



Statement of Work (SOW)

Oracle Recruiting Cloud (ORC)

Implementation Services

Solicitation No. 3202600140

Issued: January 29, 2026

Responses Due: February 05, 2026

NIGP Class Item Code	Description
920-05	Application, Infrastructure, Hosting, Data Hosting and Cloud Computing Services, Vendor Hosted and Internally Hosted
920-47	Support Services, Computer, Includes Computer Warranties
920-64	System Implementation and Engineering Services

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Glossary of Acronyms and Terms

Acronym/ Term	Description/Definition
BAFO	Best and Final Offer
CAPPS	Centralized Accounting Payroll and Personnel System
CPA	Comptroller of Public Accounts
CTCD	Certified Texas Contract Developer
CV	Curriculum Vitae
DCS	Data Center Services
DED	Deliverables Expectations Document
DIR	Department of Information Resources
EEO	Equal Employment Opportunity
EIR	Electronic and Information Resources
ESBD	Electronic State Business Daily
HLA	High-Level Architecture
HUB	Historically Underutilized Business
IT	Information Technology
NIST	National Institute of Standards and Technology
OAG	Office of the Attorney General

ORC	Oracle Recruiting Cloud
ROM	Rough Order Magnitude
SOW	Statement of Work
SPI	Sensitive Personal Information
TAC	Texas Administrative Code
TGC	Texas Government Code
TX-RAMP	Texas Risk and Authorization Management Program
TWC	Texas Workforce Commission
VPTS	Vendor Performance Tracking System
WBS	Work Breakdown Schedule
WCAG	Web Content Accessibility Guidelines
WIT	WorkInTexas

Introduction

Texas Workforce Commission (TWC) seeks Responses from Texas Department of Information Resources (DIR) Cooperative Contract Vendors to provide implementation services for Oracle's Oracle Recruiting Cloud (ORC) platform. This project aims to replace TWC's current PeopleSoft Taleo system with a more efficient, user-friendly platform and seamlessly integrates with WorkInTexas (WIT) and the State of Texas' Centralized Accounting Payroll/Personnel System (CAPPS). The Successful Respondent will provide comprehensive implementation services, including data migration, system integration, configuration, testing, training, and post-implementation support, to ensure a secure and scalable solution that meets TWC's specific business needs and complies with relevant regulations. This

Statement of Work (SOW) may be referenced as the Solicitation document as well as SOW.

The required implementation services must be commercially available for purchase in the marketplace as of the date of Vendor's response. Vendor must be an active DIR Cooperative Contract holder and must list the existing DIR contract number used to develop their proposal.

1.1 Agency Information

TWC is an administrative agency within the executive branch of the State of Texas, having its principal office at 101 East 15th Street, Austin, Texas 78778.

1.2 Point of Contact

TWC Point of Contact during this Solicitation is:

Kelly Hall, CTCD

Texas Workforce Commission

Procurement and Historically Underutilized Business (HUB) Services

Email: vendorproposals@twc.texas.gov

Required Subject Line for all Communications related to this SOW:

3202600140 — ORC Implementation Services

Vendors shall make no contact concerning this Solicitation with other TWC personnel, except as permitted by the point of contact. Failure to comply with this requirement at any point prior to Contract award may result in disqualification. This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

1.3 Schedule of Events

1.3.1 SOW Schedule

It is TWC's intention to comply with the following schedule for this Solicitation. These dates represent a tentative schedule of events. TWC reserves the right to modify these dates at any time. Prospective Vendors will be notified of modifications to the schedule.

Table 1: TWC Schedule of Event

Activity	Date
Release of TWC Solicitation Document	January 29, 2026
Submission Deadline for submitting response	February 05, 2026, at 10:00 AM CT
Evaluation of Responses	February 2026
Award of Contract (AoC)	March 2026 – May 2026

2. SOW Attachments and Tables

Attachments to this solicitation are listed in Table 2, Attachments.

Table 2: Attachments

Attachment #	Attachment Name
Attachment 1	TWC Terms and Conditions
Attachment 2	Executed Offer Form & Acknowledgement of TWC T&Cs
Attachment 3	Pricing Cost Worksheet
Attachment 4	Requirements
Attachment 5	Deliverables
Attachment 6	Deliverables Expectations Document (DED)
Attachment 7	References

Tables within this Solicitation, including those to be used by the Vendor as templates for the Responses are listed in **Table 3, Tables within this SOW.**

Table 3: Tables within this SOW

Table #	Table Name
Table 1	Schedule of Events
Table 2	Attachments
Table 3	Tables Within this SOW
Table 4	Questions Template
Table 5	Response Sections

3 Scope of Work

3.1 Required Outcome

TWC requires implementation services for its newly procured ORC platform to replace its existing PeopleSoft Taleo system. Successful Respondent must deliver a fully functional, integrated, and secure ORC environment at project completion. Key implementation requirements include:

3.1.1 Integration

Seamless integration of ORC with WorkInTexas (WIT) and the State of Texas' Centralized Accounting Payroll/Personnel System (CAPPS).

3.1.2 Configuration

Configuration of ORC to meet TWC's documented business processes and system requirements.

3.1.3 Data Migration

Secure and accurate data migration from PeopleSoft Taleo to ORC.

3.1.4 Training & Knowledge Transfer

Enabling TWC staff to effectively use and maintain the ORC platform through comprehensive training and knowledge transfer.

3.1.5 Compliance

Ensuring that the implemented ORC environment meets all applicable data

security and compliance regulations, including Section 508 of the Rehabilitation Act of 1973, as amended (29 USC § 794d) and National Institute of Standards and Technology (NIST) SP 800-53r4.

3.1.6 Stability & Reliability

Delivering a stable, scalable, and reliable ORC environment that is fully operational and meets TWC's documented acceptance criteria.

3.2 Requirements

Attachment 4A, Requirements, are specifications required for TWC's maintenance and support operations services. The Successful Respondent's services must meet or exceed all requirements listed in Attachment 4A, Requirements.

3.3 Deliverables

Attachment 5, Deliverables, references fifteen (15) Deliverables TWC requires for the implementation of the ORC platform. The Successful Respondent must meet and deliver all requirements listed in Attachment 5, Deliverables.

3.4 Excluded Scope

The Scope does not include TWC's Learning Management System.

4 Solicitation Delivery Methods

In accordance with state procurement statutes and rules, TWC will solicit eligible DIR Vendors having a current DIR Cooperative Contract that meets the requirements of this Solicitation.

4.1 Vendor Questions and Official Answers

Vendors shall submit questions by email to the Point of Contact listed in Section 1.2 Point of Contact using Table 4: Question Template, Questions Template at vendorproposals@twc.texas.gov. All questions must be emailed by the date and time listed in Section 1.3.1, SOW Schedule. TWC reserves the right to answer any questions received in response to this SOW.

Table 4: Question Template

Number	Solicitation Document Location/Cell Reference	Question
(Enter question number)	(Enter appropriate location/reference for question number)	(Enter question associated with number)
(Enter question number)	(Enter appropriate location/reference for question number)	(Enter question associated with number)
(Enter question number)	(Enter appropriate location/reference for question number)	(Enter question associated with number)

Questions and TWC official answers will be provided as an Addendum to this Solicitation. The Addendum will be sent to all DIR Vendor recipients of the SOW. Vendors should not include any confidential or proprietary information in such questions. TWC will not publish the identity of any vendor that submitted an inquiry.

4.3 Response Deadline

Vendors must submit Responses to vendorproposals@twc.texas.gov.

Responses must be received by TWC as prescribed no later than the date and time specified in **Section 1.3.1 Schedule of Events**.

The system clock in the TWC electronic mail system is the official timepiece for determining compliance with the deadline.

Responses must be e-mailed to the designated email address in Section 1.2. TWC only accepts emailed responses. **Responses received after the Submission Deadline will be disqualified.**

NOTE: TWC does not accept emailed responses that include HTML link(s) or encrypted emails that require downloading additional software.

TWC is not responsible for responses received after the deadline, illegible, incomplete, or otherwise considered disqualified due to failure of electronic equipment or operator error.

4.3 Response Ownership

All Responses, both redacted and complete, become the property of TWC. TWC reserves the right to use any and all information or materials presented in response to this SOW. Disqualification of a Vendor's Response does not eliminate this right. Vendors must submit two (2) versions of the Response: one (1) redacted and one (1) complete. In the redacted version, please include "redacted" in file name(s). (Example: "Redacted_ABC_3202400120_Pricing.pdf")

5 Public Information

TWC is a government agency subject to the Texas Public Information Act. Responses submitted to TWC as a result of this SOW are subject to release as public information after Contracts are executed or if the procurement is terminated. Vendor may not mark its complete Response "copyrighted" or mark every page as proprietary or confidential, but if a Vendor believes that its Response, or parts of its Response, may be exempted from disclosure under Texas law, the Vendor must specify page-by-page and line-by-line the parts of the Response that it believes are exempt. In addition, the Vendor must specify which exception(s) are applicable and provide detailed reasons substantiating the exception(s). Pursuant to Texas Government Code Section 2252.907, Vendor is required to make any information created, exchanged with the state pursuant to a Contract with TWC, and not otherwise excepted from disclosure under the Texas Public Information Act, available in a format that is accessible by the public at no additional charge to the state.

The Office of the Texas Attorney General (OAG) has the sole authority to determine whether information is confidential and not subject to disclosure under the Public Information Act. TWC shall comply with all decisions of the OAG.

TWC assumes no responsibility for asserting legal arguments on behalf of any Vendor. Vendors are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

The issuance of this SOW does not imply that TWC is making an offer to do business with any SOW recipient or Vendor. No agreement or other binding obligation on TWC is implied or will occur unless and until a definitive agreement is executed. The issuance of this SOW and the submission of the Vendor's Response do not create any obligation upon TWC to purchase goods or services from the Vendor, or to enter into any binding legal relationship with one (1) or more of the Vendors.

TWC makes no representations or warranties regarding the accuracy or completeness of the information contained in this SOW, its Appendices and Attachments. The Vendor is responsible for making its own evaluation of information and data contained in this SOW and in preparing and submitting its Response.

6 Response Requirements

Response shall be a maximum of seventy (70) pages in total as listed in Table 5: Response Sections. Failure to stay within the page limit may be grounds for disqualification at TWC's discretion.

Vendor shall not refer to information located outside the Response, such as a reference to a website, or linked document. Per Section 4.2 Response Deadline above, TWC will not accept any response that contains HTML links or requires TWC to download additional software.

Vendor's response to each section must be fully contained within the section response, without referral to a response within another section; however, clearly marked attachments are acceptable if clearly referenced within the response to which they pertain.

No documents, reports, or outputs prepared about TWC, its projects, contracts, or vendors may be shared with other entities without the express written permission of the TWC General Counsel.

Failure to submit a complete response may be grounds for disqualification at TWC's discretion.

6.1 Response Content Requirements

Vendors shall organize their responses in the sequence listed within Table 5: Response Sections. Each section shall be saved as a separate file and be

named as instructed in Table 5: Response Sections.

Table 5: Response Sections

Section Title	Description / Response Instructions	Source & Page Limits*
Transmittal Letter	The transmittal letter must be on company letterhead and include a statement that the person signing is authorized to contractually bind the organization in a contract with TWC. Name File: ABC_SOW_3202600058_Transmittal_Letter.docx	Limit: 1 page
Executive Summary	A separate Word document to communicate a summary of the Response. No appendices or specific references to additional information will be accepted. Name File: ABC_SOW_3202600058_Exec_Summary.docx	Limit: 2 pages
Executed Offer Form and Acknowledgement of TWC Terms and Conditions	This form must be completed and signed, or the Response will be disqualified as noncompliant. Name File: ABC_SOW_3202600058_Executed_Offer.docx (.docx or .pdf)	Attachment 2

Pricing Cost Worksheet	Itemize and price each deliverable listed in Attachment 3, Pricing Worksheet. Name File: ABC_SOW_3202600058_Cost_Sheet.xlsx	Attachment 3
Requirements	A file explaining how Vendor will meet all requirements listed in Attachment 4Requirements. Vendor must use Attachment 4A and imbed their Response to each requirement in the "Response to Requirement" column within Attachment 4A. Vendors may add columns to tables listing requirements or may insert paragraph(s) below each requirement to provide explanations. Vendor must label their imbedded responses as follows: (Replace "ABC" with Vendor organization name.) In column headings add "ABC Response". In additional narrative text, add "ABC Response for requirement number [X] Begins" at the start of the narrative text for a requirement and add "ABC Response for requirement number [X] Ends" at the end of the narrative text for a requirement. The Vendor must re-name the file as required in the "Response File Name" Section found at the bottom of this table. Name File: ABC_SOW_3202600058_Required_Services.docx	Attachment 4A

Deliverables	Unless a section requires a specific Vendor response, it is sufficient to state "Understand and will comply" following the section. Clearly label your response (e.g., begin all of your responses with "Vendor Response" or "[ABC] Response"). Name File: ABC_SOW_3202600058 _Deliverables_##.docx	Attachment 5
Implementation Strategy	A file describing the Implementation Strategy to address all acceptance criteria as listed in Attachment 5, Deliverables.	Limit: 20 pages
Project Management Plan	The draft Project Management Plan in accordance with acceptance criteria as stated in Attachment 5, Deliverables. Name File: ABC_SOW_320xx00xxx_Project Management Plan. (.docx or .pdf)	Limit: 10 pages
Cybersecurity Certification-SSAE 18 SOC 2	Statement on Standards for Attestation Engagements 18 Service and Organization Controls 2 Report (SSAE 18 SOC 2) certification Name File: ABC_SOW_3202600058_SSAE18SOC2.docx (.docx or .pdf)	Vendor's certification
Cybersecurity Certification-ISO 27001	Information Security Management ISO 27001 certification Name File: ABC_SOW_3202600058_ ISO27001.docx (.docx or .pdf)	Vendor's certification

Vendor Organization Team Experience	A separate Word document describing Vendor Organization Team's combined experience with implementing a technology solution like the one required in this SOW. Vendor must meet or exceed minimum of three (3) years' experience. Include name and address of Client Organization, Name of Project, Dates of Project, explanation of solution (goods, services, types of deliverables, etc.), lessons learned, and the outcome. Name File: ABC_SOW_3202600058_Respondent Exper_.docx	Limit: 2 pages
Vendor Organization References	A separate Word document listing at least three (3) references for whom the Vendor organization provided the same or similar scope of work and deliverables required in the Solicitation. Include contact first and last names, telephone numbers, email addresses, company names, start and end dates, cost of engagement, description of work, and whether the outcome was successful. Name File: ABC_SOW_3202600058_Respondent Exper_.docx	Attachment 07 Limit: 2 pages

Organizational Chart	A proposed Organizational Chart for the project, indicating which positions are considered Key Personnel, and describe the responsibilities of key positions and departments. The role of Subcontractors on this Contract must also be described in the proposed Organizational Chart. Name File: ABC_SOW_3202600058_Organizational_Chart. (.docx or .pdf)	Limit: 2 pages
Curriculum Vitae (CVs) of Key Personnel	A separate Word document consolidating CVs for Key Personnel. For each key person, include: Full Name Planned Role throughout the life of the Contract awarded as a result of this Solicitation Relevant Professional Credentials Qualifications Past work experience on similar contracts or projects during the two (2) years preceding the Solicitation document date. Name File: ABC_SOW_3202600058_CVs_Key_Person.docx	Minimum CVs Per Page: 2 Page Limit: 2 Pages

Terminated Contract References	A separate Word document listing the name, title, contact number, and description of services provided for any contract that was canceled or terminated prior to completion in the five (5) years preceding the Solicitation date. Vendor shall include details on the reason for the cancellation or termination and the Vendor's position relevant to the cancellation or termination, including the final resolution of the contract termination. Vendor shall provide contact information for individuals able to address questions concerning the termination. Failure to fully disclose a terminated contract within the scope of this requirement will result in disqualification, if termination was known at the time the Response is submitted. If the failure to disclose is not learned by TWC until a Contract has been awarded to the Vendor, the Contract may be terminated. In the event of such termination, the Vendor shall be liable for all costs associated with the re-procurement, including any increased costs for the services originally awarded. If there are no terminated contracts, the Vendor shall affirm such in this section. Name File: ABC_SOW_3202600058_Terminated Contract References.docx	Limit: 2 pages
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Addenda	The Respondent shall provide a completed and signed "page one" of each Addendum. Name File: ABC_SOW_3202600058_Addendum#.doc x	
N/A	Total Page Maximum:	70 Pages

***NOTE:** Items that do not include a page count limit are exempt from the overall page count.

6.2 Response Organization and File Names

The Respondent must organize its Response so each section shall be saved as a separate file and be named as described in Section 6.1, Response Content Requirements, Table 5: Response Sections, Response Sections. Additional draft documents will be excluded from evaluation but will assist during Vendor demonstrations discussions.

6.3 TWC Right to Amend or Withdraw SOW

TWC reserves the right to alter, amend, or modify any provision of this Solicitation including the Terms and Conditions, or to withdraw this Solicitation, in whole or in part, at any time prior to the award of a Contract if doing so is in the best interest of the State. TWC reserves the right to re-solicit for like or similar products and services whenever it determines re-solicitation to be in the best interest of the State.

6.4 Pre-agreement Costs

TWC shall not be responsible for or liable for any cost incurred by any Vendor in the preparation and submission of its Response to this SOW or for other costs incurred by participating in this procurement process. Further, TWC is not responsible or liable for any costs or expenses incurred by any Vendor prior to the execution of an agreement between TWC and Vendor and TWC's written authorization to commence work under a Contract.

6.5 Minimum Qualifications (Pass/Fail Criteria)

TWC reviews Pass/Fail criteria below as follows:

1. Completion and signing of Vendor's Execution of Response (see Attachment 2, Execution of Response). Vendors may fail this selection criterion for any of the following conditions:
 - a. Not completing this form in its entirety; or
 - b. Not having the form signed by an officer or agent empowered to contractually bind the Vendor.
2. All Vendors must meet minimum Vendor experience requirements as stated in Section 6.1, Response Content Requirements for their Response to be submitted to the Evaluation Team for evaluation. The Vendor must meet or exceed minimum qualifications in Section 6.1, Response Content Requirements.
3. Compliance with applicable provisions of §§ 2155.074, 2155.075, 2156.007, 2157.003, and 2157.125, Texas Government Code.

Vendors may fail this selection criterion for a score of "D" or below in the Texas Comptroller of Public Accounts (CPA) Vendor Performance Tracking System (VPTS);

6.6 Scoring and Points

TWC will use the following criteria to determine the best value for the state:

Criteria	Document	Possible Points
Pricing	Attachment 3	30
Response to Requirements	Attachment 4	40
Deliverables	Attachment 5	20
Experience, References, and Contract Terminations	Attachment 7	10
	Total Possible Points	100

6.7 Best and Final Offer (BAFO)

1. TWC in its discretion will make the determination whether to engage in a BAFO process. The BAFO process, if held, may be scored.
2. TWC reserves the right to continue to evaluate BAFO Responses until such point as it has determined that it has obtained best value for the State, as defined by [TGC § 2157.003](#).

6.8 Negotiations

At the conclusion of the evaluation, TWC will determine the number of BAFO Vendors with which it will start Contract negotiations. Negotiations will continue until TWC, in its sole discretion, determines that the best value for the State has been obtained.

6.9 Award of Contract

1. TWC Executive Management shall make the decision to award a Contract, if it is in the best interest of TWC and the State to do so. The decision of Executive Management on any award is final. Any award for this Solicitation shall be posted under 3202600140 TWC Oracle Recruiting Cloud (ORC) Implementation Services on the Electronic State Business Daily (ESBD), <http://www.txsmartbuy.com/esbd>, upon execution of a Contract. All Responses and working papers pursuant to this SOW are not subject to disclosure under the Public Information Act until all Contracts resulting from this SOW have been executed.
2. Per [TGC § 2157.0685](#), State Agencies are required to submit SOWs for DIR review and approval prior to solicitation to Vendors (award value over \$50,000). DIR must review and sign the final SOW before it becomes valid, and any money is paid to a vendor.

7 Contract Terms

7.1 Period of Performance

TWC estimates the Contract term to be one (1) year, beginning on the date of execution and expiring no later than twelve (12) months from that date.

7.2 Form of Contract

This Contract will be a firm, fixed price Contract.

7.3 Terms and Conditions

The final Terms and Conditions of any agreement ("Contract") resulting from this Solicitation shall be agreed upon during negotiation. TWC's Terms and Conditions shall be included in any awarded Contract (see **Attachment 1**). Many of the Terms and Conditions contained in **Attachment 1** are required by Texas law, which shall be the governing law for any Contract.

The DIR Cooperative Contract agreement must be followed. In the event of conflict between the DIR Cooperative Contract and TWC's Terms and Conditions, the DIR Cooperative Contract shall prevail.

Vendors must use **Attachment 2, Execution of Response of TWC Terms and Conditions** to acknowledge TWC Terms & Conditions and note any objection or exceptions to any provision, term, or condition specified in the Solicitation document or **Attachment 1, TWC Terms & Conditions**.

Exceptions must include:

1. A legal explanation as to why a Vendor cannot comply with the term or condition and why the proposed alternative language must be included in the Response; and
2. Propose alternate language in red line.

It is the responsibility of the Vendor to review both the TWC Terms and Conditions and the DIR contracted Terms and Conditions and tell TWC if there is a conflict. Merely taking a blanket exception to TWC's Terms and Conditions is not acceptable.

TWC reserves the right to make changes to the TWC Terms and Conditions if it is in the best interest of the State to do so. Should this occur prior to the award of any Contract, Vendor(s) selected for negotiations will be notified.

7.4 Contract Change Management

After Contract Award, any changes made to the signed Contract must be documented as a Contract Change and must be approved by the original signers from TWC and the Awarded Vendor or their specified designees or

replacements.

7.5 Security, Background Checks, and Mandatory Training

The Awarded Vendor's staff performing work under the Contract must sign and submit TWC security agreements and receive notification that there are no barriers to employment prior to the start date. Pursuant to Section 2.31 of TWC—Terms & Conditions, the Awarded Vendor must submit fingerprint-based criminal background checks on all personnel assigned to the services related to this Contract and provide TWC with the information required for TWC to conduct a Criminal History Report Investigation. The Awarded Vendor's personnel must have approval from TWC in order to work on TWC Contracts and project(s).

Awarded Vendor Project staff must comply with TWC Mandatory Training requirements during the term of the Contract and during any renewal period.

1. The training will consist of no more than six (6) classes with each class taking between 30 and 60 minutes. Class topics are subject to change, but currently include:
2. Cybersecurity Awareness Training;
3. Diversity, EEO, and Discrimination Prevention or Recognition and Prevention of Sexual Harassment;
4. Fraud Awareness Training;
5. Introduction to Electronic and Information Accessibility;
6. Sensitive Personal Information (SPI) Training; and
7. TWC Ethics Training.

7.6 Invoices and Payment

7.6.1 Deliverables Expectations Document (DED)

All designated TWC parties must review, sign, and date Attachment 6 Deliverables Expectation Document (DED) to document acceptance of each assigned, completed deliverable listed in Attachment 5-Deliverables.

7.6.2 Invoices

Awarded Vendors may invoice TWC after the Attachment 6 – Delivery Expectation Document documenting acceptance of the deliverable is signed and dated by all required TWC IT parties. Awarded Vendors must send invoices for payment to appo@twc.texas.gov and must submit an electronic copy to the TWC IT Contract Manager listed in Section 2 Background.

7.6.3 Payment & Retainage

Vendor will be paid ninety percent (90%) of each deliverable upon acceptance by TWC. The remaining ten percent (10%) of each deliverable will be paid upon TWC acceptance of total project completion.

Typically, payment will be issued within thirty (30) calendar days after receipt of the Invoice and DED. Awarded Vendors may track payments at the Texas Comptroller Public Account (CPA) website url:

https://fm.xcpa.texas.gov/fm/pubs/payment/gen_prov/index.php?s=pay_search&p=pay_search

7.7 Liquidated Damages

In submitting an Offer in response to this SOW, the Vendor agrees that the measure of damages in the event of a default or breach by Awarded Vendor may be difficult or impossible to calculate. In the event Awarded Vendor fails to perform Services or complete the obligations under this SOW in a timely manner, TWC may require Awarded Vendor to pay, as liquidated damages and not as a penalty, \$500 per day for failure to meet deliverable deadlines. TWC will have the right to collect liquidated damages against the Awarded Vendor upon demand payment. In addition, if at any time there are amounts payable to the Awarded Vendor under the Contract, TWC will have the right to deduct and/or withhold the liquidated damages assessed by TWC against the Awarded Vendor from the amounts payable to the Awarded Vendor.

7.8 Vendor Performance

The Vendor's performance will be reviewed by TWC's Contract Manager. Reporting requirements and vendor performance factors considered in VPTS are described in [Texas Government Code § 2155.089](#) and [34 TAC § 20.509](#).