



Pricing Proposal  
Quotation #: 25139298  
Created On: Jul-31-2024  
Valid Until: Sep-06-2024

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## IL-County of DuPage

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## Senior Inside Account Manager

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### Shanita Thompson

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### Travis Oberweis

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All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 <b>Note:</b> Zendesk ID: 11035606, Subdomain: dupageetsb, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
2 Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 <b>Note:</b> Zendesk ID: 11035606, Subdomain: dupageetsb, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
3 Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 <b>Note:</b> Zendesk ID: 12963876, Subdomain: dupagecohelp, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
4 Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 <b>Note:</b> Zendesk ID: 12963876, Subdomain: dupagecohelp, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
5 Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI	24	\$0.00	\$0.00

Coverage Term: Dec-31-2024 – Dec-30-2025

**Note:** Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2024 to Dec 30, 2025

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6	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2024 – Dec-30-2025 <b>Note:</b> Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2024 to Dec 30, 2025	24	\$0.00	\$0.00
7	Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2024 – Dec-30-2025 <b>Note:</b> Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2024 to Dec 30, 2025	24	\$0.00	\$0.00
8	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2024 – Dec-30-2025 <b>Note:</b> Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2024 to Dec 30, 2025	24	\$0.00	\$0.00
9	Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 <b>Note:</b> Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
10	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 <b>Note:</b> Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
11	Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 <b>Note:</b> Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
12	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 <b>Note:</b> Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
			Total	\$0.00

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## Additional Comments

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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.*