

SWC# 411 Zendesk Web-based Helpdesk Software **Contract Information and Usage Instructions**

*NOTE: Always check the following website to ensure you are looking at the most recent usage instructions: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>

Contract Period: August 1, 2019- July 31, 2022 (three initial years with two annual renewal options)

Summary/Background Information: This sole-source statewide contract was awarded to Zendesk for the purchase of licenses for the Zendesk Customer Support Software solution and related applications. This contract is available to all state agencies and local entities.

State Contact Information

Contract Administrator:

Simeon Ayton
Category Specialist
Central Procurement Office
(615) 532-0110
Simeon.Ayton@tn.gov

Vendor Contact Information:

Zendesk
Edison Contract # 63578
Vendor Number # 152677

Main Contact for Commercial Purchases and Contract Questions:

Lindsay Wheeler
Sr. Strategic Account Executive
Phone: 404 884 2429
Lwheeler@zendesk.com

Secondary Contact:

Marianne Meyer
Account Executive

Phone: 415.231.0849

Main Contact for Customer Success, Adoption and Support:

Jessica Gusso

Customer Success Manager

Phone: 224.828.8200

jgusso@zendesk.com

24/7 Support

Phone: 888.670.4887

FAX # 415-778-9355

1019 Market Street

San Francisco, CA 94103

Usage Instructions:

The most current Contract Documents can be found at:

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/contract-information/statewide-contract-listing.html>

Zendesk Product Catalog: Please contact Lindsay Wheeler for ordering

Product	SKU	State Price	List Price	State Discount	Unit of Measure
Customer Support Software, Elite Plan Subscription, One (1) Year (2000-2500 aggregate users)	SKU-00000067-1	\$80.00	\$199.00	60%	EA
Customer Support Software, Elite Plan Subscription, Two (2) Year (2000-2500 aggregate users)	SKU-00000067-2	\$75.00	\$199.00	63%	EA
Customer Support Software, Elite Plan Subscription, Three (3) Year (2000-2500 aggregate users)	SKU-00000067-3	\$70.00	\$199.00	60%	EA

Central Procurement Office • Tennessee Tower, 3rd Floor

312 Rosa L. Parks Avenue, Nashville, TN 37243

Tel: 615-741-1035 • Fax: 615-741-0684 • tn.gov/generalservices/

Customer Support Software, Elite Plan Subscription, One (1) Year (2500-3000 aggregate users)	SKU-00000067-4	\$75.00	\$199.00	63%	EA
Customer Support Software, Elite Plan Subscription, Two (2) Year (2500-3000 aggregate users)	SKU-00000067-5	\$70.00	\$199.00	65%	EA
Customer Support Software, Elite Plan Subscription, Three (3) Year (2500-3000 aggregate users)	SKU-00000067-6	\$65.00	\$199.00	63%	EA
Customer Support Software, Elite Plan Subscription, One (1) Year (3000-3500 aggregate users)	SKU-00000067-7	\$70.00	\$199.00	65%	EA
Customer Support Software, Elite Plan Subscription, Two (2) Year (3000-3500 aggregate users)	SKU-00000067-8	\$65.00	\$199.00	68%	EA
Customer Support Software, Elite Plan Subscription, Three (3) Year (3000-3500 aggregate users)	SKU-00000067-9	\$60.00	\$199.00	65%	EA
Customer Support Software, Elite Plan Subscription, One (1) Year (3500-5000 aggregate users)	SKU-00000067-10	\$65.00	\$199.00	68%	EA
Customer Support Software, Elite Plan Subscription, Two (2) Year (3500-5000 aggregate users)	SKU-00000067-11	\$60.00	\$199.00	70%	EA
Customer Support	SKU-	\$55.00	\$199.00	68%	EA

Software, Elite Plan Subscription, Three (3) Year (3500-5000 aggregate users)	00000067-12				
Customer Support Software, Elite Plan Subscription, One (1) Year (5000+ aggregate users)	SKU-00000067-13	\$60.00	\$199.00	70%	EA
Customer Support Software, Elite Plan Subscription, Two (2) Year (5000+ aggregate users)	SKU-00000067-14	\$55.00	\$199.00	73%	EA
Customer Support Software, Elite Plan Subscription, Three (3) Year (5000+ aggregate users)	SKU-00000067-15	\$50.00	\$199.00	75%	EA
Omnichannel Suite Enterprise 0 - 350 Licenses	SKU-00000067-16	\$149.00	\$365.00	59%	EA
Omnichannel Suite Enterprise 351 - 450	SKU-00000067-17	\$145.00	\$365.00	60%	EA
Omnichannel Suite Enterprise 451 - 550	SKU-00000067-18	\$140.00	\$365.00	62%	EA
Omnichannel Suite Enterprise 551 - 650	SKU-00000067-19	\$135.00	\$365.00	64%	EA
Omnichannel Suite Enterprise 651 - 750	SKU-00000067-20	\$130.00	\$365.00	66%	EA
Omnichannel Suite Enterprise 651 - 750	SKU-00000067-21	\$125.00	\$365.00	68%	EA
Omnichannel Suite Enterprise 751+	SKU-00000067-22	\$120.00	\$365.00	70%	EA
Talk Advance	SKU-00000067-23	\$19.00	\$49.00	62%	EA
Talk Partner Edition	SKU-	\$9.00	\$9.00	NA	EA

	00000067-24				
Talk Enterprise	SKU-00000067-25	\$39.00	\$89.00	57%	EA
Guide Enterprise	SKU-00000067-26	\$14.00	\$29.00	52%	EA
Chat Advance	SKU-00000067-27	\$12.50	\$29.00	57%	EA
Chat Enterprise	SKU-00000067-28	\$25.00	\$59.00	58%	EA
Sell Enterprise	SKU-00000067-29	\$49.00	\$99.00	50%	EA
Talk Usage Bundle	SKU-00000067-30	\$1,000.00	\$1,000.00	NA	EA
Talk Usage Bundle	SKU-00000067-31	\$2,500.00	\$2,500.00	NA	EA
Talk Usage Bundle	SKU-00000067-32	\$5,000.00	\$5,000.00	NA	EA
Talk Usage Bundle	SKU-00000067-33	\$20,000.00	\$20,000.00	NA	EA
Talk Usage Bundle	SKU-00000067-34	\$50,000.00	\$50,000.00	NA	EA
Collaboration Side Conversation	SKU-00000067-35	\$12.00	\$25.00	52%	
API Boost Limit Increase	SKU-00000067-36	\$12.00	\$25.00	52%	

Answer Bot 50 Resolutions	SKU-00000067-37	\$1.00	\$1.00	NA	EA
Answer Bot 100 Resolutions	SKU-00000067-38	\$1.00	\$1.00	NA	EA
Answer Bot 200 Resolutions	SKU-00000067-39	\$1.00	\$1.00	NA	EA
Answer Bot 300 Resolutions	SKU-00000067-40	\$1.00	\$1.00	NA	EA
Answer bot 400 Resolutions	SKU-00000067-41	\$0.95	\$0.95	NA	EA
Answer Bot 500 Resolutions	SKU-00000067-42	\$0.95	\$0.95	NA	EA
Answer Bot 600 Resolutions	SKU-00000067-43	\$0.95	\$0.95	NA	EA
Answer Bot 700 Resolutions	SKU-00000067-44	\$0.95	\$0.95	NA	EA
Answer Bot 800 Resolutions	SKU-00000067-45	\$0.95	\$0.95	NA	EA
Answer Bot 900 Resolutions	SKU-00000067-46	\$0.95	\$0.95	NA	EA
Answer Bot 1000 Resolutions	SKU-00000067-47	\$0.90	\$0.90	NA	EA
Answer bot 2000 Resolutions	SKU-00000067-48	\$0.90	\$0.90	NA	EA
Answer Bot 3000 Resolutions	SKU-00000067-49	\$0.90	\$0.90	NA	EA
Answer Bot 4000 Resolutions	SKU-00000067-	\$0.90	\$0.90	NA	EA

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Answer Bot 5000 Resolutions	SKU-00000067-51	\$0.80	\$0.80	NA	EA
Answer Bot 5500 Resolutions	SKU-00000067-52	\$0.80	\$0.80	NA	EA
Answer Bot 6000 Resolutions	SKU-00000067-53	\$0.80	\$0.80	NA	EA
Answer Bot 7000 Resolutions	SKU-00000067-54	\$0.80	\$0.80	NA	EA
Answer Bot 7500 Resolutions	SKU-00000067-55	\$0.80	\$0.80	NA	EA
Answer Bot 8000 Resolutions	SKU-00000067-56	\$0.80	\$0.80	NA	EA
Answer Bot 8500 Resolutions	SKU-00000067-57	\$0.80	\$0.80	NA	EA
Answer Bot 10000 Resolutions	SKU-00000067-58	\$0.70	\$0.70	NA	EA
Answer Bot 20000 Resolutions	SKU-00000067-59	\$0.70	\$0.70	NA	EA
Answer Bot 30000 Resolutions	SKU-00000067-60	\$0.70	\$0.70	NA	EA
Answer Bot 50000 Resolutions	SKU-00000067-61	\$0.70	\$0.70	NA	EA
Connect	SKU-00000067-62	\$153.00	\$153.00	NA	Per Month
Connect	SKU-00000067-63	\$918.00	\$918.00	NA	Per Month
Connect	SKU-	\$3,094.00	\$3,094.00	NA	Per

	0000067-64				Month
Premier Support (ARR \$700k or less)	SKU-0000067-65	\$10,500.00	\$15,500.00	33%	EA
Premier Support (ARR \$900k or less)	SKU-0000067-66	\$14,500.00	\$21,300.00	33%	EA
Premier Support (ARR \$900k or more)	SKU-0000067-67	\$18,500.00	\$27,500.00	33%	EA
Premium Sandbox Metadata Copy	SKU-0000067-68	\$2,500.00	\$5,000.00	50%	EA
Premium Sandbox Partial Copy	SKU-0000067-69	\$5,000.00	\$10,000.00	50%	EA
Premium Sandbox Production Copy	SKU-0000067-70	\$7,500.00	\$15,000.00	50%	EA
Developer Services	SKU-0000067-71	\$185.00	\$225.00	18%	HR
Engagement Manager Services	SKU-0000067-72	\$185.00	\$225.00	18%	HR
Consultant Services	SKU-0000067-73	\$185.00	\$225.00	18%	HR
Trainer	SKU-0000067-74	\$185.00	\$225.00	18%	HR
Core Optimization Services Package	SKU-0000067-75	\$14,500.00	\$20,000.00	28%	EA

Ordering process for State agencies

If Zendesk is not included in the procuring agency's Information Systems Plan, an out-of-cycle Project Request must be submitted to IT-ABC using Planview. The Standard Out-of-Cycle Review process can be found here:

<https://www.teamtn.gov/content/dam/teamtn/sts/sts-documents/Add%20New%20Project%20-%20QQRG%202018.pdf>

Please contact your STS IT Planning Consultant at IT.ABC@tn.gov if you have any questions regarding the Project Request review.

Voice Credits

Phone numbers	Inbound calls	Voicemail	Voicemail transcription
\$1.00 per month	\$0.016 per minute	\$0.013 per minute	\$0.05 per minute*

*English language transcription available only.

Maintenance

Contractor to provide direct, third-tier technical support, as outlined below, at no additional cost to the State.

- (1) Make appropriate Contractor support resources available to the State twenty-four (24) hours a day, seven (7) days a week, and 365 calendar days a year except State holidays, to provide the services described and detailed in this section.
- (2) Diagnose and resolve problems reported by the State that have not been diagnosed and resolved at lower levels of support within the State as practically possible.

- (3) Maintain the operational readiness of the Zendesk Service within the current State systems environment by identifying and communicating problems or issues to the State, making necessary adjustments and repairs.

Use of 3rd Party Services

The only 3rd party services that should be enabled through the Zendesk application are Zendesk Voice and Zopim Chat (if the agency purchased). The State is not authorizing agencies to utilize other 3rd party services such as GoodData, Mandrill Net Promoter Score Survey, or Akismet Forum Spam Filtering.

Billing and Payment Instructions:

- **F.O.B. Destination (Statewide Contract)**- All state agencies, local government agencies and authorized non-profit enterprises located within the State of Tennessee.