

# Health and Human Services Commission

## Purchase Order

Dispatch via Print

<b>Payment Terms</b> Net 30	<b>Freight Terms</b> Prepaid & Allow	<b>Ship Via</b> BEST WAY	<b>Purchase Order</b> <b>HHSTX-3-0000301689</b>
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.			<b>Date</b> 09/30/22
<b>All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.</b>			<b>Revision</b> Page 1
			<b>Ship To:</b> C732 - Austin:701 W 51st St HEALTH & HUMAN SERVICES COMMISSION 701 W 51st St PO Box 149030 Austin TX 78751 United States

**Vendor:** 1371800945 2  
TAGOVE LIMITED  
133 KEARNY ST STE 401  
SAN FRANCISCO CA 94108  
United States

**Bill To:** Invoice-HHSC MC2065  
HEALTH & HUMAN SERVICES COMMISSION  
4601 W Guadalupe St  
Austin TX 78751  
United States

**Fax:** 512/206-4854  
**Email:** IT\_invoicing@hhs.texas.gov

**Purchaser:** Martinka,Rebecca J 512/406-2477

Line-Sch	Inventory Item ID - Line Description	Class/Item	Quantity	UOM	PO Price	Extended Amt	Due Date
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FY23 funding  
IT/D  
Requisition: 207480  
Solicitation: HHS0010547 - Final term  
Purchase Order Term Coverage: 9/1/2022 to 8/31/2023

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 or dollar amounts with respect to this purchase order. The agency shall be obligated to pay for only those goods actually ordered and received by the agency. Any funds not utilized by 08-31-2023 are automatically canceled.

Purchase order issued in accordance with Texas Government Code §2157.068 and Texas Administrative Code RULE §212.20, DIR Exemption granted through Software Maintenance Exemption through 08/31/2022

Vendor Information:  
Vendor: Tagove  
Contact Name: Christian Elton  
Email: christian@acquire.io  
Phone: 510-507-3211

\*\*\*\*\*Electronic Delivery to Software\_Asset\_Management@hpsc.state.tx.us\*\*\*\*\*

Agency #: HHSC 529  
Contact Name: Lorry Brown  
CM: Lorry.Brown@hhs.texas.gov or Leigh.Schroeder1@hhs.texas.gov

HHSC-PCS Purchasing Contact: Rebecca Martinka  
EMAIL: rebecca.martinka@hhs.texas.gov

1-1	ACQUIRE WILL PROVIDE A CUSTOMER ENGAGEMENT PLATFORM THAT INCLUDES CHATBOT, LIVE CHAT, VIDEO CHAT, AND COBROWSING ON BROWSER BASED APPLICATIONS, ALONG WITH INTEGRATION INTO EMAIL, VOIP, AND SOCIAL MEDIA PROVIDERS FOR A UNIFICATION	920-45	1.00	YR	150000.00000	\$150,000.00	09/30/2022
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OF CHANNELS.

<b>Schedule Total</b>	\$150,000.00
<b>Item Total for Line 1</b>	\$150,000.00
<b>Total PO Amount</b>	\$150,000.00

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.

<b>Authorized By</b> 	<b>09/30/2022</b>
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