



Procurement and Contracts
 Business Unit # 320AD
 Purchase Order # 24-0002817

Payment Terms: N/A **Freight Terms:** N/A **Ship Via:** N/A **PCC:** I **PO Date:** 03/07/2024 **PO End Date:** **PO Method:** IT **Dispatch:** Dispatch Via Print **Rev Dt:**

PLEASE NOTE: ADDITIONAL TERMS AND CONDITIONS MAY BE LISTED AT THE END OF THE PURCHASE ORDER.

Vendor: CONVERGEONE INC
 10900 NESBITT AVE S
 BLOOMINGTON MN 55437-3124
 United States

Ship To: Texas Workforce Commission
 1411 BRAZOS ST.
 ANNEX 0242
 AUSTIN TX 78778-0001
 United States

Bill To: APPO@twc.texas.gov or
 Texas Workforce Commission
 101 E 15TH ST
 RM 470
 AUSTIN TX 78778-0001
 United States

Vendor ID: 1411763228 003

Purchaser: Michael Kagan
Phone: (737) 400-5664
Fax:
Email: michael.kagan@twc.texas.gov

TWC Prefers Electronic Submission

PO Information:

This purchase order is in accordance with Department of Information Resource Master Contract, DIR-TSO-4308, which expires on 05/01/24. The attached TWC Standard Terms and Conditions dated 1/30/24 (ATTACHMENT 1) apply to this PO when not in conflict to those as stated in The Department of Information Resource Master Contract and will govern the issuance of a TWC Purchase order.

This purchase is according to Texas Government Code § 2157.068 Purchase of Automated Information Systems (products or services).

Avaya IVR Tech Support

TWC Contact Name: Carlos Herrera
 Tel: (512) 492-2443
 E-mail: jose.herrera@twc.texas.gov

Vendor Contact
 Name: Converge One
 Tel: (512) 475-4631

Submit invoices via email to APPO@twc.texas.gov and the Contract Manager listed above. PDF or Word Documents only are accepted. All Invoices must include reference to TWC Internal PO.

Change orders will be allowed only if unforeseen conditions arise such as, but not limited to, increasing or decreasing quantities or if the department needs dictate changes. All changes must be in the scope of original work. No verbal change orders will be permitted. All change orders must be in writing with a Purchase Order Change Notice (POCN) issued by Purchasing HUB Services.

Line-Sch:	Line Description:	PCA:	Class/Item:	Quantity:	UOM:	Unit Price:	Extended Amt:	Due Date:
1-1	Technical Support on IVR and ACD	13069	920/40	1.0000	LOT	\$5,000.00000	\$5,000.00	03/07/2024
							Schedule Total	<input type="text" value="\$5,000.00"/>
						ReqID: 0000046450		
							Item Total for Line # 1	<input type="text" value="\$5,000.00"/>
							Total PO Amount	<input type="text" value="\$5,000.00"/>

Authorized Signature

Sonya Babley, CTCD, CTCM

Sonya Babley, CTCD, CTCM

03/07/2024



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All Shipments, Shipping papers, invoices and correspondence must be identified with our Purchase Order Number. Over shipments will not be accepted unless authorized by Purchaser prior to Shipment.

IMPORTANT CONDITIONS OF ORDER

This will be your authority to deliver, in accordance with instructions above and the terms of any existing contract agreement, accepted informal bid or quotation, the articles or services listed below. Containers, invoices and correspondence relative to this order must bear the purchase order number. Unless otherwise stipulated, freight charges are included in the unit price. If we previously agreed to pay transportation charges, shipments are to be made prepaid FOB destination and charges added to the invoice.

- * PAYMENT cannot be made until ALL items on this order are received, inspected and accepted unless we previously agreed to a partial payment.
- * ALL Invoices MUST match this PO by Line Number, Description, Quantity, Amount and include Delivery Date for Prompt Payment.
- * Purchase subject to TWC Terms and Conditions (Attachment I).

The State of Texas is exempt from all Federal Excise Taxes.

Tax Exempt ID -742764775.

STATE and CITY SALES TAX EXEMPTION CERTIFICATE: The undersigned claims an exemption from taxes under Texas Tax Code, Section 151.309(4), for purchase of tangible personal property described on this numbered order, purchased from contractor and/or shipper listed above, as this property is being secured for the exclusive use of the State of Texas.

Authorized Signature

Sonya Babley, CTCD, CTCM

Sonya Babley, CTCD, CTCM

03/07/2024