

**Master Order**  
**Texas A&M University, College Station, Texas**

<b>Vendor:</b>	
Freshworks, Inc.	
2950 South Delaware St. 2 <sup>nd</sup> Floor	
San Mateo CA 94403	
Phone:	866.832.3090
Contact:	Bobby Jaffari
Contact Email:	<a href="mailto:bobby.jaffari@freshworks.com">bobby.jaffari@freshworks.com</a>

<b>Billing Address:</b>
Texas A&M University
Financial Management Operations
Attn: Accounts Payable
6000 TAMU
College Station, TX 77843-6000
United States

This Master Order shall be effective as of **September 21, 2020** and pertains to all goods and/or services covered by Texas A&M University Aggie Buy Contract # **C20211946**

This document is **NOT** considered as an order to ship from. Individual orders and/or requests for services as a result of this Master Order shall be requested on an as needed basis.

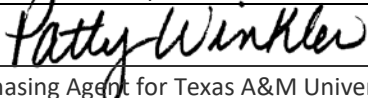
- Vendor shall provide goods and/or services as designated on the detailed specifications page that follows, plus the terms and conditions as stated in Request for Proposal **#RFP Main 20-0021** and any addenda thereto, are all made a part hereof and collectively evidence and constitute Texas A&M University Aggie Buy Contract # **C20211946**.

- Delivery Information:

Texas A&M University Attn: Deborah Breedlove; <a href="mailto:drbreedlove@tamu.edu">drbreedlove@tamu.edu</a> Transportation Services 1376 TAMU; Fleet maintenance Complex College Station, Texas 77843-1376
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- Payment:** Payment shall be made within thirty (30) days after acceptance of goods and/or services and receipt of invoice, whichever is later. Vendor shall submit one copy of an itemized invoice referencing the Aggie Buy Contract number and any departmental issued purchase order number. Owner will incur no penalty for late payment if payment is made in 30 or fewer days from receipt of goods or services and an uncontested invoice.
- Term:** The term of the Master Order shall be from **September 21 2020 through September 20, 2021**. This master order may be renewed up to four (4) additional years, one (1) year at a time, if mutually agreed upon by both parties.
- Escalation:** 4% Each Extension
- Freight Terms:** FOB Destination, Freight Prepaid and Allowed
- Changes:** Any changes to the Master Order must be made in writing by the Texas A&M Purchasing Agent as listed below.
- Tax Exemption:** The State of Texas is exempt from all Federal Excise Taxes. Texas A&M University is exempt from state and municipal sales taxes under Texas Tax Code, Chapters 151 and 321, et. seq., for all purchases made for the exclusive use of Texas A&M.
- The laws of the State of Texas shall govern this Master Order.

<b>Buyer Name:</b>	<i>Patty Winkler, C.P.M.</i>
<b>Phone</b>	<i>979-845-4556</i>
<b>E-mail</b>	<i>p-winkler@tamu.edu</i>

By:   
Purchasing Agent for Texas A&M University

**Detailed Specifications**  
**C20211946 – Service Desk Software Solution**

Service Desk Software Solution for Transportation Services located on the campus of Texas A&M University, College Station, TX, for the period of September 21, 2020 through September 20, 2021 as per the terms and conditions of RFP Main 20-0021, Freshworks proposal response and attached fully executed contract.

**Renewal :**

Texas A&M University reserves the right to renew the awarded agreement for an additional four (4) years, one (1) year at a time, if mutually agreed upon by both parties with all terms, conditions and discount remaining firm.

If the renewal option is exercised, the awarded vendor may increase their contract price to reflect increases in the cost of providing the service. Vendors must quote a price adjustment factor in terms of a maximum percentage increase for each extension period.

9-21-21 - 9-20-22:	4%
9-21-22 - 9-20-23:	4%
9-21-23 - 9-20-24:	4%
9-21-24 - 9-20-25:	4%

Item	Description	Qty.	Unit	Unit Price	Ext Price	Delivery (Days)
1.	Service Name: Freshservice Plan: Estate Number of Agents: 40 Number of Assets: 1100 Per Agent Monthly Fee: \$67.00 Per Asset Monthly Fee: \$175.00	12	MO	2,855.00	34,260.00	