

# 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-3-0000303715</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> 10/27/22
<b>All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.</b>			<b>Revision</b> 2 - 10/31/2022
			<b>Page</b> 1
			<b>Ship To:</b> 6943 - Austin:6101 E Oltorf HEALTH & HUMAN SERVICES COMMISSION 6101 E Oltorf Austin TX 78741 United States

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

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

**Fax:** 512/424-6901  
**Email:** HHSC\_AP@hhsc.state.tx.us

**Purchaser:** Coleman, Rosetta V 512/406-2677

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

Requisition 0000208102  
PO Service Dates 11/7/2022 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:231  
Job class title: System Support Specialist IV (vacant)  
Job skill level: Experienced  
Temp: 1  
Hours per week: 40  
Estimated hours:

**JOB DESCRIPTION:**  
System Support Specialist IV

The DDS System Support Specialist is selected by the Systems Management Services Unit Manager (SMSUM) with the approval of the Directorate Manager of Systems Management Services. Under general supervision by the SMSUM, performs system support work to provide hardware and software support to approximately 1,000 customers in DDS offices in Austin. Performs a broad range of highly complex system support work in an Intelligent Workstation/Local Area Network (IWS/LAN) system environment comprised of an AS400/iSeries, multiple Ethernet LANs, IBM PC/Compatibles, Windows, numerous desktop applications including case management system (for case support), word processing, electronic mail, spreadsheet, database applications, graphics, and software applications. Duties include staffing the DDS User Help Line, routinely dealing with all levels of DDS staff to resolve a broad range of highly complex computer problems by phone and in person, installation, repair, and maintenance of IBM PC/Compatibles, creation and maintenance of user profiles and other database tables on Network and case management system, and preparation of complex database reports or verbal briefing reports for higher management.

Duties also involve evaluating software applications, interpreting technical documentation for users, writing user documentation, and training DDS staff on operation of DDS hardware and software. Consult with users and recommend software alternatives to supplement IWS/LAN case management system applications and develop customized applications to meet user system requirements. Mentors and trains entry level System Support Specialists and serves as backup on LAN Administration, AS400/iSeries operations, and as assigned. Works under general supervision with moderate latitude for the use of initiative and independent judgment. Performs other duties as assigned to maintain unit operations. May be required to work day, evening, or weekend shifts to meet demands of adequate system support. Occasional statewide and local travel may be required. DDS employees perform all business functions for SSA, using the federal SSA network and equipment. Homeland Security Presidential Directive (HSPD)-12 security clearance is

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required.

Knowledge, Skills, and Abilities (Please copy and paste here if on another document):

Knowledge of SSA, HHS, and DDS procedures on systems security, virus control, inventory control, and database management.  
 Knowledge of AS400/iSeries operating principles and procedures.  
 Skill in troubleshooting techniques to diagnose hardware and software problems and guide less experienced staff to perform troubleshooting tasks.  
 Skill in design and development of customized desktop applications and a talent for interacting with user groups.  
 Skill writing, editing, and communicating (both verbally and in writing) technical information to staff having a lower level of technical expertise.  
 Skill in organizing, prioritizing, and managing multiple tasks to meet overlapping deadlines and to work independently, under pressure, with minimum supervision.  
 Skill in reading complex documentation, interpreting it for others, and training less experienced staff.  
 Skill in functioning as part of a team and contributing to a harmonious working environment.  
 Skill in communicating with all levels of staff in the Commission, being tactful, patient, and courteous in all interactions.  
 Ability to utilize Windows operating systems and associated software to include Microsoft Word, Excel, Access, PowerPoint, and Outlook.  
 Ability to utilize an AS400/iSeries computer.  
 Ability to utilize Ethernet Local Area Network operating environment, and Windows.  
 Ability to provide first class customer service.  
 Ability to conform to established policies, procedures, and practices.  
 Ability to move, lift, and install hardware and supplies weighing 40 to 50 pounds.  
 Ability to serve in a leadership role exercising independent judgment in assuming unit coverage ensuring that component work obligations are met.

Department: SMS

Street Address of Work Location:  
 HHSC/DDS 1  
 6101 E. Oltorf Street  
 City/State/Zip: Austin, TX 78741  
 Bldg/Room#:

Supervisor Contact (Time card approval/resume reviewer/interviewer):Rick Moothery  
 Phone: 512-437-8092  
 Email: rick.moothery@ssa.gov

Alternate Contact: Donna Aleman  
 Phone:512-437-8873  
 Email:donna.aleman@ssa.gov

Agency Contact:  
 Tracy Hart  
 Phone: 512-437-5212  
 tracy.hart@ssa.gov

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PCS contact: Rosetta Coleman,CTCM, CTCD  
Phone number: (512)-406-2677  
Email address: rosetta.coleman03@hhs.texas.gov

Vendor: WorkQuest  
Address: 1011 E 53 1/2 St  
Austin, TX 78751  
Supplier/Payee ID: 1741976051  
CPA ID#: 84202

Contact: Mike Pierulla  
Phone: 512-834-8242  
Email: tempservicepo@workquesttx.com; mpierulla@workquesttx.com

CC: tempservicepo@workquesttx.com

\*\*\*Please send invoices to DDS.TX.S49.ESO@ssa.gov\*\*\*

1-1	11/7/22 - 02/06/2023, Temp Svs, System Support Specialist IV, Experienced, Position 80299	962-69	552.00	HR	50.13000	\$27,671.76	10/27/2022
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**Schedule Total**           \$27,671.76  
**Item Total for Line 1**           \$27,671.76

**Total PO Amount** \$27,671.76

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**

*Rosetta Coleman, CTCM*

10/31/2022