



Pricing Proposal  
Quotation #: 24312727  
Created On: 12/21/2023  
Valid Until: 1/31/2024

## IL-County of DuPage

### Shanita Thompson

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## Inside Account Manager

### Mark Brum

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All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Advanced AI ZenDesk Inc. - Part#: NPN-ZENDE-ADVAN-A Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	20	\$374.14	\$7,482.80
2 Talk Telephony Credits ZenDesk Inc. - Part#: NPN-ZD-TTC Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	1000	\$0.01	\$10.00
3 ZenDesk Suite Enterprise ZenDesk Inc. - Part#: NPN-ZD-ZSE Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	20	\$855.18	\$17,103.60
4 Advanced AI ZenDesk Inc. - Part#: NPN-ZENDE-ADVAN-A Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	200	\$374.14	\$74,828.00
5 ZenDesk Assist Core ZenDesk Inc. - Part#: NPN-ZEN-ASS-C Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	1	\$44,540.50	\$44,540.50
6 Svcs: Custom Services Fixed Fee ZenDesk Inc. - Part#: NPN-ZEN-SBL-A Contract Name: Sourcewell- Technology Catalog Solutions	1	\$5,567.57	\$5,567.57

Contract #: 081419-SHI  
Coverage Term: 12/31/2023 – 12/30/2024  
**Note:** Year 1 of 3

7	Talk Telephony Credits ZenDesk Inc. - Part#: NPN-ZD-TTC Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	1000	\$0.01	\$10.00
8	ZenDesk Suite Enterprise ZenDesk Inc. - Part#: NPN-ZD-ZSE Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2023 – 12/30/2024 <b>Note:</b> Year 1 of 3	200	\$77.94	\$15,588.00
9	Advanced AI ZenDesk Inc. - Part#: NPN-ZENDE-ADVAN-A Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2024 – 12/30/2025 <b>Note:</b> Year 2 of 3	20	\$374.14	\$7,482.80
10	ZenDesk Suite Enterprise ZenDesk Inc. - Part#: NPN-ZD-ZSE Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2024 – 12/30/2025 <b>Note:</b> Year 2 of 3	20	\$855.18	\$17,103.60
11	Advanced AI ZenDesk Inc. - Part#: NPN-ZENDE-ADVAN-A Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2024 – 12/30/2025 <b>Note:</b> Year 2 of 3	200	\$374.14	\$74,828.00
12	ZenDesk Assist Core ZenDesk Inc. - Part#: NPN-ZEN-ASS-C Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2024 – 12/30/2025 <b>Note:</b> Year 2 of 3	1	\$44,540.50	\$44,540.50
13	ZenDesk Suite Enterprise ZenDesk Inc. - Part#: NPN-ZD-ZSE Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2024 – 12/30/2025 <b>Note:</b> Year 2 of 3	200	\$253.87	\$50,774.00
14	Advanced AI ZenDesk Inc. - Part#: NPN-ZENDE-ADVAN-A Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2025 – 12/30/2026 <b>Note:</b> Year 3 of 3	20	\$374.14	\$7,482.80
15	ZenDesk Suite Enterprise ZenDesk Inc. - Part#: NPN-ZD-ZSE	20	\$855.18	\$17,103.60

Contract Name: Sourcewell- Technology Catalog Solutions  
Contract #: 081419-SHI  
Coverage Term: 12/31/2025 – 12/30/2026  
**Note:** Year 3 of 3

16	Advanced AI ZenDesk Inc. - Part#: NPN-ZENDE-ADVAN-A Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2025 – 12/30/2026 <b>Note:</b> Year 3 of 3	200	\$374.14	\$74,828.00
17	ZenDesk Assist Core ZenDesk Inc. - Part#: NPN-ZEN-ASS-C Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2025 – 12/30/2026 <b>Note:</b> Year 3 of 3	1	\$44,540.50	\$44,540.50
18	ZenDesk Suite Enterprise ZenDesk Inc. - Part#: NPN-ZD-ZSE Contract Name: Sourcewell- Technology Catalog Solutions Contract #: 081419-SHI Coverage Term: 12/31/2025 – 12/30/2026 <b>Note:</b> Year 3 of 3	200	\$329.59	\$65,918.00
			Total	\$569,732.27

#### Additional Comments

##### Billing Schedule:

Year 1:\$165,130.47  
Year 2:\$194,728.90  
Year 3:\$209,872.90

##### SPECIAL TERMS AND NOTES

The Reseller's financial obligations under this Service Order are contingent upon sufficient appropriations and authorization being made by Subscriber for the performance of its agreement with Reseller. The subscriber's decision as to whether sufficient appropriations are available shall be accepted by Reseller and Zendesk and shall be final. Notwithstanding anything to the contrary in the Agreement, Subscriber's Subscription Term shall not renew automatically. Reseller's submission of a signed purchase order to Zendesk in accordance with the specifications provided herein shall be considered acceptance of this Form.

Service Order Number: Q-290928 Page 4 of 6  
Creation Date: Dec-21-2023 15:22:16  
SO - Reseller - v5.8

Subscriber consents to the identification of Subscriber as a customer of Zendesk on Zendesk Group's websites, and in other marketing materials distributed by the Zendesk Group (which may include emails and other web and print materials) (collectively, 'Zendesk Marketing Materials'). In connection with such activity, Zendesk may also display Subscriber's trademarks, service marks, and/or logos in Zendesk Marketing Materials. The foregoing shall be deemed a worldwide, nonexclusive and (except as set forth below) irrevocable license to the use of Subscriber's name, trademarks, service marks, and logos for this purpose. The Parties agree that such license and consent shall terminate upon termination of Subscriber's suscri

Customer agrees to the following terms upon issuing a PO against this quote:

The Zendesk Subscription [Services Agreement](#) applies to your use of the Zendesk service.

You agree that Zendesk Sell is covered by the Security Measures described here, if applicable:  
[www.zendesk.com/company/customers-partners/protect-service-data-innovation-services/](http://www.zendesk.com/company/customers-partners/protect-service-data-innovation-services/)

ZenDesk HAS A NO RETURNS POLICY.

You may not downgrade the service plan or reduce the number of agents during the then-current subscription term.

If you are purchasing any of the add-on products listed below, the following feature terms apply to your use of the add-ons:

[Support: Advance Security Subscription](#)

[Support: EU Data Center Subscription & Support: US Data Center Subscription](#)

[Support: High Volume API Subscription](#)

[Support: Light Agent Subscription](#)

[Support: Priority Customer Support Subscription](#)

Please note, if Emergency Connectivity Funds (ECF) will be used to pay for all or part of this quote, please let us know as we will need to ensure compliance with the funding program.

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

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*The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.*