

**AMENDMENT NUMBER 3**

**CONTRACT NUMBER 31000694**

**FOR**

**TEMPORARY PERSONNEL SERVICES FOR TECHNOLOGY STAFF AUGMENTATION**

This Contract was made and entered on April 1, 2015, by and between Vanderhouwen and Associates, Inc., hereinafter called Contractor, and the City of Portland, a municipal corporation of the State of Oregon, by and through its duly authorized representatives, hereinafter called City.

1. Unanticipated additional work is necessary and requires additional compensation in the amount of \$1,332,000 for a new not-to-exceed amount of \$3,832,000.

All other terms and conditions shall remain unchanged and in full force and effect.

**CONTRACTOR SIGNATURE**

This Contract amendment may be signed in two (2) or more counterparts, each of which shall be deemed an original, and which, when taken together, shall constitute one and the same Contract amendment.

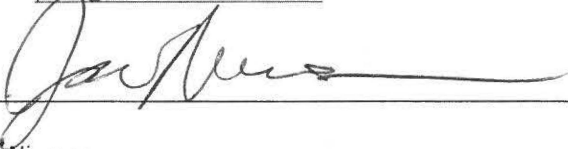
The parties agree the City and Contractor may conduct this transaction by electronic means, including the use of electronic signatures.

Contractor Name: Vanderhouwen and Associates, Inc.

Address: 6342 SW Macadam Avenue  
Portland, OR 97239

Telephone: 503-299-6811

Email: john@vanderhouwen.com

Signature:  Date: May 24, 2018

Name: John Niemer

Title: VP client services



# CITY OF PORTLAND, OREGON

Contract No. 31000694

Amendment/Change Order No. 3

Contract Description: TEMPORARY IT STAFF AUGMENTATION

## CITY OF PORTLAND SIGNATURES:

By: N/A

Date: \_\_\_\_\_

Bureau Director

By: *Leti Spial*

Date: 06/08/2018

Purchasing Agent

By: N/A

Date: \_\_\_\_\_

Elected Official

Approved:

By: *D. Bilby*

Date: 06/08/2018

Office of the City Auditor

Approved as to Form:

By: *John Zaka*

Date: 06/07/2018

Office of City Attorney

**CITY OF PORTLAND  
AMENDMENT NUMBER 2**

**CONTRACT NUMBER 31000694**

**FOR**

**TEMPORARY PERSONNEL SERVICES FOR TECHNOLOGY STAFF AUGMENTATION**

This Contract was made and entered by and between VanderHouwen & Associates, Inc., hereinafter called Contractor, and the City of Portland, a municipal corporation of the State of Oregon, by and through its duly authorized representatives, hereinafter called City.

1. Unanticipated additional work is necessary and requires additional compensation in the amount of \$200,000, for a new not-to-exceed contract amount of \$2,500,000.

All other terms and conditions shall remain unchanged and in full force and effect.

**CONTRACTOR SIGNATURE**

This Contract amendment may be signed in two (2) or more counterparts, each of which shall be deemed an original, and which, when taken together, shall constitute one and the same Contract amendment.

The parties agree the City and Contractor may conduct this transaction by electronic means, including the use of electronic signatures.

Contractor Name: VanderHouwen & Associates, Inc.

Address: 6342 SW Macadam Avenue

Portland, OR 97239

Telephone: (503) 299-6811

Signature: John Niermer Date: January 10, 2018  
Name: John Niermer  
Title: VP, Account Management



# CITY OF PORTLAND, OREGON

Contract No. 31000694

Amendment/Change Order No. 2

Contract Description: TEMPORARY IT STAFF AUGMENTATION

## CITY OF PORTLAND SIGNATURES:

By: N/A

Date: \_\_\_\_\_

Bureau Director

By: 

Date: 02/07/2018

Purchasing Agent

By: N/A

Date: \_\_\_\_\_

Elected Official

Approved:

By: 

Date: 02/07/2018

Office of the City Auditor

Approved as to Form:

By: 

Date: 01/19/2018

Office of City Attorney

**AMENDMENT NUMBER 1**

**CONTRACT NUMBER 31000694**

**FOR**

**TEMPORARY PERSONNEL SERVICES FOR TECHNOLOGY STAFF AUGMENTATION**

This Contract was made and entered by and between VanderHouwen & Associates, Inc., hereinafter called Consultant, and the City of Portland, a municipal corporation of the State of Oregon, by and through its duly authorized representatives, hereinafter called City.

1. Additional compensation is necessary and shall not exceed \$300,000.00 for an overall contract amount of \$2,300,000.00.

All other terms and conditions shall remain unchanged and in full force and effect.

**CONSULTANT SIGNATURE**

This Contract amendment may be signed in two (2) or more counterparts, each of which shall be deemed an original, and which, when taken together, shall constitute one and the same Contract amendment.

The parties agree the City and Consultant may conduct this transaction by electronic means, including the use of electronic signatures.

Consultant Name: VanderHouwen & Associates, Inc.

Address: 6342 SW Macadam Avenue  
Portland, OR 97239

Telephone: (503) 299-6811

Signature:  Date: June 30, 2017

Name: John M. Niemer

Title: V.P. Account Management



# CITY OF PORTLAND, OREGON

Contract No. 31000694

Amendment/Change Order No. 1

Contract Description: TEMPORARY IT STAFF AUGMENTATION

## CITY OF PORTLAND SIGNATURES:

By: N/A

Date: \_\_\_\_\_

Bureau Director

By: 

Date: 08/24/2017

Purchasing Agent

By: N/A

Date: \_\_\_\_\_

Elected Official

Approved:

By: 

Date: 08/28/2017

Office of the City Auditor

Approved as to Form:

By: 

Date: 08/15/2017

Office of City Attorney

# PRICE AGREEMENT NO. 31000694

FOR

## TEMPORARY PERSONNEL SERVICES FOR TECHNOLOGY STAFF AUGMENTATION

This Price Agreement (Agreement), made and entered into this 1st day of April, 2015, by and between VanderHouwen & Associates, Inc. an Oregon Corporation, hereinafter called Contractor, and the City of Portland, a municipal corporation of the State of Oregon, by and through its duly authorized representatives, hereinafter called City. This Agreement may refer to the City and Contractor individually as a "Party" or jointly as the "Parties."

### WITNESSETH:

**ARTICLE I** The Parties hereto mutually covenant and agree to and with each other as follows:

**1. SCOPE OF WORK:** Contractor shall provide the City of Portland, Bureau of Technology Services is with labor to furnish on-call temporary support personnel for the City on an as needed basis in order to supplement City staff during peak installation periods and for back-filling of permanent City staff in support of the work conducted by BTS. As the employer of the temporary personnel, the awarded contractor will perform the functions of a staffing firm, including recruiting, hiring, assigning, orienting, reassigning, counseling, disciplining, and discharging the temporary personnel. The position requirements/performance specifications for each temporary personnel position are identified in Attachment C. Temporary personnel services will be provided on an "as needed/as requested" basis as described herein; all Work shall be performed in accordance with Attachment A.

**2. EFFECTIVE DATE AND DURATION:** The initial term of this Agreement shall begin on April 1, 2015 and shall expire on March 31, 2020 unless terminated sooner as provided herein. The total term of this Agreement shall not exceed five (5) years.

**3. CONSIDERATION:** The City agrees to pay Contractor an annual not to exceed amount of \$400,000.00, for a total contractual not to exceed amount of \$2,000,000.00, for provision of and completion of the work. Interim payments shall be made to the Contractor according to the schedule identified in Attachment B.

**4. INVOICING:** The City of Portland is a tax-exempt governmental agency. Prices shall not include federal, state, local, or other taxes designated now or hereafter, unless the City is responsible therefore. The Contractor shall submit billings in a timely fashion. Invoices shall be sent to the address reflected on the ordering PO.

Contractor is at all times solely responsible for billing accuracy and timeliness; Contractor shall provide invoices for the goods and services to the City in paper form. Invoices will not be processed for payment until receipt of a properly completed invoice and until all invoice items are received and satisfactory performance of Contractor has been attained. Invoice payment terms including any offered prompt payment discounts shall start on the date of the invoice.

**5. INVOICE PAYMENT:** Invoices submitted for payment shall identify for each position being invoiced, the name of the position, employee name, hourly rate, number of hours worked, total extended price for each position, purchase order number, and invoice total. Billing details may be agreed upon between the Parties. Invoicing for goods and services shall at all times be in arrears. Invoices for payment shall be provided to the City within ninety (90) days of successful delivery of the billed goods and services.

Revised invoices or billing adjustments shall apply only to goods and services that can be verified by the City. Requests for such adjustments shall be submitted in writing to the City within six (6) months of acceptance of the goods and services, shall reference the original invoice in which the error was made, and contain the level of detail defined in billing detail above. Billing adjustments shall not be submitted to the City in any form other than a paper document. The City shall pay undisputed portions of disputed or incorrect invoices where the City can easily identify the undisputed portion. Failure by the City to pay any portion of or the entire invoiced amount based on Contractor billing errors, goods and services that fail to comply with this Agreement, or disputed charges shall not constitute default under this Agreement. Payment of an amount less than the total amount due on all unpaid invoices shall

be any particular amount or item, which is subject to any claim of error or dispute between the Parties, without prior written City approval.

It is the City's policy to pay its vendor invoices via electronic funds transfers through the automated clearing house (ACH) network. To initiate payment of invoices, vendors shall execute the City's standard ACH Vendor Payment Authorization Agreement which is available on the City's website at:

<http://www.portlandonline.com/omf/index.cfm?c=26606&a=409834>. Upon verification of the data provided, the Payment Authorization Agreement will authorize the City to deposit payment for services rendered or goods provided directly into vendor accounts with financial institutions. All payments shall be in United States currency.

**ARTICLE II** Work under this Agreement shall not commence until all insurance requirements have been met and certificates thereof have been filed with the Chief Procurement Officer or the Auditor.

**6. INSURANCE:** Contractor shall obtain and maintain in full force at Contractor expense, throughout the duration of the agreement and any warranty or extension periods, the required insurance identified below. The City reserves the right to require additional insurance coverage as required by statutory or legal changes to the maximum liability that may be imposed on Oregon cities during the term of the agreement.

(a) Workers' compensation insurance as required by ORS Chapter 656 and as it may be amended. Unless exempt under ORS Chapter 656, the Contractor and all subcontractors shall maintain coverage for all subject workers.

☒ Required and attached or ☐ Proof of exemption (i.e., completion of Independent Contractor Certification Statement)

(b) General commercial liability (CGL) insurance covering bodily injury, personal and advertising injury, property damage, including coverage for independent contractor's protection (required if any work will be subcontracted), premises/operations, contractual liability, products and completed operations, in per occurrence limit of not less than \$1,000,000, and aggregate limit of not less than \$2,000,000.

☒ Required and attached or ☐ waived by Authorized Bureau Manager

(c) Automobile liability insurance with coverage of not less than \$1,000,000 each accident, and an umbrella or excess liability coverage of \$2,000,000. The insurance shall include coverage for any auto or all owned, scheduled, hired and non-owned auto. This coverage may be combined with the commercial general liability insurance policy.

☒ Required and attached or ☐ waived by Authorized Bureau Manager

(d) Professional Liability and/or Errors & Omissions insurance to cover damages caused by negligent acts, errors or omissions related to the professional services, and performance of duties and responsibilities of the Contractor under this Agreement in an amount with a combined single limit of not less than \$1,000,000 per occurrence and aggregate of \$2,000,000 for all claims per occurrence. In lieu of an occurrence based policy, Contractor may have claims-made policy in an amount not less than \$1,000,000 per claim and \$2,000,000 annual aggregate, if the Contractor obtains an extended reporting period or tail coverage for not less than three (3) years following the termination or expiration of the Agreement. Contractor shall provide proof of insurance through satisfactory certificate(s) of insurance to the City.

☒ Required and attached or ☐ waived by Authorized Bureau Manager

**6.1 CONTINUOUS COVERAGE; NOTICE OF CANCELLATION:** The Contractor agrees to maintain continuous, uninterrupted coverage for the duration of the Agreement. There shall be no termination, cancellation, material change, potential exhaustion of aggregate limits or non-renewal of coverage without thirty (30) days written notice from Contractor to the City. If the insurance is canceled or terminated prior to completion of the Agreement, Contractor shall immediately notify the City and provide a new policy with the same terms. Any failure to comply with this clause shall constitute a material breach of agreement and shall be grounds for immediate termination of this Agreement.



**6.2 ADDITIONAL INSURED:** The liability insurance coverages, except Professional Liability, Errors and Omissions, or Workers' Compensation, shall be without prejudice to coverage otherwise existing, and shall name the City of Portland and its bureaus/divisions, officers, agents and employees as Additional Insureds, with respect to the Contractor's activities to be performed, or products or services to be provided. Coverage shall be primary and non-contributory with any other insurance and self-insurance. Notwithstanding the naming of additional insureds, the insurance shall protect each additional insured in the same manner as though a separate policy had been issued to each, but nothing herein shall operate to increase the insurer's liability as set forth elsewhere in the policy beyond the amount or amounts for which the insurer would have been liable if only one person or interest had been named as insured.

**6.3 CERTIFICATE(S) OF INSURANCE:** Contractor shall provide proof of insurance through acceptable certificate(s) of insurance and additional insured endorsement form(s) to the City prior to the award of the agreement if required by the procurement documents (e.g., request for proposal), or at execution of the agreement and prior to any commencement of work or delivery of goods or services under the Agreement. The Certificate(s) will specify all of the parties who are endorsed on the policy as Additional Insureds (or Loss Payees). Insurance coverages required under this Agreement shall be obtained from insurance companies acceptable to the City of Portland. The Contractor shall pay for all deductibles and premium. The City reserves the right to require, at any time, complete, certified copies of required insurance policies, including endorsements evidencing the coverage the required.

**6.4 SUBCONTRACTOR(S):** Contractor shall provide evidence that any subcontractor, if any, performing work or providing goods or service under the agreement has the same types and amounts of coverages as required herein or that the subcontractor is included under Contractor's policy.

**ARTICLE III** In consideration of the premises, and in accordance with the provisions for acceptance and payment for work set forth in these Standard Terms and Conditions and Special Terms and Conditions, the City and Contractor hereby agrees as follows:

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## STANDARD TERMS AND CONDITIONS

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**7. INDEPENDENT CONTRACTOR STATUS:** The Contractor is engaged as an independent contractor and shall be responsible for any federal, state, and local taxes and fees applicable to payments hereunder. The Contractor, its subcontractors, and their employees are not employees of the City and are not eligible for any benefits through the City including, without limitation, federal social security, health benefits, workers' compensation, unemployment compensation, and retirement benefits. There is no expectation of continued assignment to the City. The Contractor is the sole employer of personnel provided to the City. The City is not the employer, nor is it a joint employer with the Contractor. Any remedial action necessary in regards to a performance deficiency of an employee provided by the Contractor to the City, prior to rejection by City, shall be the sole responsibility of the Contractor.

**8. NO THIRD PARTY BENEFICIARIES:** Contractor and City are the only Parties to this Agreement and are the only Parties entitled to enforce its terms. Nothing in this Agreement gives, assigns or provides any benefit or right, whether directly, indirectly, or otherwise, to third persons.

**9. SUCCESSORS IN INTEREST:** The provisions of this Agreement shall be binding upon and shall inure to the benefit of the Parties hereto, and their respective successors and approved assigns.

**10. SURVIVAL:** The terms, conditions, representations, and all warranties contained in this Agreement shall survive the termination or expiration of this Agreement.

**11. COMPLIANCE WITH APPLICABLE LAW:** In connection with its activities under this Agreement, Contractor shall comply with all applicable federal, state and local laws and regulations. All statutory, charter and ordinance provisions applicable to public contracts in the City of Portland and the State of Oregon shall be followed with respect to this Agreement. The following additional conditions apply to this solicitation and any resultant purchase order or agreement: Appendix A as attached hereto.

The Contractor must be in compliance with the laws regarding conducting business in the City of Portland before an award may be made and shall be responsible for the following:

**CERTIFICATION AS AN EEO AFFIRMATIVE ACTION EMPLOYER:** The Contractor is certified as an Equal Employment Opportunity Employer as prescribed by Chapter 3.100 of the Code of the City of Portland through October 11, 2015. The certification will be maintained throughout the duration of the Agreement.

**NON-DISCRIMINATION IN EMPLOYEE BENEFITS (Equal Benefits):** The Contractor has complied by providing the Equal Benefits Compliance Worksheet/Declaration Form indicating: Full Compliance, Option C.

**BUSINESS LICENSE TAX ACCOUNT:** The Contractor license #386574 is in compliance with the City of Portland Business License Tax requirements as prescribed by Chapter 7.02 of the Code of the City of Portland and will be maintained throughout the duration of this Agreement.

**NOTIFICATION TO STATE OF NONRESIDENT CONTRACTOR:** If the Agreement Price exceeds \$10,000 and the Contractor is a Nonresident Contractor, the Contractor shall promptly report to the Oregon Department of Revenue on forms provided by the Department of Revenue, the Agreement Price, terms of payment, Agreement duration and such other information as the Department of Revenue may require before final payment can be made on the Agreement. A copy of the report shall be forwarded to the City. The City shall satisfy itself that the above requirements have been complied with before it issues final payment on the Agreement (PCC 5.33.695) [http://www.oregon.gov/dor/forms/misc/nonresident-bidder\\_800-020.pdf](http://www.oregon.gov/dor/forms/misc/nonresident-bidder_800-020.pdf).

**GRANT TERMS AND CONDITIONS:** In connection with its activities under this Contract, Contractor shall comply with all applicable Grant Terms and Conditions. This includes all terms and conditions contained in this Contract and, for a contract involving a grant, the Grant Terms and Conditions as further described at: <http://www.portlandoregon.gov/bibs/article/455735>

**12. GOVERNING LAW / VENUE:** The provisions of this Agreement shall be construed in accordance with the provisions of the laws of the State of Oregon without reference to its conflict of laws provisions. Any action or suits involving any question arising under this Agreement shall be brought in the appropriate court in Multnomah County, Oregon. By executing this Agreement the Contractor agrees to in personam jurisdiction of the Oregon courts.

**13. NONDISCRIMINATION:** Contractor agrees to comply with all applicable requirements of federal and state civil rights and rehabilitation statutes, rules, and regulations. Contractor also shall comply with the Americans With Disabilities Act of 1990 (Pub L. No. 101-336) including Title II of that Act, ORS Chapter 659.425, and all regulations and administrative rules established pursuant to those laws.

Non-discrimination: Civil Rights. In carrying out activities under this Agreement, Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, handicap, familial status, sexual orientation or national origin. Contractor shall take actions to insure that applicants for employment are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, age, handicap, familial status, sexual orientation or national origin. Actions shall include but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Contractor shall post in conspicuous places, available to employees and applicants for employment, notices provided by City of Portland setting for the provisions of this nondiscrimination clause. Contractor shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, handicap, familial status, sexual orientation or national origin. Contractor shall incorporate the foregoing requirements of this paragraph in all of other agreements for work funded under this Agreement, except agreements governed by Section 104 of Executive Order 11246.

**14. INDEMNITY:** Contractor shall hold harmless, defend, and indemnify the City of Portland, its officers, employees, and agents, from all claims, demands, suits, actions, losses, damages, liabilities, costs and expenses of whatsoever nature, including all attorney's fees and costs; resulting from or arising out of the activities of Contractor or its officers, employees, subcontractors, or agents including intentional acts, or of its subcontractors,

agents or employees under this Agreement. Contractor is not responsible for any damages caused by the actions of the City, its officers, employees and agents.

**15. SEVERABILITY:** In the event that a court, government agency, or regulatory agency with proper jurisdiction determines that this Agreement, or any provision of this Agreement, is unlawful, this Agreement, or that provision of the Agreement to the extent it is unlawful, shall terminate. If a provision of this Agreement is terminated but the Parties can legally, commercially, and practicably continue without the terminated provision, the remainder of this Agreement shall continue in effect.

**16. FUNDING:** In the event the City, during the adoption of the City's annual budget, reduces, changes, eliminates, or otherwise modifies the funding for any of the projects identified herein, the Contractor agrees to abide by any such decision including revision or termination of services.

**17. ASSIGNMENT AND SUBCONTRACTING:** This Agreement or any interest therein shall not be assigned or subcontracted to any other person or entity without the prior written consent of the City of Portland. In the event of transfer without prior written consent, the purported transfer is void and the Contractor remains liable for performance of the Agreement. Notwithstanding City approval of a subcontractor, the Contractor shall remain obligated for full performance hereunder, and the City shall incur no obligation other than its obligations to the Contractor hereunder. The Contractor agrees that if subcontractors are employed in the performance of this Agreement, the Contractor and its subcontractors are subject to the requirements and sanctions of ORS Chapter 656, Workers' Compensation.

**18. LIENS:** Contractor shall not permit any claim to be filed or prosecuted against the City or any lien against the property purchased in connection with this Agreement and agrees to assume responsibility should such lien or claim be filed.

**19. SUSTAINABLE PROCUREMENT:** Pursuant to the City's Sustainable City Principles, which direct City Bureaus to pursue long-term social equity, environmental quality, and economic vitality through innovative and traditional mechanisms, the Contractor is encouraged to incorporate these Principles into their scope of work with the City wherever possible. Therefore in accordance with the Principles and the City's Sustainable Procurement Policy, it is the policy of the City of Portland to encourage the use of products or services that help to minimize the human health and environmental impacts of City operations. "Environmentally preferable" means products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

Packaging should be minimized to the maximum extent possible without compromising product quality. The City encourages packaging that is reusable, recyclable in local recycling programs, is made from recycled materials, and/or is collected by the vendor for reuse/recycling.

**20. FORCE MAJEURE:** Neither City nor Contractor shall be held responsible for performance if its performance is prevented by unforeseeable acts or events beyond the Party's reasonable control including, but not limited to: acts of God; fire, flood, earthquakes or other catastrophes; strikes or other labor unrest; power failures, electrical power surges or current fluctuations; nuclear or other civil or military emergencies; or acts of legislative, judicial, executive, or administrative authorities; or any other circumstances that are not within its reasonable control.

**21. AMENDMENTS:** All changes to this Agreement, including changes to the scope of work and Agreement amount, must be made by written amendment and approved by the Chief Procurement Officer to be valid. The City's Chief Procurement Officer is authorized to execute amendments to this Agreement without the City's further approval, provided such amendments are in writing, signed by both Parties, and approved by the City Attorney's Office. Contractor understands that City employees have no actual or apparent authority to enter into amendments, except as may be specifically granted by the City Council to the Chief Procurement Officer, or to waive the approval of the City Attorney's office.

**22. NON-WAIVER:** No waiver, consent, modification, or change of terms of this Agreement shall bind either Party unless in writing and signed by both Parties. Such waiver, consent, modification, or change if made, shall be effective only in specific instances and for the specific purposes given. The failure of the City to enforce any provision of this Agreement shall not constitute a waiver of that or any other provision.

**23. COORDINATION WITH OTHER CONTRACTORS AND OTHER SERVICES:** The Contractor shall cooperate fully with other contractors and City employees providing systems or support to the City during installation, operation, or maintenance of the goods and services. This includes planning for and integration of the goods and services provided under this Agreement with those provided by others. Further, Contractor shall make every reasonable effort to cooperate with City to minimize and/or prevent any degradation of the other computer and telecommunications systems, equipment, or services of the City by the installation, operation, or maintenance of the goods and services. Contractor's failure to cooperate with the City and other contractors may be grounds for termination as provided herein.

**24. ACCESS TO RECORDS:** The Contractor shall maintain professional accounting standards and on a current basis, and the City and its duly authorized representatives shall have access to, the books, documents, papers, and records of the Contractor which are directly pertinent to this Agreement for the purpose of making audit, examination, excerpts, and transcripts for a period of three (3) years after final payment. Copies of applicable records shall be made available upon request.

**25. AUDITS:** The City, either directly or through a designated representative, may conduct financial and performance audits of the billings and services specified in this Agreement at any time in the course of the Agreement and during the three (3) year period established by ACCESS TO RECORDS. Audits shall be conducted in accordance with generally accepted auditing standards.

If an audit discloses that payments to the Contractor were in excess of the amount to which the Contractor was entitled, then the Contractor shall repay the amount of the excess to the City. Under no circumstances will the payment of previous invoices constitute an acceptance of the charges associated with those invoices. If any audit shows performance of services is not efficient in accordance with Government Auditing Standards, or that the program is not effective in accordance with Government Auditing Standards, the City may pursue remedies as provided under EARLY TERMINATION OF AGREEMENT and REMEDIES. In addition, the Contractor agrees to abide by the standards of the Office of the Comptroller set forth in May, 2002 Office of Justice Programs (OJP) Financial Guide, including without limitation in accordance with Office of Management and Budget (OMB) Circulars A87, A-102, A-122, A-128, A-133. All financial records, supporting documents, statistical records and all other records pertinent to this Agreement shall be retained by the Contractor for a minimum of five (5) years for purposes of State of Oregon or the OJP Financial Guide from the Office of the Controller and apprise itself of all rules and regulations set forth.

**26. EMPLOYEES NOT TO BENEFIT:** No City employee or elected official of the City shall be admitted to any share or part of this Agreement or to any benefit that may arise there from; but, this provision shall not be construed to extend to this Agreement if made with a corporation for its general benefit.

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## SPECIAL TERMS AND CONDITIONS

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**27. CITY FURNISHED PROPERTY:** No materials, labor or facilities will be furnished by the City unless otherwise provided for within this Agreement.

**28. ADDITIONAL SERVICES:** The City reserves the right to procure additional services for additional City bureaus beyond those stated in the RFP documents at the same prices submitted by the Contractor. Price increases will be allowed, but shall be in keeping with Attachment A of this Agreement. Such additional services are not guaranteed and will be made at the City's sole discretion based upon the requirements of City bureaus.

**29. RIGHT TO CHANGE:** The City reserves the right to order changes to the goods, materials, equipment and services outlined herein. The City and the Contractor shall determine a fair and equitable cost and if required, additional time for such changes. All such changes shall be ordered in writing and agreed to by the Parties.

**30. NOTICE:** Except as otherwise stated in this Agreement, any notice or demand to be given under this Agreement shall be delivered in person or deposited in United States Certified Mail, Return Receipt Requested. Any notices or other communications shall be addressed as follows:

**CONTRACTOR:**

VanderHouwen & Associates, Inc.  
6342 SW Macadam Avenue  
Portland, OR 97239

**CITY:**

City of Portland  
Bureau of Technology Services  
1120 SW Fifth Avenue, Room 400  
Portland, OR 97204

Attn: John Niemer

Cloy Swartzendruber

If either Party changes its address or if a Party's representative changes, the other Party shall be advised of such a change in writing, in accordance with this section.

**31. EARLY TERMINATION OF AGREEMENT:** The City and the Contractor, by mutual written agreement, may terminate the Agreement at any time. The City, on thirty (30) days written notice to the Contractor, may terminate this Agreement for any reason deemed appropriate in its sole discretion. Either the City or the Contractor may terminate this Agreement in the event of a material breach of the Agreement by the other. Prior to such termination, however, the Party seeking the termination shall give to the other Party written notice of the breach and the Party's intent to terminate. If the Party has not entirely cured the breach within thirty (30) days of the notice, then the Party giving the notice may terminate the Agreement at any time thereafter by giving a written notice of termination.

**32. SUSPENSION OF THE WORK:** The City may at any time give notice in writing, by electronic mail, or by facsimile to the Contractor to suspend this Agreement. The notice of suspension shall specify the date of suspension and the estimated duration of the suspension. In no event shall the Contractor be entitled to any lost or prospective profits or any incidental or consequential damages because of suspension.

**33. PAYMENT ON EARLY TERMINATION:** In the event of termination under EARLY TERMINATION OF AGREEMENT hereof, the City shall pay the Contractor for goods and services in accordance with the Agreement prior to the termination date and delivered to City provided that such goods and services conform to Agreement specifications and are of use to the City. In the event of termination under EARLY TERMINATION OF AGREEMENT hereof, by the City due to a breach by the Contractor, then the City shall pay the Contractor for goods delivered and services performed in accordance with the Agreement prior to the termination date subject to set off of excess costs, as provided for in Remedies. In the event of early termination all of the Contractor's work product shall become and remain property of the City. Under no circumstances shall the City be subject to early termination penalties for recurring charges for goods or services that the City cancels during the term of this Agreement.

**34. REMEDIES:** In the event of termination under EARLY TERMINATION OF AGREEMENT by the City due to a breach by the Contractor, then the City may procure services outstanding from another contractor and the Contractor shall be liable for additional re-procurement costs incurred by the City. The City also shall be entitled to any other equitable and legal remedies that are available. Except as expressly contained in this Agreement, the remedies for a breach of this Agreement shall not be exclusive, or construed as a limitation on any other equitable and legal remedies that are available or may become available.

**35. PERMITS AND LICENSES:** The Contractor shall be required to have or obtain, at their expense, any and all permits and licenses required by the City and/or County, state and Federal (except FCC radio licenses), pertaining to the materials and services to be provided.

**36. INTELLECTUAL PROPERTY:** The City requires the following regarding copyrighting and patent pending on work products pertaining to this Agreement:

**A. COPYRIGHT:** All work products of the Contractor which result from this Agreement are the exclusive property of the City. If this Agreement results in a copyright, the City of Portland reserves a royalty-free, nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for governmental purposes, the work or the copyright to any work developed under this Agreement and any rights of copyright to which the Contractor or its sub-vendor, purchases ownership with grant support.

**B. PATENT:** If this Agreement results in the production of patentable items, patent rights, processes, or inventions, the Contractor or any of its sub-vendors shall immediately notify the City. The City will provide the Contractor with further instruction on whether protection on the item will be sought and how the rights

in the item will be allocated and administered in order to protect the public interest, in accordance with federal guidelines.

**37. SPECIFICATIONS:** This Agreement authorizes the Contractor to provide and the City to procure those goods, materials, equipment and services, and establishes the terms and conditions for the City to obtain said goods, materials, equipment and services from the Contractor. Goods, materials, equipment and services to be provided under this Agreement are described in the Attachments hereto. The Contractor shall provide to the City those goods, materials, equipment and services described in the attachments in accordance with the prices shown herein. Payment shall be made only in accordance with the payment schedule identified herein.

**38. WARRANTY:** The Contractor represents and warrants that (i) Contractor shall perform all Services set forth herein in a good and workmanlike manner, in conformance with the Specifications and requirements of the Agreement, and in accordance with the highest applicable professional and/or industry standards; (ii) Contractor warrants that each of Contractor's employees assigned to perform Services has the proper skill, training, and background to be able to perform Services in a competent, timely, and professional manner and that all Services shall be so performed; and (iii) Contractor shall, at all times during the term of the Agreement, maintain and keep current all licenses and certifications required to perform the work set forth in the Agreement.

**39. PROPRIETARY AND CONFIDENTIAL INFORMATION:** The Oregon Public Records Law, ORS 192.410 et seq. strictly governs the City's treatment of requests for public records pertinent to this Agreement. City agrees that any documents, programs, source and object code, or other matters relating to personnel records which are provided by the Contractor, remains the proprietary and intellectual rights of the Contractor and shall not be disclosed to third parties.

Contractor agrees to hold in confidence any and all information of the City's it receives while performing any of the contemplated function of the Agreement and shall not disclose any such information to third parties.

**40. RELEASE OF PROPRIETARY INFORMATION:** All information submitted by Contractor shall be public record and subject to disclosure pursuant to the Oregon Public Records Act (ORS 192.410 et seq.), except such portions for which Contractor requests exemption from disclosure consistent with federal or Oregon law. Any portion that the Contractor claims constitutes a "trade secret" or is "confidential" must meet the requirements of ORS 192.501, 192.502, 646.461 or other state or federal law. Documents with Copyright must be clearly marked.

**41. NEWS RELEASES AND PUBLIC ANNOUNCEMENTS:** The Contractor shall not use in its external advertising, marketing programs, or other promotional efforts, any data, pictures or other representatives of the City, except with prior specific written authorization from the City.

Contractor shall not issue any news release or public announcement pertaining to this Agreement or the project without prior written approval of the City, which may be withheld in the City's sole discretion. A minimum of three (3) business days' notice is required for a response to a request for such approval. If approval is not issued within the three (3) business day period, the request shall be deemed denied.

**42. INTERGOVERNMENTAL COOPERATIVE PROCUREMENT:** The Contractor having submitted a proposal agrees to extend identical prices and services under the same terms and conditions to all public agencies. Quantities stated in this Price Agreement reflect the City of Portland usage only.

Any public agency that wishes to purchase items will execute its own contract with the awarded Contractor for its requirements. The Contractor, in its sole discretion, may decline to extend the prices and terms of this Price Agreement to any and/or all other public agencies. If the Contractor enters into a contract with any public agency on terms or prices other than that outlined in this contract or in conjunction with a competitive bid process, then there is no reporting requirement to City of Portland.

**43. INTERGOVERNMENTAL COOPERATIVE ADMINISTRATIVE FEE (CAF):** A 1.0% annual cooperative administrative fee ("CAF") on Eligible Revenues will be paid to the City for any Intergovernmental Cooperative Procurement contracts that Contractor agrees to enter into under identical prices and terms and conditions to this Agreement and which did not result from a competitive bid process ("Eligible Contracts"). The pricing extended to Participating Entity shall be the purchase price before promotional discount as outlined in Attachment B charged to the City of Portland under this Price Agreement (#31000694) for each product. Eligible Revenues shall mean the revenues on Eligible Contracts. In the event that the City exercises its unilateral right to Early Termination under

clause 33(b), then Contractor will no longer be liable to City of Portland for any CAF otherwise due and payable to City of Portland.

**VOLUME SALES REPORTS:** When other Participating Entities are offered the same terms and conditions as the original Price Agreement between the Contractor and the City, Contractor shall provide a twice yearly Volume Sales Report to the City of Portland. The reports shall include the complete and accurate details regarding all transactions pertaining to sales under the contract terms and conditions for that Reporting Period. The Contractor shall provide the Volume Sales Reports regardless whether or not any sales have been conducted. When no sales have been recorded for the period a report must be submitted by so stating "NO SALES FOR THIS PERIOD".

Volume Sales Reports may be submitted either by email, US post or electronically; and will be submitted on the City's standard document. The Contractor will submit the Volume Sales Reports to:

Celeste King, CPPO  
Procurement Supervisor  
Procurement Services  
1120 SW Fifth Avenue, Room 750  
Portland, OR 97204

Email: celeste.king@portlandoregon.gov

The City reserves the right to terminate this Price Agreement if the Volume Sales Reports are not received on a timely basis as described herein, provided however that the Contractor is granted the right to cure any breach in this regard within thirty days (30) of written notice by the City of said breach.

The sales information shall be supplied to the City of Portland, Procurement Services Division for the following Reporting Period of January 1 - June 30 and July 1 – December 31. All reports are due by the 30<sup>th</sup> day following the end of the Reporting Period.

During the term of this Price Agreement and for the sales during the previous Reporting Period, the Contractor shall remit CAF payments to the City of Portland within thirty (30) days of City's receipt of Volume Sales Report. The Contractor shall be responsible for timely reporting and payment. . The City reserves the right, at its own expense, to audit Contractor's records and other pertinent data as indicated herein in Section 26 Audits.

**CAF PAYMENTS:** Contractor shall remit CAF payments in the form of a check to:

Procurement Services, Operations  
1120 SW Fifth Avenue, Room 750  
Portland, OR 97204

All payments shall be due thirty days after the City's receipt of the Volume Sales Report. The CAF will NOT be reflected as a separate line item charge to authorized purchasers. Contractor's bid prices shall reflect all of the Contractor's charges to authorized purchasers. City of Portland CAF shall be calculated based upon Participating Entity Volume Sales Report limited to paid-for purchases, net of returns, discounts and credits made by the Participating Entity. The calculation will be as follows:

City of Portland Price \$100.00 Markup 1% Participating Entity pays \$101.00; rebate to be paid to the City of Portland = \$1.00 (\$101-(\$101/1.01))

**DEFINITIONS:**

**Participating Entity** shall be any public/governmental organization utilizing this Agreement in accordance with purchasing procedures mandated by Local and State procurement statutes and regulations.

**Reporting Period** means the twice yearly reporting of sales as conducted via cooperative procurement under this Agreement/Contract.

**Intergovernmental Cooperative Procurement** means the Contractor will consider, on a case by case basis and in its sole discretion, whether to extend the products and services provided under this contract with the same terms and conditions to all public agencies. Quantities stated in this bid reflect the City of Portland usage only. A public agency wishing to purchase items will execute its own contract with the awarded Contractor for its requirements. Participating Entities may utilize City contracts through Intergovernmental Cooperative procurement if the contract is determined by the Participating Agency to have been awarded in compliance with their bidding requirements and there is no statutory provision prohibiting such purchase.

**44. NON-EXCLUSIVE AGREEMENT:** The City may, but is not required, to purchase any goods or services under this Price Agreement. Goods or services will be requested on an as needed basis, therefore there is no guarantee of goods to be purchased or services requested under any resulting agreement. Payment shall be made only for goods actually ordered, delivered, and accepted, whether greater or less than the original estimated quantities. This Price Agreement does not establish an exclusive arrangement between the City and Contractor, and the City retains the right to purchase the same or similar goods from other providers.

**45. ENTIRE AGREEMENT:** This Agreement and its Attachments represent the entire Agreement between the Parties. This Agreement is a final, complete exclusive statement of the terms thereof, and supersedes and terminates any prior Agreement, understanding, or representation between the Parties with respect thereto, whether written or oral.

**ARTICLE IV** This Agreement may be signed in two (2) or more counterparts, each of which shall be deemed an original, and which, when taken together, shall constitute one and the same agreement. It is understood and agreed by the Parties hereto that:

1. Any reference in this Agreement to the scope of work or specifications is intended as a convenience to the Parties in administration of the Agreement. Therefore, in the absence of an express statement to the contrary herein, any restatement or partial restatement in this Agreement of any provision of the scope of work or specifications is not intended, nor shall be construed to change, alter, modify, amend, or delete the requirements of the scope of work or specifications.
2. All statutory, charter and ordinance provisions applicable to public Agreements in the City of Portland and State of Oregon shall be followed with respect to this Agreement.
3. The Contractor certifies that no officer, agent or employee of the City who has a pecuniary interest in this Agreement has participated in preparation of the proposal or resulting Agreement, that the proposal was made in good faith without fraud, collusion, or connection of any kind with any other Offeror of the same proposals, and that the Offeror is competing solely in its own behalf without connection with, or obligation to any undisclosed person or firm.
4. The City and Contractor may conduct this transaction, including any Agreement amendments, by electronic means, including the use of electronic signatures.



IN WITNESS WHEREOF, Contractor and City have caused this Agreement to be executed by their duly authorized representative(s), all on the day and year first above written.

**VANDERHOUWEN & ASSOCIATES, INC.**

by John Nigmer 3/9/15  
John Nigmer, Account Manager Date

Approved as to form:

**APPROVED AS TO FORM**

John Nigmer  
City Attorney  
**CITY ATTORNEY** 3/12/15

**Address:** 6342 SW Macadam Avenue  
Portland, OR 97239

**Telephone No:** 503-299-6811

**Email:** [john@vanderhouwen.com](mailto:john@vanderhouwen.com)

**CITY OF PORTLAND**

by Christine Moody 3/18/15  
Christine Moody, Chief Procurement Officer Date

INITIALS: dh

DATE: 3/04/15

## ATTACHMENT A

**1. BACKGROUND:** The Bureau of Technology Services (BTS) serves the bureaus within the City of Portland by maintaining, upgrading and protecting the City technology infrastructure. Specifically, BTS supports the Information Technology needs for the City of Portland.

BTS has several program areas requiring implementation of software, hardware, customer services and installation support. These types of services are provided in-house by BTS staff. Due to the on-going demand for software revisions and updates, new software offerings, increase in hardware and equipment change outs and other activity including system upgrades and expansion, the need for these types of services has expanded beyond the available staff resources.

**2. SCOPE OF WORK:** The City of Portland, Bureau of Technology Services is seeking proposals from qualified firms or contractors with demonstrated experience in providing labor to furnish on-call temporary support personnel for the City on an as needed basis in order to supplement City staff during peak installation periods and for back-filling of permanent City staff in support of the work conducted by BTS. As the employer of the temporary personnel, the awarded contractor will perform the functions of a staffing firm, including recruiting, hiring, assigning, orienting, reassigning, counseling, disciplining, and discharging the temporary personnel. The position requirements/performance specifications for each temporary personnel position are identified in Attachment C. Temporary personnel services will be provided on an "as needed/as requested" basis as described herein; all Work shall be performed in accordance with this Attachment A.

**3. TECHNICAL OR REQUIRED SERVICES:** The nature of the workload under this Contract shall be used to only meet short-term program demands and workload needs during peak seasons, and no budgeted part-time or full-time permanent, seasonal, or limited duration position(s) exist that are appropriate for filling these workload needs. The Contractor agrees to provide overall managerial and personnel management services necessary to the performance of this Contract, including the recruitment and selection of sufficient personnel in each of the job categories to maintain a pool of qualified workers that will be made available to the City, to be responsible for the discipline, hiring, and firing of such personnel, and to perform sufficient proficiency testing, and background reference verification to assure the qualifications of the workers to be provided under this Contract.

Work will be assigned to the Contractor as project needs are identified under these on-call Contracts. This Contract shall not be construed as an exclusive Contract between the Contractor and the City; other contractors may be engaged and utilized for the same purposes. The specific position requirements, desired start and end date, description of assignment and critical skills needed shall be established in writing by the City of Portland, Bureau of Technology Services prior to commencement of the work. The written request shall be sent to the Contractor at which time the Contractor shall be required to commence work to immediately fill the position request.

Any changes to the position requirements, desired start and end date, description of assignment and critical skills needed must be agreed to by the Contractor and the City in writing as an amendment to the written request. Each assigned employee will be paid at the hourly rate identified herein.

The Contractor will perform the tasks listed below for this project. The Contractor shall be expected to work closely with designated City of Portland bureau personnel to accomplish the goals and perform the tasks as listed below:

- Provide qualified information and system analysts and technician services to supplement the City's internal BTS staff
- Provide ongoing training and professional development of the contract staff
- Furnish payrolls and other administrative services for contract staff
- Payment of salaries, wages, fringe benefits, and any other employee benefits to which the individual may be entitled;
- Withholding of taxes pursuant to local, state, and federal law;
- Payment of any taxes that may be due based upon employee or payroll parameters;
- Provision of Workers' Compensation coverage pursuant to Oregon law;
- Payment of unemployment taxes and benefits; and
- Provision of any/all health or medical insurance to which the individuals may be entitled.

The Contractor shall submit documentation of reference checks and verification of minimum knowledge and experience of temporary personnel that will be assigned under the Contract. Prior to an employee being selected, driving record information will be required for any employee required to drive as part of their employment. In addition, all temporary employees who may drive a City vehicle will be required to take the City's Smart Driver training.

The Contractor shall be responsible for supplying all contract personnel basic training as required for the position. Contractor shall be responsible for keeping temporary personnel supplied to BTS provided with the training requirements indicated within this document in order to keep the personnel current and up to date

Once the City of Portland, Bureau of Technology Services determines a need for contract services the BTS Project Manager will issue a written request to Contractor(s). The Contractor(s) will then provide resumes and candidates of available temporary personnel possessing the necessary job skills for BTS to review. The City may interview all or some of the proposed candidates, may request alternate candidates, or may elect to reject personnel for any reason based on that interview.

All personnel proposed by the Contractor(s) are required to have the basic skills required to work in the BTS environment supporting the technologies employed by the City of Portland. Skills such as good verbal communication, knowledge and understanding of one or more of the following categories of technologies: data security, telecommunications, desktop support, server support, help desk, application development and support, database administration or project management may be required of the personnel. The Contractor shall be solely responsible for recruitment, general training, performance evaluation, disciplinary actions, and all administrative functions (including but not limited to payroll, benefits, billing, and taxes).

The Contractor will supply the City with "qualified candidates" for technical support personnel within a reasonable amount of time. "Qualified candidates" are those having the education, technical experience, and verifiable credentials meeting the minimum qualifications and experience indicated in the classification descriptions as outlined in Attachment C. A reasonable time period may vary from a prior day notice for 8-hour assignments to a 2-week notice for 6-month assignments. The City will interview all proposed candidates and may elect to reject personnel for any reason based on the resume, interview, or during a 30-day trial period.

All temporary personnel will report directly to the City of Portland, Bureau of Technology Services Manager or designee. If a candidate does not perform effectively or fails to meet the minimum qualifications, the City will inform the Contractor of the situation and may require the Contractor to provide a qualified replacement. The City requires Contractor to remove unsatisfactory personnel immediately upon notification. Qualified replacement temporary employees shall be provided to the City of Portland, Bureau of Technology Services within one (1) week of written request.

The Contractor shall ensure that employees placed at the City fulfill their duties as requested by the City Project Manager. The Contractor shall provide coaching, performance reviews and discipline as needed. Thereafter, if a candidate does not perform effectively, such ineffective performance will be documented and provided to the firm. The City may require the firm to replace the individual. Qualified replacement personnel shall be provided to the City within one (1) week of written request.

Following acceptance of the personnel and notification to the employee to begin work, the City's Project Manager/Supervisor will work directly with the Contractor's employee unless otherwise noted in the written request. All work reports and invoices will be submitted to the City's Project Manager/Supervisor.

**A. UNSATISFACTORY PERSONNEL:** All Services shall be performed in the most highly professional manner, and in accordance with the utmost industry standards. Failure to meet the performance requirements of this Price Agreement shall constitute breach of the Agreement. City will oversee and exercise operational supervision over Work performed by Contractor's employees (temporary personnel). If a candidate does not perform effectively or fails to meet the minimum qualifications, the City of Portland Bureau of Technology Services will inform the Contractor and shall require the Contractor to provide a qualified replacement in order to complete the contracted work. The City requires Contractor to remove unsatisfactory personnel immediately upon notification. The City shall not be billed for the first eight hours if notice is given to Contractor by phone or in writing within four (4) hours after employee reports to assignment.

If a candidate does not perform effectively or fails to meet the minimum qualifications, the City will inform the Contractor of the situation and shall require the Contractor to provide a qualified replacement. The City may or may not request the firm to replace the individual at the City's discretion. If requested, qualified replacement temporary employees shall be provided to the City of Portland, Bureau of Technology Services within one (1) weeks of written request.

The City shall have the exclusive right to control each temporary employee provided by the Contractor under this Contract during the work hours established by the City for that employee. The City shall have the right in its sole discretion to reject without liability, for any reason or for no reason, any employee provided by the Contractor, provided that the City shall comply with federal, state, and local law in exercising such discretion.

**B. ADDITIONAL REQUIREMENTS:** The Contractor shall submit documentation of reference checks and verification of minimum knowledge and experience of temporary personnel that will be assigned under the Contract. The Contractor will supply BTS documentation of any certifications, background information and security documentation upon request.

The Contractor temporary personnel must adhere to City personal data security and physical security access to certain departments, areas or buildings controlled by the City. Additional site specific security requirements may be required and it will be the responsibility of the Contractor(s) temporary personnel to comply with these specific requirements.

The Contractor must provide all temporary personnel with office space and computers necessary to perform the work. If temporary personnel are working at City facilities, BTS will provide them with office space and computers, as necessary.

Prior to an employee being selected, driving record information will be required for any employee required to drive as part of their employment. In addition, all temporary employees who may be required to drive a City vehicle will be required to take the City's Smart Driver training.

The Contractor temporary personnel must adhere to City security and confidentiality requirements for all IT related work. In the event that the City requests a temporary contract employee use his own vehicle or a Contractor vehicle, the City shall compensate the Contractor at the approved federal mileage rate. No other compensation will be provided by the City. Additional site or project specific security, access and background check requirements may be required and it will be the responsibility of the Contractor temporary personnel to comply with these specific requirements.

**4. TESTING:** The Contractor shall provide testing and training of the applicants in order to ensure skill levels are met for each specific job classification or placement requested by the City. If requested, the Contractor shall provide security checks as per City requirements as well as drug and alcohol testing provided upon request. If reason for testing of an individual is outside Contractor's standard policies and procedures, and is solely per the request of the City, the City shall reimburse Contractor for the actual cost of the testing. Any change to this requirement shall be made only by formal amendment to this Agreement.

**5. SECURITY:** All City property, materials and documents are to remain with or be returned to the City by the Contractor or Contractor's employees except in the normal course of City supervised activities. Contractor shall consider all documents confidential. Any disclosure of confidential information or removal of City property by Contractor shall be cause for immediate cancellation of the Price Agreement. Any liability, including, but not limited to reasonable attorney's fees arising from any action or suit brought against the City due to Contractor's willful or negligent release of information, documents or property shall be borne by the Contractor.

**6. HIRING OF TEMPORARY EMPLOYEES:** Contractor shall impose no penalties to the City when a temporary employee is hired by the City after the temporary employee has worked the minimum 500 hours for the City as Contractor's employee. If the City employs in any capacity any temporary employee before the temporary employee has performed and Customer has paid for, five hundred (500) hours of work on an assignment, the City shall pay a conversion fee of twenty percent (20%) of the employee's annualized pay. As used above, the phrase "employs in any capacity" includes, but is not limited to, any of the following: employing the person directly; purchasing the person's services as a temporary, payrolled, or temporary employee of an organization other than Contractor; obtaining the person's services through any independent contractor, agency, facility staffing, or

consulting relationship; or arranging, suggesting, endorsing, facilitating, or acquiescing in the person's employment or recruitment by another organization under common ownership or control with the City. The City shall complete recruitment/hiring process in accordance with City's rules and policies.

**7. HOURS OF LABOR:** The normal working hours for temporary employees for most City Bureaus are from 7:00 or 8:00 a.m. to 4:00 or 5:00 p.m., Monday through Friday, excluding holidays. Occasionally, there will be requirements for evening and weekend work. The lunch period will normally be one hour, however circumstances may sometimes require thirty-minute lunch breaks. The normal work day related to 7-1/2 or 8 hours days; the City will specify a time for the temporary employee's arrival at the job location. Chargeable time will start upon the temporary employee's arrival at the job site. Overtime shall be defined as any time worked in excess of ten (10) hours per day or in excess of 40 hours per week, subject to federal and state law. Temporary personnel are presumed to be nonexempt from overtime laws and overtime worked is presumed to be authorized by the City unless Contractor has agreed with City to forbid it. Contractor will charge City premium rates for overtime work only when a temporary employee's work on assignment to the City, taken alone, would legally require premium overtime pay and the City has authorized, directed, or knowingly allowed the temporary employee to work those hours. City's rate for overtime hours will be the same multiple of the bill rate as Contractor is required to apply to the temporary employee's pay rate.

**8. TRAVEL:** The City shall provide temporary staff assigned as Project Managers or Inspectors with vehicles, cellular phones, pagers, protective clothing (safety shoes and/or boots made of leather construction, coveralls), digital cameras with USB ports, safety glasses, hearing protection, hand protection, standard inspection supplies and safety equipment for automobiles (fire extinguisher, flares, first aid kits, etc.). For any temporary employee required to drive as part of their employment, driving record information will be required prior to an employee being selected. Any temporary employees who may drive a City vehicle will be required to take the City's Smart Driver training. In the case of the City providing Contractor personnel with City vehicles, auto liability coverage, mileage and fuel will be provided by the City.

**9. RESPONSE TIME:** Contractor shall respond to a request for services within a maximum of eight (8) hours from the time of the request for service. This response shall indicate whether or not Contractor can fill the request. A negative response allows the City to seek services from an alternate source. Contractor, shall, upon request, provide written response of inability to fill a specific request for service. A positive response indicates the request shall be filled by the Contractor but does not necessarily indicate the particular employee has been located and assigned. The Contractor shall be allowed a minimum of seventy-two (72) hours' notice to fill a request prior to the temporary employee reporting to work.

In some cases, the City's staffing needs may require a response time of less than eight (8) hours. When this need arises, the City shall state the required response time at the initial point of contact or within the written request. The Contractor's ability to fulfill this response requirement shall be the sole determining factor for filing this specific assignment.

**10. INTERVIEWS:** Upon request, the City may interview one or more temporary employees prior to placement within the Bureau. This shall be provided at no additional cost to the City.

**11. WORK PERFORMED BY THE CITY:** Bureau staff shall make available sufficient hours of staff personnel as is required to meet with the Contractor and provide such information as required. The Bureau of Technology Services has assigned a Manager/Supervisor to oversee the work requested under this contract and provide support to the Contractor's temporary personnel as needed. The City will provide the Contractor with a clear job description and adequate time to recruit employees. The City will provide the Contractor employee with a detailed work plan, identify their City supervisor, workstation and office support.

Other specific duties the City will provide include the following:

- Provide temporary personnel with a workspace, and other equipment necessary to perform the work.
- All forms and associated paperwork necessary for analysts and technician(s) to accurately record daily job activities and other work assigned by the City
- Provide all contract personnel with City-issued Identification Cards allowing limited access to City facilities.
- Provide temporary field personnel with other specialized equipment as required.
- Provide oversight of staff while working on City projects.
- Monitor all work performed by temporary personnel assigned to a project.

- Provide daily, weekly, and monthly job assignments
- Contractor's staff will be trained by BTS regarding City procedures.
- Provide miscellaneous training and orientation per City standards, testing procedures, etc.
- At the City's discretion, the City may provide vehicles for personnel to perform work in the field.
- Provide City's Smart Driver Training where applicable

The City will direct and supervise the daily work activities of Contractor temporary personnel while on assignment to the City. All job performance and/or personnel issues, including failure to perform activities as directed by the City, shall be the responsibility of the Contractor, and shall be referred thereto for action.

The City shall be responsible for implementing and maintaining usual, customary and appropriate internal accounting procedures and controls, internal controls and other appropriate procedures and controls for the City. These controls will include information technology, proprietary information, and trade secret safeguards if appropriate to City work.

**12. THIRD-PARTY RESPONSIBILITIES:** The Contractor may contract with subcontractors in order to adequately staff this Price Agreement and provide workers to the City. The Contractor, however, is solely responsible for Contract employee's conduct while working on City premises or conducting City business. The Contractor shall be responsible for all tasks assigned to a subcontractor in this Contract. The City shall not be responsible for any administrative or contractual dealings between the Contractor and subcontractors.

**13. DELIVERABLES AND SCHEDULE:** Deliverables shall be considered those tangible resulting work products which are to be delivered to the Bureau of Technology Services such as reports, draft documents, data, interim findings, drawings, schematics, training, meeting presentations, final drawings and reports. Deliverables and schedule for this project shall include:

- A. A monthly report, submitted by the 15<sup>th</sup> of each month, outlining the employees used for the previous month by project. The report must include the following:
  - 1) Temporary employees name
  - 2) Temporary employee's classification
  - 3) Total Hours Worked (divided by regular hours and overtime hours per temporary employee and per project number)
- B. Deliverables and schedule for each specific work period shall be agreed upon prior to work and will be documented on the service request.
- C. Total Monthly Charges

All deliverables and resulting work products from this Price Agreement will become the property of the City of Portland. The City shall own, and have the right to any intellectual property interest in, all work, including but not limited to documents, drawings, designs, computer programs, and photographs, produced by an employee provided by the Contractor under this Price Agreement during the employee's tenure with the City.

**14. PLACE OF PERFORMANCE:** The work will be performed at some or all of the City-owned buildings within the core down-town area and throughout the City of Portland such as, but not limited to, general office areas, system controls, police precinct sites and other areas as designated by the Project Manager. In order to effect the implementation, installation, change out, upgrade or retrofitting of the City's IT programs, systems and equipment.

**15. PUBLIC SAFETY:** Public safety may require limiting access to public work sites, public facilities, and public offices, sometimes with little advance notice. The contractor shall anticipate delays in such places and include the cost of delay in the costs in its proposal. The contractor's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. City project managers have discretion to require the contractor's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

**16. TIME IS OF THE ESSENCE:** Contractor shall make every reasonable effort to meet established delivery dates and other deadlines. Circumstances that may delay the delivery of goods and services from established delivery dates and other deadlines, including excusable delays and force majeure events, shall be reported to the City immediately upon discovery. The City and Contractor shall mutually agree upon any schedule or pricing

change due to excusable delays or force majeure events in writing. In the event Contractor does not meet the established delivery dates or other deadlines and Contractor has failed to cure such breach within fifteen (15) days of written notice by the City, the City may obtain the undelivered goods and/or non-performed service from another source, and no recurring charges, one-time charges, or termination charges or other penalties shall be due the Contractor. In addition, the City will be entitled to reasonable compensation as stated under REMEDIES.

**17. CONSIDERATION:** Unit price payments shall be made to the Contractor by the City on a monthly basis for the total product delivered to the City's specified location and accepted by the City. Acceptance occurs when the City authorizes payment of the invoice. Unit prices shall be exclusive of any sales, purchaser, or consumer tax. Tax exemption certificates will be furnished to the Contractor upon request. Product payments shall be in accordance with Attachment B.

**18. PRICES AND PRICE CHANGES:** Initial Agreement prices shall be as established herein. Unit prices shall remain firm through the first year of the Agreement. At the end of the one-year period following the date of acceptance, price changes may be allowed herein. Contractor agrees to provide pricing for all products for which Contractor is an authorized distributor for the duration of this Agreement if and when requested by the City. Following the end of the one year period referenced above, City and Contractor acknowledge that prices for goods and services furnished by Contractor under this Agreement may need to be adjusted during the term of the Agreement due to changes in Contractor's prices, rate plans, or product offerings. Such price changes shall be documented in writing between Contractor and City's Chief Procurement Officer as amendments.

Contractor shall submit any proposed pricing revisions in writing to the Project Manager for consideration at least thirty (30) days before the proposed effective date. All proposed price adjustments shall be calculated consistent with the methodology used to calculate the prices set forth in the Contractor's original proposal, the Contractor shall certify this in its request for price adjustments. Price adjustments shall become effective thirty (30) days from the date of last signature on the Agreement amendment document or as otherwise stated therein. Except that no increase in price adjustments shall become effective prior to a date one year following the date of acceptance. Price adjustments will only become effective by fully executed amendments, following receipt by the Project Manager of the requested price adjustment.

## **ATTACHMENT B**

### **PRICE AGREEMENT PRICING**



**ATTACHMENT B**  
**PRICE AGREEMENT PRICING**

ITEM	POSITION TITLE	PAY RANGE
	<b>INFORMATION SYSTEMS TECHNICAL ANALYST SERIES</b>	
1	Analyst I	\$ <u>30.00</u> - \$ <u>40.00</u> /HR
2	Analyst II	\$ <u>35.00</u> - \$ <u>45.00</u> /HR
3	Analyst III	\$ <u>40.00</u> - \$ <u>57.00</u> /HR
	<b>ANALYST III SPECIALTIES</b>	
4	Telecommunications Specialty (TCOM)	\$ <u>40.00</u> - \$ <u>65.00</u> /HR
5	Analyst IV	\$ <u>60.00</u> - \$ <u>85.00</u> /HR
	<b>ANALYST IV SPECIALTIES</b>	
6	Telecommunications Specialty (TCOM)	\$ <u>65.00</u> - \$ <u>85.00</u> /HR
7	Vertical GIS Specialty (GISV)	\$ <u>65.00</u> - \$ <u>78.00</u> /HR
8	Analyst V	\$ <u>70.00</u> - \$ <u>90.00</u> /HR
	<b>ANALYST V SPECIALTIES</b>	
9	Project Management Specialty (PROJ)	\$ <u>70.00</u> - \$ <u>88.00</u> /HR
10	Vertical GIS Specialty (GISV)	\$ <u>75.00</u> - \$ <u>90.00</u> /HR
11	Analyst VI	\$ <u>75.00</u> - \$ <u>95.00</u> /HR
	<b>ANALYST VI SPECIALTIES</b>	

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12	Project Management Specialty (PROJ)	\$ <u>80.00</u> - \$ <u>98.00</u> /HR
13	Security Specialty (SECU)	\$ <u>80.00</u> - \$ <u>99.00</u> /HR
14	Vertical GIS Specialty (GISV)	\$ <u>80.00</u> - \$ <u>99.00</u> /HR
	<b>APPLICATIONS ANALYST SERIES</b>	
15	ANALYST II	\$ <u>45.00</u> - \$ <u>65.00</u> /HR
16	ANALYST III	\$ <u>60.00</u> - \$ <u>85.00</u> /HR
	<b>PRICIPAL INFORMATION SYSTEMS ANALYST (PISA) AND SPECIALISTS</b>	
17	PRICIPAL INFORMATION SYSTEMS ANALYST	\$ <u>80.00</u> - \$ <u>110.00</u> /HR
18	PISA Security Specialty (SECU)	\$ <u>85.00</u> - \$ <u>100.00</u> /HR
19	PISA Project Management Specialty (PROJ)	\$ <u>80.00</u> - \$ <u>105.00</u> /HR
	<b>SAP SERIES</b>	
20	SAP Basis Administrator	\$ <u>80.00</u> - \$ <u>110.00</u> /HR
21	SAP Security Administrator	\$ <u>85.00</u> - \$ <u>115.00</u> /HR
22	SAP Netweaver Developer	\$ <u>90.00</u> - \$ <u>130.00</u> /HR

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### CLASS SPECIFICATIONS TEMPORARY PERSONNEL SERVICES FOR TECHNOLOGY STAFF AUGMENTATION

The following position descriptions are built one upon the other, therefore for each subsequent description the knowledge, skills and abilities in italics are those that are being added from the previous description.

**INFORMATION SYSTEMS TECHNICAL ANALYST SERIES (ISTA):** Information Systems Technical Analysts support, develop and maintain computer systems. The series covers six job levels and is used in several functional areas within the Bureau of Technology Services (BTS). Most functional area work is described within the generalist descriptions, but some areas have their own specialized descriptions (specialties) as needed. Some elements of the general classifications may apply to the specialty descriptions.

While all jobs in this series have both technical and analytical work, the proportion of technical to analytical changes as you progress through the levels of the job family. Technical work tends to be clearer, more defined, have precedents, procedures, guidelines that can be followed, situations that are more predictable with options and solutions more clear. Analytical work requires the ability to resolve situations you haven't seen before by applying knowledge from similar situations, to conduct research, to incorporate a bigger picture into your thinking, to consider implications on other areas. The percentage of work time spent on analysis increases in moving from lower to higher levels in the job series. The level of technical knowledge used to do that analysis also increases. The higher levels of the series have greater technical knowledge and greater analysis requirements.

The functional areas that use this series include, but are not limited to: desktop support, network, telecommunications (voice, data and cellular), security, quality assurance, database, help desk, server support, data center, and enterprise storage and project management. Not all knowledge, skills, abilities and duties apply to every position. Duties and skills may relate to specific functional areas. The level of work, analysis, communication, problem solving, etc. is described, with specific functional tasks and Knowledge, Skills and Abilities (KSAs) provided as examples to clarify and distinguish the levels. Since IT is a rapidly evolving field, this class spec will be frequently updated to reflect changes in technology and terminology. Programming functions, such as application development, are typically classified to the Applications Analyst job series, but ISTA incumbents may do some work that could be considered scripting or programming.

Note on document format: The levels in this document build on each other. The KSAs have been grouped into categories. All categories appear in each level, but there are only details within them if there are differences from the prior level. To get the full picture of the higher levels, you would need to incorporate an understanding of the KSAs for the lower levels.

#### **INFORMATION SYSTEMS TECHNICAL Analyst I**

This is the entry level of the job family. Incumbents are learning the information systems profession, may be in or have recently completed a training or education program, and are learning the hands-on application of that knowledge. Specific certifications are not required, but it is expected that the employee will be working towards technical certification.

#### **Examples of Work**

1. Addresses individual work station issues; reviews Help Desk tickets; contacts customer via phone or in person to clarify and view situation.
2. Performs simple installs of standard software (such as MS Office Suite) in standard situations; escalates complications or issues encountered during installs.
3. Assists customers by walking them through/working through predefined steps, providing some explanations of process and context; escalates issues outside predefined processes to more senior analysts.
4. Documents and records incidents and issues; enters relevant data into various systems; modifies basic information, such as passwords.

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5. Understands information systems terminology, follows predefined steps and relays information on results back to more senior staff; addresses situations that may be variable, but in predictable ways and with generally known solutions and fairly clear instructions; performs repetitive tasks assigned by more senior team member.

### **Knowledge, Skills and Abilities**

#### **Information Systems -- General knowledge & experience**

- Knowledge of current office procedures, methods and equipment
- Basic knowledge of BTS processes and procedures
- Basic knowledge of personal computer hardware and software components
- Basic knowledge of web browsers and web-based applications
- Knowledge of operational characteristics of various computer software packages
- Basic exposure to technology trends

#### **Operating systems**

- Basic knowledge of at least one current computer operating system

#### **Analysis/ Problem Solving/ Customer Service**

- Knowledge of basic methods and techniques used in troubleshooting various computer applications' problems
- Knowledge of principles and practices of customer service
- Ability to analyze and find solutions for routine problems
- Ability to assess the symptoms of a problem and identify the appropriate solution
- Ability to establish and maintain effective working relationships with those contacted in the course of work

#### **Projects/ Leadership**

#### **Research/ Documentation/ Training**

- Ability to follow written procedural documentation

#### **Servers / Networks**

- Knowledge of operational characteristics of a variety of communications equipment and devices
- Knowledge of basic methods and techniques used in troubleshooting various communications equipment and devices
- Basic knowledge of TCP/IP networking

#### **Hardware**

#### **Data**

- Ability to enter and record incidents and customer requests; modify information about incidents and customer requests; change passwords, modify documentation

#### **Security / Quality Assurance**

#### **License or Certificate**

- Specific certifications are not required, but it is expected that they will be working towards technical certification.

### **INFORMATION SYSTEMS TECHNICAL Analyst II**

The ISTA Analyst II duties include all of the duties of ISTA Analyst I and are distinguished by the following additional responsibilities:

This is beyond entry level. Incumbents have developed knowledge in the technology and typically have a minimum of two years of practical, on the job experience and/or specific technical certifications and demonstrated technical competence. Typically has a college degree or equivalent technical certifications.

#### **Examples of Work:**

1. Performs PC hardware and software troubleshooting; resolves routine/common problems; performs limited research on more complex problems.
2. Assists customers by walking them through/working through predefined steps and some additional steps based on results of initial steps; explains process and context to customers.
3. Deploys workstations; sets up new users; installs new images.
4. Monitors production runs; reports system problems to higher level staff; prints and distributes reports.
5. Remains current in technical field; maintains knowledge of technical trends.

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6. May perform research on new technologies as requested by more senior technical staff.

### **Knowledge, Skills and Abilities -- In addition to technical knowledge and training of ISTA I, Information Systems -- General knowledge & experience**

- Familiarity with BTS policies; ability to locate, review and apply BTS policies
- Working knowledge of BTS processes and procedures
- Knowledge of principles and practices of computer science and information systems
- Knowledge of personal computers and laptops
- Knowledge of methods and techniques of computer system design
- Knowledge of methods and techniques of computer software installation

### **Operating systems**

- Working knowledge of at least one computer operating system
- Basic understanding of differences between workstations and servers
- Ability to install, configure, update and troubleshoot at least one current operating system

### **Analysis / Problem Solving/ Customer Service**

- Knowledge of principles and practices of troubleshooting hardware and software issues in communications and computer systems
- Working knowledge of customer service techniques and practices
- Ability to utilize electronic testing and diagnostic tools and equipment
- Ability to provide customer service, determine and understand customer's issues and attempt to manage/defuse the situation
- Ability to resolve routine problems/issues that have been seen before

### **Projects/ Leadership**

- Ability to work independently on small work projects

### **Research/ Documentation/ Training**

- Ability to perform limited research to look at root cause and solve problems at the source.
- Basic operation of research tools, such as TechNet, MS Knowledgebase, etc.
- Ability to prepare technical documentation and training materials for assigned area

### **Servers / Networks**

- Knowledge of methods and techniques of communications system design, programming and software installation
- Knowledge of communication service methods, terminology, and requirements
- Knowledge of basic tools for troubleshooting network issues
- Knowledge of operational characteristics of local and wide area network systems
- Knowledge of electronic communications cabling and wiring systems
- Skill in understanding how a network fits together and utilizing that to locate the source of a problem
- Skill in basic hardware and software troubleshooting
- Ability to monitor, manage, and schedule jobs in accordance with written procedures
- Ability to perform basic troubleshooting of operational issues
- Ability to escalate issues with appropriate level of detail and pertinent information

### **Hardware**

- Basic knowledge of peripherals, such as printers and smartphones

### **Data**

- Knowledge of database principles
- Knowledge of storage system principles

### **Security / Quality Assurance**

### **License or Certificate**

Technical certifications as determined by BTS or equivalent knowledge and experience.

Examples of certification are: A+ and/or MCTS (Windows 7 certification) and/or hardware vendor certifications.

### **INFORMATION SYSTEMS TECHNICAL Analyst III**

The ISTA Analyst III duties include all of the duties of lower ISTA Analyst levels and are distinguished by the following additional responsibilities:

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This level uses advanced methods and techniques and a moderate level of research and analysis to perform computer system work. Typically has a minimum of 3 years of progressive and varied experience and a college degree and/or multiple certifications. Focus is still more on individual desktop or workgroup technology or support issues (vs. global issues across the organization).

### Examples of Work

1. Deploys workstations; sets up new users; installs new images.
2. Performs installs of standard software and addresses complications that may arise; performs some troubleshooting, but escalates complex issues.
3. Utilizes advanced customer service capabilities; provides in-depth assessment of customer issues and concerns; defuses/addressed customer service situations; explains technical issues to customer and offers solutions; escalates customer issues as needed.
4. Resolves moderately complex technical issues.
5. Independently performs basic analysis of issues and problems that have not been personally encountered before and finds solutions.
6. Performs moderate level of research to determine root cause and solve problems at source.
7. Stays current on technological trends, developments, progress.
8. May lead a small project effort usually of limited duration (a few days or weeks) and with a small number of other people involved.

### Knowledge, Skills and Abilities -- In addition to technical knowledge and training of ISTA I and II, Information Systems -- General knowledge & experience

- Thorough knowledge of BTS processes and procedures
- General knowledge of BTS policies; ability to locate, review and apply BTS policies
- Knowledge of principles and practices of software troubleshooting
- Knowledge of advanced principles and practices of computer science and information systems
- Knowledge of advanced techniques and methods for analyzing network and desktop design, and software installation
- Knowledge of theories of computer sciences

### Operating systems

- Knowledge of operational characteristics of mainframe and network operating systems
- Ability to install, configure, upgrade and troubleshoot one or more current operating systems

### Analysis / Problem Solving/ Customer Service

- Skill in troubleshooting software issues
- Ability to understand logical path to resolution and follow as far as possible, escalating as needed
- Ability to go beyond pre-defined processes; assess/analyze situations and look for solutions; escalate to more senior analyst as needed
- Ability to resolve more complex technical issues; take extra steps to determine how/where to escalate
- Ability to participate effectively in process and procedure discussions and recommend process improvements
- Ability to perform a small amount of research related to troubleshooting and document that research

### Projects/ Leadership

- Ability to lead a small project effort of limited duration

### Research/ Documentation/ Training

- Ability to review and recommend improvements to written documentation

### Servers / Networks

- Full knowledge of TCP/IP
- Knowledge of current technology of wired and wireless voice and networked data communications
- Ability to troubleshoot basic network issues

### Hardware

- Skill in troubleshooting PCs, laptops, and peripherals, such as printers and scanners

### Data

### Security / Quality Assurance

### License or Certificate

Multiple technical current certifications as determined by BTS or equivalent knowledge and experience. For examples: A+ and MCTS (Windows 7 certification) and/or hardware vendor certifications.

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### **SPECIALTIES WITHIN THIS CLASSIFICATION**

#### **INFORMATION SYSTEMS TECHNICAL ANALYST III – Telecommunications Specialty (TCOM)**

##### **Summary:**

This is specialized work performing system administration of the City's voice and data telecommunication utility. Positions assigned to the specialty are responsible for coordinating the implementation and ongoing operation of the City's system. Work involves evaluating problems and identifying solutions, selecting and supervising vendors for system repairs and installations, coordinating the installation of cable, responding to customer requests for service; training customers on use of equipment and systems, and related duties as assigned.

##### **Examples of Work:**

1. Manages telephone equipment moves, changes, upgrades and repairs by documenting and evaluating service requests, programming moves within the system, selecting and supervising vendors, and performing some installation of equipment.
2. Manages installation and cutover of voice telecommunications service; prepares cost estimates and schedules work.
3. Activates or modifies voice mailboxes; orders service for and monitors several data networks using on-line systems.
4. Monitors telecommunications traffic and network systems within the City's utility.
5. Assists customers by assessing equipment capabilities and identifying and acquiring appropriate telecommunications equipment.
6. Troubleshoots and resolves telecommunications problems for customers.
7. Monitors the quality of vendor installation and repair work.
8. Develops and maintains system and inventory documentation using electronic databases.
9. Trains customers in telephone equipment usage.

##### **Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from ISTA III - Generalist:**

###### **Information Systems -- General knowledge & experience**

- Knowledge of telephone industry installation and repair practices
- Knowledge of standard telephone industry operating procedures
- Ability to organize and maintain filing systems
- Ability to interpret and apply City, County, State and/or Federal telecommunications policies, regulations and laws

###### **Operating systems**

###### **Analysis/ Problem Solving/ Customer Service**

- Ability to work under pressure, including taking complaints and resolving issues for people who are hurried, angry or confused

###### **Projects/ Leadership**

###### **Research/ Documentation/ Training**

###### **Servers / Networks**

- Knowledge of current technology of voice and data telecommunications
- Knowledge of current technology of wired and wireless voice and networked data communications
- Knowledge of operations and applications of electronic switching equipment
- Knowledge of cabling and wiring standards and codes
- Skill in the use of hand tools commonly used in the installation and repair of cable and wiring

###### **Hardware**

###### **Data**

###### **Security / Quality Assurance**

### **INFORMATION SYSTEMS TECHNICAL Analyst IV**

The ISTA Analyst IV duties include all of the duties of lower ISTA Analyst levels and are distinguished by the following additional responsibilities:

This level installs, configures, upgrades and troubleshoots multiple operating systems, utilizing thorough knowledge and extensive experience supporting operating systems and system upgrades. Typically has a college degree, 5

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years of progressive and varied experience, and multiple applicable certifications. Resolves complex technical issues requiring more in-depth analysis.

### Examples of Work:

1. Installs and sets up new user profiles; is aware of common issues and solves most issues without research; can recover documents; understands version compatibility issues; can install/configure more desktop software and less common desktop software; provides direction to customers on BTS policy and hardware and software exception processes.
2. Installs, configures, upgrades and troubleshoots PC's, laptops and a comprehensive span of peripherals, including printers, smartphones, scanners, plotters, etc.
3. Installs, configures, upgrades and troubleshoots desktop operating systems; performs operating system upgrades.
4. Determines workstation status, i.e.: break fix or replacement; images and replaces workstations; troubleshoots PC image issues, installs additional applications not included in image.
5. Independently analyzes problems and prescribes viable solutions; resolves complex technical issues.
6. Administers and troubleshoots server based operating systems and other enterprise systems; designs configuration and setup of servers and other enterprise systems; monitors and reports on overall system performance.
7. Utilizes a wide array of technical resources for troubleshooting.
8. Leads or coordinates projects of low complexity, risk, visibility and impact. Examples include small projects such as application enhancements, new infrastructure installations, moves, telecommunications or service upgrade projects. May assist more senior project management staff on aspects of a large or complex technology project.
9. Attends trainings and brings back information to conduct trainings for peers and lower level ISTAs.
10. Remains current on technological trends, progress and updates.
11. Researches assigned topics or project tasks; tests, evaluates, identifies options, assesses strengths and weaknesses and provides recommendations to higher level technical staff or management.

### Information Systems -- General knowledge & experience

- Knowledge of a variety of industry/organizations' systems or a major system change in a single environment
- Knowledge of system analysis methods and techniques
- Knowledge of how complex information systems work
- Knowledge of methods of system design and development; understanding of elements
- Knowledge of report design
- Knowledge of statistical analysis
- Skill in technical specialties with a narrower focus (such as a particular application or tool)
- Ability to utilize a thorough knowledge of BTS policies and procedures; provide direction to customers and lower level ISTAs on exception processes
- Ability to install and set up new user profiles; be aware of common issues and solve most issues without research; recover documents; understand version compatibility issues; install/configure less common desktop software or a greater variety of desktop software
- Ability to take previous experience on other systems and apply it to current situations
- Ability to assess workstation status
- Ability to implement and install computer hardware and software

### Operating systems

- Knowledge of server-based operating system design, administration and troubleshooting
- Ability to install, configure, upgrade and troubleshoot multiple operating systems, utilizing thorough knowledge and extensive experience supporting operating systems and system upgrades

### Analysis / Problem Solving/ Customer Service

- Skill in methods and techniques used to install, troubleshoot, problem solve and maintain information systems hardware and software
- Skill in understanding the steps to be taken to resolve issues
- Skill in resolving complex technical issues

### Projects/ Leadership

- Basic knowledge of principles and practices of technology project management
- Basic knowledge of documenting user needs and business analysis



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- Ability to defuse difficult customer situations while applying and explaining technical situations and resolutions
- Ability to understand customer's situation and engage in developing alternatives to meet immediate needs while technical solutions are in process
- Ability to resolve issues and problems never seen before
- Ability to recognize patterns and extrapolate from those to apply knowledge to new situations
- Ability to go beyond pre-defined processes. Assess/analyze situations and look for solutions; assess what may be missing, typical sources of problems; resolves most issues
- Ability to plan, organize and manage a small technology project including developing and managing project budgets, schedule and scope
- Ability to assess customer and business needs and define requirements
- Ability to coordinate small project teams to align activities with overall project goals
- Ability to communicate clearly and concisely to technical and non-technical audiences

### **Research/ Documentation/ Training**

- Knowledge of diverse technical resources that can be used for research and analysis
- Ability to utilize diverse sources of technical knowledge and updates, such as trade magazines, articles, chat forums and blogs, to support research and analysis work
- Ability to independently research issues, technology, and technological trends
- Ability to coordinate and organize documentation and training materials
- Ability to create technical documentation and training materials for more complex subjects

### **Servers / Networks**

- Knowledge of server-based operating system design, administration and troubleshooting, including principles and practices
- Knowledge of server operating systems in the market
- Knowledge of server management tools and applications
- Knowledge of standard server hardware
- Knowledge of standard network hardware
- Knowledge of network technology principles and concepts
- Knowledge of OSI (Open Systems Interconnection model) basics; IP addresses, schema, how to interface with the network, connection between servers and desktops
- Ability to test and implement patches and new server Operating Systems under direction of a more senior server administrator
- Ability to monitor, maintain and administer a variety of network operating systems
- Ability to manage telecommunications network traffic and maintain network routing

### **Hardware**

- Knowledge of some specialized hardware appliances

### **Data**

- Knowledge of file manipulation and data validation methods and techniques
- Knowledge of data structures, design and basic programming
- Basic knowledge of common enterprise databases
- Knowledge of database principles and practices
- Knowledge of storage administration principles and practices
- Ability to perform database and storage administration tasks per established processes and procedures

### **Security / Quality Assurance**

- Knowledge of quality assurance principles and practices for computer information systems
- Knowledge of security principles and practices for computer information systems

### **License or Certificates**

Multiple technical current certifications as determined by BTS or equivalent knowledge and experience. For example: in addition to the A+ and MCTS (Windows 7) certification, this level will include certification such as: MCITP (Windows 7) certification, Oracle Certified Associate certification, SNIA Certified Storage Professional, and/or hardware vendor certifications.

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### **SPECIALTIES WITHIN THIS CLASSIFICATION**

#### **INFORMATION SYSTEMS TECHNICAL ANALYST IV – Telecommunications Specialty (TCOM)**

##### **Summary:**

This is specialized work performing system design, installation and administration of the City's voice and data telecommunication utility. Employees are responsible for assisting in the creation of and changes to the design, implementation and ongoing operation of the City's systems; oversight of technical workers involved in evaluating problems and identifying solutions; selecting and supervising vendors for system design, installations and repair; advising customers in system components/design.

##### **Examples of Work:**

1. Works with customer bureaus to define project requirements, cost estimates, implementation schedules and bid specifications for communications projects and equipment.
2. Participates on large and complex communications projects simultaneously.
3. Assigns, evaluates and monitors the work of technical staff (where applicable) and contractors.
4. Establishes and maintains effective working relationships with personnel, vendors and other City employees.
5. Provides voice and data communications systems project management services.

##### **Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA IV - Generalist:**

###### **Information Systems -- General knowledge & experience**

- Ability to read and understand specifications
- Ability to design telecommunications systems; conduct systems analysis and problem solve
- Ability to interpret and apply City, County, State and/or Federal telecommunications policies, regulations and laws

###### **Operating systems**

- Knowledge of methods, techniques, principles and practices of integrating communications operating systems

###### **Analysis/ Problem Solving/ Customer Service**

- Ability to communicate effectively, both orally and in writing

###### **Projects/ Leadership**

###### **Research/ Documentation/ Training**

###### **Servers / Networks**

- Knowledge of operational characteristics of wide area networks
- Knowledge of methods and techniques of designing, developing, installing and maintaining wide area networks

###### **Hardware**

###### **Data**

- Knowledge of operational characteristics and capabilities of database management systems

###### **Security / Quality Assurance**

#### **INFORMATION SYSTEMS TECHNICAL ANALYST IV – Vertical GIS Specialty (GISV)**

##### **Summary:**

Positions assigned to this class are responsible for working with users of GIS computer systems to develop tools and data to support business processes. Work includes interacting with a wide range of internal customers, understanding how Geographic Information System (GIS) technology can improve efficiency, and implementing systems to meet customer goals.

Incumbents must demonstrate strong communication skills with a solid technical foundation; must exhibit excellent analytical skills; and function as a change agent.

##### **Examples of Work:**

1. Assists end users in using both standard GIS software and applications produced by citywide and bureau GIS staff.
2. Creates custom data and software environments to support specific business processes.

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3. Customizes GIS applications to fit specific individual and group requests.
4. Works to improve the integration of spatial data with other information systems and the accuracy and completeness of GIS data sets; expands the use of GIS into new areas; develops solutions combining spatial and tabular data with appropriate software.
5. Provides support to users of GIS applications at all levels.
6. Trains users in the effective use of custom designed GIS applications and tools.
7. Answers technical questions and solves user problems.
8. Works with GIS Business Architects to gather user requirements and plan appropriate solutions.
9. Fosters relationships with user community to find new ways to apply GIS technology to improve work flows and data efficacy.
10. Evaluates vendor products needed for performing operations and developing project products.
11. Analyzes, interprets and implements GIS policies and plans.
12. Participates in planning and implementation of application development.

**Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA IV - Generalist:**

**Information Systems -- General knowledge & experience**

- Knowledge of the full range of GIS software tools, including hardware, software and database technologies
- Knowledge of programming frameworks and environments for customizing, integration and performing analysis with GIS systems

**Operating systems**

- Ability to use GIS for map production, complex analyses, and work flow integration
- Analysis/ Problem Solving/ Customer Service
- Ability to support a variety of users with diverse needs and skill levels in using GIS technology

**Projects/ Leadership**

**Research/ Documentation/ Training**

- Ability to research requirements and specifications, analyze user needs, and propose solutions to both users and developers in a succinct and understandable format

**Servers / Networks**

**Hardware**

**Data**

**Security / Quality Assurance**

### INFORMATION SYSTEMS TECHNICAL Analyst V

The ISTA Analyst V duties include all of the duties of lower ISTA Analyst levels and are distinguished by the following additional responsibilities:

This level typically maintains large, complex City technology systems and often serves as an ongoing team lead or in a project lead capacity on technology projects. Typically requires specialized technical knowledge and skill; a high level of experience or MCSE Microsoft Certification. Typically has a college degree, seven years of progressive and varied experience and multiple certifications such as MCSE, MCM, MCA or other equivalent types of certifications with specific expertise. Expected to be fully trained in all procedures related to assigned area of responsibility.

**Examples of Work:**

1. Provides analysis on big picture issues; leads research effort to find best way to address issues, including the type of technology.
2. Addresses difficult, complex technical issues; performs extensive in-depth analysis; communicates issues to appropriate BTS teams to get problems resolved; maintains ownership of issues and follows through until resolved.
3. Installs, sets up new user profiles; performs extensive research of solutions to issues, including contacting the vendors; recommends image configurations.
4. Receives issues escalated from lower level ISTA's; inquires as to steps taken, results, issues already identified; resolves issues as possible; may contact vendor directly; recognizes when to escalate to management or a specialized team; helps define standard processes for team members to follow in future situations.

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5. May lead hardware or software standards recommendations teams to review and recommend future standards.
6. Works with hardware vendors for problem resolutions; applies advanced understanding of standard server-based hardware, storage systems, hardware redundancy, power issues and network infrastructure.
7. Manages mid-sized projects of low to difficult complexity, low to medium risk and visibility, and minor impact. Typical projects may impact enterprise systems, or bureau business systems with large numbers of users or stakeholders and may span multiple BTS divisions; provides leadership of project team and has an increased level of accountability for project outcomes.
8. May serve as team lead for ongoing team; provides direction to lower level staff; assists supervisor with setting goals for team; triages incoming work and makes work assignments.
9. Provides recommendations to higher level technical and management staff.
10. Participates on task forces and committees.
11. Tests new equipment; analyzes and makes recommendations.
12. Understands BTS policies and procedures; provides guidance and direction to more junior team members on following policies; may suggest changes to policies and procedures.

### **Knowledge, Skills and Abilities -- In addition to technical knowledge and training of ISTA I, II, III AND IV, Information Systems -- General knowledge & experience**

- Additional areas of training or certification, such as security, Altiris or other technical tools
- Knowledge of advanced principles and practices of computer science and information systems
- Knowledge of advanced methods of system analysis, design, programming and software installation
- Knowledge of interaction between different layers of the technology stack
- Enterprise focus across individual technical areas
- Skill in continuous improvement
- Experience supporting multiple operating system upgrades/migrations
- Strong process and documentation skills

### **Operating systems**

- Knowledge of operational characteristics of several operating systems and platforms
- Intermediate knowledge of current server-based operating systems in the market
- Intermediate knowledge of design, administration and troubleshooting of server-based operating systems
- Knowledge of intermediate principles and practices of server operating system troubleshooting and administration
- Skill in deploying, operating, and troubleshooting server-based operating systems
- Ability to evaluate, test and implement new server operating systems
- Ability to install, configure, upgrade and troubleshoot multiple operating systems

### **Analysis / Problem Solving/ Customer Service**

- Advanced knowledge of, and experience using a wide array of technical resources for troubleshooting, including knowledge bases, tech net, internet chat forums, server-based operating systems and other enterprise systems
- Ability to identify technical problems that are external to the desktop or server that may impact the system
- Ability to address and resolve issues that impact the overall system or project vs the individual desktop
- Ability to review customer situation and proactively recommend solutions or improvements
- Ability to evaluate client requirements for information technology or voice and data communications
- Ability to translate technical issues and requirements into explanations for non-technical users
- Ability to research and find solutions to most advanced problems independently
- Ability to maintain and apply a larger view of problem impact and implications
- Ability to maintain ownership of issues and follow through until resolved

### **Projects/ Leadership**

- Working knowledge of principles and practices of technology project management
- Working knowledge of documenting user needs and business analysis
- Knowledge of risk management, work breakdown structure, budget estimation and project scheduling
- Knowledge of team planning and goal setting
- Ability to plan, organize, manage and deliver mid-sized technology projects on time and on budget to meet business needs
- Ability to track risks and issues on projects to ensure that project success is not negatively affected

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- Ability to analyze and document business to-be and as-is process flow
- Ability to manage mid-sized project teams to align activities with overall project goals
- Ability to communicate clearly and concisely to executive, technical and non-technical audiences
- Ability to use appropriate industry standard project management software to manage project plans and documents
- Ability to provide regular status reports to executives, committees, project sponsors, teams and stakeholders

### **Research/ Documentation/ Training**

- Skill in conducting organized technology research efforts
- Skill in documenting advanced and more complex subjects, reviewing advanced documentation
- Ability to recognize opportunities for continuous improvement and initiate discussions with team and supervisor
- Ability to distribute work to team and report team progress on tickets or projects to supervisor
- Ability to lead, organize and review the work of professional and technical information systems staff
- Ability to cover for supervisor during absences
- Ability to assist lower level ISTAs
- Ability to work independently
- Ability to research, recommend, and document intermediate-level technical standards
- Ability to research and recommend intermediate-level technologies

### **Servers / Networks**

- In-depth knowledge and experience of network infrastructure
- Intermediate knowledge of principles and practices of server-based hardware and software systems
- Intermediate understanding of standard server-based hardware, storage systems, hardware redundancy, power issues and network infrastructure
- Knowledge of networking protocols, standards, security and technology
- Knowledge of operational characteristics of local and wide area networks
- Knowledge of methods of design, installation, and maintenance of local and wide area networks

### **Hardware**

- Extensive knowledge of most hardware; experience working with mobile computing devices
- Intermediate understanding of specialty appliances
- Intermediate understanding of backup systems hardware and software

### **Data**

- Intermediate knowledge of database administration and operation

### **Security / Quality Assurance**

#### **License or Certificate**

Multiple technical current certifications as determined by BTS or equivalent knowledge and experience. For example: A+ and MCTS (Windows 7) and MCITP (Windows 7) certifications and more advanced certifications such as: MCSE, MCM (Microsoft), MCITP SQL Server certification, MCITP Windows Server certification, Oracle Certified Master) and/or MCA Microsoft Professional certification, HDS Certified Architect) Storage Manager, etc. Project Management Institute Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) desired.

### **SPECIALTIES WITHIN THIS CLASSIFICATION**

#### **INFORMATION SYSTEMS TECHNICAL ANALYST V – Project Management Specialty (PROJ)**

##### **Summary:**

Under general direction, a Technology Project Manager (ITPM) is responsible for planning, organizing, managing and participating in the development and implementation of technology projects; works with project stakeholders, including project sponsor, management, subject matter experts and technical teams to manage technology projects in accordance with BTS project management methodologies and procedures; identifies and manages project risk; monitors progress and performance against project goals, budget, schedule and scope to ensure requirements are met; coordinates assigned activities with other divisions and City bureaus.

## ATTACHMENT C

Work requires project management expertise to integrate multiple interests and stakeholders in achieving successful project results. In-depth organization and process knowledge is also essential for ensuring project success. ITPM will lead project teams, which may include professional, technical and clerical staffs.

### Examples of Work:

1. Manages midsize projects of low to difficult complexity and low to medium risk, visibility and impact. Typical projects may impact enterprise systems or bureau business systems with large numbers of users or stakeholders and may span multiple BTS divisions; provides leadership of project team and has an increased level of accountability for project outcomes.
2. Works with stakeholders to develop overall project scope, objectives, goals, budget and timeline; develops and implements project charters and project plans to meet project objectives; develops and manages project budget; assists in developing or recommending associated business processes; identifies and recommends solutions to project resource needs and requirements; plans, organizes, implements and evaluates work activities to meet established overall project goals and objectives;
3. As project manager, works with technical leads to assemble project teams; convenes teams and committees; coordinates the work of the multiple teams and committees; conducts management reviews of progress of project against time lines, goals and budgets; develops project reports and related materials; prepares staff reports and presentations;
4. Develops and maintains project documentation for the life of the project including: project charter, project plans, project critical path, functional requirements, technical requirements, risk management, change management, use cases, communication plan, budget estimates, work breakdown structure, timeline and status reports.
5. Manages the work of outside consultants including establishing system requirements, technology parameters and business requirements; develops and issues requests for proposals; monitors project status and progress; ensures system is developed, implemented and configured according to the specifications; ensures all activities and results are consistent with City strategic direction and standards.
6. Performs other special assignment work as required.

**Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA V - Generalist:**

### Information Systems -- General knowledge & experience

- Knowledge of principles and practices of computerized systems analysis, design and development
- Knowledge of contract management practices, standards, processes and requirements
- Ability to represent the City effectively in meetings on a variety of technology issues
- Ability to present proposals and recommendations clearly and logically
- Ability to prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences
- Ability to understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility
- Ability to enforce technological standards

### Operating systems

### Analysis/ Problem Solving/ Customer Service

- Knowledge of methods and techniques of evaluating business needs and developing information system solutions
- Ability to exercise sound, expert independent judgment within general policy guidelines
- Ability to exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Ability to establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work
- Ability to assess customer and business needs and define requirements
- Ability to establish and maintain effective working relationships with co-workers, customers, vendors and others contacted in course of work
- Ability to communicate with co-workers, managers and vendors including written communication, leading and facilitating task force committees, and making presentations in management meetings
- Ability to collaboratively identify technical problems and solutions

## ATTACHMENT C

- Ability manage consulting contracts

### **Projects/ Leadership**

- Knowledge of principles and practices of information systems or telecommunication systems project management, development and administration
- Skill in providing lead direction to staff including assigning and reviewing their work
- Ability to plan, organize and manage a large and complex information technology project including developing and managing project budgets, work plans, process flow diagrams, use cases and timelines
- Ability to use project management tools and techniques to ensure projects are completed on time and budget
- Ability to coordinate and direct a variety of committees and work groups, maximizing staff effectiveness and aligning activities with overall project goals
- Ability to analyze and assess project outcomes in relation to operational needs and make appropriate adjustments
- Ability to identify and respond to organizational issues, concerns and needs

### **Research/ Documentation/ Training**

### **Servers / Networks**

### **Hardware**

### **Data**

### **Security / Quality Assurance**

## **INFORMATION SYSTEMS TECHNICAL ANALYST V – Vertical GIS Specialty (GISV)**

### **Summary:**

Positions assigned to this class are responsible for working with users of GIS to develop tools and data to support business processes including integrating GIS data and tools with other applications and data. Work involves interacting with a wide range of internal customers, understanding how GIS technology can improve business efficiency, and implementing systems to meet customer goals. Position incumbents must demonstrate strong communication skills, advanced skills in the design and development of GIS software and databases, and analytical skills and function as a change agent. Position incumbents may serve as project lead and may provide direction to assigned project staff.

### **Examples of Work:**

1. Participate in the development and implementation of GIS policies, plans and procedures.
2. Assists end users in using standard GIS software and applications produced by citywide and bureau GIS staff. Troubleshoot and resolve identified problems as appropriate.
3. Create custom data and software applications to support specific business processes.
4. Customizes GIS environments to fit specific individual and group requests.
5. Works to improve the integration of spatial data and tools with other information systems and expand the use of GIS into new functional areas; develops solutions combining spatial and tabular data with appropriate software.
6. Provides support to users of GIS applications.
7. Performs configuration, implementation and support of custom designed GIS applications and tools.
8. Trains users in the use of standard GIS tools and specific GIS applications developed by bureau and corporate GIS staff.
9. Answers technical questions and solve user problems.
10. Fosters relationships with user community to find new ways to apply GIS technology to improve workflows and data quality and efficiency.
11. Evaluates and makes recommendations for vendor products needed to perform operations and develop products.
12. Plans, designs and programs bureau wide GIS applications.
13. Migrates GIS tools and applications to later releases of GIS software and databases as appropriate.
14. Serves as technical lead on projects.

**Knowledge, Skills and Abilities - In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA V - Generalist:**

**Information Systems -- General knowledge & experience**

## ATTACHMENT C

### Operating systems

- Advanced knowledge of GIS principles, methods and applied concepts
- Thorough knowledge and experience using ESRI GIS software such as the ArcGIS Desktop and ArcGIS Server
- Thorough knowledge of relational database products such as Microsoft SQL Server
- Advanced knowledge and experience using the full range of GIS software tools, including hardware, software and database technologies
- Advanced use of GIS for map production, complex analyses, and work flow integration
- Ability to automate ArcGIS tasks and models using the ArcPy framework

### Analysis/ Problem Solving/ Customer Service

- Skill in supporting a variety of users with diverse needs and skill levels in using GIS technology
- Skill in providing user training in GIS tools and applications

### Projects/ Leadership

### Research/ Documentation/ Training

- Ability to research user requirements and specifications and propose solutions to both users and developers in a succinct and understandable format

### Servers / Networks

### Hardware

### Data

### Security / Quality Assurance

## INFORMATION SYSTEMS TECHNICAL Analyst VI

The ISTA VI duties include all of the duties of lower ISTA levels and are distinguished by the following additional responsibilities:

This level requires specialized technical knowledge and skill with much higher level of experience and certification. Typically has a college degree, nine years of progressive experience, and multiple certifications such as MCSE, MCM, MCA or other equivalent types of certifications with specific expertise. Positions require leadership skills and often serve in a team lead role.

### Examples of Work:

1. Resolves issues escalated from lower level technical support; takes issues to vendors and works with vendors to resolve the most complex issues; researches and finds resolution to the most difficult problems independently.
2. Addresses the most difficult complex technical problems; performs extensive, in-depth research and analysis to resolve issues.
3. Serves as team lead for projects dealing with enterprise systems and/or critical systems; scale of project effort larger; focused on enterprise systems in the area and scope of what they will research; able to make decisions on resolving issues and problems, within authority.
4. Leads and drives projects; puts plans together and manages to the plan; oversees people on the team; discusses project problems with customers; recommends solution paths to management.
5. Acts as a project manager on large, difficult and complex enterprise technology projects; projects could involve medium to high risk and visibility, business requirements that are difficult to understand and/or have complicated solution components; leads large cross functional project teams including BTS, customers and vendors to deliver projects on time and on budget to meet business needs; appropriately manages project risk and escalates issues accordingly; acts independently showing good judgment and discretion; prepares and presents clear and concise communications to executives such as bureau directors and elected officials, project sponsors and stakeholders.
6. Researches new technological advances utilizing expert documentation and process skills; make recommendations on models, equipment, changes in direction; performs research and makes recommendations about future operating system upgrades and technology direction; reviews and accepts research work of lower staff.
7. Utilizes thorough knowledge of BTS policies and procedures to provide guidance on following them; helps write drafts of new policies or procedures and suggests changes.
8. Researches and recommends training classes for staff.



## ATTACHMENT C

### **Knowledge, Skills and Abilities -- In addition to technical knowledge and training of ISTA I, II, III, IV and V, Information Systems -- General knowledge & experience**

- Expert knowledge of methods of system analysis
- Expert process skills
- Expert documentation skills

### **Operating systems**

- Extensive experience managing and executing operating system upgrades/ migrations
- Expert knowledge of current server-based operating systems in the market
- Expert knowledge of design, administration and troubleshooting of server-based operating systems
- Ability to evaluate, test and implement new server operating systems
- Ability to integrate a variety of operating systems and applications across multiple platforms

### **Analysis / Problem Solving/ Customer Service**

#### **Projects/ Leadership**

- Advanced knowledge of principles and practices of technology project management
- Ability to analyze and balance disparate business practices and recommend business and system approaches that address a variety of areas' needs and multiple dependencies
- Ability to manage teams from multiple BTS functional areas
- Ability to be aware of project visibility from a variety of audiences and incorporate that into communications and approaches

#### **Research/ Documentation/ Training**

- Knowledge of advanced principles of lead supervision and training
- Expert knowledge of and experience using a wide array of technical resources for troubleshooting, including knowledge bases, tech net, internet chat forums, server-based operating systems and other enterprise systems
- Skill in leading teams; able to address limited team member performance issues, such as tardiness or task delivery issues
- Skill in planning and managing projects; overseeing people on the team
- Ability to review and accept other analysts' research work
- Ability to research, recommend, and document advanced technical standards
- Ability to research and recommend advanced architectures and technologies

#### **Servers / Networks**

- Knowledge of operational characteristics of local and wide area networks
- Knowledge of networking protocol standards, security and technology
- Knowledge of network architecture
- Knowledge of expert methods and techniques of designing, developing, installing and maintaining local and wide area networks
- Knowledge of advanced principles and practices of server-based hardware and software systems
- Knowledge of advanced principles and practices of storage systems
- In-depth knowledge of network infrastructure

#### **Hardware**

- Knowledge of hardware infrastructure such as network and server equipment
- Expert understanding of standard server based hardware, RAID systems, hardware redundancy, power issues, storage area networks (SAN) and network infrastructure.
- Advanced understanding of specialty appliances
- Advanced understanding of backups system hardware and software

#### **Data**

- Knowledge of advanced principles and practices of database administration and operations

#### **Security / Quality Assurance**

- Knowledge of advanced principles and procedures of quality assurance and security related to computer information systems or telecommunication systems

#### **License or Certificate**

Multiple technical certifications as determined by BTS or equivalent knowledge and experience.

For example: MCTS (Windows 7) and MCITP (Windows 7) certification, MCM and/or MCA, Oracle Certified Master certification, SNIA Certified Storage Engineer certification. Project Management Professional (PMP) desired.

## ATTACHMENT C

### **SPECIALTIES WITHIN THIS CLASSIFICATION**

#### **INFORMATION SYSTEMS TECHNICAL ANALYST VI – Project Management Specialty (PROJ)**

##### **Summary:**

Under general direction, a Technology Project Manager (ITPM) is responsible for planning, organizing, managing and participating in the development and implementation of technology projects; monitors progress and performance against project goals, budget, schedule and scope to ensure requirements are met; serves on a variety of committees; coordinates assigned activities with other divisions and City bureaus. Work requires project management expertise to integrate multiple interests and stakeholders in achieving successful project results. In-depth organization and process knowledge is also essential for ensuring project success. ITPM will lead project teams, which may include professional, technical and clerical staffs. Work may include all types of technology based projects.

##### **Examples of Work:**

1. For assigned projects a Technology Project Manager may assesses bureau's needs; coordinates the design requirements, development, acquisition and implementation of computer system software, hardware, and data communications solutions; ensures migration of data from current system to new system, oversee staff training, system performance, security, maintenance, connectivity and documentation needs have been effectively addressed.
2. Assists in formulating overall project scope, objectives, goals, budget and schedule; researches, develops and implements project charters and project plans to meet goals and service objectives; develops, recommends and manages project budget; assists in developing or recommending associated operating and administrative procedures; identifies and recommends solutions to project resource needs and requirements; plans, organizes, implements and evaluates work activities to meet established overall project goals and objectives; analyzes alternative methods or processes to meet service delivery goals, including conducting cost benefit and resource requirement analyses; ensures program compliance with all applicable City and outside agency requirements.
3. As project manager, works with technical leads to assemble project teams; convenes technical, user and other appropriate task teams and committees; develops agendas and facilitates meetings; coordinates the work of the multiple teams and committees; leads and participates in the analysis and redesign of complex work processes associated with project; conducts management reviews of progress of project against time lines, goals and budgets; develops project reports and related materials; prepares staff reports and presentations; communicates project objectives, progress and issues to bureau managers. Serves as a member, or facilitates the work of an executive steering committee comprised of city budget and financial executives that provides citywide guidance for the project.
4. Evaluates the effectiveness of project activities and makes or recommends project modifications; ensures that performance, maintenance, connectivity and security issues are addressed; prepares narrative and statistical project performance reports and recommendations.
5. Manages the work of outside consultants including establishing system requirements, technology parameters and business requirements; develops and issues requests for proposals; leads the selection process, negotiates terms and conditions, monitors project status and progress; authorizes work and payments; ensures system is developed, implemented and configured according to the specifications; ensures all activities and results are consistent with City strategic direction and standards.
6. Confers with other divisions and bureaus; coordinates and integrates project activities; participates on related boards, commissions and committees; develops project partnerships.
7. Serves as an expert resource; may provide training and technical assistance to staff.
8. Performs other special assignment work as required.

**Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA VI - Generalist:**

##### **Information Systems -- General knowledge & experience**

- Knowledge of principles and practices of computerized systems analysis, design and development
- Knowledge of contract management practices, standards, processes and requirements
- Ability to represent the City effectively in meetings on a variety of technology issues
- Ability to present proposals and recommendations clearly and logically
- Ability to prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences

## ATTACHMENT C

- Ability to understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility
- Ability to establish and enforce technological standards

### **Operating systems**

#### **Analysis/ Problem Solving/ Customer Service**

- Knowledge of methods and techniques of evaluating business needs and developing information system solutions
- Ability to exercise sound, expert independent judgment within general policy guidelines
- Ability to exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Ability to establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work
- Ability to assess customer and business needs and define requirements
- Ability to establish and maintain effective working relationships with co-workers, customers, vendors and others contacted in course of work
- Ability to communicate with co-workers, managers and vendors including written communication, leading and facilitating task force committees, and making presentations in management meetings
- Ability to collaboratively identify technical problems and solutions
- Ability to negotiate and manage consulting contracts
- Ability to identify and respond to organizational issues, concerns and needs

#### **Research/ Documentation/ Training**

#### **Servers / Networks**

#### **Hardware**

#### **Data**

#### **Security / Quality Assurance**

### **INFORMATION SYSTEMS TECHNICAL ANALYST VI – Security Specialty (SECU)**

#### **Summary:**

Positions in this specialty are responsible for participating in or leading complex information technology security projects including analyzing security risks, installing and maintaining intrusion prevention solutions and vulnerability analysis tools; and performing a variety of complex analytical duties relative to assigned area of responsibility. Typically has formal training or industry certification related to information technology security skills. Examples include: CISSP, GIAC, CWWA or vendor-specific technology certifications, such as operating system certifications from Microsoft or Red Hat or networking certifications from Cisco or Juniper Networks.

#### **Examples of Work:**

1. Participates in or leads a project to develop information technology work processes and procedures that will comply with City security policy.
2. Installs and configures various firewalls, virtual private networking (VPN) solutions, intrusion detection or prevention solutions, log management, and vulnerability analysis tools.
3. Regularly monitors intrusion detection systems, firewalls, virus scanning and vulnerability analysis alerts for possible security incidents.
4. Analyzes application and network infrastructure risks for various City information technology projects including various web application security risks and analysis of network infrastructure of network firewalls, wireless systems and load balancers. Recommends solutions to mitigate risk.
5. Participates in project planning exercises for operating system, directory system, email, wireless systems or other network infrastructure technology implementations.
6. Participates in application security planning, review and testing.

**Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA VI - Generalist:**

#### **Information Systems -- General knowledge & experience**

#### **Operating systems**

- Advanced knowledge of directory services technologies, including Microsoft Active Directory and LDAP

## ATTACHMENT C

### **Analysis/ Problem Solving/ Customer Service**

### **Projects/ Leadership**

### **Research/ Documentation/ Training**

- Ability to research security risk analysis and mitigation best practices

### **Servers / Networks**

- Advanced knowledge of the TCP/IP protocol and various common application protocols
- Knowledge of TCP/IP routing and other networking concepts
- Intermediate knowledge of VPN protocols and their implementation

### **Hardware**

### **Data**

### **Security / Quality Assurance**

- Intermediate knowledge of application layer vulnerabilities and security approaches
- Ability to implement a variety of network security technologies including but not limited to firewalls, intrusion detection and prevention systems, log management, and vulnerability analysis tools

### **INFORMATION SYSTEMS TECHNICAL ANALYST VI – Vertical GIS Specialty (GISV)**

#### **Summary:**

Under general direction, positions assigned to this class are responsible for working with users to develop GIS tools and data to support business processes. This includes integrating GIS data and tools with other tabular applications and data. Incumbents use advanced skills in the design, development and implementation of GIS software, applications, and databases. Work involves interacting with a wide range of internal customers, understanding how GIS technology can improve business efficiency, and implementing complex systems to meet customer goals. Incumbents must exhibit excellent analytical skills. Incumbent will also use related and complex GIS tools such as ESRI ArcSDE databases, ArcGIS Server and SSRS reporting servers. May serve as project lead and may provide direction to assigned project staff.

#### **Examples of Work:**

1. Participates in the development and implementation of GIS policies, plans and procedures.
2. Assists end users in the use of standard GIS software and applications produced by city and bureau GIS staff. Provide support to users of GIS and related applications.
3. Performs systems analysis duties including the identification of bureau and workgroup requirements, the design, development, testing, implementation and support of GIS and tabular applications.
4. Using Mapworks, customizes GIS environments to fit specific individual and workgroup requests.
5. Improves the integration of spatial data and tools with other information systems, and expands the use of GIS into new functional areas. Develops solutions combining spatial and tabular data with appropriate application software, including complex commercial off the shelf applications.
6. Answers technical questions; troubleshoots and resolves identified problems with technology including workstations, printers, servers, databases, applications and reporting tools.
7. Configures, administers and supports database and geospatial application servers including Microsoft SQL Server, ESRI ArcGIS Server and Feature Manipulation Engine (FME).
8. Fosters relationships with user community to find new ways to apply GIS technology to improve workflows and data quality and efficiency.
9. Participates in the evaluation, testing and implementation of ESRI upgrades. Installs and upgrades vendor and internally developed products to later releases of GIS. Upgrades database, reporting and application tools as required.

**Knowledge, Skills and Abilities — In addition to technical knowledge and training of lower level ISTAs and applicable KSAs from the ISTA VI - Generalist:**

#### **Information Systems -- General knowledge & experience**

##### **Operating systems**

- Expert knowledge of GIS principles, methods and applied concepts
- Advanced knowledge and experience using ESRI GIS software including ArcGIS Desktop and ArcGIS Server
- Advanced knowledge of relational database products such as Microsoft SQLServer

## ATTACHMENT C

- Expert knowledge and experience using the full range of GIS software tools, including hardware, software and database technologies

### **Analysis/ Problem Solving/ Customer Service**

- Knowledge of principles and practices of computerized tabular and spatial systems analysis, design, development and deployment
- Strong written and oral communication skills
- Ability to automate complex ArcGIS tasks, models and administration using the ArcObjects and ArcPy framework
- Ability to assess customer and business needs and define requirements
- Ability to support a variety of customers with diverse needs and skill levels in the use of GIS technologies
- Ability to provide user training in GIS, reporting tools and applications
- Ability to collaboratively identify technical problems and solutions

### **Projects/ Leadership**

- Knowledge of principles and practices of technology project management, development and administration.

### **Research/ Documentation/ Training**

### **Servers / Networks**

### **Hardware**

### **Data**

### **Security / Quality Assurance**

**APPLICATIONS ANALYST SERIES:** This series performs professional level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of strategic City computer system applications across multiple platforms and technologies; provides technical support and training to end users on the use of applications; and performs a variety of duties relative to assigned areas of responsibility.

Essential and marginal functions may require the employee maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard, extensive verbal and electronic communication with system users; near visual acuity for performing programming or software installation functions.

### **APPLICATIONS ANALYST II**

This is a full journey-level class within the Applications Analyst series. Employees within this class perform the full range of duties as assigned. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Applications Analyst III in that the latter supports, administers, and maintains large or complex applications and may serve in a project lead capacity on specialized applications development projects.

### **Knowledge Of:**

- Basic theories and applications of computer science.
- Basic principles and practices of applications programming
- Basic methods and techniques of using application design and development tools
- Personal computer hardware and software components
- Basic methods and techniques used in the installation, trouble shooting, upgrading and problem resolution of software applications
- Operational characteristics of various computer programs, software packages and programming languages.
- Methods and techniques of using application design and development tools
- Methods and techniques of applications development, analysis, design development and programming
- Principles and practices of computer science and information systems
- Methods and techniques of structured programming
- Principles and practices of software troubleshooting
- Database principles and concepts
- Methods and techniques used in the installation, trouble shooting, problem resolution and maintenance of computer applications

## ATTACHMENT C

- Methods and techniques of developing and writing technical documentation
- Methods and techniques of developing training materials and conducting training sessions

### Ability To:

- Provide technical support for the implementation and maintenance of various software applications
- Create and generate various reports, charts and other materials
- Respond to and identify user needs and determine resolutions
- Learn methods and techniques of applications analysis, design, development and programming
- Learn to recommend, design, implement and install computer software applications
- Learn to apply a wide variety of computer programming language
- Learn to install and troubleshoot applications
- Learn to evaluate, test, implement and support new system applications
- Learn to analyze and assess the technological needs of City departments
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work
- Maintain mental capacity, which allows for effective interaction and communication with others
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading writing and operating assigned equipment.
- Recommend, implement and install computer applications
- Apply a wide variety of applications programming languages
- Design software to meet user requirements
- Detect, isolate and resolve applications problems
- Analyze and assess the technological needs of City departments
- Develop, install, and trouble shoot and upgrade City applications
- Create and develop concise technical documents and reports
- Analyze and assess the technological needs of City departments
- Integrate multiple datasets and data designs to individual applications
- Independently perform a variety of responsible applications design and development duties
- Design training materials and conduct training programs

### APPLICATIONS ANALYST III

This is an advanced journey-level class in the Applications Analyst series. Employees perform the most difficult and responsible types of duties assigned to classes within this series including maintaining large or complex City applications, and serving in a project lead capacity on specialized applications development projects

### Knowledge Of:

- Methods and techniques of using application design and development tools
- Methods and techniques of applications development, analysis, design development and programming
- Principles and practices of computer science and information systems
- Methods and techniques of structured programming
- Principles and practices of software troubleshooting
- Database principles and concepts
- Methods and techniques used in the installation, trouble shooting, problem resolution and maintenance of computer applications
- Methods and techniques of developing and writing technical documentation
- Methods and techniques of developing training materials and conducting training sessions
- Advanced applications programming techniques
- Advanced methods and techniques of using application design and development tools
- Basic principles, practices, methods and techniques of leading application development projects
- Database management systems and related computer language
- Methods and techniques of evaluating client information technology requirements
- Advanced methods and techniques of applications development, analysis, design, programming and installation

## ATTACHMENT C

- Advanced principles and practices of computer science and information systems
- Advanced principles and practices of information systems hardware and software troubleshooting
- Operation characteristics of multiple operating systems and platforms

### Ability To:

- Recommend, implement and install computer applications
- Apply a wide variety of applications programming languages
- Design software to meet user requirements
- Detect, isolate and resolve applications problems
- Analyze and assess the technological needs of City departments
- Develop, install, and trouble shoot and upgrade City applications
- Create and develop concise technical documents and reports
- Analyze and assess the technological needs of City departments
- Integrate multiple datasets and data designs to individual applications
- Independently perform a variety of responsible applications design and development duties
- Design training materials and conduct training programs
- Perform highly advanced programming duties
- Design and implement projects to meet user specifications
- Design, develop, install, and troubleshoot and upgrade City applications
- Oversee applications quality assurance procedures
- Serve as project leader on assigned information systems projects
- Perform highly advanced applications development, analysis and programming duties
- Install, test and configure hardware and software applications and programs
- Design, evaluate, test, implement and maintain a variety of software applications

## PRINCIPAL INFORMATION SYSTEMS ANALYST

### PRINCIPAL INFORMATION SYSTEMS ANALYST

To serve as a project manager on complex information technology or telecommunication systems projects, including systems development, network design, development and administration, geographic information systems, computer aided dispatch systems, database management, data integrity and recovery, managed data services, wireless services, and video services; develop, implement and maintain large or complex computer software applications and systems; and perform a variety of complex analytical duties relative to assigned area of responsibility.

### Knowledge Of:

- Operations, services and activities of a comprehensive information technology or voice and data communications program
- Principles, practices, methods and techniques of providing information systems or voice and data network systems project management services
- Methods and techniques of evaluating client information technology requirements
- Principles and practices of computer programming and system analysis
- Operational characteristics of various computer systems, applications and peripheral equipment
- Information system infrastructure planning and development
- Principles and practices of system testing, analysis and security administration
- Principles of database and network administration
- Telecommunication technology processes for voice and data communications including network computing, client/server, Internet, Intranet, video conferencing and related functions
- Configuration practices, protocols and transmission standards utilized in voice and data systems
- Concepts, principles, practices and operational characteristics of emerging telecommunication system technologies
- Principles of data management and integrity
- Operational characteristics of multiple operating systems and platforms
- Methods and techniques used to design, develop, test and implement user systems
- Operational characteristics and capabilities of database management systems

## ATTACHMENT C

- Advanced concepts of data modeling, database design and administration
- Advanced concepts of systems in assigned area including geographic information systems, computer aided dispatch and related program areas
- Advanced methods and techniques used in the installation, trouble shooting, upgrading and problem resolution of information systems
- Advanced methods and techniques of system design, programming and software installation
- Advanced principles and practices of information systems programming
- Advanced principles of hardware and software configuration and troubleshooting
- Advanced knowledge of database systems, relational and other structures, and system architecture
- Pertinent Federal, State and local codes, laws and regulations

### Ability To:

- Serve as a project manager on large systems programming or voice and data communication systems and projects
- Evaluate client business requirements and implement information technology solutions
- Perform highly complex systems analysis duties
- Design, develop, implement and administer local and wide area network systems
- Perform highly advanced programming and database management duties
- Serve as database administrator and perform database modifications
- Design, configure and test system software
- Install, test and configure hardware and software applications and programs
- Troubleshoot hardware and software application problems
- Respond to requests and inquiries from system users
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of the work
- Maintain mental capacity which allows for effective interaction and communication with others
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment

### **SPECIALTIES WITHIN THIS CLASSIFICATION**

#### **PRINCIPAL INFORMATION SYSTEMS ANALYST – SECURITY (SECU)**

In this specialty, the employee will be responsible for participating in or leading complex information technology security projects including developing disaster recovery plans, analyzing security risks, installing prevention solutions and vulnerability analysis tools; and performing a variety of complex analytical duties relative to assigned area of responsibility.

### **Knowledge, Skills and Abilities:**

- Formal training or industry certification related to information technology security skills. Examples may include: CISSP, SCP, SCNP, GSE, or various vendor-specific technology certifications
- Form training or industry certification related to network infrastructure skills. Examples may include: protocols, network routing, Microsoft® server operating systems, Unix® and Linux® operating systems, or SAN storage solutions
- Knowledge of and experience in researching security risk analysis and mitigation best practices
- Ability to plan and implement a variety of network security technologies including but not limited to firewalls, intrusion detection and prevention systems, e-mail Spam filtering, and vulnerability analysis tools
- Advanced knowledge of the TCP/IP protocol and various common application protocols
- Knowledge of TCP/IP routing and other networking concepts
- Intermediate knowledge of various directory services technologies, including LDAP and Microsoft Active Directory
- Advanced knowledge of open system VPN protocols and their implementation in common VPN access products
- Intermediate knowledge of Cisco® router configuration
- Intermediate knowledge of application layer vulnerabilities and security approaches



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### PRINCIPAL INFORMATION SYSTEMS ANALYST – PROJECT MANAGEMENT (PROJ)

Under general direction, the IT Project Manager (ITPM) will be responsible for planning, organizing, managing and participating in the development and implementation of IT development projects. Monitors progress and performance against project goals and objectives and ensures system provides required functionality; manages the project budget; serves on a variety of committees; and coordinates assigned activities with other divisions and City bureaus. Work requires project management expertise to integrate multiple interests and stakeholders in achieving successful project results. In-depth organization and process knowledge is also essential for ensuring project success. The ITPM will lead project teams, which may include professional, technical and clerical staffs. Work may include both IT infrastructure and/or IT application development projects.

#### Knowledge, Skills and Abilities

- Knowledge of principles and practices of computerized systems analysis, design and development
- Knowledge of contract management practices, standards, processes and requirements
- Knowledge of principles and practices of information systems or telecommunication systems project management, development and administration
- Knowledge of methods and techniques of evaluating business needs and developing information system solutions
- Ability to plan, organize and manage a large and complex information technology project including developing and managing project budgets, work plans, process flow diagrams, use cases and timelines
- Ability to assess customer and business needs and define requirements
- Ability to coordinate and direct a variety of committees and work groups, maximizing staff effectiveness and aligning activities with overall project goals
- Ability to establish and maintain effective working relationships with co-workers, customers, vendors and others contacted in course of work
- Ability to communicate with co-workers, managers and vendors including written communication, leading and facilitating task force committees, and making presentations in management meetings
- Ability to collaboratively identify technical problems and solutions
- Ability to negotiate and manage consulting contracts
- Ability to analyze and assess project outcomes in relation to operational needs and make appropriate adjustments
- Ability to identify and respond to organization issues, concerns and needs
- Ability to use project management tools and techniques to ensure projects are completed on time and budget
- Ability to understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility
- Ability to establish and enforce technological standards
- Ability to present proposals and recommendations clearly and logically
- Ability to represent the City effectively in meetings on a variety of technology issues
- Ability to prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences
- Ability to exercise sound, expert independent judgment within general policy guidelines
- Ability to exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations

### SAP POSITIONS

#### SAP BASIS ADMINISTRATOR

The SAP Basis Administrator will be responsible for the administration and operation of the City of Portland SAP systems, including ECC, PI, EP, BI and Business Objects technologies supporting multiple departments, business or service units. Responsibilities include SAP software installation, SAP and related software patching, upgrades and system refreshes, SAP environment management including daily operations which include but are not limited to dump analysis, job and batch processing management, system log review, space utilization, system tuning transport management using STMS and CTS+, Backup management using BRtools and Tivoli. Responsible for Oracle database management, patching and turning using SAP management tools. Responsibilities also include

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actively monitoring and maintaining the systems using Solution Manager as well as identifying and implementing technical enhancements to the SAP systems as needed. Work will require close collaboration and coordination with the SAP development team and the SAP functional analysis team as well as other IT teams including Unix, SAN, Network, Enterprise Architecture, Application Support and Project Management Office teams.

**To Qualify: Must Possess 7+ Years of SAP Basis Experience in:**

- SAP Netweaver system architectures for both ABAP and Java stacks
- SLD design, configuration and administration.
- Installation and administration of ECC, PI, EP, BI, Solution Manager and Business Objects.
- Solution Manager and the tools included in Application Lifecycle Management
- Upgrade and patch management
- Job management
- Oracle database administration
- Security authorization and role management
- Unix or Linux experience

### **SAP SECURITY ADMINISTRATOR**

The SAP Security Administrator is responsible for the security planning, design and support of internal SAP applications. The administrator works closely with the City of Portland (CoP) application and technical development teams on the implementation of the SAP security requirements. The Security Administrator's duties include administration of security for SAP through CUA for systems such as ECC, BI, EP, ESS, MSS, PI, SolMan and other SAP systems as implemented by the CoP; assisting in establishing and maintaining a technical set of security related policies and procedures for the CoP SAP landscape; creating and maintaining security roles for each landscape (Sand Box, Development, QA, Production, and Training) using the SAP profile generator; creating and maintaining Structural Authorizations; providing SAP user administration via CUA; producing status reports as part of regular security monitoring and assist in defining monitoring procedures; ensuring compliance with security requirements, including legal requirements; working with other support teams on security planning; and assisting with security when third party products are integrated with the SAP systems.

**To Qualify: Must Possess 7+ Years of SAP Security Experience in:**

- Knowledge of security concepts for SAP systems such as ECC (FI, CO, HCM), ESS, MSS, BI, PI and EP;
- Knowledge of separation of duty (SOD) concepts, principles and audit compliance requirements;
- Experience with ECC HCM security including structural authorization.
- Experience with SAP SSO concepts and Identity Management
- Ability to design, develop, test, deploy and support SAP Security profiles, roles and authorizations;
- Ability to troubleshoot and resolve authorization issues quickly and effectively.
- Ability to successfully pass an in depth Personal History background investigation

### **SAP NETWEAVER DEVELOPER**

The SAP PI Netweaver Developer is responsible for designing, developing and supporting all aspects of the SAP Process Integration platform (PI) to support City of Portland business objectives. This includes designing, developing and troubleshooting Interfaces between SAP and non-SAP systems using a variety of methods and protocols. Responsibilities include creating interface technical specifications based off the functional design, providing production support for production interfaces and work towards resolving technical issues, following development best practices and adhering to the programming standards, naming conventions, and policies, and following SDLC and PLC processes. Design and develop data mapping and data transformation tasks per technical specifications. Design and develop standards for maintaining data and message integrity and security. Conduct and lead design and code reviews related to SAP Netweaver Development. Develop operational procedures for ongoing support of SAP PI environment. Develop custom web UI's using WebDynpro ABAP along with associated process and forms using SAP FPM and BRF+. Collaborate with other BTS departments such as infrastructure, system administration, to ensure integration strategies, roadmaps and standards are in alignment with broader organization. Provide inputs on technical implications of specific design solutions. Carry out unit, integration, system and regression test for technical solution. Assist project managers on new implementations with project planning, task estimation, resource staffing etc.

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The successful candidate must pass a comprehensive police background investigation and be able to work in a culturally and gender diverse workplace.

**To Qualify: Must Possess 7+ Years of SAP Developer Experience in:**

The following qualifications are required for this position:

- Ability to design, implement and supporting integration solutions based on SAP PI technologies that include: ABAP, File, HTTP, JDBC, Web Services, RFC, ALE/IDOC, BAPI's and BADI's
- Ability to configure and maintain PI components such as integration builder/repository, runtime workbench, adapter engine, integration engine, SLD
- Ability to design and develop complex UI's using WebDynpro ABAP along with complex processes and forms using SAP FPM and BRF+
- Knowledge of Public Sector financial FI/CO and HCM

## APPENDIX A

Contractor shall observe all applicable state and local laws pertaining to public contracts including the City's Equal Benefits Ordinance and its administrative rules, all of which are incorporated by this reference. Failure to comply with the Ordinance permits the City to impose sanctions or require remedial actions as stated in Section 13.1 of the rules. ORS Chapters 279A, 279B and 279C require every public contract to contain certain provisions. Pursuant to those chapters, the following provisions shall be a part of this contract, as applicable.

- Pursuant to ORS 279B.220, on every public contract, the contractor shall make payment promptly, as due, to all persons supplying to the contractor labor or material for the performance of the work provided for in the contract; shall pay all contributions or amounts due the Industrial Accident Fund from the contractor or subcontractor incurred in the performance of the contract; not permit any lien or claim to be filed or prosecuted against the state or a county, school district, municipality, municipal corporation or subdivision thereof, on account of any labor or material furnished, and; pay to the Department of Revenue all sums withheld from employees under ORS 316.167.
- Pursuant to ORS 279C.505, on public improvement contracts, the contractor shall make payments promptly, as due, to all persons supplying to such contractor labor or material for the prosecution of the work provided for in such contract. The contractor shall pay all contributions or amounts due the Industrial Accident Fund from such contractor or subcontractor incurred in the performance of the contract. The contractor shall not permit any lien or claim to be filed or prosecuted against the state, county, school district, municipality, municipal corporation or subdivision thereof, on account of any labor or material furnished. The contractor shall pay to the Department of Revenue all sums withheld from employees pursuant to ORS 316.167. Contractor shall demonstrate that an employee drug-testing program is in place.
- Pursuant to ORS 279C.510 (1), in every public contract for demolition the contractor shall salvage or recycle construction and demolition debris, if feasible and cost-effective. Pursuant to ORS 279B.225 and 279C.510 (3) in every public contract and every public improvement contract for lawn and landscape maintenance, the contractor shall compost or mulch yard waste material at an approved site, if feasible and cost-effective.
- Pursuant to ORS 279B.230(1), in every public contract, the contractor shall promptly, as due, make payment to any person, co-partnership, association or corporation furnishing medical, surgical and hospital care services or other needed care and attention, incident to sickness or injury, to the employees of the contractor, of all sums that the contractor agrees to pay for the services and all moneys and sums that the contractor collected or deducted from the wages of employees under any law, contract or agreement for the purpose of providing or paying for the services.
- Pursuant to ORS 279B.230(2), in every public contract, all subject employers working under the contract are either employers that will comply with ORS 656.017 or employers that are exempt under ORS 656.126.
- Pursuant to ORS 279B.235(1), persons may not be employed for more than 10 hours in any one day, or 40 hours in any one week, except in cases of necessity, emergency or when the public policy absolutely requires it. In such cases, the employee shall be paid a) at least time and half pay for all overtime in excess of 8 hours in any one day or 40 hours in any one week when the work week is five consecutive days, Monday through Friday; or b) for all overtime in excess of 10 hours in any one day or 40 hours in any one week when the work week is four consecutive days, Monday through Friday; and c) for all work performed on Saturday and on any legal holiday specified in ORS 279B.020.
- Pursuant to ORS 279C.515(1), on public improvement contracts, if the contractor fails, neglects or refuses to make prompt payment of any claim for labor or services furnished to the contractor or a subcontractor by any person in connection with the public contract as such claim becomes due, the proper officer or officers representing the state, county, school district, municipality, municipal corporation or subdivision thereof, as the case may be, may pay such claim to the person furnishing the labor or services and charge the amount of the payment against funds due or to become due the contractor by reason of such contract. The payment of a claim in the manner authorized by ORS 279C.515 shall not relieve the contractor or the contractor's surety from obligation with respect to any unpaid claims.
- Pursuant to ORS 279C.515(2), on public improvement contracts, if the contractor or a first-tier subcontractor fails, neglects or refuses to make payment to a person furnishing labor or materials in connection with the public improvement contract within 30 days after receipt of payment from the contract agency or a contractor, the contractor or first-tier subcontractor shall owe the person the amount due plus interest charges commencing at the end of the 10-day period that payment is due under ORS 279C.580(4) and ending upon final payment, unless payment is subject to a good faith dispute as defined in ORS 279C.580. The rate of interest charged to the contractor or first-tier subcontractor on the amount due shall equal three times the discount rate on 90-day commercial paper in effect at the Federal Reserve Bank in the Federal Reserve district that includes Oregon on the date that is 30 days after the date when payment was received from the contracting agency or from the contractor, but the rate of interest may not exceed 30 percent. The amount of interest may not be waived.
- Pursuant to ORS 279C.515 (3), in every public improvement contract and every contract related to the public improvement contractor, if the contractor or subcontractor fails, neglects or refuses to make payment to a person furnishing labor or materials in connection with the public improvement contract, the person may file a complaint with the Construction Contractors Board, unless payment is subject to a good faith dispute as defined in ORS 279C.580.

- Pursuant to ORS 279C.520, no person shall be employed for more than 10 hours in any one day, or 40 hours in any one week, except in cases of necessity, emergency, or where the public policy absolutely requires it, and in such cases, except in cases of contracts for personal services as defined in ORS 279C.100, the employee shall be paid at least time and a half pay for all overtime in excess of eight hours a day or 40 hours in any one week when the work week is five consecutive days, Monday through Friday; or for all overtime in excess of 10 hours a day or 40 hours in any one week when the work week is four consecutive days, Monday through Friday; and for all work performed on Saturday and on any legal holiday specified in ORS 279C.540. The contractor shall give notice to employees who work on a public contract in writing, either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work. In the case of contracts for personal services as defined in ORS 279C.100, an employee shall be paid at least time and a half for all overtime worked in excess of 40 hours in any one week, except for individuals under these contracts who are excluded under ORS 653.010 to 653.261 or under 29 U.S.C. sections 201 to 209 from receiving overtime. Persons employed under contracts for services shall receive at least time and a half pay for work performed on the legal holidays specified in a collective bargaining agreement or in ORS 279C.540 (1) (b)(B) to (G) and for all time worked in excess of 10 hours a day or in excess of 40 hours in a week, whichever is greater. The contractor shall give notice to employees who work on a contract for services in writing, either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work.
- Pursuant to ORS 279C.530(1), in every public improvement contract, the contractor shall promptly, as due, make payment to any person, co-partnership, association or corporation, furnishing medical, surgical and hospital care or other needed care and attention, incident to sickness or injury, to the employees of such contractor, of all sums which the contractor agrees to pay for such services and all monies and sums which the contractor collected or deducted from the wages of employees pursuant to any law, contract or agreement for the purpose of providing or paying for such service. In every public contract, subject to ORS 279C, all employers working under the contract are subject employers that shall comply with ORS 656.017.
- Pursuant to ORS 279C.580(3)(a), the contractor shall include in each public improvement subcontract for property or services entered into by the contractor and a subcontractor, including a material supplier, for the purpose of performing a construction contract, a payment clause that obligates the contractor to pay the subcontractor for satisfactory performance under its subcontract within 10 days out of such amounts as are paid to the contractor by the public contracting agency under such contract, and an interest penalty clause that obligates the contractor to pay to the subcontractor an interest penalty on amounts due in the case of each payment not made in accordance with the payment clause included in the subcontract pursuant to ORS 279C.580 (3), for the period beginning on the day after the required payment date and ending on the date on which payment of the amount due is made, and computed at the rate specified in ORS 279C.515 (2).
- Pursuant to ORS 279C.580(4), the contractor shall include in each of its subcontracts for a public improvement, for the purpose of performance of such contract condition, a provision requiring the subcontractor to include a payment clause and an interest penalty clause conforming to the standards of ORS 279C.580 (B) (4) in each of its subcontracts and to require each of its subcontractors to include such clauses in their subcontracts with each lower-tier subcontractor or supplier.
- Pursuant to ORS 279C.830(1)(a) workers shall be paid not less than the specified minimum hourly rate of wage in accordance with ORS 279C.838 and 279C.840.

July 25, 2008