



**STATE OF TENNESSEE, DEPARTMENT OF GENERAL SERVICES  
CENTRAL PROCUREMENT OFFICE**

**Statewide Multi-Year Contract Issued to:**

Zendesk Inc  
989 Market St 3rd Floor ste 300  
San Francisco, CA 94103

Vendor ID: 0000152766

**Contract Number: 00000000000000000046567**

Title: SWC 411, Web-based Helpdesk Software

Start Date : July 31, 2015

End Date: July 30, 2016

Is this contract available to local government agencies in addition to State agencies?: **Yes**

**Purchases by Local Government and Authorized Non-Profit Agencies (SWC) - T500**

The purpose of this Invitation to Bid is to establish a source or sources of supply for all state agencies, local governmental agencies within the geographic limits of the State of Tennessee, any private nonprofit institution of higher education chartered in Tennessee, and any corporation which is exempted from taxation under 26 U.S.C. Section 501(c) (3) as amended and which contracts with the Department of Mental Health and Mental Retardation to provide services to the public (T.C.A. 33-2-401). Purchases by local governmental agencies, private institutions of higher education, and authorized corporations are optional with those agencies, private institutions of higher education, and corporations and offers to sell to local governmental agencies are optional with the bidder.

**Contract Contact Information:**

State of Tennessee  
Department of General Services, Central Procurement Office  
Contract Administrator: Trey Norris  
3rd Floor, William R Snodgrass, Tennessee Tower  
312 Rosa L. Parks Avenue  
Nashville, TN 37243-1102  
Phone: 615-741-7148  
Fax: 615-741-0684

**Line Information**

**NOTE: All of the subscription prices below are monthly prices that are to be paid on annual basis (purchased in a quantity of 12), unless new licenses are being added to an existing agreement. In that case, the new licenses would end co-terminously with the existing agreement (i.e. however many months are remaining on the subscription for the original licenses would be purchased and then the original and new licenses would be renewed simultaneously. See the *pro forma Contract* for more information and contract terms.**

**Line 1**

Item ID: 1000170754

*Customer Support Software, Enterprise Plan Subscription, One (1) Year, Tier 3 (500+ aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-1YR-T3

**Unit Price: \$ 96**

**Line 2**

Item ID: 1000170755

*Customer Support Software, Enterprise Plan Subscription, Two (2) Year, Tier 3 (500+ aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-2YR-T3

**Unit Price: \$ 88**

**Line 3**

Item ID: 1000170756

*Customer Support Software, Enterprise Plan Subscription, Three (3) Year, Tier 3 (500+ aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-3YR-T3

**Unit Price: \$ 86**

**Line 4**

Item ID: 1000170757

*Customer Support Software, Enterprise Plan Subscription, One (1) Year, Tier 2 (301-499 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-1YR-T2

**Unit Price: \$ 100**

**Line 5**

Item ID: 1000170758

*Customer Support Software, Enterprise Plan Subscription, Two (2) Year, Tier 2 (301-499 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-2YR-T2

**Unit Price: \$ 94**

**Line 6**

Item ID: 1000170759

*Customer Support Software, Enterprise Plan Subscription, Three (3) Year, Tier 2 (301-499 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-3YR-T2

**Unit Price: \$ 92**

**Line 7**

Item ID: 1000170760

*Customer Support Software, Enterprise Plan Subscription, One (1) Year, Tier 1 (1-300 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-1YR-T1

**Unit Price: \$ 104.25**

**Line 8**

Item ID: 1000170761

*Customer Support Software, Enterprise Plan Subscription, Two (2) Year, Tier 1 (1-300 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-2YR-T1

**Unit Price: \$ 100**

**Line 9**

Item ID: 1000170762

*Customer Support Software, Enterprise Plan Subscription, Three (3) Year, Tier 1 (1-300 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: E-3YR-T1

**Unit Price: \$ 96**

**Line 10**

Item ID: 1000170763

*Customer Support Software, Enterprise Elite Plan Subscription, One (1) Year, Tier 3 (500+ aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: ELITE-1YR-T3

**Unit Price: \$ 130**

**Line 11**

Item ID: 1000170764

*Customer Support Software, Enterprise Elite Plan Subscription, Two (2) Year, Tier 3 (500+ aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: ELITE-2YR-T3

**Unit Price: \$ 125**

**Line 12**

Item ID: 1000170765

*Customer Support Software, Enterprise Elite Plan Subscription, Three (3) Year, Tier 3 (500+ aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: ELITE-3YR-T3

**Unit Price: \$ 120**

**Line 13**

Item ID: 1000170766

*Customer Support Software, Enterprise Elite Plan Subscription, One (1) Year, Tier 2 (301-499 aggregate users)*

Unit of Measure: MO

Vendor Item/Part #: ELITE-1YR-T2

**Unit Price: \$ 140**

**Line 14**

Item ID: 1000170767

Customer Support Software, Enterprise Elite Plan Subscription, Two (2) Year, Tier 2 (301-499 aggregate users)

Unit of Measure: MO

Vendor Item/Part #: ELITE-2YR-T2

**Unit Price: \$ 135**

**Line 15**

Item ID: 1000170768

Customer Support Software, Enterprise Elite Plan Subscription, Three (3) Year, Tier 2 (301-499 aggregate users)

Unit of Measure: MO

Vendor Item/Part #: ELITE-3YR-T2

**Unit Price: \$ 130**

**Line 16**

Item ID: 1000170769

Customer Support Software, Enterprise Elite Plan Subscription, One (1) Year, Tier 1 (1-300 aggregate users)

Unit of Measure: MO

Vendor Item/Part #: ELITE-1YR-T1

**Unit Price: \$ 146**

**Line 17**

Item ID: 1000170770

Customer Support Software, Enterprise Elite Plan Subscription, Two (2) Year, Tier 1 (1-300 aggregate users)

Unit of Measure: MO

Vendor Item/Part #: ELITE-2YR-T1

**Unit Price: \$ 140**

**Line 18**

Item ID: 1000170771

Customer Support Software, Enterprise Elite Plan Subscription, Three (3) Year, Tier 1 (1-300 aggregate users)

Unit of Measure: MO

Vendor Item/Part #: ELITE-3YR-T1

**Unit Price: \$ 135**

**Line 19**

Item ID: 1000170772

Customer Support Software, Live Chat Instant Messaging, Annual Subscription

Unit of Measure: YR

Vendor Item/Part #: ZD-CHAT

**Unit Price: \$ 150**

**Line 20**

Item ID: 1000170773

Customer Support Software, Integrated Voice Support, 60,000 Minute Block

Unit of Measure: EA

Vendor Item/Part #: ZD-VOICE

**Unit Price: \$ 50000**

APPROVED:

  
CHIEF PROCUREMENT OFFICER

BY:

  
PURCHASING AGENT

7-30-15  
DATE