



**Invitation For Bid TAC 553F
Temporary Personnel Services
Information Technology
Issued: June 8, 2017**

**City of Tulsa,
Oklahoma**
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NOTICE is hereby given that the CITY OF TULSA, OKLAHOMA will receive sealed Bids for the following:

BID # 553F

DESCRIPTION: Temporary Personnel Services – General Professional (Commodity Code(s): 962-69)

You are invited to submit a Bid to supply the Goods and/or Services specified above. Invitations for Bid (IFB) will be posted on the City's website at www.cityoftulsapurchasing.org or a hardcopy may be obtained at:

City of Tulsa-Purchasing Division
175 East 2nd Street, Suite 865
Tulsa Oklahoma 74103

**Bids must be received no later than 5:00 PM (CST) on Wednesday, July 12, 2017, and delivered to:
City Clerk's Office
175 East 2nd Street, Suite 260
Tulsa Oklahoma 74103**

Bids must be sealed and either mailed or delivered. No faxed or emailed Bids will be considered. Bids received after the stated date and time **will not be accepted and will be returned to the Bidder unopened.**

The Bid Packet consists of (1) this Notice of Invitation for Bid, (2) the Summary Sheet, (3) Form #1, (4) Form #2, (5) Form #3, (6) Form #4, (7) Form #5, (8) Form #6, (9) the Instructions, Terms and Conditions for Bidders, (10) Special Requirements, (11) Technical Specifications and (12) Exhibit A.

Use this checklist to ensure you have properly read and completed all Forms.

- Notice of Invitation for Bid
- Summary Sheet
- Form #1: Bidder Information Sheet. Must be completed.
- Form #2: Purchase Agreement. **Complete legal name in first paragraph and Notice provision in Section 17.i. Original signature required.**
- Form #3: Interest Affidavit. Original signature and notarization required.
- Form #4: Non-Collusion Affidavit. Original signature and notarization required.
- Form #5: Affidavit of Claimant. Original signature and notarization required.
- Form #6: Acknowledgment of Receipt of Addenda/Amendments. Must be completed and signed.
- Instructions, Terms and Conditions for Bidders
- Special Requirements (Offer Period; Insurance and Bonding; References)
- Technical Specifications
- Exhibit A: Bid Form including Delivery and Pricing. This is your Bid. It must be completed or your Bid will be rejected.

IMPORTANT NOTE: Write the Bid Number, Bid Description (as listed above), and Bid Opening Date on the lower left corner of the outside of your Bid envelope. You must return the entire completed Bid Packet.



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SUMMARY SHEET

Project Buyer

If you have any questions or need additional information, contact the assigned Project Buyer:

Terry Thomas, Senior Buyer

tthomas@cityoftulsa.org

Include **IFB TAC 553F** on the subject line

Bidder's Notice of Intent to Submit a Bid

Email the Project Buyer indicating your intent to Bid. Include **IFB 553F** on the subject line of the email. You will receive an email response verifying your notice of intent to bid was received. This same procedure should be followed to request clarification, in writing, of any point in the IFB. Bidders are encouraged to contact the Project Buyer by email if there is anything in these specifications that prevents you from submitting a Bid, or completing the Bid Packet.

Questions and concerns must be received no later than **ten (10) days prior** to the Bid Packet due date.

Issuing of Addenda

If you received the notice of this IFB from the City as a result of being registered to sell the commodity code(s) on this Bid, you should also receive notice of any addenda issued. If you are not registered with the City to sell the commodities listed herein, you must register as a supplier on the City of Tulsa Purchasing website (www.cityoftulsapurchasing.org) to receive notice of any addenda, or to receive notice of any future IFBs.

Pre-Bid Conference

If a pre-Bid conference will be held for this IFB, information on that conference will be inserted below:

Date _____ Time _____

Location _____

___ Attendance at the Pre-Bid Conference is required to submit a Bid; however Bidders may make arrangements to attend via teleconference in some cases (contact the Project Buyer for details).

___ Attendance is not required to submit a Bid.

Bid Packet Submission

The City requires two completed Bid packets: 1 Original and 1 Copy. Each must be clearly labeled on the front sheet indicating "Original" or "Copy". If a copy on electronic media is also required, the line below will be checked.

___ Electronic Copy also required.

Responses to this Invitation for Bid must be made on the forms listed on page 1. The entire completed Bid Packet must be returned or your Bid may be rejected. Do not take exception to any portion of this Bid Packet. Do not make any entries except where required. Do not insert any other documents into the Bid Packet.

Bid Opening

All Bid openings are public and take place at 8:30 a.m. Thursday, the day after Bids are due. The Bid openings are held in the City of Tulsa Council Meeting Room, 175 East 2nd Street, 2nd Floor, Tulsa, Oklahoma.



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**FORM #1
BIDDER INFORMATION SHEET**

Bidder's Exact Legal Name: _____
(Must be Bidder's company name as reflected on its organizational documents, filed with the state in which bidder is organized; not simply a DBA)

State of Organization: _____

Bidder's Type of Legal Entity: (check one)

- Sole Proprietorship
- Partnership
- Corporation
- Limited Partnership
- Limited Liability Company
- Limited Liability Partnership
- Other: _____

Bidder's Address: _____
Street City State Zip Code

Bidder's Website Address: _____ **Email Address:** _____

Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

Legal or Alternate Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____



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**FORM #2 (Page 1 of 4)
PURCHASE AGREEMENT**

INSTRUCTIONS: This document **must** be properly signed and returned or your Bid will be **rejected**. This form constitutes your offer and if accepted by the City of Tulsa will constitute the Purchase Agreement under which you are obligated to perform. Your signature on this document indicates you have read and understand these terms and agree to be bound by them.

THIS PURCHASE AGREEMENT is between the CITY OF TULSA, OKLAHOMA, a municipal corporation, 175 East 2nd Street, Tulsa, Oklahoma, 74103-3827 (the "City") and:

(Bidder's company name as reflected on its organizational documents, filed with the state in which bidder is organized; not simply a DBA) (the "Seller").

WITNESSETH:

WHEREAS, the City has approved certain specifications and advertised for or solicited Bids on the following goods or services:

TAC 553F – Temporary Personnel Services – Information Technology

(the "Goods and/or Services"); and

WHEREAS, Seller desires to provide such Goods and/or Services to City, acknowledges that this document constitutes Seller's offer to provide the Goods and/or Services specified below, and further acknowledges that if executed by the City's Mayor, this document will become the Purchase Agreement for such Goods and/or Services.

NOW, THEREFORE, for and in consideration of the terms, covenants and conditions hereinafter set forth, the parties hereto agree as follows:

- Documents Comprising the Agreement.** The Bid Packet includes the Notice of Invitation to Bid, the Summary Sheet, Form #1, Form #2, Form #3, Form #4, Form #5, Form #6, the Instructions, Terms and Conditions for Bidders, the Special Requirements, the Technical Specifications, Exhibit A and any addenda or amendments to the Bid Packet. The Bid Packet is incorporated herein by this reference. In the event of conflicting or ambiguous language between this Purchase Agreement and any of the other Bid Packet documents, the parties shall be governed first according to this Purchase Agreement and second according to the remainder of the documents included in the Bid Packet. Seller may submit as part of its Bid additional materials or information to support the Bid. Additional materials or information submitted by Seller which are not ambiguous and which do not conflict with this Purchase Agreement or the other Bid Packet documents are incorporated herein by this reference.
- Purchase and Sale.** Seller agrees to sell City the Goods and/or Services for the price and upon the delivery terms set forth in Exhibit A hereto. City agrees to pay Seller the price as set forth in Exhibit A based on (a) the quantity actually purchased in the case of goods or services priced by unit, or (b) the total price for a stated quantity of goods or services, upon (i) delivery of the Goods and/or Services to the City, (ii) the City's Acceptance thereof, and (iii) Seller's submission and City's approval of a verified claim for the amount due. City shall not pay any late charges or fees.
- Irrevocable Offer.** Seller understands and acknowledges that its signature on this Agreement constitutes an irrevocable offer to provide the Goods and/or Services. There is no contract unless and until City's Mayor/Mayor Pro Tem executes this Agreement accepting Seller's Bid. No City officer, employee or agent except the Mayor (or Mayor Pro Tem) has the authority to award contracts or legally obligate the City to any contract. Seller shall not provide any Goods and/or Services to City pursuant to this Agreement before this Agreement is executed by City. If Seller provides any Goods and/or Services to City pursuant to this Agreement before this Agreement is executed by City, such Goods and/or Services are provided at Seller's risk and City shall have no obligation to pay for any such Goods and/or Services.
- Term.** The term of this Agreement shall be effective commencing on the date of execution of this Agreement by the Mayor/Mayor Pro Tem of the City of Tulsa and terminating one year from that date. City in its sole discretion may offer Seller an opportunity to renew this Agreement for an additional four (4) one (1) year term(s). Seller understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Goods and/or Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Goods and/or Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.
- Warranties.** Seller shall assure that the Goods and/or Services purchased hereunder are covered by all available and applicable manufacturers' warranties for such Goods and/or Services. Seller expressly agrees that it will be responsible for performing all warranty obligations set forth in the Technical Specifications for the Goods and/or Services covered in this Agreement. Seller also warrants that the Goods and/or Services will conform to the Technical Specifications and Special Requirements, and further warrants that the Goods and/or Services shall be of good materials and workmanship and free from defects for either a minimum of one (1) year from the date of Acceptance or installation by City, whichever is later, or as **specified in the Technical Specifications**, whichever is later. In no event shall Seller be allowed to disclaim or otherwise limit the express warranties set forth herein.
- Warranty Remedies.** City shall notify Seller if any of the Goods and/or Services fails to meet the warranties set forth above, and Seller shall promptly correct, repair or replace such Goods and/or Services at Seller's sole expense. Notwithstanding the foregoing, if such Goods and/or Services shall be determined by City to be defective or non-conforming within the first thirty (30) days after the date of Acceptance by City, then City at its option shall be entitled to a complete refund of the purchase price and, in the case of Goods, shall promptly return such Goods to Seller. Seller shall pay all expenses related to the return of such Goods to Seller.



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- 7. **Seller Bears Risk.** The risk of loss or damage shall be borne by Seller at all times until the Acceptance of the Goods or Services by City.
- 8. **No Indemnification by City.** Seller understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Seller harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Seller shall not limit its liability to City for actual loss or direct damages for any claim based on a material breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled.
- 9. **Indemnification by Seller.** Seller agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of any nature brought against them due to the use of patented appliances, products or processes provided by Seller hereunder. Seller shall pay all royalties and charges incident to such patents.
- 10. **No Insurance by City.** If City is leasing Goods herein, City shall not be required to obtain insurance for Seller's property. Seller shall be solely responsible for any insurance it deems necessary. City is self-insured for its own negligence, subject to the limits of the Governmental Tort Claims Act (51 O.S. § 151 et seq.).
- 11. **No Confidentiality.** Seller understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 et seq.) and therefore cannot assure the confidentiality of contract terms or other information provided by Seller pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements thereunder.
- 12. **Non-Responsive Bids.** Seller understands and acknowledges that if it adds terms and conditions to its Bid that are different from the terms set forth herein that its Bid may be rejected as non-responsive. Furthermore, if City accepts Seller's Bid and awards a contract to Seller based on such Bid, City shall not be bound to any exceptions, changes or additions made by Seller, and any terms and conditions added by Seller which are not expressly agreed to by City in writing will be void and of no force and effect and the parties will be governed according to the document precedence set forth in Section 1 above.
- 13. **Compliance with Laws.** Seller shall be responsible for complying with all applicable federal, state and local laws, regulations and standards. Seller is responsible for any costs of such compliance. Seller certifies that it and all of its subcontractors to be used in the performance of this Purchase Agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1312 and includes but is not limited to the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.
- 14. **Termination.** City, by written notice, may terminate this Agreement, in whole or in part, when such action is in the best interest of City. If this Agreement is so terminated, City shall be liable only for payment for Goods accepted and Services rendered prior to the effective date of termination. City's right to terminate this Agreement is cumulative to any other rights and remedies provided by law or by this Agreement.
- 15. **Price Changes.** The parties understand and agree that the variables in Seller's cost of performance may fluctuate, but any change in Seller's cost of performance will not alter its obligations under this Agreement, nor excuse performance or delay on Seller's part. If the IFB provides that Seller may include a price escalation provision in its Bid, Seller's price escalation provision will be evaluated by City as part of Seller's Bid price when awarding the Bid.
- 16. **Right to Audit.** The parties agree that Seller's books, records, documents, accounting procedures, practices, price lists or any other items related to the Goods and/or Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Seller is required to retain all records related to this Agreement for the duration of the term of this Agreement and a period of three years following completion and/or termination of the Agreement. If an audit, litigation or other action involving such records begins before the end of the three year period, the records shall be maintained for three years after the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.
- 17. **Notice.** Any notice, demand, or request required by or made pursuant to this Agreement shall be deemed properly made if personally delivered in writing or deposited in the United States mail, postage prepaid, to the addresses specified below.

i. To Seller: _____

To CITY: City Clerk
CITY OF TULSA, OKLAHOMA
175 E. 2nd Street, Suite 260
Tulsa, Oklahoma 74103

With a copy to: Terry O. Thomas, Senior Buyer
175 E. 2nd Street, Suite 260
Tulsa, Oklahoma 74103

- 18. **Relationship of Parties.** The Seller is, and shall remain at all times, an independent contractor with respect to activities and conduct while engaged in the performance of services for the City under this Agreement. No employees, subcontractors or agents of the Seller shall be deemed to be employees of the City for any purpose whatsoever, and none shall be eligible to participate in any benefit program provided by the City for its employees. The Seller shall be solely responsible for the payment of all employee wages and salaries, taxes,



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withholding, payments, fringe benefits, insurance premiums, continuing education courses, materials or related expenses on behalf of its employees, subcontractors, and agents. Nothing in this Agreement shall be construed to create a partnership, joint venture, or agency relationship among the parties. No party shall have any right, power or authority to act as a legal representative of another party, and no party shall have any power to obligate or bind another party, or to make any representations, express or implied, on behalf of or in the name of the other in any manner or for any purpose whatsoever.

19. **Third Parties.** This Agreement is between City and Seller and creates no right unto or duties to any other person. No person is or shall be deemed a third party beneficiary of this Agreement.
20. **Time of Essence.** City and Seller agree that time is deemed to be of the essence with respect to this Agreement.
21. **Binding Effect.** This Agreement shall be binding upon City and Seller and their respective successors, heirs, legal representatives and permitted assigns.
22. **Headings.** The headings used herein are for convenience only and shall not be used in interpreting this Agreement
23. **Severability Provision.** If any term or provision herein is determined to be illegal or unenforceable, the remainder of this Agreement will not be affected thereby. It is the intention of the parties that if any provision is held to be illegal, invalid or unenforceable, there will be added in lieu thereof a provision as similar in terms to such provision as is possible to be legal, valid and enforceable.
24. **Governing Law And Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue. City does not and will not agree to binding arbitration of any disputes.
25. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.
26. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise. This Agreement may only be modified or amended in a writing signed by both parties. Notwithstanding anything to the contrary stated herein or in the attachments to this Agreement, no future agreements, revisions or modifications that may be required under this Agreement are effective or enforceable unless such terms, revisions or modifications have been reduced to writing and signed by City and Seller. Seller may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Seller shall not be entitled to any claim for extras of any kind or nature.
27. **Multiple Counterparts.** This Agreement may be executed in several counterparts, each of which shall be deemed an original, but which together shall constitute one and the same instrument.
28. **Interpretive Matters and Definitions.** The following interpretive matters shall be applicable to this Agreement:
 - 28.1 Unless the context otherwise requires: (a) all references to Sections are to Sections of or to this Agreement; (b) each term defined in this Agreement has the meaning assigned to it; (c) "or" is disjunctive but not necessarily exclusive; (d) words in a singular include the plural and vice versa. All references to "\$" or to dollar amounts shall be in lawful currency of the United States of America;
 - 28.2 No provision of this Agreement will be interpreted in favor of, or against, any of the parties hereto by reason of the extent to which such party or its counsel participated in the drafting thereof or by reason of the extent to which any such provision is inconsistent with any prior draft hereof or thereof;
 - 28.3 Any reference to any applicable laws shall be deemed to refer to all rules and regulations promulgated thereunder and judicial interpretations thereof, unless the context requires otherwise;
 - 28.4 The word "including" means "including, without limitation" and does not limit the preceding words or terms; and
 - 28.5 All words used in this Agreement shall be construed to be of such gender, number or tense as circumstances require.
29. **Equal Employment Opportunity.** Each bidder agrees to comply with all applicable laws regarding equal employment opportunity and nondiscrimination.
30. **Authority to Bind.** The undersigned individual states that s/he has authority to bind Seller to this Agreement, that s/he has read and understands the terms of this Agreement, and that Seller agrees to be bound by this Agreement and its incorporated documents.



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IMPORTANT NOTE: This document must be signed by the proper person as set forth in Instructions, Terms and Conditions for Bidders, paragraph 4. FAILURE TO SUBMIT PROPERLY AUTHORIZED SIGNATURE MAY RESULT IN YOUR BID BEING REJECTED AS NONRESPONSIVE.

IN WITNESS WHEREOF, this Agreement has been executed in multiple copies on the dates set forth below to be effective during the period recited above.

Seller Company Name: _____

Sign Here ► _____

ATTEST:

Printed Name: _____

Title: _____

Corporate Secretary

Date: _____

Company Name/Address [Please Print] _____ Address _____ City _____ State _____ Zip Code _____

() - () -
Telephone Number _____ Fax Number _____ Email Address _____

**CITY OF TULSA, OKLAHOMA,
a municipal corporation,**

ATTEST:

By: _____
Mayor

City Clerk

Date: _____

APPROVED:

Assistant City Attorney



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FORM #3

INTEREST AFFIDAVIT

STATE OF _____)

)ss.

COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that I am the agent authorized by Seller to submit the attached Bid. Affiant further states that no officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Bidder's business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers and/or employees of the City of Tulsa own an interest in the Bidder's business which is less than a controlling interest, either direct or indirect.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20_____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

The Affidavit must be signed by an authorized agent and notarized



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FORM #4

NON-COLLUSION AFFIDAVIT

(Required by Oklahoma law, 74 O.S. §85.22-85.25)

STATE OF _____)

)ss.

COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that:
(Seller's Authorized Agent)

- 1. I am the authorized agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Bidders and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the Bid to which this statement is attached.
2. I am fully aware of the facts and circumstances surrounding the making of Seller's Bid to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Bid; and
3. Neither the Seller nor anyone subject to the Seller's direction or control has been a party:
a. to any collusion among Bidders in restraint of freedom of competition by agreement to Bid at a fixed price or to refrain from Bidding,
b. to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
c. in any discussions between Bidders and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20_____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

The Affidavit must be signed by an authorized agent and notarized



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FORM #5

AFFIDAVIT OF CLAIMANT

STATE OF _____)

)ss.

COUNTY OF _____)

The undersigned person, of lawful age, being first duly sworn on oath, says that all invoices to be submitted pursuant to this agreement with the City of Tulsa will be true and correct. Affiant further states that the work, services or material furnished will be completed or supplied in accordance with the plans, specifications, orders, requests and/or contract furnished or executed by the affiant. Affiant further states that (s)he has made no payment directly or indirectly to any elected official, officer or employee of the City of Tulsa or of any public trust where the City of Tulsa is a beneficiary, of money or any other thing of value to obtain payment of the invoice or procure the contract or purchase order pursuant to which an invoice is submitted. Affiant further certifies that (s)he has complied with all applicable laws regarding equal employment opportunity.

Company: _____

Remit to
Address: _____

City, State
Zip: _____

Phone: _____

Name (print): _____

Signature: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My commission expires: _____

My commission number: _____

County and State where notarized: _____

The Affidavit must be signed by an authorized agent and notarized



Tulsa
CITY OF
A New Kind of Energy.

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FORM #6

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS

I hereby acknowledge receipt of the following addenda or amendments, and understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

Sign Here ►

Printed Name: _____

Title: _____

Date: _____



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INSTRUCTIONS, TERMS AND CONDITIONS FOR BIDDERS

1. **PURCHASING AUTHORITY.** City issues this Invitation For Bid pursuant to Tulsa City Charter, Art. XII, §14 and Tulsa Revised Ordinances, Title 6, Ch. 4, the provisions of which are incorporated herein.
2. **DEFINITIONS.** The following terms have the following meanings when used in the documents comprising this Bid Packet.
 - A. **“Acceptance”** with respect to a Bid shall mean the City’s selection of a Bid, and award of a contract to the Bidder/Seller.
 - B. **“Acceptance”** with respect to delivery of Goods and/or Services provided under a Purchase Agreement shall mean City’s written acknowledgement that Seller has satisfactorily provided such Goods and/or Services as required.
 - C. **“Addenda” “Addendum” or “Amendment(s)”** shall mean a clarification, revision, addition, or deletion to this Invitation For Bid by City which shall become a part of the agreement between the parties.
 - D. **“Authorized Agent”** means an agent who is legally authorized to bind the Seller under the law of the State in which the Seller is legally organized. An Authorized Agent must sign all documents in the Bid Packet on behalf of the Seller. Under Oklahoma law, the Authorized Agent for each of the following types of entities is as stated below:
 - **Corporations** – the president, vice president, board chair or board vice chair can sign; others can sign if they have and provide the City with (i) a corporate resolution giving them authority to bind the Seller, and (ii) a recent corporate secretary’s certificate indicating the authority is still valid.
 - **General Partnerships** – any partner can sign to bind all partners.
 - **Limited Partnerships** – the general partner must sign.
 - **Individuals** – no additional authorization is required, but signatures must be witnessed and notarized.
 - **Sole Proprietorship** – the owner can sign. Any other person can sign if s/he provides a recent Power of Attorney, signed by the owner, authorizing him/her to bind the sole proprietorship.
 - **Limited Liability Company (LLC)** – The manager as named in the Operating Agreement can sign. Any person authorized by the Operating Agreement or a member can sign providing the person submits a copy of the authorization with a certificate of the members indicating the authorization is still valid.Entities organized in States other than Oklahoma must follow the law of the State in which they are organized.
 - E. **“Bid”** means the Seller’s offer to provide the requested Goods and/or Services set forth in Exhibit A and any additional materials or information the Seller chooses to submit to support the Bid.
 - F. **“Bidder”** means the legal entity which submits a Bid for consideration by City in accordance with the Invitation For Bid.
 - G. **“Bid Packet”** consists of the following documents (1) the Notice of Invitation for Bid, (2) the Summary Sheet, (3) Form #1, (4) Form #2, (5) Form #3, (6) Form #4, (7) Form #5, (8) Form #6, (9) the Instructions, Terms and Conditions for Bidders, (10) Special Requirements, (11) Technical Specifications, and (12) Exhibit A.
 - H. **“Bid Submission Date”** shall mean the last date by which the City will accept Bids for an Invitation For Bid.
 - I. **“City”** shall mean the City of Tulsa, Oklahoma.
 - J. **“Days”** shall mean calendar days unless specified otherwise.
 - K. **“Primary Seller”** shall mean the Seller whose Bid City selected as the principal supplier of the Goods and/or Services required under this Agreement.
 - L. **“Project Buyer”** shall mean the City’s employee assigned to serve as the contact person for Bidders/Sellers responding to Invitations For Bid or completing contracts herein.
 - M. **“Purchasing Division or Office”** shall mean the City of Tulsa’s Purchasing Division, located at 175 East 2nd Street, Suite 865, Tulsa, Oklahoma 74103
 - N. **“Secondary Seller”** shall mean the Seller whose Bid City selected as a back-up supplier in the event the Primary Seller is unable to provide all the Goods and/or Services required.
 - O. **“Seller”** shall mean the Bidder whose Bid City selected and awarded a contract.



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P. “You” or “Your” shall mean the Bidder responding to this Invitation For Bid or the Seller whose Bid the City selected and awarded a contract.

Q. “Website” shall mean the City of Tulsa’s website for the Purchasing Division: www.cityoftulsapurchasing.org.

- 3. QUESTIONS REGARDING INVITATION FOR BID.** Questions regarding any portion of this Invitation For Bid must be submitted in writing (sent by mail, fax or email) to the Project Buyer indicated on the Summary Sheet herein. You should submit questions as early as possible and preferably before the pre-Bid conference. Questions and concerns must be received no later than ten (10) days prior to the Bid Packet due date. Any oral responses to questions before the contract is awarded are not binding on City. At City’s discretion, any information or clarification made to you may be communicated to other Bidders that notified City of their intent to Bid if appropriate to ensure fairness in the process for all Bidders. You must not discuss questions regarding the Invitation For Bid with anyone other than the Project Buyer or other Purchasing Division staff or your Bid may be disqualified, any contract recommendation or Acceptance may be rescinded, or any contract may be terminated and delivered Goods returned at your expense and City refunded any payments made.
- 4. ORAL STATEMENTS.** No oral statements by any person shall modify or otherwise affect the provisions of this Invitation For Bid and/or any contract resulting therefrom. All modifications, addenda or amendments must be made in writing by City’s Purchasing Division.
- 5. EXAMINATION BY BIDDERS.** You must examine the specifications, drawings, schedules, special instructions and the documents in this Bid Packet prior to submitting any Bid. Failure to examine such documents and any errors made in the preparation of such Bid are at your own risk.
- 6. ADDENDA OR AMENDMENTS TO INVITATIONS FOR BID.** City may addend or amend its Invitation For Bid at any time before the Bid Submission Date, and any such addenda or amendments shall become a part of this Agreement. City will attempt to send a notification (by fax or email) of any addenda or amendments to those Bidders who have responded to the City’s Project Buyer of their intent to respond to the Invitation For Bid. However, it is your responsibility to inquire about any addenda or amendments, which will be available from the City’s Purchasing Division and its website. You must acknowledge receipt of any addenda or amendments by signing and returning the Acknowledgment of Receipt of Addenda/Amendments form and attaching it to this Invitation For Bid with your Bid. City may reject any Bid that fails to acknowledge any addenda or amendments.
- 7. SPECIFICATIONS/DESCRIPTIVE TERMS/SUBSTITUTIONS.** Unless the term “no substitute” is used, the City’s references to a brand name, manufacturer, make, or catalogue designation in describing an item in this Bid Packet does not restrict you to that brand or model, etc. The City may make such references to indicate the type, character, quality and/or performance equivalent of the item desired. However, you are required to furnish the exact item described in your Bid unless a proposed substitution is clearly noted and described in the Bid.
- The parties recognize that technology may change during the period Bids are solicited and subsequent contracts are performed. Therefore, City may at its option accept changes or substitutions to the specifications for Goods of equal or better capabilities at no additional cost to City. In the case of existing contracts, you shall give City 30 days advance notice in writing of any such proposed changes or substitutions. City shall determine whether such items are acceptable as well as any proposed substitute.
- All Goods shall be new unless otherwise so stated in the Bid. Any unsolicited alternate Bid, or any changes, insertions, or omissions to the terms and conditions, specifications, or any other requirements of this Bid, may be considered non-responsive and the Bid rejected.
- 8. PRICES/DISCOUNTS.** Prices shall be stated in the units and quantity specified in the Bid Packet documents. In case of discrepancy in computing the Bid amount, you guarantee unit prices to be correct and such unit prices will govern. Prices shall include transportation, delivery, packing and container charges, prepaid by you to the destination specified in the Specifications. Discounts for prompt payment will not be considered in Bid evaluations, unless otherwise specified. However, offered discounts for prompt payment will be taken if payment is made within the discount period.
- 9. DELIVERY.** All prices quoted shall be based on delivery F.O.B. Tulsa, Oklahoma or to any other points as may be designated in the Technical Specifications, with all charges prepaid by Seller to the actual point of delivery. Bids must state the number of days required for delivery under normal conditions.
- 10. TAXES.** City is exempt from federal excise and state sales taxes and such taxes shall not be included in the Bid prices.



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11. **BID SUBMISSION.** The Bid Packet forms must be prepared in the name of Bidder and properly executed by an Authorized Agent with full knowledge and acceptance of all provisions, in ink and notarized. Bids may not be changed or withdrawn after the deadline for submitting Bids (the "Bid Submission Date"). A Bid is an irrevocable offer and when accepted by City (as evidenced by City's execution of the Purchase Agreement) shall constitute a firm contract.
- A. **BIDS MUST BE SUBMITTED ONLY ON THE BID PACKET FORMS AND SIGNED BY AN AUTHORIZED AGENT. THE ENTIRE BID PACKET MUST BE RETURNED AS RECEIVED WITH ALL FORMS COMPLETED. YOU MAY ATTACH, AFTER EXHIBIT A, ANY DOCUMENTS NECESSARY TO COMPLETELY AND ACCURATELY RESPOND TO THE REQUEST. BIDS MUST BE IN STRICT CONFORMANCE WITH ALL INSTRUCTIONS, FORMS, AND SPECIFICATIONS CONTAINED IN THIS BID PACKET.**
 - B. Sealed Bids may be either mailed or delivered, but must be received at:
City of Tulsa – Office of City Clerk
175 East 2nd Street, Suite 260
Tulsa, Oklahoma 74103
 - C. Bids will be accepted at the above address from 8:00 a.m. to 5:00 p.m., Monday thru Friday except for City holidays. City is not responsible for the failure of Bids to be received by the City Clerk's Office prior to the due date and time.
 - D. Late Bids will be **rejected**. The Purchasing Agent, in his sole discretion, may make exceptions only for the following reasons:
 - 1. City Hall closed for business for part or all of the day on the date the response was due;
 - 2. If the City deems it appropriate due to large-scale disruptions in the transportation industry that may have prevented delivery as required.
 - 3. If documented weather conditions caused the late delivery. You must provide documentation of such weather to the satisfaction of the Purchasing Agent.
 - E. **City will not accept faxed Bids**, nor will City accept Bids faxed to the City Clerk, Purchasing Division or Office, or any other City office or employee.
 - F. City is not responsible for any of your costs in preparing the Bid response, attending a pre-Bid conference, or any other costs you incur, regardless of whether the Bid is submitted, accepted or rejected.
 - G. All Bids must be securely sealed and plainly marked with the Bid Number, Bid Title, and Bid Opening Date on the lower left corner of the outside of the Bid envelope. Your name and address must also be clearly indicated on the envelope.
 - H. If submitting multiple options ("Option(s)") to the Invitation for Bid, each will be considered separately requiring each response to be complete and accurate. Each Option must be clearly marked as Option 1 of 3, Option 2 of 3, etc.
 - I. The number of copies you must submit is listed on the Summary Sheet in the front of the Bid Packet. However, at a minimum, there will be (1) an original, clearly labeled as such in 1" red letters on the Bid Packet cover page, and (2) a copy for City's Purchasing Division, clearly labeled as such in 1" red letters on the Bid Packet cover page. If binders are used, they must also be labeled.
 - J. Multiple boxes or envelopes are permissible, but must not weigh more than 50 pounds. Each box must be labeled as instructed herein and numbered (i.e., Box 1 of 3; Box 2 of 3). **The original must be in Box #1.**
 - K. The original and all copies (either paper or electronic) must be identical in all respects. Bids must be completed and submitted in ink or typewritten. Bids written in pencil will be rejected. Any corrections to the Bids must be initialed in ink.
12. **BID REJECTION OR WITHDRAWAL.**
- A. City may reject any or all Bids, in whole or in part.
 - B. **A Bid may be rejected if it contains additional terms, conditions, or agreements that modify the requirements of this Invitation For Bid or attempts to limit Bidder's liability to the City.**
 - C. A Bid may be rejected if Bidder is currently in default to City on any other contract or has an outstanding indebtedness of any kind to City.
 - D. City reserves the right to waive any formalities or minor irregularities, defects, or errors in Bids.
 - E. Bid withdrawal may only be accomplished by an Authorized Agent requesting the withdrawal in person at the City Clerk's office before the City's close of business on the Bid Submission Date.
13. **BID RESULTS.** A tabulation of Bids received will be made available on the City's Purchasing Division website generally within 5 working days after the Bid Opening Date. After a contract award is recommended to the Mayor, a copy of the Bid summary will be available in the City Clerk's Office. Bid results are not provided in response to telephone or email inquiries.
14. **PURCHASE ORDER.** In the event that the successful Bid is for an amount less than One Hundred Thousand Dollars (\$100,000), and it is determined by the City to be in the best interests of the City, the City, in its sole discretion, may issue a Purchase Order rather than execute the Purchase Agreement to purchase the Goods. If a Purchase Order is issued, however, the terms of the Bid Packet documents, including the Purchase Agreement, will govern the transaction and be enforceable by the City and Bidder/Seller.



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15. **CONTRACT AWARD.** If a contract is awarded, it will be awarded to the Bidder that City determines is the lowest secure Bidder meeting specifications. Such Bid analysis will consider price and other factors, such as Bidder qualifications and financial ability to perform the contract, as well as operating costs, delivery time, maintenance requirements, performance data, history of contract relations with City, and guarantees of materials and equipment, as applicable. A complete list of the factors that are considered is set forth in Tulsa Revised Ordinances, Title 6, Ch. 4, §406E. Unless otherwise noted, City reserves the right to award a contract by item, one or more groups of items, or all the items in the Bid, whichever is in City's best interest.
16. **IRS FORM W-9.** If City selects your Bid and awards a contract to you, you will have ten (10) days from notification of the award to provide City with your complete IRS Form W-9.
17. **NOTICE TO PROCEED.** If City accepts your Bid and executes the Purchase Agreement, you shall not commence work until authorized to do so by the Purchasing Agent or his representative. Receipt of a Purchase Order from the City is notice to proceed.
18. **PAYMENTS.** Invoices should be e-mailed to City of Tulsa – Accounts Payable at:

apinvoices@cityoftulsa.org

Payment will be made Net 30 days after receipt of a properly submitted invoice or the City's Acceptance of the Goods and/or Services, whichever is later, unless City decides to take advantage of any prompt payment discount included in the Bid

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SPECIAL REQUIREMENTS

1. Irrevocable Offer Period. You understand and acknowledge that the offer submitted as your Bid is firm and irrevocable from the City's close of business on the Bid Submission Date until 365 days after the Bid Opening Date.

2. General Liability/Indemnification. You shall hold City harmless for any loss, damage or claims arising from or related to your performance of the Purchase Agreement. You must exercise all reasonable and customary precautions to prevent any harm or loss to all persons and property related to the Purchase Agreement. You agree to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the Goods, Services, labor, or materials furnished by you or your subcontractors under the provisions of the Bid Packet documents.

3. Liens. Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City. Bidder shall deliver all goods to City free and clear of liens. Delivery by Seller to City of goods which are subject to liens under the Purchase Agreement shall be a material breach of the Purchase Agreement and all damages and costs incurred by City as a result of the existence of such liens shall be paid to City by Seller. At City's option, City may return such goods to Seller and Seller shall pay the cost of returning such goods and reimburse City for any payments made for such goods.

4. Insurance. If checked "Yes," the following insurance is required: Yes: X No:

Seller and its subcontractors must obtain at Seller's expense and keep in effect during the term of the Purchase Agreement, including any renewal periods, policies of General Liability insurance in the minimum amounts set forth below and Workers' Compensation insurance in the statutory limits required by law.

Workers' Compensation	(Statutory limits)
-----------------------	--------------------

SELLER'S INSURER MUST BE AUTHORIZED TO TRANSACT BUSINESS IN THE STATE OF OKLAHOMA.

You will have 10 days after notification that your Bid was selected for contract award by City to provide proof of such coverage by providing the assigned Project Buyer shown on the Summary Sheet of this Bid Packet with a Certificate of Insurance. The Certificate of Insurance must be completed with the following information:

- A. Your name
- B. Insurer's name and address
- C. Policy number
- D. Liability coverage and amounts
- E. Commencement and expiration dates
- F. Signature of authorized agent of insurer
- G. Invitation for Bid number

The Seller shall not cause any required insurance policy to be cancelled or to permit it to lapse. It is the responsibility of Seller to notify City of any change in coverage or insurer by providing City with an updated Certificate of Liability Insurance. Failure of Seller to comply with the insurance requirements herein may be deemed a breach of the Purchase Agreement. Further, a Seller who fails to keep required insurance policies in effect may be deemed to be ineligible to bid on future projects, ineligible to respond to invitations for bid, and/or ineligible to engage in any new purchase agreements

5. Bonding.

A. Bid Bond. If the box is checked "Yes," the Bid Bond is required:

Yes: No: X

B. Performance Bond. If the box is checked "Yes," the Performance Bond is required:

Yes: No: X

6. References. If the box is checked "Yes," References are required:

Yes: X No:



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A New Kind of Energy.

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For each reference, the following information must be included: Company Name, Contact Name, Address, Phone Number, E-Mail Address, and Length of Contract with the Bidder.

Company Name: _____
 Contact Name: _____
 Address: _____
 Phone number: _____
 Email Address: _____
 Length of Contract: _____

Company Name: _____
 Contact Name: _____
 Address: _____
 Phone number: _____
 Email Address: _____
 Length of Contract: _____

Company Name: _____
 Contact Name: _____
 Address: _____
 Phone number: _____
 Email Address: _____
 Length of Contract: _____

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TECHNICAL SPECIFICATIONS

INTRODUCTION

The City of Tulsa's Information Technology ("IT") Department consists of 110 employees. They include the work organizations of information security, communication and engineering services, desktop support, the project management office, business intelligence systems, the data center, database services, financial systems, public services systems, the service desk, public safety systems, and administrative support. The City has a variety of hardware and software platforms.

The financial, payroll and personnel systems utilize Infor a packaged software system operating on an IBM under VM/VSM operating system. The public safety and Municipal Court systems were developed in-house using Oracle and operate on an IBM Model P 630 computer running the IBM AIX operating system.

INTENT

The intent of this invitation is to secure sealed bids from qualified Sellers for the purpose of entering into an annual contract for providing temporary Information Technology professional services for the City of Tulsa's Information Technology Department.

PRICES

PRICES BID SHALL BE FIRM FOR THE DURATION OF THE CONTRACT PERIOD.

GENERAL REQUIREMENTS

1. DELIVERY OF BIDS

While we appreciate the opportunity to review and to see your presentation materials and brochures, please address the specific items specified in this request in the order referenced in these Technical Specifications.

2. AWARD OF CONTRACT

The primary objective of this Invitation for Bid and the resultant contracts will be to maximize the quality and minimize the cost to the City for the services of temporary Information Technology personnel. Cost is not the only factor which will be considered. The City of Tulsa is looking for the lowest secure bid meeting all specifications and providing the best service opportunities. Award will be based on the highest score on the rating matrix.

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

A contract will likely be awarded to a Primary Seller and a Secondary Seller and a possible Tertiary Seller for the Information Technology Professional Temporary Services on the pricing pages. When a need for a temporary worker is identified, the Primary Seller will be given 48 hours to respond with the name and arrival time of a qualified person to fill that position. If the Primary Seller is not successful in filling the position in that time frame, the Secondary Seller will be given the same chance to fill the position.

If a pattern of difficulty in filling a particular position, or type of position, develops with the Primary Seller, the City also reserves the right to move immediately to the Secondary Seller to fill its needs, and if applicable the City reserves the right to move immediately to the Tertiary Seller.

3. PROPOSALS

A. MARK-UP RATE AND TERMS OF AGREEMENT



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State the mark-up rate that you would charge to fill any vacancy (show your proposed rate, e.g. 17.9%). Also, include the terms of employment agreement and any buy-out costs associated with permanently hiring the temporary employee. The City would prefer the temporary employee not to exceed six months or 1000 hours per fiscal year.

NOTE: EMPLOYEES MUST MEET MINIMUM REQUIREMENTS FOR POSITION AND CREDENTIALS MUST BE VERIFIED. THIS SERVICE IS INCLUDED IN THE PROPOSED RATE.

NOTE: "The City of Tulsa reserves the right to internally hire and/or payroll City-sourced temporary personnel". Examples would be retirees, instructors, School Crossing Guards, seasonal personnel and interns. In addition, if City-sourced temporary employees are "payrolled" through your company the City may hire these employees at any time without a "buy out" charge.

B. DRUG TESTING AND CRIMINAL BACKGROUND CHECKS

Provide the dollar amount you would charge to provide each of these services. Indicate the timeframe it would take to provide these services. Please provide the specific process and types of drug testing and background checks these costs include. These costs should be itemized separate from each other and from the mark-up or payrolling costs.

These services are utilized on an "as need" basis at the discretion of the City of Tulsa.

C. SELECTION & ASSESSMENT SERVICES OFFERED TO THE CITY OF TULSA

STRUCTURAL INTERVIEWING OF CANDIDATES

Seller(s) must engage in a standardized interview process. Describe your interviewing process. Do you include a behavioral interview process? Include an example of a specific position and the specific questions that would be asked of the candidate during the screening process.

ASSESSMENTS/EVALUATIONS

Seller(s) must evaluate/assess the skills and abilities of the candidates referred for temporary assignments to the City of Tulsa to ensure a match with job requirements. Describe your candidate evaluation process.

Describe any assessment instrument you are currently administering. When would you utilize them? Are your assessment instruments validated? If so, by whom? When requested, assessment results must be made available to the City of Tulsa.

RETRIEVAL/SELECTION PROCESS

Describe your process for selecting candidates for referral. Include your mechanism for identifying previously very successful candidates, and/or unsuccessful candidates. What type of candidate pool do you generally have available in your database? What job boards do you use to advertise openings? Describe your firm's ability to provide the full range of positions and skills listed in Exhibit A. Do you employ a full time technical recruiting staff?

CREDENTIAL VERIFICATION PROCESS

Describe your process for verifying the educational credentials of all applicants. Please include high school, GED, college level and license and certificate verification.

NO COST CRIMINAL AND SEX OFFENDER CHECKS

Describe your process for no cost criminal background and sex offender registry checks on applicants. Include the public/non-public websites you use for both in state and out-of-state checks. Please note: temporary employees sent for our consideration must not have outstanding warrants.



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REFERENCE CHECKS/VERIFICATION OF INFORMATION

Reference checks must be completed. Describe your reference check process. Include the number of references completed, how far back are references checked (e.g., 1 year, 2 years, 5 years). What information is gathered during the reference checking process? What other information is verified?

D. SERVICES OFFERED TO THE CITY

PROCESS AND RESPONSE TIME

Please describe your process for filling Information Technology vacancies? Include how you source your candidates and timeframe for filling a vacancy? Please keep in mind most hiring departments want to review resumes and applications and interview prior to placement.

BIDDER SIZE AND CAPABILITIES

The Seller must be an established technical services recruiting company or have a department that specializes in the recruiting for IT technical positions. What staff and support would you dedicate to filling the needs of the City of Tulsa?

PROFESSIONAL

How many W-2's did you generate in 2014 and 2015 for Information Technology positions?

AFFIRMATIVE ACTION PLAN

The Seller must have a plan in place to attract and place quality minority and female candidates. Please provide a copy of your plan.

BIDDER REFERENCES

Bidder should provide references from (3) three organizations for whom the Bidder filled at least ten (10) Information Technology professional vacancies **per month** within the past 12 twelve months.

PEAK PERIOD AND/OR SPECIAL PROJECTS RECRUITMENT

The Seller must have a plan in place for volume recruiting. Provide three (3) instances where you have been creative and/or proactive in filling customer needs. What were your results? Documentation must be provided for past successful recruitment projects. Indicate the number of people recruited for each project, the skill sets represented by the recruited individuals and the companies that benefited from the recruitment efforts, including a contact person.

TIMESHEET RETRIEVAL AND PAY CHECKS

Temporary employees working at the City of Tulsa often are located at multiple worksites, spread out all throughout the city. The Bidder must describe its plan for timesheet retrieval and a plan for delivering paychecks. The Bidder must also describe the process it has for issuing paychecks for employees when timesheets are missed for normal processing.

INVOICING PROCESS

The requesting supervisor shall have the option of either reviewing the Seller invoice prior to payment or having the invoice sent directly to the designated department invoice processor. What system do you have in place, or can you put in place, that will sort invoices per request on each individual work order.

REQUIRED REPORTS

The Seller must have the capability to forward a monthly report in MS EXCEL via e-mail by the 5th of each month. The following are required elements of these reports:



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Report must contain-department name, section name, supervisor name, employee name, classification (job title), employee pay rate, bill rate, current hours and year to date hours in current position. Each pay period should be listed separately and each month will be on a separate tab and must have cumulative hours on the main report. All cumulative reports will use the City's fiscal year which is July 1st – June 30th

A sample copy of the EXCEL reports the Bidder will supply must be included with the bid.

AFTER HOURS SERVICES

The IT Department may require temporary employees to work after normal business hours. What process do you have in place to address temporary services that are conducted after normal business hours?

OTHER SERVICES

Describe other services the Bidder can supply that would be of benefit to the City of Tulsa.

E. SERVICES OFFERED TO TEMPORARY EMPLOYEES

BIDDER LOCATION AND FACILITY APPEARANCE

The Seller must have local offices within the corporate limits of the City of Tulsa or within the boundaries of Tulsa County. Please provide a minimum of three pictures of your facility including general office and reception area. Do you have the capability to come to customer site for hiring/on-boarding? If so, what in terms of facility/equipment will be needed.

BENEFITS / MEDICAL

Some option for medical benefits must be provided. Describe your medical benefits. Provide the information given to the candidate.

BENEFITS / VACATION-HOLIDAY

Some plan for vacation and holiday benefits must be provided to your temporary employees. Describe your vacation and holiday benefits. Provide the employee document describing these benefits.

BENEFIT ACCRUAL ROLLOVER

Please describe in detail the practice you use to transfer accrued employee benefit eligibility hours if a contract is awarded to your organization.

OTHER BENEFITS

Describe any other benefits offered to temporary employees, such as child care, stock options, bonus plans, etc.

4. ANALYSIS OF PROPOSALS

Each bid will be subjected to review by a selection panel consisting of a representative(s) from the City of Tulsa Purchasing Department, the City of Tulsa Information Technology Department and at least one other representative. The panel will compare and contrast the information provided by the Bidders category by category.

In broad terms, the Temporary Bid Selection Panel will be evaluating the bid on the following criterion:

- Cost of the service to the City of Tulsa
- Quality of service to the City of Tulsa
- Quality of service to the temporary employee
- Quality of administrative support service to the City of Tulsa

The following items will be evaluated by the panel, rating percentage in parenthesis:



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- A. Mark-Up Rate and Terms of Agreement (25)
- B. Drug Testing and criminal background check process and costs (4)
- C. Assessment/Selection Services
 - Structural interviewing of candidates (6)
 - Assessment/evaluation process (6)
 - Retrieval/selection process (6)
 - Credential verification process (4)
 - No cost criminal and sex offender checks (1)
 - Reference checking process (4)
- D. Services Offered to the City
 - Process and Response time (15)
 - Bidder size and capabilities (8)
 - Affirmative Action Plan (1)
 - Three Bidder references (6)
 - Peak period and /or special projects recruitment (2)
 - Time sheet retrieval and pay checks (1)
 - Invoicing process (1)
 - Monthly report (1)
 - After hours services (1)
 - Other services (1)
- E. Services Offered to the Temporary Employees
 - Bidder location and facility appearance (3)
 - Benefits: medical (1)
 - Benefits: vacation / holiday (1)
 - Benefit accrual rollover (1)
 - Other benefits: childcare, stock options, bonus plan (1)

Cost items are:

- Percentage Mark-Up Rate and terms of contract
- Drug testing-Cost per test
- Criminal Background Checks- Cost per check

5. ECONOMY OF PREPARATION

Bids should be prepared simply, providing a straightforward concise description of Bidder capabilities and services that are available to both the temporary employee and to the City of Tulsa that will satisfy the requirements of this invitation for bid. We prefer that you address each criterion separately and in the order presented in this bid. Emphasis should be on completeness and clarity of content.

Bidders should respond to each line item in each category in the order listed in this bid. Bidders will not receive credit in a category if they choose not to respond to every line item service in the category. Documentation must be provided to substantiate the service and /or the quality of the service for every line item. The documentation provided will be evaluated by the selection panel for the quality of each specific line item service. After the initial review of bids, the Bidders appearing to best meet the needs of the City may be invited to make formal presentations of the services provided by their organization. After the presentations, the selection panel will re-evaluate the credit given for each category. The purpose of the presentations will be to evaluate and to verify the quality of the line item services. The selection committee may visit Bidder's site before the final selection is made.

NOTE: Only provide us with percentage quotes for both mark-up and payrolling.

6. ADDITIONAL CONTRACT PROVISIONS

The City of Tulsa's Information Technology Department is the contract administrator for each contract



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resulting from this invitation for bid.

All requests for temporary employees for existing classifications will be made by the hiring supervisor and pay rates are set by policy. A City of Tulsa pay rate chart is included in bid and examples of Information Technology professional positions are listed. It is the responsibility of the Seller(s) to pay within stated guidelines. If the Seller has a candidate that meets the qualifications but might require a higher pay, please forward that information to hiring supervisor and IT contract administrator for review, if in agreement, action will be sent to Personnel Director and/or Compensation Manager for approval.

All temporary employees must meet the minimum requirements (including education and experience) for the position and credentials verified by Seller. If an official job description is not submitted to the Seller with the work order, it is the Seller's responsibility to obtain official job description from hiring supervisor or contract administrator.

If an employee provided by the Seller proves to be unsatisfactory for any reason, the City of Tulsa shall have the right to request an immediate replacement. If after two attempts the Seller is unable to provide a satisfactory employee as specified in this invitation for bid, the City reserves the right to go to the Secondary Seller.

In addition, if the City is not satisfied with the performance of a temporary worker within the first eight hours of work, the City shall notify the Seller within 24 hours and the City will not be billed for the unsatisfactory temporary employee.

Any individual previously employed by the City of Tulsa that desires re-employment with the city as a temporary employee **must** be approved by the City of Tulsa Personnel Director or designee prior to placement.

Any temporary employee who was previously terminated by the Seller **must** receive approval from the City of Tulsa Personnel Director or designee in order to be considered for another temporary employment opportunity.

The Seller must email the contract administrator the name of any temporary employee dismissed from service and the reason for the dismissal. This notification must occur within a two day timeframe.

The City of Tulsa shall have the right to survey temporary employees in regard to working conditions, employment matters, etc.

The Seller must obtain approval of the City of Tulsa Personnel Director or designee in advance for placement of any temporary employee that has a criminal misdemeanor or criminal felony on their record. The Seller must provide employee name and identifying information, nature of offense(s) and desired position of placement. (Traffic convictions included, for employees that are placed in positions that require driving).

The City of Tulsa has a restriction (of 1000 hours) on the number of hours a temporary employee may work for the city within a fiscal year. It will be the responsibility of the Seller to ensure that no employee exceeds this 1000 hour limit. The Seller must notify the contract administrator and hiring supervisor if an employee is approaching the 1000 hour limit.

The Seller(s) agree that the City of Tulsa may wish to hire temporary employees in permanent positions at any time and "pay out" the remainder of contract under the terms specified by Seller in bid. Note: City-sourced temporary employees are excluded and the City may hire City-sourced employees at any time and without penalty or fee. Also, seller shall not limit or prohibit its employees from accepting offers of permanent employment from City.

No person shall be excluded from participation or consideration in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this contract, or in the employment practices



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of the Seller on the grounds of race, color, religion, sex, age, disability or national origin. The Seller shall, upon request, show proof of such non-discrimination and shall post in conspicuous places available to all candidates, notices of non-discrimination. All employment advertisements or solicitations placed by the Seller on behalf of the Seller shall state that such Seller is an equal opportunity employer. Please provide a statement that would reflect such EOE compliance.

Seller agrees to comply with all applicable rules, regulations and policies of the City of Tulsa. The inclusion by Bidder of contract exceptions in its bid response will result in a non-responsive bid and its bid will not be considered. If Bidder has exceptions or concerns about the bid specifications those concerns must to be brought to **the attention of the Purchasing department** before the due date for bids.

If you see anything in these specifications that prevent you from bidding, please email the project buyer (TThomas@cityoftulsa.org) with details and recommendation.

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EXHIBIT A

BID FORM INCLUDING DELIVERY AND PRICING

1. Delivery. If your Bid is accepted and a contract is executed, state the number of days you need to deliver the Goods and/or to begin providing Services:

You must be able to deliver the Goods and/or Services as specified in your Bid. Failure to do so may result in City terminating your contract or canceling the Purchase Order, pursuing collection under any performance bond, as well as seeking any other damages to which it may be entitled in law or in equity.

2. Pricing

FY'17 INFORMATION TECHNOLOGY SERVICES PRICE SHEET:

Please note the contracted rates listed are at the mid-range step of our standard pay scales, Seller may request a higher rate for candidates that exceed the education/experience on the job description and/or market demands. All requests for higher pay rates need to be approved by Personnel Director or designee.

PAY GRADE	TEMP BASE Hourly Rate	EXAMPLES OF CLASSIFICATION (Please request job description with corresponding pay rate for each position if not provided. Note: the City has over 800 job descriptions on file)	Percentage MARK-UP RATE	Percentage PAYROLL BILL RATE
IS-48	\$48.68	Principal Data Architect Systems Section Manager		
IS-44	\$38.15	Computer Support/LAN Consultant Database Administrator III Enterprise Web Master IT Project Manager Senior Business Analyst Systems Engineer III - Network Services Systems Engineer III - Server Services Senior Systems Analyst		
IS-40	\$35.72	Service Desk Supervisor Systems Engineer II - Network Services Systems Engineer II - Server Services		
IS-36	\$33.43	Electronic Maintenance Supervisor Systems Engineer I - Server Services		
IT-40	\$33.45	Systems Analyst Systems Business Analyst Systems Technical Writer II		
IT-36	\$31.31	Database Administrator I GIS Analyst Programmer/Analyst		
IT-32	\$26.66	Programmer III Systems Technical Trainer		
IT-28	\$24.54	Senior Telecommunications Technician Systems Technician II - Service Desk		
IT-23	\$22.98	Systems Technician I – Service Desk		
IT-20	\$20.19	Telecommunications Technician I		



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Drug Testing - Cost per test: \$ _____

Criminal Background Checks – Cost per check: \$ _____

Bidder's Company name _____

Authorized Signature Here ► _____

Printed Name: _____

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EXHIBIT B- IT/IS JOB DESCRIPTIONS

Class Code: 2270
EEO Code: E-01
Pay Code: IS-48

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: PRINCIPAL DATA ARCHITECT

PURPOSE OF THE CLASSIFICATION: Under general direction performs as the principal architect and technical expert designing, defining, planning, developing and coordinating the implementation of the data architecture for the enterprise, including identification of key data/business entities, the relative inter-dependencies, data standards and governance methodologies and other related assigned duties.

ESSENTIAL TASKS:

- Provides enterprise level leadership and architectural direction and guidance for large scale IT projects, creating a future vision of data architecture
- Documents and describes a data architecture consistent with established architectural principles, establishing and maintaining the domain model, data standards and dictionary
- Collaborates with business leaders and analyst, software development teams and IT operations department in the development of the data architectural and Business Intelligence (BI) strategies for warehouse implementation, data acquisition and archive recovery
- Develops and institutionalizes enterprise-wide data roadmaps, detailing a multi-quarter, phased implementation approach
- Develops, promotes and enforces architectural principals and data standards and IT operation processes via governance practices
- Develops and implements data quality programs, consisting of data stewards and business ownership/accountability
- Collaborates with project management office to ensure the data architecture inherent in the delivery process
- Develops plans to migrate the current architecture to the target architecture, regularly submitting status reports to IS Director
- Develops detailed design documentation for large, enterprise-wide projects and impacted applications
- Provides leadership for complex/critical project activities to ensure data standards/quality, timely implementation and cost-effectiveness, monitoring project progress direction as needed
- Oversees the design of enterprise-wide data initiatives spanning multiple business functions and may provide technical expertise for complex interdependency issues
- Owns application(s) data and relationships from both a project-based and long-term strategic architecture perspective, including meeting desired business functionality, scalability, performance, cost and time constraints
- Presents and drives ideas, schedules and projects within cross-functional groups and external partners, driving consensus within complex problem domains and leading the direction of the team(s)
- Provides design expertise for complex solutions, creating and/or contributing to cost-benefit analysis of competing solution designs
- Engages in design reviews as needed for architectural alignment
- Works with technology providers to ensure maximum technology leverage
- Researches new technologies and stays current with technological developments in relevant areas
- May make presentations at technical conferences and/or author articles and white papers
- Supervises staff supporting IT architectural initiatives and administers related budget and planning functions
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, business administration, mathematics or statistics, including or supplemented by advanced coursework in computer science and six (6) years IT architecture and related project management experience in a medium to large organization; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of all phases of application technology and multi-tier and/or service oriented architectures; comprehensive knowledge across business, information, related applications, security and multiple



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technologies and integrated interactions; comprehensive knowledge of Java Platform, Enterprise Edition (JEE), Linux, open solutions and Oracle databases; and considerable knowledge of the principles and concepts of budget planning and administration. Ability to define architecture standards at the enterprise level; ability to perform research, analyze complex issues and provide effective technical solutions; ability to demonstrate technical expertise and business acumen, influencing business decisions; ability to supervise subordinate personnel engaged in technical data architecture and related user training work; ability to manage through ambiguity and organize information from multiple sources; ability to interface with customers and technical staff, mediating customer requirements with system capabilities and provide optimal business value; ability to manage IT projects, testing documentation and planning; ability to define and articulate complex data flows to departmental and City leaders, demonstrating strong leadership and communication skills; ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; lifting, pushing, and pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class “D” Operator’s License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and may require some travel to various City locations to provide computer-related assistance.

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Class Code: 2273
EEO Code: E-01
Pay Code: IS-48

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS SECTION MANAGER

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for planning, coordinating and controlling the technical staff and activities related to the production, development, system administration support for information technology systems and projects and performs other related assigned duties.

ESSENTIAL TASKS:

- Performs project management duties for assigned user requested development and maintenance for multi-vendor, multi-operating information technology applications and projects, including planning, prioritizing, coordinating, and controlling the analysis, design, programming, implementation, documentation and maintenance phases for mainframe, mid, mini and client server environments
- Determines personnel and technical resources required to successfully complete projects on schedule and within budget
- Deploys available personnel to production support and projects to achieve maximum manpower utilization
- Supervises the work of technical subordinates and/or contractors
- Provides technical training, guidance and assistance to staff
- Performs multi-vendor/operating system technical support for mainframe, mid, mini, microcomputer and client server systems, including updates of operating and related system software products
- Monitors resource utilization, researches alternatives and recommends appropriate configuration upgrades
- Performs the on-going maintenance of packages application software
- Employs project planning and control for the development and maintenance of project schedules
- Maintains on-going communication with users throughout project development and maintenance
- Develops and enforces section's standards, policies and procedures
- Develops and monitors technical training
- Responsible for disaster recover procedure development, testing and implementation for assigned systems
- Assists in the preparation of project schedules and status reports, the development of divisional objectives and budgets and the enforcement of operating standards and procedures
- Identifies budget requirements for assigned production systems and/or proposals
- Develops and presents system configurations and system proposals
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business administration, computer science, mathematics or accounting, supplemented by advanced coursework in computer sciences and six (6) years experience in systems analysis/design and/or computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of systems analysis and design methods and techniques; considerable knowledge of programming concepts and techniques; considerable knowledge of trends in application and systems software and hardware and mainframe, mid, mini and microcomputer hardware; and considerable knowledge of accounting, statistics and modern business principles, methods and practices. Ability to effectively employ concepts and techniques of project management, including planning, control and deployment of resources; ability to supervise a technical staff; ability to effectively communicate both verbally and in writing; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; lifting and carrying up to 50 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certification: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require some travel to various City locations to provide computer related assistance.



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Class Code: 2260
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: COMPUTER SUPPORT/LAN CONSULTANT

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for selecting, testing, recommending, implementing and maintaining computer and data communications hardware and operating systems software for a large scale, multi-tasking, multi-user on-line computer environment; implements and maintains continuous user uninterrupted data transmission capabilities; evaluates statistical data as a basis for fine-tuning the multiple operating systems software and optimizing equipment utilization; maintenance of compiler software and utility programs; and performs other related assigned duties.

ESSENTIAL TASKS:

- Installs, fine tunes, diagnoses, and troubleshoots Network Operating Systems used on multi-user microcomputer systems and their attached workstations
- Provides technical support to various users
- Manages administrative and technical staffs
- Manages trouble calls and project work flows
- Maintains updated operating systems software with emphasis on obtaining optimum utilization from all computer systems
- Maintains continuous and uninterrupted data transmission capability that will support the local and remote communications networks for terminals emanating from the major and mini-computer systems
- Plans communications networks for faster response, greater reliability, and balanced loads
- Monitors data flow to identify and correct data communications problems
- Evaluates, selects, recommends, and implements computer software, hardware, and network releases in order to optimize and fine-tune all systems
- Researches available products to complement existing operating systems applications and new user requests
- Diagnoses operating system problems and offers solutions
- Provides instructions and written procedures to both computer operations and users
- Recommends to management, software products and data communications hardware based on sound evaluation criteria
- Coordinates on-site microcomputer classes
- Assists with bid specification preparation and reviews bid responses
- Optimizes the data communications networks as new systems applications are added
- Analyzes system abort dumps and collaborates with computer operations to effect corrective actions
- Acts as liaison with vendors and technical personnel
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, industrial engineering, mathematics statistics or other related fields, including or supplemented by coursework in computer science; and five (5) years of experience in computer operating systems software and/or data communications; or an equivalent combination of training and experience per Personnel Policies and Procedures Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Comprehensive knowledge of at least one (1) network/computer operating system; comprehensive knowledge of data communications networking concepts, methods and techniques, including computer interfacing; considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application; and good knowledge of appropriate symbolic language systems. Ability to program in at least one (1) computer language or database system used on desktop computers: Fortran, C, C++, Basic, Visual Basic, DBase, Access; ability to perform analysis of data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.



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Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; and be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

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Class Code: 2281
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: DATABASE ADMINISTRATOR III

PURPOSE OF THE CLASSIFICATION: Under direction creates and manages databases, performing administrative tasks involving technical analysis, evaluation, maintenance, support, recovery and monitoring system performance, and other related assigned duties.

ESSENTIAL TASKS:

- Creates and maintains databases to ensure availability of relational data for network clients
- Provides support to others engaged in database activities and supervision to others as necessary
- Creates and monitors database users to maintain system security, protect integrity, ensure operational compliance with software vendor, and enforce City-wide network security standards
- Grants and monitors database privileges to ensure appropriate user requirements
- Writes Structured Query Language (SQL) procedural scripts to query tables, assessing data integrity
- Monitors and manages physical and logical storage to optimize the client's speed and efficiency in accessing data
- Develops command, backup procedures, and recovery plans for databases to guard against loss of data
- Monitors, tunes and troubleshoots database to ensure availability and performance
- Manages the creation and maintenance of table and memory structures
- Manages client assets, including Open Database Connectivity (ODBC) drivers, third party applications and Structured Query Language (SQL) network interface software
- Recovers database after major outages and tables and data from block corruption
- Provides guidance and training to Database Services staff, programming and systems analysis personnel and other users in developing comprehension and utilization of Relational Database Management Systems (RDBMS) analytical concepts and techniques
- Participates in industry and other professional networks to ensure awareness of current standards, trends and best practices, strengthening organizational and technical knowledge
- Conducts technical presentations as required
- Develops, promotes and enforces RDBMS architectural principals, standards and processes via governance practices
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics, statistics, industrial engineering or other related fields; and five (5) years of progressively responsible experience in systems analysis and/or database administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Database Administrator Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used in systems analysis and related maintenance procedures; and considerable knowledge of licensing requirements and rules and regulations relating to database systems; considerable knowledge of data processing concepts and techniques. Ability to monitor and evaluate the work of users; ability to independently recognize, analyze and solve system and database maintenance problems immediately; ability to maintain database security; ability to use standard SQL and write SQL procedural scripts to query tables; ability to communicate effectively both verbally and in writing; ability to successfully use a graphical user interface, telephone, and pager; ability to recover database, tables, and data when necessary; ability to consult and give guidance to subordinates engaged in database administration and provide supervision to employees as necessary; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be



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subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; some positions within this classification may be on-call 24 hours a day, 7 days a week; and may require travel to various City locations.



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Class Code: 2271
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: ENTERPRISE WEBMASTER

PURPOSE OF THE CLASSIFICATION: Under general direction responsible for planning, implementing and supporting a city-wide intranet/internet system and administrative tasks involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified file server and micro-computer based applications, various network operating systems and other related assigned duties.

ESSENTIAL TASKS:

- Plans, designs and supports City intranet/internet sites, improves and reviews for artistic design and writes content articles
- Builds user interface applications and back-end databases using various programming and scripting languages
- Maintains Content Management System
- Plans, implements and supports enhancements to the City of Tulsa E-mail System
- Advises management on appropriate policies for intranet and internet use by City staff and ensures compliance
- Works with users on specific projects and develops or selects appropriate system software
- Provides PC, Macintosh, UNIX and network support for users with various applications and system interfaces
- Performs project management duties in systems organization, modification and user training related to the City intranet/internet
- Analyzes technical responsibilities of users to assure effective data systems support for operational information
- Conducts studies and assists in defining departmental information technology needs and capabilities
- Directs or completes system goal performance reviews to ensure proper functioning
- Acts as liaison with various vendors and computer service representatives
- Installs, fine tunes, diagnoses and troubleshoots various Network-Operating Systems (NOS) to include multi-user microcomputer systems
- Provides instructions and written procedures as appropriate to City LAN administrators and users
- Acts as liaison to the Mayor's communications/marketing branch, communicating/coordinating with Mayor's marketing team
- Maintains and expands dynamic mapping system
- Maintains web servers, application firewalls and Microsoft SQL Servers
- Reports/analyzes website traffic
- Acts as Web Services Manager as needed
- Participates in budget preparation
- Consults with user departments providing information and problem solving services
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, industrial engineering, telecommunications or related field; and five (5) years of progressively responsible experience in HTML, CSS, SQL, ASP, NET, Visual Basic and C Sharp, Javascript, Java, VBScript, ColdFusion, PHP, Flex, FTP Administration, website hosting, microcomputer/LAN IP networking, Web or Sun Systems, HP Unix, Macintosh and PC's; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of networking and internet and intranet systems development and management techniques; considerable knowledge of data processing systems and equipment, programming concepts, techniques and applications in various environments; and considerable knowledge in graphic arts, typography and layout/graphic interface design. Ability to plan, coordinate and direct the work of others; ability to recognize, analyze and solve system and software maintenance problems immediately without supervision; ability to communicate effectively both verbally and in writing; ability to demonstrate expert knowledge, use and understanding benefits of various structured programming languages; ability to operate a personal computer, telephone, radio, pager and various electronic testing equipment; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.



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Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; current or previous MCSE, MCSD or MCSE and 1 certification preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require on-call status 24 hours a day, 7 days a week; and may require travel to various City locations to provide computer-related assistance.



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Class Code: 2213
EEO Code: E-01
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: INFORMATION TECHNOLOGY PROJECT MANAGER

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for implementing, managing, coordinating and ensuring successful and timely completion of projects for multiple departments and performs other related assigned duties.

ESSENTIAL TASKS:

- Performs project management duties, including planning, prioritizing, coordinating, and controlling the analysis, design, implementation, documentation, testing and maintenance phases, if applicable, for both IT and non-IT projects
- Determines and assigns/delegates and deploys personnel and technical resources required to successfully complete projects on schedule and within budget, ensuring project objectives fulfilled
- Provides guidance and assistance to project personnel and mentoring on project management methodology
- Monitors system changes, analyzing impact on business requirements and revising as required
- Employs project planning and control for the development and maintenance of project schedules
- Maintains on-going communication with users throughout the life of projects
- Assesses projects risk on a regular basis, taking appropriate action to ensure project objectives timely and successfully met
- Maintains and provides regular comprehensive status reports and project schedules
- Conducts training needs analysis, interviewing and surveying to aid in planning training programs, meet business needs and assist in developing, implementing and providing training materials
- Prepares proposals for new projects
- Develops RFP's/specifications for new systems/modules and evaluates vendor responses
- Leads and/or attends various meetings to communicate information, develop IT partnership relationship, advise, recommend and make presentations created to present technical proposals/plans/documentation
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, management information science or a related field; and five (5) years experience working in a professional environment as a project facilitator, coordinator or leader; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of systems analysis and design methods and techniques; considerable knowledge of designing, documenting and implementing business solutions; and good knowledge of project management methodology. Ability to effectively employ concepts and techniques of project management, including planning, control and deployment of resources; ability to manage tasks, resources, vendors and assess risks; ability to analyze complex concepts/ideas; ability to plan training programs; ability to work, mentor and provide guidance/training to all levels of personnel; ability to effectively communicate both verbally and in writing, creating and making public presentations; ability to work independently and as a team; ability to understand project management methodology and take responsibility for successful management and completion of projects; ability to work on fast-paced, multiple projects of varying complexity with tight deadlines, continually adapting to changing priorities; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certification: Possession of a valid Oklahoma Class "D" Operators License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require some travel to various City locations to review systems.



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Class Code: 2289
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SENIOR BUSINESS ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs business process analysis and re-engineering, systems analysis and design and management of system conversion and implementation projects of major complexity and size; and other related required duties.

ESSENTIAL TASKS:

- Conceptualizes, analyzes, evaluates, designs, integrates and maintains complex computer applications/systems to provide business, scientific and/or engineering needs and solutions
- Consults with user departments providing information and problem solving services
- Conducts feasibility studies and evaluates alternatives to predict impact on operations and data processing resources
- Prepares various complex documents as necessary
- Initiates evaluation of existing systems and programming logic making revisions to insure effective utilization and optimal performance levels of data processing and hardware resources
- Reviews requested system changes, determines impact of design and integrity changes and develops detailed specifications for implementation
- Monitors and audits information systems' use and performance and executes quality control practices and procedures
- Performs highly technical studies and analyses and provides recommendations, findings and reports
- Facilitates strategic IT planning sessions to develop system integration utilizing departmental and City systems information
- Assumes role of project coordinator to include scope definition and critical path analysis, instructing, directing, controlling and evaluating the work of others in maximizing productivity and results
- Provides guidance and training to programming and systems analysis personnel and other users in developing comprehension and utilizing higher level programming, software, analytical concepts and techniques
- Ensures accurate system documentation, coordinating and/or performing modification testing and develops, provides and/or coordinates training, educational tools and materials
- Participates in industry and other professional networks to ensure awareness of current standards, trends and best practices, strengthening organizational and technical knowledge
- Provides technical support, updates and enhancements to packaged software applications
- Conducts technical presentations
- May assist project manager in planning/scheduling and resource allocation
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, industrial engineering, mathematics, statistics, business administration or accounting, including or supplemented by advanced coursework in computer sciences, and five (5) years experience in systems analysis and computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of business and systems methodologies; comprehensive knowledge of methods, procedures and techniques used in systems analysis and design and programming; comprehensive knowledge of state-of-the-art data processing and communications equipment and their applications; considerable knowledge of accounting, statistics, and modern business methods, principles, and practices; knowledge of the City's revenue/expenses and total business structure in relation to systems' role; and knowledge of business process re-engineering concepts and methods. Ability to lead, facilitate and organize with proven project management, leadership, interpersonal and motivational skills; ability to understand and formulate sound concepts governing relational database structures, utilize reporting/query tools and construct SQL statements; ability to work independently and to solve complex programming problems; ability to effectively communicate both verbally and in writing; ability to program in at least two (2) generally accepted computer languages (e.g., COBOL, C, Basic); and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.



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Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class “D” Operator’s License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on-call, after hour support for assigned production systems.



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Class code: 2211
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEM ENGINEER III – NETWORK SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for evaluating, testing, recommending, implementing and maintaining data communications hardware and operating systems in support of a large Metropolitan Area Network (MAN), administering data communication management and utility applications, analysis and optimization of network traffic flow, detecting, isolating and correcting network errors and outages, designing building and campus networks and other related assigned duties.

ESSENTIAL TASKS:

- Assists in projects to develop or improve services over the network
- Monitors, analyzes and optimizes network traffic flow
- Evaluates, tests, recommends, implements and maintains network management, monitoring and troubleshooting applications
- Maintains compliance with internal business processes, including configuration and change management
- Evaluates, tests and recommends new networking technologies
- Assists IT Security in research, evidence gathering, documentation and network analysis
- Creates network performance reports on schedule and/or request
- Collaborates with executive management and department leaders to assess short and long term network capacity needs
- Creates and maintains documentation related to network configuration, mapping and processes and service records
- Designs, modifies, recommends and deploys local and wide area and wireless networks, including routers, switches, uninterruptible power supply (UPS's) and other hardware
- Conducts research on network products, services, protocols and standards to remain abreast of developments in the network industry
- Oversees new and existing equipment, hardware and software upgrades
- Interacts and negotiates with vendors, outsourcers and contractors to secure network products and services
- Configures networks to ensure smooth and reliable operation to fulfill business objectives and processes
- Monitors network performance and troubleshoots problem areas as needed
- Oversees installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices as required
- Ensures network connectivity of all servers, workstations, telephony equipment, fax machines and other network appliances
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information
- Monitors and tests network performance and provides network performance statistics and reports
- Participates in managing network security solutions as required
- Manages and/or provides guidance to junior members of the team
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in data communications, computer sciences, electrical engineering or other related fields, including or supplemented by coursework in data communications and computer sciences and five (5) years of experience in data communications; or possession of a current CCNA (Cisco Certified Network Associate) Certification, or equivalent, for the past seven (7) consecutive years in addition to 7 years of current experience in engineering data networks; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Considerable knowledge of networking standards, protocols and best practices, including Transmission Control Protocol/Internet Protocol (TCP/IP), Open Shortest Path First (OSPF), Virtual Redundant Routing Protocol (VRRP), Border Gateway Protocol (BGP), Ethernet, Virtual Local Area Networks (VLAN's), Multiprotocol Label Switching



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(MPLS), Domain Name System (DNS) Dynamic Configuration Host Protocol (DHCP), Simple Network Management Protocol (SNMP), sFlow and wireless communications, including IEEE 802.11 Wireless LAN protocol, IEEE 802.15 Wireless Personal Area Network (WPAN), Bluetooth and point-to-point wireless methods, Voice over Internet Protocol (VoIP), Supervisory Control and Data Acquisition (SCADA) and streaming media, information security, including encryption, Virtual Private Network (VPN), IEEE 802.1x, Port-based Network Access Control (PNAC) RADIUS, firewalls, Access Control Lists (ACL's), network access control systems and intrusion prevention/detection systems; knowledge of security standards and practices such as International Standardization Organization (ISO) 17799 Information Security, National Institute of Standards and Technology (NIST) Special Publications 800 series and Internet Engineering Task Force (IETF) security Requests for Comments (RFC's), business processes for information technology, including Information Technology Infrastructure Library (ITIL) and Control Objectives for Information and related Technology (COBIT). Ability to perform analysis of operating and/or data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; ability and willingness to train junior members of the network services team; demonstrated ability in making oral presentations and writing reports for different audiences on network and IT topics, project management, including planning, work breakdown structure, setting milestones and status reporting; ability to exercise excellent customer service, interpersonal skills and problem resolution meeting customer expectations; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: CCNA (Cisco Certified Network Associate) Certification preferred; Brocade IP, Avaya, Hewlett-Packard, Juniper, Cisco, Alcatel or Extreme certification preferred; CompTIA Network+ or other manufacturer certification acceptable; Certified Information System Security Professional (CISSP) or Global Information Assurance Certification (GIAC) preferred; or possession of an appropriate network certification for the Manufacturer of the City's Core and Edge equipment must be obtained within one year from date of employment.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and standby and on-call after hour support is required.

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Class Code: 2212
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS ENGINEER III – SERVER SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction maintains and supports the City's email system, Active Directory environment, core-server infrastructure, participating in server services projects and performing other related required duties.

ESSENTIAL TASKS:

- Provides primary support for Enterprise Infrastructure Systems and Applications
- Plans, tests, implements, operates and supports the City's enterprise infrastructure
- Develops project plans, schedules and cost/benefit estimates for enterprise information technology projects
- Works closely with other information technology staff, vendors and internal customers to optimize and support the enterprise server environment
- Develops software configurations to achieve optimum functionality of the operating system, prepares and updates user manuals and system documentation, troubleshoots and rectifies computer system problems and evaluates new soft/hardware and recommends needed changes
- Evaluates and tests system upgrades, installs or upgrades system software applications, troubleshoots hard/software related problems and monitors overall systems performance to ensure system upgrade objectives
- Performs system maintenance activities, including monitoring parameters, maintaining security/quality assurance and controlling access
- Responds to user requests and system operation issues, provides assistance to programming and operations personnel in the utilization of software and resolution of user/systems problems
- Prepares and presents status reports and technical presentations to various audiences
- Participates in mentoring/training of other IT Systems Engineers and develops documentation for user problem-solving issues, including system and user manuals
- Establishes and maintains applicable application system backup and disaster recovery procedures
- May perform as technical lead
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, management information systems or a business related field; and five (5) years experience supporting infrastructure-type applications utilizing applicable products, techniques and devices; or possession of a current certification in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent, for the past five (5) consecutive years in addition to seven (7) years of current experience in maintenance and administration of enterprise class server systems; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of an Enterprise Infrastructure Applications and Systems, principles and practices of backup policies, high level troubleshooting methods used with information systems and infrastructure-type applications; comprehensive knowledge of operational characteristics and capabilities of applicable systems management applications; considerable knowledge of various enterprise level solutions; considerable knowledge of personal computers, server hardware and Storage Area Network; and good knowledge of basic level scripting and virtualization. Ability to troubleshoot and analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions and effectively resolve problems; ability to clearly communicate both verbally and in writing with all levels of customers; ability to document advanced technology information in a succinct and understandable format; ability to train and mentor others; ability to perform as technical lead with a high level of confidence in leading projects to completion without outside technical support; ability to perform basic scripting; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. The applicant must possess a professional level of skill working with computers, server hardware and applicable systems/networks/applications and related equipment.



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Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a current certification in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent; and possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on call, after-hour support for assigned production systems.

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Class Code: 2262
EEO Code: E-02
Pay Code: IS-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SENIOR SYSTEMS ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs systems analysis and design, programming, and maintenance support for data processing and data communications applications of large size and major complexity; and other related required duties.

ESSENTIAL TASKS:

- Analyzes, evaluates, conceptualizes, designs, integrates, and maintains computer applications/systems, that are characterized as large in size and of major complexity, to provide business, scientific and/or engineering needs and solutions
- Reviews proposed enhancements/maintenance tasks for impact on design integrity and to ensure maintenance of all appropriate system documentation
- Provides direct supervision of programmer and analysts assigned (in some positions)
- Provides consulting services to the user departments concerning the satisfaction of their information and problem solving needs through the application of advanced data processing knowledge and techniques
- Conducts feasibility studies, including evaluation of alternatives, related to major and complex user requirements, predicting impacts on user's needs and data processing resources
- Prepares complex documents such as RFIs and RFBs as necessary
- Initiates evaluation of existing systems and programming logic and revising, where necessary, to insure effective utilization of data processing or hardware resources and optimal performance levels
- Undertakes highly technical studies and analyses and provides recommendations, findings, and reports
- Assumes coordination role of projects including scope definition, critical path analysis, and instructing, directing, controlling and evaluating the work of others to maximize productivity and results
- Provides guidance and training to programming and systems analysis personnel and other users in developing their comprehension and use of higher level programming, analytical concepts and techniques, and software
- Ensures City policies are followed with respect to documentation and development standards
- Establishes and maintains operating system and/or application system backup and recovery procedures
- Participates in budget preparation (in some positions)
- Provides technical support, updates and enhancements to packaged software applications
- Conducts technical presentations
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, industrial engineering, mathematics, statistics, business administration, accounting or other related fields, including or supplemented by advanced coursework in computer sciences, and five (5) years' experience in systems analysis and computer programming; or graduation from an accredited college or university with an associate's degree in computer sciences, industrial engineering, mathematics, statistics, business administration, accounting or other related fields, including or supplemented by advanced coursework in computer sciences, and seven (7) years' experience in systems analysis and computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Programmer/Systems Analyst Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Comprehensive knowledge of methods, procedures and techniques used in systems analysis and design, and programming; comprehensive knowledge of state-of-the-art data processing and data communications equipment and their applications; and considerable knowledge of accounting, statistics, and modern business methods, principles, and practices. Ability to analyze complex issues and to formulate sound concepts; ability to work independently and to solve complex programming problems; ability to effectively communicate both verbally and in



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writing; ability to program in at least two (2) generally accepted computer languages (e.g., COBOL, C, Basic); and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require oncall after hour support for assigned production systems.

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Class Code: 2239
EEO Code: E-02
Pay Code: IS-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SERVICE DESK SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under direction supervises and coordinates the Service Desk's day-to-day operations, ensuring technical support functions coordinated, monitored, logged, tracked and resolved appropriately and timely and performs other related assigned duties.

ESSENTIAL TASKS:

- Supervises and coordinates the activities of the Service Desk staff, managing trouble calls/work flows and serving as resource/information reference source, mentoring and training staff members
- Creates and manages escalation procedures, ensuring service levels maintained
- Monitors systems online and coordinates tech support providing adds, moves and changes to a variety of operating systems and applications
- Identifies, evaluates, analyzes, plans, researches and resolves complex technical computing and telecommunications system issues unanswered by lower tier technical support via various remote control tools, the phone or onsite visit
- Monitors Service Desk call data, recommending and adjusting staff levels to accommodate needs and ensure quality control for submitted support incidents
- Monitors, reviews and evaluates work in Service Desk call log and tracking system and prepares comprehensive reports rating performance levels of technical support staff
- Reviews and evaluates work and prepares staff Performance Planning and Review Records (PPR)
- Diagnoses complex operating system problems and offers solutions and/or implements fixes
- Researches available products to complement existing operating systems applications and new user requests and makes recommendations to management
- Provides instructions and written procedures to both computer operation groups and users
- Coordinates and facilitates on-site computer training classes
- Assists with bid specification preparation, reviews and responses
- May serve as a single point of contact (SPOC) for all technical related problems as needed
- Acts as liaison between various City departments and various vendors and computer service representatives
- Reports to work on a regular and timely basis.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, industrial engineering, mathematics, statistics or other related fields; and four (4) years of computer support experience trouble shooting issues over the phone, including lead experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. **Candidates must have no felony convictions, nor a history of multiple misdemeanor convictions. In conformance with federal rules and legal mandates, candidates must undergo a background investigation, including fingerprints. Should the candidate be selected and accept conditional employment, failure to pass the background investigation will result in termination.**

Knowledge, Abilities and Skills: Comprehensive knowledge of network/computer operating systems; comprehensive knowledge of computer networking concepts, methods and techniques, including computer interfacing; comprehensive knowledge and experience in state-of-the-art data processing and communications systems and equipment and their application. Ability to perform analysis of data communications systems, including technical feasibility aspects; ability to work as a team and independently to recognize, analyze and solve complex problems; ability to coordinate information technology training to staff and end users; ability to mentor, motivate and supervise staff to meet department goals and objectives; ability to exercise discretion and professionalism in accessing confidential information; ability to articulate technical problems in laymen terminology; ability to express and handle oneself in a calm demeanor during chaotic situations; the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.



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Physical Requirements: Physical requirements include enough arm and hand dexterity to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; and be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.



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Class code: 2214
EEO Code: E-02
Pay Code: IS-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS ENGINEER II – NETWORK SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for evaluating, testing, recommending, implementing and maintaining data communications hardware for a large Metropolitan Area Network, assists in administering management and utility applications for the network and conduit systems, analyzing and optimizing network traffic flow and detecting, isolating and correcting network errors and outages and other related assigned duties.

ESSENTIAL TASKS:

- Installs, configures and maintains layer-2 and 3 network switches, related components and operating systems
- Designs building and campus networks, including the logical and physical structure
- Assists in projects to develop or improve services over the network
- Monitors, analyzes and optimizes network traffic flow
- Evaluates, tests, recommends, implements and maintains network management, monitoring, and troubleshooting applications
- Maintains compliance with internal business processes, including configuration and change management
- Evaluates, tests and recommends new networking technologies
- Researches, evaluates, recommends, implements and maintains network security according to standards and best practices
- Manages projects as assigned in accordance with established processes as outlined by the Project Management Organization (PMO)
- Assists the Service Desk in troubleshooting and resolving communications issues
- Documents configurations, processes and procedures for network operations
- Maintains City Fiber inside and outside plant
- Assists with managing City's downtown "Conduit System"
- Oversees contract work performed on Conduit System and City's Fiber
- Creates network performance reports on schedule and/or request
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in data communications, telecommunications, industrial engineering, mathematics, statistics or other related fields, including or supplemented by coursework in data communications and computer sciences; and four (4) years of experience in data communications; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Considerable knowledge of networking/fiber management standards, protocols and best practices, including Transmission Control Protocol/Internet Protocol (TCP/IP), Open Shortest Path First (OSPF), Virtual Redundant Routing Protocol (VRRP), Border Gateway Protocol (BGP), Ethernet, Virtual Local Area Networks (VLAN's), Multiprotocol Label Switching (MPLS), Domain Name System (DNS) Dynamic Configuration Host Protocol (DHCP), Simple Network Management Protocol (SNMP), sFlow and wireless communications, including IEEE 802.11 Wireless LAN protocol, IEEE 802.15 Wireless Personal Area Network (WPAN), Bluetooth and point-to-point wireless methods, Voice over Internet Protocol (VoIP), Supervisory Control and Data Acquisition (SCADA) and streaming media, information security, including encryption, Virtual Private Network (VPN), IEEE 802.1x, Port-based Network Access Control (PNAC) RADIUS, firewalls, Access Control Lists (ACL's), network access control systems and intrusion prevention/detection systems; knowledge of Right of Way ordinances, installation standards for aerial fiber and best practices for buried fiber installation, knowledge of conduit systems, configurations, diagrams and regulations, National Institute of Standards and Technology (NIST) Special Publications 800 series and Requests for Comments (RFC's), business processes for information technology, including Information Technology Infrastructure Library (ITIL) and Control Objectives for Information and related Technology (COBIT). Ability to perform analysis of operating and/or data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; ability and willingness to train junior members of the network services team; demonstrated ability in writing reports for different audiences on network and IT topics, some project



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management, including planning, work breakdown structure, setting milestones and status reporting; ability to exercise excellent customer service, interpersonal skills and problem resolution meeting customer expectations; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Brocade IP, Avaya, Hewlett-Packard, Juniper, Cisco, Alcatel or Extreme certification preferred; CompTIA Network+ or other manufacturer certification acceptable; Certified Information System Security Professional (CISSP) or Global Information Assurance Certification (GIAC) preferred; and possession of an appropriate network certification for the Manufacturer of the City's Core and Edge equipment must be obtained within one year from date of employment.

WORKING ENVIRONMENT: Working environment is both indoors and outdoors, mostly in a climate controlled environment; and on call after hour support is required.

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Class Code: 2210
EEO Code: E-02
Pay Code: IS-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS ENGINEER II – SERVER SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction maintains and supports the City's email system, Active Directory environment, core-server infrastructure, assisting in server services projects and performing other related required duties.

ESSENTIAL TASKS:

- Provides support for Enterprise Infrastructure Systems and Applications
- Tests, implements, operates and supports the City's enterprise infrastructure
- Works closely with other information technology staff, vendors and internal customers to optimize and support the enterprise server environment
- Develops software configurations to achieve optimum functionality of the operating system, preparing and updating user manuals and system documentation, troubleshooting and rectifying computer system problems and evaluating new soft/hardware and recommending needed changes
- Evaluates and tests system upgrades, installs or upgrades system software applications, troubleshoots hard/software related problems and monitors overall systems performance to ensure system upgrade objectives
- Performs system maintenance activities, including monitoring parameters, maintaining security/quality assurance and controlling access
- Responds to user requests and system operation issues, provides assistance to programming and operations personnel in the utilization of software and resolution of user/systems problems
- Prepares and presents status reports and technical presentations to various audiences
- Participates in mentoring/training of other IT Systems Engineers and develops documentation for user problem-solving issues, including system and user manuals
- Maintains applicable application system backup and disaster recovery procedures
- May perform as technical lead
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree or sixty (60) college hours in computer science, mathematics, statistics, industrial engineering, telecommunications or other related fields; and four (4) years of progressively responsible experience in enterprise class systems analysis and/or systems administration, supporting infrastructure-type applications utilizing applicable products, techniques and devices; or possession of a current industry accepted certification within one year of hire date in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent, for the past three (3) consecutive years in addition to four (4) years of current experience in maintenance and administration of enterprise class server systems; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of an Enterprise Infrastructure Applications and Systems, principles and practices of backup policies, high level troubleshooting methods used with information systems and infrastructure type applications; considerable knowledge of operational characteristics and capabilities of applicable systems management applications; considerable knowledge of various enterprise level solutions; considerable knowledge of personal computers, server hardware and Storage Area Network; and good knowledge of basic level scripting and virtualization. Ability to troubleshoot and analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions and effectively resolves problems; ability to clearly communicate both verbally and in writing with all levels of customers; ability to document advanced technology information in a succinct and understandable format; ability to train and mentor others; ability to perform as technical lead with a high level of confidence in leading projects to completion without outside technical support; ability to perform basic scripting; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. The applicant must possess a professional level of skill working with computers, server hardware and applicable systems/networks/applications and related equipment.



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Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of an appropriate server certification (options indicated above) for the Manufacturer of the City's Server and Data Communications equipment must be obtained within one year from hire date; and a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on call, after-hour support for assigned production systems.

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Class Code: 4267
EEO Code: E-02
Pay Code: IS-36

Group: Engineering, Planning, and Technical
Series: Communications Operations and Maintenance

CLASS TITLE: ELECTRONIC MAINTENANCE SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for technical and analytical work in the areas of electronic, computer, communication and life-safety systems; supervises the installation, maintenance and repair of various radio video, audio, security, HVAC computer LAN and control systems and performs other related assigned duties.

ESSENTIAL TASKS:

- Trains, directs, supervises and evaluates the work of technicians and monitors effectiveness of preventative maintenance programs
- Reviews the operation of the security, safety, computer and communications systems
- Provides equipment and supplies to technicians
- Advises customers concerning electronic and computer problems
- Conducts studies and evaluates equipment and technical applications for equipment updates
- Makes recommendations for modifications and additions to existing installations and facilities
- Designs and oversees the development of hardware and software equipment, systems and maintenance programs
- Develops specifications for equipment and projects
- Acts as a technical liaison to purchasing, outside consultants, vendors and customers
- Develops and administers budget and safety and inventory control programs within the division
- Represents the division in planning and training sessions in the operation and maintenance of various telecommunication and computer systems
- Maintains compliance of equipment and systems with various federal guidelines, including FCC and FAA regulations
- Provides emergency response to weather and equipment failure
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in Computer Science, Electronics Engineering or a related field, and three (3) years of experience with related communications, electronics and computer microprocessor system equipment; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the methods, materials, tools and practices involving modern electronic equipment; considerable knowledge of microprocessor-based computer and data communication systems; and good knowledge of applicable laws, regulation and requirements. Ability to plan, coordinate and direct the activities of technical personnel in electronic equipment installation and repair; ability to train and evaluate employees; ability to plan, design and assess system capabilities and user requirements; ability to prepare and provide written and verbal reports; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; occasional pushing and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

License and Certificates: Possession of a valid Oklahoma Class "D" Operators License and one of the following as applicable to the specific position: FCC General Radiotelephone license, APCO, NABER, CET.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and occasionally outdoors; requires flexible hours during weather or facility emergencies; and some travel to various locations to assist users.



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Class Code: 2209
EEO Code: E-02
Pay Code: IS-36

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS ENGINEER I – SERVER SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction maintains and supports the City's email system, Active Directory environment, core-server infrastructure, assisting in server services projects and performing other related required duties.

ESSENTIAL TASKS:

- Provides support for Enterprise Infrastructure Systems and Applications
- Operates and supports the City's enterprise infrastructure
- Works closely with other information technology staff, vendors and internal customers to optimize and support the enterprise server environment
- Evaluates and tests system upgrades, installs or upgrades system software applications, troubleshoots hard/software related problems and monitors overall systems performance to ensure system upgrade objectives
- Performs system maintenance activities, including monitoring parameters, maintaining security/quality assurance and controlling access
- Responds to user requests and system operation issues, provides assistance to programming and operations personnel in the utilization of software and resolution of user/systems problems
- Prepares and presents status reports and technical presentations to various audiences
- Participates in mentoring/training of other IT Systems Engineers and develops documentation for user problem-solving issues, including system and user manuals
- Maintains applicable application system backup and disaster recovery procedures
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree or sixty (60) college hours in computer science, mathematics, statistics, industrial engineering, telecommunications or other related fields; and two (2) years of progressively responsible experience in enterprise class systems analysis and/or systems administration, supporting infrastructure-type applications utilizing applicable products, techniques and devices; or possession of a current industry-accepted certification within one year of hire date in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent, for the past two (2) consecutive years in addition to three (3) years of current experience in maintenance and administration of enterprise class server systems; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of an Enterprise Infrastructure Applications and Systems, principles and practices of backup policies, high-level troubleshooting methods used with information systems and infrastructure-type applications; considerable knowledge of operational characteristics and capabilities of applicable systems management applications; considerable knowledge of various enterprise-level solutions; considerable knowledge of personal computers, server hardware and Storage Area Network; and good knowledge of basic-level scripting and virtualization. Ability to troubleshoot and analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions and effectively resolve problems; ability to clearly communicate both verbally and in writing with all levels of customers; ability to document advanced technology information in a succinct and understandable format; ability to train and mentor others; ability to perform as technical lead with a high level of confidence in leading projects to completion without outside technical support; ability to perform basic scripting; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. The applicant must possess a professional level of skill working with computers, server hardware and applicable systems/networks/applications and related equipment.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.



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Licenses and Certificates: Possession of an appropriate server certification (options indicated above) for the Manufacturer of the City's Server and Data Communications equipment must be obtained within one year of hire date; and possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on call, after-hour support for assigned production systems.



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Class Code: 2254
EEO Code: N-02
Pay Code: IT-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs systems analysis and design, analyzes business processes for availability of or applicability of system support and design, programming, and maintenance support of applications, and performs other related assigned duties.

ESSENTIAL TASKS:

- Analyzes, evaluates, conceptualizes, and designs new and modified computer applications/systems, of moderate size and significant complexity, to provide business, scientific, and/or engineering needs and solutions
- Conducts feasibility studies, including evaluation of alternatives, predicting impact on user's needs and data processing resources
- Performs complex programming and systems analysis and design
- Provides guidance and training to programming personnel in developing their comprehension and use of higher level programming concepts, techniques, and languages
- Provides technical support and training for PCs, network systems, mainframe databases, and applications
- Investigates, monitors, and recommends solutions to system problems
- Evaluates statistical data to ensure validity of system information and applicability to meeting business plans
- Trains management and users on system use and valid use of information for reports and planning
- Develops bid specs and purchase plans
- Acts as lead over another Systems Analyst and supervises clerical personnel (in some positions)
- Assists with departmental planning
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, industrial engineering, mathematics, electronics technology, accounting, business administration, statistics or other related fields, including or supplemented by advanced coursework in computer sciences; and four (4) years of experience in business systems, systems analysis and/or computer programming including two (2) years of experience of the principles and practices in one of the following applications: utility billing systems, asset management, work order system, content management system, enterprise resource planning (ERP), customer relationship management, or permit licensing system; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of methods, procedures, and techniques used in systems analysis and design and programming; considerable knowledge of business and/or organizational systems with an emphasis on statistics, planning, procedures, training and motivation; knowledge of accounting, statistics, and modern business methods, principals and practices; and good knowledge of state-of-the-art data processing and data communication technology and its application. Ability to analyze complex issues and to formulate sound concepts; ability to work independently and to recognize, analyze, and solve complex business and/or organizational systems and programming problems; ability to effectively communicate both verbally and in writing; ability to program in at least two generally accepted computer languages (e.g., COBOL, C, Basic); and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 60 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended periods of time, reaching, and bending; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Some positions may require possession of a valid Oklahoma Class "D" Operators License and/or a Class "C" Water License as issued by the Department of Environmental Quality (DEQ) within fifteen months of hire.

WORKING ENVIRONMENT: Working environment is primarily in an office setting; requires the use of a telephone and other office equipment; and requires some travel to various locations to provide support, training, and systems design.



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Class Code: 2297
EEO Code: N-03
Pay Code: IT-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS BUSINESS ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for developing and maintaining comprehensive policies and procedures for a variety of technical processes related to the automated systems utilized by the City, supports the project management staff and performs other related assigned duties.

ESSENTIAL TASKS:

- Develops and maintains effective IT policies and procedures to ensure consistency according to defined standards across all City departments
- With the assistance and mentoring of the project management office staff, provides support in project management to include planning, preparing, scheduling, documenting and reporting all types of small projects city-wide
- Assists in developing and maintaining the IT business continuity and disaster recovery plan with built-in fail safe processes, ensuring mission critical systems operate during a disaster
- Researches, analyzes and organizes system's technical processes/procedures, gathering all related data
- Works cooperatively with members of other departments to help develop and document business requirements
- Tests documentation against system functionality to ensure technical accuracy and demonstrate a continuous effort to improve operations, decrease turnaround times and streamline work processes to facilitate providing excellent customer service
- Monitors system changes, analyzing impact on business requirements and revising as required
- Develops process flows, graphs and charts utilizing Microsoft Visio
- Attends weekly meetings to advise, recommend and make presentations created to present technical proposals/plans/documentation
- Assists in the development and implementation of various types of training material
- Prepares proposals for new projects
- Conducts training needs analysis by interviewing and surveying to plan training programs to effectively meet business needs
- Provides guidance and training to other IT personnel on a variety of subjects
- Analyzes and tests system updates for impact on data integrity, process and reporting
- Develops RFP's/specs. for new systems/modules and evaluates vendor responses
- Publishes various types of information to the COT intranet/internet site as required
- Prepares a variety of periodic reports and maintains documentation related to assigned projects and activities
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, technical writing or other related field; and four (4) years of experience doing computer and system's analysis or documentation development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of methods, standards, procedures and practices of technical writing for an information technology environment; some knowledge of project management methodology; considerable understanding of the operation and use of data processing/communications and related equipment; good knowledge of system's operations and understanding of methods, techniques and technical terminology used in system's analysis and design. Ability to work independently and as a team member to

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investigate, comprehend, analyze and organize system's technical processes/procedures; ability to take raw input from document owners and develop effective policies and procedures, determining how to organize the information for the appropriate audience without changing information meaning; ability to manage small projects; ability to analyze training needs, plan training programs and



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provide guidance and training; ability to analyze complex concepts/ideas and to create and make presentations and present information clearly and concisely in public both orally and in writing; ability to effectively communicate both verbally and in writing with good command of the English language; the ability to work with all levels of personnel in diverse job functions and to effectively communicate at all levels of the organization; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Must possess strong investigating, interviewing, analytical, grammatical and technical writing skills.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended periods of time, standing, reaching, handling, twisting and climbing; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operators License.

WORKING ENVIRONMENT: Working conditions are primarily indoors in an office environment and may require some travel to various locations to review systems.

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Class Code: 2247
EEO Code: E-03
Pay Code: IT-40

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS TECHNICAL WRITER II

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for developing and maintaining comprehensive written procedures for a variety of technical processes related to the automated systems utilized by the City; and performs other related assigned duties.

ESSENTIAL TASKS:

- Researches, analyzes, and organizes system's technical processes/procedures, gathering all related data
- Updates departmental system documentation and backup/recovery standards
- Develops and maintains comprehensive written procedures for mission critical systems, including PALS, UIS, UMS/SOMS, UCS, EIS, MMS, LIMS, and WSI
- Reviews procedure documentation with supervision, Sr. Analyst and users
- Tests documentation against system functionality to ensure technical accuracy
- Monitors system changes analyzing impact on system documentation and revising as required
- Develops flow charts and other forms of documentation
- Attends weekly meetings to advise, recommend, and present documentation proposals
- Must report to work on a regular and timely basis
- Assists in the development and implementation of training policies and procedures.
- Prepares proposals for new training projects
- Conducts training needs analysis by interviewing and surveying to plan training programs to effectively meet training needs
- Conducts technical training to meet the needs of the department
- Identifies client needs for specialized reports, inquiry screens or SQL inquiries and develops same (programming)
- Analyzes and tests system updates for impact on data integrity, process and reporting
- Develops RFP's/specs. for new systems/modules and evaluates vendor responses
- Designs and implements online help facilities for client support

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, professional/technical writing, English or other related field; and four (4) years of experience doing computer and system's analysis or documentation development; and two (2) years of experience in technical writing or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of methods, standards, procedures and practices of technical writing for the information technology environment; considerable understanding of methods, techniques, and technical terminology used in system's analysis and design; considerable understanding of the operation and use of data processing/communications and related equipment; considerable understanding of multiple operating systems, languages and data structures; good knowledge of system's operations; and good knowledge of generally recognized computer languages such as COBOL. Ability to work independently, to investigate, comprehend, analyze, and organize system's technical processes/procedures; ability to analyze complex concepts/ideas and to present clearly and concisely in writing ; ability to effectively communicate both verbally and in writing with good command of the English language; the ability to work with all levels of personnel in diverse job functions; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Must possess strong investigating, interviewing, analytical, grammatical and technical writing skills.

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Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended



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periods of time, standing, reaching, handling, twisting, and climbing; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class “D” Operators License; and prefer Certified Systems Professional (CSP) or Certified Data Processing Professional (CDP) certification.

WORKING ENVIRONMENT: Working conditions are primarily indoors in an office environment and may require some travel to various locations to review systems.



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Class Code: 2278
EEO Code: N-02
Pay Code: IT-36

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: DATABASE ADMINISTRATOR I

PURPOSE OF THE CLASSIFICATION: Under direction creates and maintains databases, performing administrative tasks involving maintenance and monitoring system performance to maintain security, and other related assigned duties.

ESSENTIAL TASKS:

- Under senior staff guidance creates and maintains databases to ensure availability of relational data for network clients
- Monitors database users to maintain system security, protect integrity, ensure operational compliance with software vendor, and enforce City-wide network security standards
- Grants and monitors database privileges to ensure appropriate user requirements
- Writes Structured Query Language (SQL) procedural scripts to query tables, assessing data integrity
- Monitors physical and logical storage to optimize the client's speed and efficiency in accessing data
- Develops command, backup procedures, and recovery plans for databases to guard against loss of data
- Monitors, tunes, and troubleshoots database to ensure availability
- Manages the maintenance of table and associated memory spaces
- Manages client assets, including Open Database Connectivity (ODBC) drivers, third party applications, Structured Query Language (SQL) network interface software
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree or sixty (60) college hours in computer science, mathematics, statistics, industrial engineering or other related fields; and four (4) years of progressively responsible experience in systems analysis and/or database administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Database Administrator Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Knowledge of the relational databases, methods and techniques used in systems analysis and related maintenance procedures; and considerable knowledge of licensing requirements and rules and regulations relating to database systems; considerable knowledge of data processing concepts and techniques. Ability to monitor the work of users; ability to recognize, analyze and solve system and database maintenance problems immediately without reliance on others; ability to maintain database security; ability to use standard SQL and write SQL procedural scripts to query tables; ability to communicate effectively, both verbally and in writing; ability to successfully use a graphical user interface, telephone, and pager; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; some positions within this classification may be on-call 24 hours a day, 7 days a week; and may require travel to various City locations.



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Class Code: 2255
EEO Code: N-03
Pay Code: IT-36

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: GIS ANALYST

PURPOSE OF THE CLASSIFICATION: Under general direction performs geo-database design and analysis using multiple data sources and use of Geographic Information Systems (GIS) and provides training and support for GIS users and performs other related assigned duties.

ESSENTIAL TASKS:

- Analyzes and maintains the enterprise-wide GIS applications, providing quality assurance for all geospatial data
- Performs research of City, county and sources of records for information to revise and update GIS databases
- Assists with researching requirements for installs, upgrades or patches to GIS
- Performs complex spatial analysis and database queries
- Develops adhoc and production maps considered to be advanced in nature utilizing high level programming language
- Provides training and support for City users, including conducting in-house training classes
- Assists in the preparation of technical reports and forms
- Assists in the coordination of system design and implementation
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science, GIS, geography, geology or sixty (60) college hours; and five (5) years of related experience; or an equivalent combination of training and experience, per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of enterprise GIS architecture, design, and implementation; considerable understanding and knowledge of methods and techniques used in systems analysis and design; considerable knowledge of GIS software and analytical solutions, processes, and enterprise geodatabase creation/editing/maintenance; knowledge of implementing and integrating GIS servers, including developing mapping services; and some knowledge of spatial programming languages. Ability to work independently and to recognize, analyze and solve complex spatial problems; ability to digitize and georeference a paper map or plat; ability to analyze issues and to formulate sound concepts; ability to effectively communicate both verbally and in writing.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 50 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended periods of time, standing, reaching, handling, twisting and climbing; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Some positions may require possession of a valid Oklahoma Class "D" Operators License.

WORKING ENVIRONMENT: Working conditions are primarily indoors in an office environment and may require some travel to local and regional locations to provide computer-related assistance and provide on-call after hours support for production systems.



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Class Code: 2253
EEO Code: N-03
Pay Code: IT-36

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: PROGRAMMER/ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs complicated programming, systems analysis and design, and maintenance support for information technology applications; and performs other related assigned duties.

ESSENTIAL TASKS:

- Performs complex programming
- Performs complex systems analysis and design, and database design
- Develops adhoc and production reports considered to be advanced in nature utilizing high level language
- Monitors production scheduling to satisfy a client's specific application requirements
- Performs testing, debugging, and related implementation tasks
- Assists users with the preparation of test data
- Develops flow charts and other forms of documentation
- Receives training in advanced information technology concepts; e.g., programming, analysis/design, client server, relational database
- Interfaces with users and/or outside vendors
- Trains or assists other programmers
- Provides technical support for installed packaged software applications
- Provides on-call after hours support for production systems
- Conducts performance tuning of systems and applications
- Provides assistance to the network administrator
- Performs database maintenance for systems
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science, statistics, mathematics, electronics technology, accounting or other related fields; or the completion of two (2) years (60 college hours) college level studies including coursework in computer science, mathematics, accounting or other related fields; and four (4) years of experience in computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Programmer/Systems Analyst Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Considerable knowledge of methods, procedures and practices of programming for the appropriate information technology environment; considerable understanding of methods and techniques used in systems analysis and design; considerable understanding of the operation and use of data processing, data communications, and related equipment; considerable understanding of multiple operating systems, languages and data structures; good knowledge of systems operations and administration and network administration; good knowledge of at least two (2) generally recognized computer languages (e.g., COBOL, C, Pascal) and proficiency in one (1); and some knowledge in accounting, statistics, and modern business principles, methods and practices. Ability to work independently and to recognize, analyze, and solve complex programming problems; ability to analyze issues and to formulate sound concepts; ability to train others in basic programming work or other related activities; ability to effectively communicate both verbally and in writing; ability to coordinate, evaluate and supervise the work of others; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 50 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended periods of time, standing, reaching, handling, twisting, and climbing; and vision, speech, and hearing sufficient to perform the essential tasks.



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Licenses and Certificates: Some positions may require possession of a valid Oklahoma Class "D" Operators License and/or a Class "C" Water License as issued by the Department of Environmental Quality (DEQ) within fifteen months of hire.

WORKING ENVIRONMENT: Working conditions are primarily indoors in an office environment and may require some travel to local and regional locations to provide computer-related assistance.

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Class Code: 4273
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Pay Code: IT-28

Group: Engineering, Planning, and Technical
Series: Communications Operations and Maintenance

CLASS TITLE: SENIOR TELECOMMUNICATIONS TECHNICIAN

PURPOSE OF THE CLASSIFICATION: Under general supervision performs installation, maintenance, design, modification, and technical repair work involving a wide variety of complex electronic and microprocessor based telecommunications, safety and security equipment; provides training and lead direction to subordinate employees as requested by supervisor and other related assigned duties.

ESSENTIAL TASKS:

- Performs installation, preventative maintenance, design, modification, and repair work involving a wide variety of various types of complex stationary and mobile telecommunications equipment, safety equipment, security systems, and other types of electronic and microprocessor based equipment
- Performs installation of emulation software, fiber optic cable and termination and testing of fiber optic links
- Maintains test equipment, tools, communication towers and facilities associated with operational concerns of the City departments
- Programs communication equipment
- Evaluates new electronic equipment and software
- Assists other department's support personnel in trouble shooting and resolving problems
- Assists with the design and implementation of other Departments local network connections to the City wide network
- Designs and installs fiber optic cabling connections to the City Wide Network, including the termination of the cabling and connecting it to the network
- Supervises the installation of all cabling connecting terminals and PC's to the City wide network
- Trains other technicians
- Maintains and updates work records and provides detailed work reports, schematics, and block diagrams
- Maintains critical database record information required for Telecommunications systems management

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and thirty (30) hours of coursework in electronics or related field, supplemented by successful completion of an approved two (2) year training course in electronics and telecommunications technology or other related fields and four (4) years of related work experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Telecommunications Technician Criterion Progression Document for additional requirements.

Knowledge, Abilities and Skills: Considerable knowledge of the operating principles of various types of telecommunications electronic and microprocessor based equipment; considerable knowledge of testing, maintenance, installation, and repair practices of such equipment; considerable knowledge of the safety hazards and precautions of electrical and facilities maintenance work; considerable knowledge of principles, applications, and capabilities of databases and related computer equipment; working knowledge of PC and various specialized applications; considerable knowledge of fleet mapping strategies; and considerable knowledge of the theories, design practices, and systems engineering requirements of telecommunications equipment. Ability to analyze and diagnose problems in telecommunications and other types of equipment; ability to work in hazardous and/or high locations; ability to install, maintain, design, modify, and repair a variety of solid state equipment; ability to use PC and various specialized software applications to accomplish needed tasks; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Skill in the use of various tools and equipment of the trade.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 50 pounds with occasional lifting up to 60 pounds; frequent carrying up to 20 pounds with occasional carrying up to 60 pounds; occasional pushing and pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.



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Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License. Requires possession of a FCC General Radio-Telephone License or certification from an accredited testing agency; and possession of an APCO (Association Public-Safety Communications Officials) technician certification within one (1) year of hire date or BICSI Technician Certification.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather; and requires travel to all City locations to perform installation and maintenance work.



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Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS TECHNICIAN II - SERVICE DESK

PURPOSE OF THE CLASSIFICATION: Under general supervision provides routine first-tier technical support to end users with PC, phone, server or mainframe application problems, including activation of computer hardware and software applications and other related assigned duties.

ESSENTIAL TASKS:

- Provides technical support to end users via the telephone or from a remote location, serving as single point of contact (SPOC) for routine technology-related problems
- Identifies, evaluates, researches and resolves and/or refers technical computing hardware and software issues, network and other telecommunications systems issues, documenting, tracking and monitoring problems to ensure prioritization resolution
- Monitors, identifies and escalates critical problems and system outages requiring urgent attention
- Sets up end user access to low and medium security hardware systems and software applications
- Performs routine Service Desk incident management system software administration duties
- Manages trouble calls and work flows, utilizing monitoring applications to track and resolve problems with various remote control tools
- Documents problems, assignments, status and resolutions in Service Desk incident management system
- Acts as liaison between end users, technical support personnel and vendors for IT purchasing concerns, technical information, maintenance and repair service needs until problem resolved
- Researches available hardware and software system documentation to ensure accurate and appropriate assignment of problems requiring second and third-tier support
- Provides training, documentation and self-help materials on personal computers and a wide variety of software applications for end users
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science or sixty (60) college hours towards a degree in computer science or other related fields; and two (2) years of computer support experience troubleshooting issues via the phone; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. **Candidates must have no felony arrests or convictions, nor a history of multiple misdemeanor arrests/convictions. In conformance with federal rules and legal mandates, candidates must undergo a background investigation, including fingerprints. Should the candidate be selected and accept conditional employment, failure to pass the background investigation will result in termination.**

Knowledge, Abilities and Skills: Good knowledge of network/computer operating systems; good knowledge of data communications networking concepts, methods and techniques, including computer interfacing; good knowledge in state-of-the-art data processing and communications equipment and applications; good knowledge of the methods and techniques used in systems analysis and related maintenance procedures; good knowledge of data processing systems and equipment; and good knowledge of PCs, LANs, peripheral equipment and applications. Must possess the ability to work independently and to recognize, evaluate and solve system and software maintenance problems; ability to express and handle oneself in a calm demeanor during chaotic situations; ability to articulate technical problems in layman terminology; ability to facilitate Information Technology training to staff and end users; ability to exercise discretion and professionalism in handling confidential information; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 50 pounds with occasional pushing and pulling up to 60 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.



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Class Code: 2288
EEO Code: N-03
Pay Code: IT-23

Group: Clerical and Administrative
Series: Data Processing and Information Services

CLASS TITLE: DATA CENTER OPERATOR

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for the operation of complex computers and application servers used for mission critical and legacy information systems and other related assigned duties.

ESSENTIAL TASKS:

- Monitors continuously operating multiple computer systems mainframes, minicomputers and file servers in the City of Tulsa's main data center for any anomalies, taking corrective action within limits outlined by system owners
- Maintains system operating schedules on multiple mission critical systems, notifying staff of problems and taking corrective action prescribed by application support staff
- Processes computer output of various systems monitored according to system documentation
- Manages City data storage archives to ensure back up and protection of data
- Performs preventive maintenance on systems and associated peripherals
- Maintains and prepares operations logs and reports utilized by management to resolve problems occurring between the systems interfaces
- Works with programmers and analysts to prevent and help recover system aborts and programming failures
- Monitors various environmental factors and controllers to insure proper conditions for mission critical information systems
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED); and five (5) years experience in computer operations; or an equivalent combination of training and experience, per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of applicable mainframes, minicomputers, and file servers and their operating environment; basic knowledge of programming languages and database systems; and some knowledge of general accounting and statistical practices. Ability to plan procedures details to accomplish desired results; ability to read and use written and numerical data rapidly and accurately; ability to locate errors quickly and to detect mechanical difficulties; ability to make decisions quickly and react in critical situations; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information. Skill in the use of personal computers with a working knowledge of the current operating system; and skill in the operation of a variety of computer equipment.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 25 pounds; occasional carrying and pushing up to 50 pounds; may be subject to sitting, walking, standing, reaching, balancing, bending, handling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is indoors; moderate noise and lower than normal temperatures; and subject to shift work and/or overtime, including weekends and holidays.



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Class Code: 2225
EEO Code: N-03
Pay Code: IT-23

Group: Clerical and Administration
Series: Data Processing and Information Services

CLASS TITLE: SYSTEMS TECHNICIAN I – SERVICE DESK

PURPOSE OF THE CLASSIFICATION: Under general supervision provides routine first-tier technical support to end users with PC, phone, server or mainframe application problems, including activation of computer hardware and software applications and other related assigned duties.

ESSENTIAL TASKS:

- Provides technical support to end users via the telephone or from a remote location, serving as single point of contact (SPOC) for routine technology-related problems
- Identifies, evaluates, researches and resolves and/or refers technical computing hardware and software issues, network and other telecommunications systems issues, documenting, tracking and monitoring problems to ensure prioritization resolution
- Monitors, identifies and escalates critical problems and system outages requiring urgent attention
- Sets up end user access to low security hardware systems and software applications
- Manages trouble calls and work flows, utilizing monitoring applications to track and resolve problems with various remote control tools
- Documents problems, assignments, status and resolutions in Service Desk incident management system
- Acts as liaison between end users, technical support personnel and vendors for IT purchasing concerns, technical information, maintenance and repair service needs until problem resolved
- assignment of problems requiring second and third-tier support
- Utilizes and may revise written procedures and various documentation techniques
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of experience in technical support to computer users including one (1) year of computer support experience troubleshooting issues via the phone; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Candidates must have no felony arrests or convictions, nor a history of multiple misdemeanor arrests/convictions. In conformance with federal rules and legal mandates, candidates must undergo a background investigation, including fingerprints. Should the candidate be selected and accept conditional employment, failure to pass the background investigation will result in termination.

Knowledge, Abilities and Skills: Some knowledge of network/computer operating systems and software applications; some knowledge of the methods and techniques used in troubleshooting desktop computer systems; and some knowledge of host terminal systems. Ability to read and comprehend procedural specifications; some of data processing systems and equipment; and some knowledge of PCs, LANs, peripheral equipment and applications; ability to exercise discretion and professionalism in handling confidential information, and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Applicant must possess skill in the operation of a computer.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds with occasional lifting up to 60; frequent carrying up to 50 pounds; occasional pushing and pulling up to 60 pounds; may be subject to extended periods of walking, sitting, reaching, bending, kneeling, handling, climbing, smelling, and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather and requires some travel to various City locations to assist PC users.



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Code: 4272

EEO Code: N-03

Pay Code: IT-20

Group: Engineering, Planning, and Technical
Series: Communications Operations and Maintenance

CLASS TITLE: TELECOMMUNICATIONS TECHNICIAN I

PURPOSE OF THE CLASSIFICATION: Under general supervision performs installation, maintenance, and technical repair work involving various types of electronic and microprocessor based telecommunications, safety and security equipment; and other related assigned duties.

ESSENTIAL TASKS:

- Performs installation, preventative maintenance, and repair work involving various types of stationary and mobile telecommunications equipment, safety equipment, security systems, and other types of electronic and microprocessor based equipment
- Maintains test equipment, tools, communication towers, and facilities associated with operational concerns of the City departments
- Maintains and updates work records and provides work reports or diagrams as necessary

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) supplemented by successful completion of an approved two (2) year training course in electronics and telecommunications technology or other related field and two (2) years of related work experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Telecommunications Technician Criterion Progression Document for additional requirements.

Knowledge, Abilities and Skills: Good knowledge of the operating principles of various types of telecommunications electronic and microprocessor based equipment; good knowledge of testing, maintenance, installation, and repair practices of such equipment; good knowledge of the safety hazards and precautions of electrical and facilities maintenance work; and some knowledge of the theories, design practices, and systems engineering requirements of telecommunications equipment. Ability to analyze and diagnose problems in telecommunications and other types of equipment; ability to work in hazardous and/or high locations; ability to install, maintain, design, modify, and repair a variety of solid state equipment; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information. Skill in the use of various tools and equipment of the trade.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting up to 50 pounds; occasional carrying, pushing, and pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, handling, feeling, climbing, and smelling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License. Requires possession of a FCC General Radio-Telephone License or certification from an accredited testing agency within one (1) year from date of hire or BICSI Apprentice Certification as appropriate.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather.

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