

Health and Human Services Commission

Purchase Order

Dispatch via Print

Payment Terms Net 30	Freight Terms Prepaid & Allow	Ship Via BEST WAY	Purchase Order HHSTX-3-0000311420
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.			Date 03/07/23
All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.			Revision Page 1
			Ship To: 1300 - Austin:4601 W Guadalupe St HEALTH & HUMAN SERVICES COMMISSION 4601 W Guadalupe St PO Box 85200 Austin TX 78751 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 0000221289
PO Service Dates 03/07/2023 to 08-31-2023

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/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: 0134
Job class title: Customer Service Representative III
Job skill level: Entry
Temp: 2 (Janet Martinez) Rosalinda Duarte
Hours per week: 16
Estimated hours:

JOB DESCRIPTION:

The Customer Service Representative III performs complex (journey-level) customer service work and reports to the Office of the Inspector General (OIG) Fraud Hotline Manager in the Operations division. Work involves providing external customer service support and receiving and documenting public inquiries and reports of potential fraud, waste and abuse of agency programs and resources received through the Fraud Hotline. The CSR III communicates with the public primarily by phone, but also via email, mailed correspondence and by fax. The CSR III enters reports of potential fraud, waste, and abuse into various OIG systems, researches information to assist investigators and solves customer service issues by explaining agency programs, policies and procedures to the public. Handles off phone tasks such as processing mail and correspondence and responding to voicemails in coordination with the Manager and other Fraud Hotline staff. Creates and maintains activity logs and reports on work responsibilities. The CSR III may train others. Attends work on a regular and predictable schedule in accordance with agency leave policy and performs other duties as assigned. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

Knowledge, Skills, and Abilities (Please copy and paste here if on another document): Knowledge of office practices and administrative procedures.
Knowledge of Medicaid and other State Program policies, rules, and regulations.
Knowledge of contact center operational processes.
Skill in the use of standard office equipment and software.
Skill in handling calls in a customer service contact center environment.
Skill in managing multiple, sometimes conflicting priorities without jeopardizing deadlines.
Ability to type 45 WPM.
Ability to respond to public inquiries and escalated customer issues in a timely manner.
Ability to interpret and explain rules, regulations, policies, and procedures.

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Ability to train others.
Ability to communicate effectively with the public and co-workers, both orally and in writing with tact and diplomacy.
Ability to document work with accurate and concise written reports in a contact center setting which requires multi-tasking.

Service Period
Start date: 03/07/2023
End date: 08/31/2023

Hours: 08:00a.m. to 5:00 p.m.
Days per week: M-F (as needed)

Department: OIG Fraud Hotline
Street Address of Work Location: 4601 W Guadalupe St
City/State/Zip: Austin, TX 78751
Bldg/Room#: North Austin Complex, room/cubicle TBD

Supervisor Contact (Time card approval/resume reviewer/interviewer):Stephanie Wilson
Phone: 512-578-5795
Email: stephanie.wilson03@hhs.texas.gov

Additional Contact:
Phone: (512) 568-1638
Email: IG_Contracts@hhs.texas.gov

Agency Contact: tephanie Wilson
Phone: 512-578-5795
Email: stephanie.wilson03@hhs.texas.gov

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

Contact: Paige O'Boyle
Phone: 512-730-3162
Email:tempervicepo@workquesttx.com;paige.oboyle@peakperformers.org

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AUSTIN TX 787511703
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Austin TX 78751
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PCS Purchasing contact
Rosetta Coleman, CTCM, CTCD
Phone number: (512)-406-2677
Email address: rosetta.coleman03@hhs.texas.gov

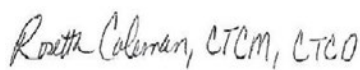
1-1	Temp staffing services for OIG Operations, Fraud Hotline dept. Job title: Customer Service Representative III . # of temps needed: 2. Temp name: Janet Martinez and Rosalinda Duarte. See attached requisition requirements for details	962-69	1219.20	HR	29.60000	\$36,088.32	03/07/2023
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Schedule Total	\$36,088.32
Item Total for Line 1	\$36,088.32
Total PO Amount	\$36,088.32

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.

Authorized By 	03/08/2023
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