

Department of State Health Services

Purchase Order

Dispatch via Print

Payment Terms	Freight Terms	Ship Via	Purchase Order	HHSTX-3-0000296702
Net 30	Prepaid & Allow	BEST WAY	Date	Revision
If advertised by informal bid, Invitation for Offer, or Request for Proposal; all specifications, terms, and conditions set forth in the advertisement and vendor's conforming responses become a part of this numbered purchase order. Contractor guarantees goods or services delivered meet or exceed numbered purchase order requirements.			09/01/22	Page 1
All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.			Ship To:	6694 - Austin:1111 W North Loop HEALTH & HUMAN SERVICES COMMISSION 1111 W North Loop Austin TX 78756 United States

Vendor: 1741976051 1
WORKQUEST
1011 E 53RD 1/2 ST
AUSTIN TX 787511703
United States

Bill To: Invoice-DSHS Fiscal Claims
DEPARTMENT OF STATE HEALTH SERVICES
1100 W 49th St (RBB)
PO Box 149347
Austin TX 78756
United States

Fax: 512/458-7442
Email: invoices@dshs.texas.gov

Purchaser: Gomez,Hadassah-Natalia

Line-Sch	Inventory Item ID - Line Description	Class/Item	Quantity	UOM	PO Price	Extended Amt	Due Date
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FY23 funding
EX/0-TGC 2155.441, Managed Term Contract 962-S3
Requisition0000187566
STAR 00-204948
PO Service Dates 09-01-2022 to 08-31-2023

Terms and Conditions per Managed Term Contract 962-S3 apply to this Purchase Order.

This purchase order is contingent upon the continued availability of lawful appropriations by the Texas Legislature and may be canceled at any time in whole or part without penalty. HHS or the agency does not commit to ordering specific quantities of goods/services or dollar amounts with respect to this purchase order. The agency shall be obligated to pay for only those goods and/or services ordered and received by the agency. Any funds not utilized by 08-31-2023 are automatically canceled.

Texas District: 14

Job classification: 1833
Job class title: Information Specialist IV
Job skill level: Experienced
Temp: Jacqueline Castillo
Hours per week: 40
Estimated hours: 2024

JOB DESCRIPTION:

Customer Service: answer calls and emails to DSHS Customer Service and either address questions or refer to the appropriate agency program or external contact to handle. The position will have access to standardized messaging to respond to some customer inquiries. As needed, the position will research website to locate additional information to respond to customer questions about agency programs and operations. The position enters all contacts in an electronic data base for tracking.
External presentations for the DSHS Commissioner: assist with developing presentations for the Commissioner and preparing other outward facing documents. Help edit presentations and other documents for plain language, accessibility, and formatting, and assist with graphic art.
Legislative reports: Help schedule and run kickoff meetings for legislative reports. Assist with organizing legislative report archives, researching statutes, and maintaining an agency-wide tracking system.
Help develop materials and assist with setting up and facilitating training sessions for agency-wide processes.
Help review and update content on DSHS internal website pages.

Knowledge, Skills, and Abilities:

Skill in communicating effectively both verbally and in writing.
Skill with Microsoft Office Outlook, Word, Excel, SharePoint, and Teams.
Ability to work independently and multi-task.
Ability to determine complexity of issue and triage to appropriate agency or program.
Ability to interpret and apply agency, state, and federal rules, regulations, policies and procedures.
Ability to work and communicate with individuals in personal crises and in confrontative situations.
Ability to interact with all persons, internal and external, using empathy and compassion.

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Ability to write and edit documents containing complex information.

Preferred qualifications include:
Knowledge of DSHS and/or health and human services programs and services.
Knowledge of or experience working in public health or a related field.
Experience answering calls from the public.

Service Period
Start date: 09/01/2022
End date: 08/31/2023

Hours: 8:00 AM to 5:00 PM
Days per week: Monday to Friday

Department: Executive Operation Support
Street Address of Work Location: 1100 West 49th Street
City/State/Zip: Austin, TX 78756
Bldg/Room#: Moreton, 7th Floor

Supervisor Contact (Time card approval/resume reviewer/interviewer): Angelica Martinez
Phone: 512-776-6509
Email: angelica.martinez@dshs.texas.gov
Additional/Alternate Contact Name: Mercy Bryant
Phone: 512-776-2370
Email: mercy.bryant@dshs.texas.gov
Contact (if not the Supervisor for Time card approval): Michele Torres
Phone: 512-695-9575
Email: michele.torres@dshs.texas.gov
Accounts Payable
Invoice Address: invoices@dshs.texas.gov

Vendor: WorkQuest
Address: 1011 E 53 1/2 St
Austin, TX 78751
Supplier/Payee ID: 1741976051
CPA ID#: 84202
Contact: Derek Rayborn, Director of Government Relations
Phone: 512-453-8833 Ext 101
Email: derek.rayborn@peakperformers.org
Contact: Paige O'Boyle, Talent Placement Specialist
Phone: 512-730-3162
Email: paige.oboyle@peakperformers.org
CC: tempservicepo@workquesttx.com

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HHSC PCS Purchasing Contact: Hadassah Gomez
Phone: 512-406-2466
Email: Hadassah.Gomez@hhs.texas.gov

Reference FY22 PO 0000267066

1-1	Information Specialist IV Regular Hours PO 267066	962-69	2024.00	HR	58.42000	\$118,242.08	09/01/2022
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Schedule Total \$118,242.08

Item Total for Line 1 \$118,242.08

2-1	Information Specialist IV Overtime Hours PO 267066	962-69	450.00	HR	83.54000	\$37,593.00	09/01/2022
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Schedule Total \$37,593.00

Item Total for Line 2 \$37,593.00

Total PO Amount \$155,835.08

No substitutions or cancellations are permitted without prior approval by Health & Human Services Commission. If contractor fails to deliver by promised delivery date (or reasonable time thereafter) or fails to meet requirements, Health & Human Services Commission reserves the right to purchase elsewhere and charge an increased cost and handling to contractor.

Over shipments will not be accepted unless authorized by Buyer prior to shipment. The dispute resolution process provided for in Chapter 2260 of the Texas Government Code must be used by the Health & Human Services Commission and Contractor to attempt to resolve all disputes arising under the contract.

Performance under this purchase order is acceptance of the attached affirmations and terms and conditions.

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Authorized By

Hadassah Gomez, CTED, CTM

08/23/2022