 1,17
		11	20	€ 1,17
		21	40	€ 1,08
		41	70	€ 0,92
		71	200	€ 0,84
		201	400	€ 0,67
		401	700	€ 0,59
		701	1.000	€ 0,45
		1.001	1.500	€ 0,37
		1.501	+	€ 0,35
<b>Customer Community Plus - Members</b>	Enterprise	1	10	€ 11,17
		11	20	€ 10,51
		21	40	€ 9,86
		41	70	€ 8,55
		71	100	€ 7,22
		101	200	€ 6,71
		201	300	€ 5,65
		301	700	€ 4,60
		701	1.000	€ 4,21
		1.001	1.500	€ 3,81
		1.501	2.000	€ 3,69
		2.001	2.500	€ 3,29
		2.501	3.000	€ 2,90
		3.001	+	€ 2,73
<b>Customer Community Plus - Logins</b>	Enterprise	1	10	€ 4,48
		11	20	€ 4,21
		21	40	€ 3,94
		41	70	€ 3,42
		71	100	€ 2,90
		101	200	€ 2,68
		201	300	€ 2,26
		301	700	€ 1,84
		701	1.000	€ 1,69
		1.001	1.500	€ 1,53
		1.501	2.000	€ 1,47



Componente	Edition	Quantità Da	Quantità A	Prezzo Unitario
		2.001	2.500	€ 1,31
		2.501	3.000	€ 1,16
		3.001	+	€ 1,09
Einstein Predictions	Enterprise	1	9	€ 43,83
		10	24	€ 42,12
		25	49	€ 40,98
		50	99	€ 39,84
		100	199	€ 37,57
		200	499	€ 34,15
		500	+	€ 33,01
Tableau CRM Plus	Enterprise	1	9	€ 77,64
		10	24	€ 76,38
		25	49	€ 76,38
		50	99	€ 73,88
		100	199	€ 63,86
		200	499	€ 58,85
		500	999	€ 55,09
		1.000	+	€ 47,59
Tableau CRM for Community Members	Enterprise	1	10	€ 13,56
		11	100	€ 13,14
		101	500	€ 12,52
		501	2.500	€ 11,48
		2.501	+	€ 10,43
Tableau CRM for Community Logins	Enterprise	1	10	€ 7,09
		11	20	€ 6,67
		21	40	€ 6,26
		41	70	€ 5,43
		71	200	€ 5,17
		201	300	€ 5,09
		301	500	€ 5,01
		501	700	€ 4,68
		701	1.000	€ 4,13
		1.001	1.500	€ 3,67
		1.501	2.000	€ 3,18
		2.001	4.000	€ 2,84
		4.001	5.000	€ 2,51
		5.001	10.000	€ 1,84
		10.001	+	€ 1,73
CMS	Enterprise	1	+	€ 5.401,94
Heroku — 250K Connect Rows	Enterprise	1	+	€ 1.705,85
Heroku — 1 Private Space	Enterprise	1	+	€ 1.023,51
Additional API Calls - 10,000 per day (price is per org)	Enterprise	1	49	€ 14,61
		50	199	€ 13,78
		200	+	€ 10,86
File Storage (10GB) (price is per org)	Enterprise	1	+	€ 29,79
Scratch Org	Enterprise	1	+	€ 17,74



Componente	Edition	Quantità Da	Quantità A	Prezzo Unitario
SMS/MMS Mobile Messages (1,000)	Corporate	1	+	€ 0,10
WhatsApp Chat Messages (1,000) ANNUAL	Corporate	1	+	€ 1,26
WhatsApp Chat Messaging Access	Corporate	1	+	€ 577,73
Sender Authentication Package	Corporate	1	+	€ 38,49
SSL	Corporate	1	+	€ 12,71
Email Archiving	Corporate	1	+	€ 12.036,06
Advertising Studio	Professional	1	+	€ 641,26
Advertising Studio Additional Contact (pacchetti da 1000)	Professional	1	+	€ 0,87
Interaction Studio	Growth	1	+	€ 3.430,35
Datorama	Growth	1	+	€ 4.795,56
Additional Admin	Growth	1	+	€ 288,87
Additional Data Rows (1M)	Growth	1	+	€ 506,93
Additional Power User	Growth	1	+	€ 81,90
Additional Viewer	Growth	1	+	€ 8,49
Additional Workspace	Growth	1	+	€ 54,05
CDP customer 360 Audience	Corporate	1	+	€ 7.221,64
CDP Customer 360 Audiences - Unified Profiles - (1000)	Corporate	1	+	€ 26,44
Customer 360 Audiences - Engagement Events (1,000,000)	Corporate	1	+	€ 5,78
Customer 360 Audiences - Segment Publishes (1,000)	Corporate	1	+	€ 404,41
AnyPoint Platform Base level Platinum 2 core prod/4 core preprod	MS	1	+	€ 7.625,45
Additional 2 core prod Anypoint Platform Platinum	MS	1	+	€ 1.728,17
Additional 2 core pre-prod Anypoint Platform Platinum	MS	1	+	€ 1.267,33
API Manager & Analytics	MS	1	+	€ 6.580,87



## 2. COMPONENTI A PERCENTUALE

Nelle tabelle di seguito riportate si evidenziano le componenti che partecipano a determinare il costo delle sottoscrizioni calcolate a percentuale:

Componente	Premier success Plan	Sandbox Full-Copy	Sandbox Partial-Copy	Salesforce Shield	Event Monitoring	Field Audit Trail	Platform Encryption
Lightning Service Cloud	x	x	x	x	x	x	x
Knowledge	x	x	x	x	x	x	x
Tableau CRM Plus	x						
Einstein Predictions	x						
Service Cloud Einstein	x						
Digital Engagement	x						
Lightning Scheduler	x						
Asset Scheduling	x						
Service Cloud Voice	x						
Public Sector Foundation Adv	x	x	x	x	x	x	x
Customer Community Member	x	x	x	x	x	x	x
Customer Community Login	x	x	x	x	x	x	x
Customer Community Plus Member	x	x	x	x	x	x	x
Customer Community Plus Login	x	x	x	x	x	x	x
Lightning Platform Plus	x	x	x	x	x	x	x
Partner Community Member	x	x	x	x	x	x	x
Partner Community Login	x	x	x	x	x	x	x
Salesforce CMS	x	x					



Componente	Premier success Plan - exact target
Exact Target	x
Exact Target Additional BU	x
Marketing Cloud Shield	x
Super Messages (1,000) ANNUAL	x
WhatsApp Chat Messaging Access	x
Email File Attachments (1,000) ANNUAL	x
Additional Contacts (1000)	x
Sender Authentication Package	x
SSL	x
Email Archiving	x
Social Studio (Listening Publishing & Engage)	x
Advertising Studio	x
Advertising Studio Additional Contact (pacchetti da 1000)	x
CDP customer 360 Audience	x
CDP Customer 360 Audiences - Unified Profiles - (1000)	x