

<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1. Solicitation Number CFOPD-26-D-022	Page of Pages 1 Attachment
			4. Requisition/Purchase Request No.	5. Solicitation Caption Zendesk Enterprise Suite Licenses
2. Amendment/Modification Number Amendment No. 1	3. Effective Date See Box 16C	6. Issued by: Office of the Chief Financial Officer Office of Contracts 1100 4 <sup>th</sup> Street SW Suite E610 Washington, DC 20024	7. Administered by (If other than line 6)	
8. Name and Address of Contractor (No. street, city, county, state and zip code)  ALL POTENTIAL OFFERORS		<input checked="" type="checkbox"/> X	9A. Amendment of Solicitation No. CFOPD-26-D-022	
			9B. Dated (See Item 11) January 20, 2026	
		<input type="checkbox"/>	10A. Modification of Contract/Order No.	
			10B. Dated (See Item 13)	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning a <u>1</u> written copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. Accounting and Appropriation Data (If Required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS , IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14				
A. This change order is issued pursuant to (Specify Authority):  B. The above numbered contract/order is modified to reflect the administrative changes.  C. This supplemental agreement is entered into pursuant to authority of:  D. Other (Specify type of modification and authority) Administrative				
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return 1 copy to the issuing office.				
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)				
The above referenced solicitation to provide Zendesk Enterprise Suite Licenses is hereby amended to provide the OCFO responses to inquiries received (Attachment A).				
<b>ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED</b>				
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.				
15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer Anthony A. Stover, CPPO		
15B. Name of Contractor  (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia  	16C. Date Signed	Jan 28, 2026

## **Attachment A**

**The following are responses to inquiries received.**

**Question 1:** Licenses: The District states that the current qty is 225 Suite Enterprise licenses with 75% utilization. Is the OCFO/OCIO certain that it would like to proceed with the minimum and maximum quantities? Partners/Resellers will receive quotes as two separate options but should be able to quote based on the two qty ranges.

**Response 1:** **The solicitation does not state that the quantity is currently 225. The District requires pricing based on a range for licenses needed rather than fixed minimum and maximum quantities treated as separate options. The minimum quantity just states the minimum amount the District will commit to, while the maximum amount is the most the District would be able to purchase. The District requires flexibility to accommodate growth and variations in usage and ensure we can adjust our license count as organizational needs evolve and get the value for the District.**

**Question 2:** Does DC OCFO or OCIO have any requirements for data masking or redaction in the contents of tickets?

**Response 2:** **No**

**Question 3:** Assist Scope:

- a. What are some key objectives or success criteria of using Assist Consultants? (e.g., optimizing business rules, routing, reporting or preparing our instance for integrations with other parts of our tech stack)

**Response3(a):The District key objectives for Assist Consultants focus on maximizing District value through operational optimization and strategic integration.**

- b. What timeline(s) is OCFO/OCIO looking to accomplish with these success criteria? (e.g., is there any urgency to any milestone?)

**Response 3(b): The District is pursuing a phased implementation within the fiscal year, prioritizing quality and thoroughness over speed to ensure successful optimization and integration outcomes.**

- c. The qty provided for Assist is enough for 2 Assist part time consultants. Would OCFO/OCIO like vendors to quote one for Zendesk Core (Admin) and one for Zendesk Core (Technical)?

**Response 3©: The District need a range of Zendesk Assist consultants from 1-2 rather than prescribing specific role allocations.**

- d. Or Could OCFO/OCIO look at adding 1 Assist resource and also Premier Support and / or another product like Advanced Data Privacy and Protection OR Zendesk Copilot (but understand AI approval may need to come from OCTO)

**Response 3(d): No**

Question 4: For Zendesk instances with 100+ Agents with mission-critical use to drive resolution of tickets, our product partner (Zendesk) will strongly recommend a Premier Support offering to prioritize troubleshooting, bugs, and system performance tasks.

Would OCFO/OCIO like vendors to incorporate Premier into proposals for consideration?

**Response 4: No**

Question 5: What are some goals DC OCFO is looking to achieve through service management excellence? (e.g., boost customer satisfaction, reduce average handling time, reduce time to first response or resolution)

**Response 5: The District aims to enhance customer service delivery through improved response times, faster ticket resolution, and increased customer satisfaction.**

**Question 6:** Can you please confirm that this request (CFOPD-26-D-022) is related to the May 2026 DC OCFO Zendesk software license renewal?

**Response 6: Yes.**