

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, 2024 (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:

Rafael Borjas
Category Specialist
Central Procurement Office
615-532-9013
Rafael.Borjas@tn.gov

Contractor Contact Information:

Zendesk
Edison Contract # 63578
Vendor Number # 152677

Sterling Taylor

Public Sector - Account Executive
Email: sterling.taylor@zendesk.com
Phone: 757. 575. 8729

Contact for Commercial Purchases and Contract Questions:

Mark Scura
Manager for Public Sector Sales
Mark.scura@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 uses a Product Catalog: Please contact Jen Stanley for ordering

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.