

## **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:**

Ryan Gaddis  
Category Specialist  
Central Procurement Office  
615-532-4043  
[ryan.gaddis@tn.gov](mailto:ryan.gaddis@tn.gov)

#### **Contractor Contact Information:**

Zendesk  
Edison Contract # 63578

#### **Sterling Taylor**

Public Sector - Account Executive  
Email: [sterling.taylor@zendesk.com](mailto:sterling.taylor@zendesk.com)  
Phone: 757. 575. 8729

Contact for Commercial Purchases and Contract Questions:

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**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 Sterling Taylor and Mark Scura 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.