



2024

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

**ALL LOCAL MUNICIPALITIES AND HIGHER-ED ENTITIES ARE REQUIRED TO SIGN THE BELOW CONFIDENTIAL ACKNOWLEDGEMENT FORM.**

Usage Instructions: THIS IS A CONFIDENTIAL SWC deemed by Strategic Technology Solutions (STS). All contract documents have been removed from public facing websites.

Under Tenn. Code Ann. §10-7-504(i) supplier identity or a description of the goods or services provided by the supplier shall be confidential.

**Agencies with access to Edison do not need to fill out the Confidential Acknowledgement Form; proceed to Edison for contract documents.**

Local Municipalities, Higher – Ed and Select Non- Profits please fill out the below Confidential Acknowledgement Form and return the signed copy to the contract administrator [ryan.gaddis@tn.gov](mailto:ryan.gaddis@tn.gov) in order to obtain contract documents.

Please remember to keep contract documents confidential when sharing publicly about this SWC and be sure to mention this a confidential SWC when speaking with internal end users to ensure confidentiality of technology

**State Contact Information Contract Administrator:**

Michael Gross - Category Specialist  
Central Procurement Office  
615-507-6227  
[michael.d.gross@tn.gov](mailto:michael.d.gross@tn.gov)

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

**Statewide Contract  
Authorized Users**

**NOTICE OF STATE SECURITY  
CONFIDENTIAL INFORMATION**

Authorized Users:

Thank you for your interest in utilizing Statewide Contracts. This letter serves as notice that some statewide contracts issued by the State of Tennessee Central Procurement Office have been identified by the Department of Finance and Administration, Strategic Technology Solutions as containing information that is confidential under an exception to the Public Records Act.

In order for the State to comply with this requirement and as a condition to receive information related to covered Statewide Contracts, Authorized Users who are interested in participating in Statewide Contracts containing confidential information must sign and return the attached acknowledgement of this State Security Confidential Information Notice and return it to the Central Procurement Office at [ryan.gaddis@tn.gov](mailto:ryan.gaddis@tn.gov).

**\* EXECUTIVE BRANCH AGENCIES DO NOT NEED TO SIGN THE CONFIDENTIAL  
ACKNOWLEDGEMENT FORM; PROCEED TO EDISON FOR CONTRACT DOCUMENTS.**

**Statewide Contracts**

**Authorized Users**

**STATE SECURITY CONFIDENTIAL INFORMATION  
ACKNOWLEDGEMENT**

The entity listed below, who is authorized to and who may purchase off of the State of Tennessee Central Procurement Office Statewide Contract (“Authorized User”) acknowledges as follows:

1. The Authorized User is aware that certain information contained in Statewide Contracts may contain information that is confidential under an exception to the Tennessee Public Records Act (“Confidential State Data”). In particular, information that is confidential under Tenn. Code Ann. § 10-7-504(i) includes but is not limited to:
  - a. Information that would allow a person to obtain unauthorized access to confidential information or to government property. “Government Property” includes electronic information processing systems, telecommunication systems, or other communications systems of a governmental entity.
  - b. Plans, security codes, passwords, combinations, or computer programs used to protect electronic information and government property.
  - c. Information that would identify those areas of structural or operational vulnerability that would permit unlawful disruption to, or interference with, the services provided by a governmental entity.
  - d. Information that could be used to disrupt, interfere with, or gain unauthorized access to electronic information or government property.
  - e. The identity of a vendor that provides goods and services used to electronic information processing systems, telecommunication and other communication systems, data storage systems, government employee information, or citizen information to the State.
2. The Authorized User agrees to safeguard and hold in strict confidence all Confidential State Data and shall not disclose the Confidential State Data to third parties except as required under state or federal law.
3. To the fullest extent allowable under applicable law or regulation, the Authorized User shall promptly notify and provide to the State a reasonable opportunity to oppose any disclosure required under state or federal law.

This acknowledgement shall be effective as of the date signed below:

**INSERT AUTHORIZED USER NAME**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date \_\_\_\_\_