



**Greater Miami
Expressway Agency**

3790 NW 21st Street
Miami, Florida 33142
Remittance: accounts payable@gmx-way.com
Main (305) 637-3277 Fax (305) 637-3281

Bill To 03027

GARY LAU
GMX
3790 NW 21 STREET
MIAMI, FL 33142

Ship To 03027

GARY LAU
GMX
3790 NW 21 STREET
MIAMI, FL 33142

Vendor 2360

VERTOSOFT LLC
1602 VILLAGE MARKET BLVD
STE 320
LEESBURG, VA 20175

Purchase Order

Fiscal Year 2026

Page 1 of 1

**THIS NUMBER MUST APPEAR ON ALL INVOICES,
PACKAGES AND SHIPPING PAPERS.**

Purchase Order Number **00000092**

Purchase Order Date **01/28/2026**

Department **IT SYSTEMS HQ**

This Purchase Order is subject to GMX's General Terms
and Conditions defined on the final page of this order.
Delivery must be made within doors of specified
destination unless indicated on the front of this PO.

VENDOR PHONE NUMBER	VENDOR EMAIL	VENDOR NUMBER	REQUISITION NUMBER	DELIVERY REFERENCE
---------------------	--------------	---------------	--------------------	--------------------

571-707-4130

2360

116

NOTES

ZENDESK TICKET SYSTEM RENEWAL

1-YR RENEWAL SUBSCRIPTION TO ZENDESK SUITE AND PREMIER ESSENTIALS (6 USERS)

INTERNAL GMX CONTRACT: GMX-26-05

PURCHASE PURSUANT TO A COMPETITIVELY AWARDED CONTRACT OR AUTHORIZED ALTERNATE CONTRACT SOURCE (ACS) ISSUED AND ADMINISTERED BY THE GENERAL SERVICES ADMINISTRATION (GSA), CONTRACT OR SOLICITATION NO. GS-35F-688GA, AND MADE AVAILABLE THROUGH GSA MULTIPLE AWARD SCHEDULE (MAS), AND IS UTILIZED BY GMX IN ACCORDANCE WITH APPLICABLE FL STATUTES AND PROCUREMENT REGULATIONS GOVERNING STATE TERM CONTRACTS, ACS, COOPERATIVE PURCHASING, AND PIGGYBACKING. AWARDED VENDOR: VERTOSOFT, LLC. THIS PURCHASE IS ALSO SUBJECT TO GMX GENERAL TERMS AND CONDITIONS. CONTRACT EXPIRATION DATE: 09/18/2027.

CC: JACK.SULLIVAN@VERTOSOFT.COM

ITEM #	DESCRIPTION	QUANTITY	UOM	UNIT PRICE	EXTENDED PRICE
1	ZENDESK SUITE - GROWTH/PER AGENT GL #: 10030234 - 57004	6.0000	EACH	\$978.2600	\$5,869.56
2	PREMIER ESSENTIALS GL #: 10030234 - 57004	1.0000	EACH	\$2,713.0400	\$2,713.04

Procurement Manager

Authorized Signatory

Purchase Order Total

\$8,582.60

GREATER MIAMI EXPRESSWAY AGENCY

GENERAL TERMS AND CONDITIONS

The following General Terms and Conditions shall apply to all purchases by or on behalf of Greater Miami Expressway Agency ("GMX"). Pursuant to Chapter 212, Florida Statutes, GMX is Exempt from State of Florida Sales Tax by virtue of Exemption Certificate No. 85-8019249003C-3. Florida Retailers' Occupation Tax, Use Tax and Municipal Retailer's Occupation Tax do not apply to materials purchased by GMX. Vendors must not charge for any of these taxes.

1. **Acceptance of Contract:** This purchase order ("P.O.") is GMX's offer to purchase the goods and/or services from the Vendor pursuant to the terms and conditions set forth herein. Upon acceptance of this P.O., by delivery of goods or performance of the services, this P.O. shall become a contract and subsequently binding upon the Vendor.
2. **Amendments:** No agreement or understanding to modify this P.O. shall be binding upon GMX unless in writing and signed by GMX's authorized agent. All specifications, drawings, data or any other related documentation submitted to the Vendor with this P.O. are hereby incorporated and made a part hereof.
3. **Uniform Commercial Code:** All applicable portions of the State of Florida Uniform Commercial Code shall govern contracts with GMX.
4. **Delivery:** All prices must be F.O.B. destination, freight prepaid. Vendor shall meet any established delivery date. If delivery dates cannot be met as agreed, the Vendor agrees to advise GMX, in writing, of the earliest possible delivery date for acceptance by GMX.
5. **Risk of Loss:** Regardless of F.O.B. point, Vendor agrees to bear all risk of loss, injury or destruction of goods and materials ordered herein, which may for any reason occur prior to acceptance by GMX. No such loss, injury or destruction shall release Vendor from any obligations hereunder.
6. **Inspection:** Goods and/or materials must be properly packaged. Damaged goods and materials will not be accepted. Or, if the damage is not readily apparent at the time of delivery, the goods shall be returned at no cost to GMX. GMX reserves the right to inspect the goods within a reasonable time subsequent to delivery where circumstances or conditions prevent effective inspection of the goods at the time of delivery.
7. **Patents and Copyrights:** If an article sold and delivered to GMX hereunder shall be protected by any applicable patent or copyright, the Vendor agrees to indemnify and save harmless GMX, from and against all suits, claims, judgments and costs instituted or recovered against it by any person whomsoever on account of the use or sale of such article(s) by GMX in violation or right under such patent or copyright.
8. **Non-Waiver of Rights:** No failure of either party to exercise any power given to it hereunder, or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.
9. **Material Safety Data Sheets (MSDS):** Proper Material Safety Data Sheets, in compliance with OSHA's Hazard Communication Standard, must be provided by the Vendor to GMX at the time of purchase, if applicable.
10. **Compliance with Laws:** The Vendor certifies that in performing this contract they will comply with all applicable provisions of federal, state and local laws, regulations, rules and orders.
11. **Laws Governing:** This contract shall be governed by and construed according to the laws of the State of Florida. Venue for any action related to this agreement shall be in Miami-Dade County, Florida.
12. **Prevailing Wage:** It shall be the responsibility of the Vendor to ensure that wages paid to its employees comply with all applicable state and federal laws.
13. **Payment:** Method of Compensation: net 45 days. All invoices are to be addressed to the "Bill To" designee, as indicated on the front of this P.O., and must include the P.O. number, vendor's name and phone number, clearly list quantities, item descriptions and units of measure, as well as the GMX Work Program/Project number (if applicable). Invoices should be emailed to accountspayable@gmx-way.com. Failure to do so may result in payment delays at no cost to GMX.
14. **Warranty:** The Vendor warrants to GMX that all goods and services furnished hereunder will conform in all respects to the terms of this order, including any drawings, specifications or standards incorporated herein, and/or defects in materials, workmanship, and free from such defects in design. In addition, Vendor warrants the goods and services are suitable for and will perform in accordance with the purposes for which they were intended.
15. **Indemnity:** Vendor shall defend, indemnify and hold harmless GMX, its officers, agents, employees and successors, from and against any and all claims, liabilities, damages, demands, losses, causes of action and suits, including reasonable attorneys' fees incident thereto, to the extent they result directly from or out of any injury to or death of any person or damage to or destruction of any property caused by the negligent acts, errors, omissions or willful misconduct of Vendor, its agents or employees.
16. **Non-Discrimination:** The Vendor shall comply with all applicable state and federal civil rights laws.
17. **Travel:** The Vendor shall comply with GMX's Travel Policy posted on its website, should travel be required for vendors providing services or training on behalf of GMX.

GMX reserves the right to cancel this P.O. at any time, should the Vendor not comply with any of the Terms and Conditions herein. Vendor shall also adhere to the applicable provisions of the GMX Procurement Policy, and GMX Code of Ethics, as amended from time to time. Both policies are located on the GMX website: www.gmx-way.com for reference.