



AMENDMENT 1

Invitation For Bids (IFB)
UOG IFB No. B26-14

Date Issued: June 2, 2026

ZENDESK SUITE PROFESSIONAL PLAN (AI INCLUDED) SUBSCRIPTION RENEWAL

This is to notify all prospective offerors of the following amendment set forth below:

1. **Question and Answer Sheet 1 set forth as attached.**

All other terms and conditions remain the same.

Damian Guerrero
Procurement Manager

Please acknowledge receipt and return by email to uog.bids@triton.uog.edu:

Name of company: _____

Print Name/Signature/Date

UOG INVITATION FOR BID NO. B26-14:
ZENDESK SUITE PROFESSIONAL PLAN (AI INCLUDED) SUBSCRIPTION RENEWAL

QUESTION & ANSWER SHEET NO.1

June 2, 2026

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of May 29, 2026 @ 6:49 am from vendor: ENVOY

1. **Are you looking for a partner to simply resell Zendesk licenses, or are you looking for services work?**

UOG: This is for a partner to resell Zendesk licenses. We also may eventually look at some services throughout the contract period.