



**Invitation for Sealed Proposal TAC553B Rebid
Addendum #1 dated 9-3-02**

Description: Information Technology Contract Services
Department: Telecommunications/Information Services Department

City of Tulsa

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Mail Sealed Bid TO:		Sealed Bid Due By:	Bid Opening:
City of Tulsa 200 Civic Center, Room 109 Tulsa, Oklahoma 74103		5:00 PM Wednesday, September 18, 2002	8:30 AM the next day City Council Room
Envelope/Box Labeling:		Bid Bond Required: __ Yes <input checked="" type="checkbox"/> No	
Proposal Number and opening date must appear on the lower left corner of all envelopes and box tops.		Performance Bond: __ Yes <input checked="" type="checkbox"/> No	
		PreBid Conference: <input checked="" type="checkbox"/> Yes ___ No	
		Insurance Reqd: <input checked="" type="checkbox"/> Yes ___ No	
Response to this request must be submitted on this form with requested and supporting documents attached to the back of packet.			6 Copies Required (See sec. VIA)
Published:	Tulsa Daily Commerce and Legal News(announcement only) August 19, 2002		
	Purchase Net Fax-on-Demand: 918-596-1171		
	Purchase Net Website: www.cityoftulsapurchasing.org		
City Contacts:	Project Buyer:	Technical Questions:	
	Bill Youngblood, CPM byoungblood@ci.tulsa.ok.us Fax: 918-699-3153 Phone: 918-596-7551	George Smith, Mgr. Info. Resources gsmith@ci.tulsa.ok.us Fax: 918-596-1357 Phone: 918-596-9325	
Acknowledgement of Intent to bid:	E-mail the Project Buyer of your intent to bid. If you don't receive a return e-mail within 48 hours, contact the Project Buyer.		
Addendum:	All addenda will be communicated to all known respondents in writing. Any verbal communications by any City personnel or their agent will not be a part of these bid specifications.		
NIGP Codes:	961-30		

RETURN THIS ENTIRE RFB PACKET WITH ANY SUPPORTING DOCUMENTS ATTACHED TO THE BACK

I have read and understand these Bid Specifications and agree to adhere to all terms and conditions contained herein. I have included all costs in my bid to implement the solution requested in these bid specifications. Exceptions must be described in detail and attached to this bid packet. **Note: Taking an exception to a "must item" may cause your bid to be rejected. (DO NOT PRINT SIGNATURE)**

Firm name: _____ Date: _____
 Street: _____ County: _____ City/State: _____ Zip: _____
 E-Mail: _____ Fax: _____ Phone: _____
 Print Name: _____ Signature: _____
 (Authorized agent for the firm shown)

****** Entire packet must be notarized by Notarizing this page******

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

Signature of Notary Public _____ MY COMMISSION EXPIRES: _____



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These bid specifications were prepared using MS Word 2000. If you download these specifications from our website (<http://www.cityoftulsapurchasing.org>) you will be able to see effects such as color or animation.

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TAC553B Rebid Addenda

Addendum #1

1. On Page 28, Required Information-References-Is it allowable to list any City of Tulsa IT personnel(Managers, Supervisors, or Project Leaders) as customer references for response to this RFB requirement? Some of these personnel could be a part of the RFB evaluation process.

The first 3 references cannot be from the City of Tulsa (Government organization). Include any City of Tulsa references in addition if you wish.

2. On Page 26, Services offered to vendor's employees- Education- Will this training requirement be at City request, or does an overall training program on technical products and software satisfy compliance with this requirement? Does soft skill training on things like Communication skills, Written Communication skills, Customer Service and Interaction skills, satisfy this requirement?

You must have a training program in place as defined in the specifications. Appropriate soft skills training will impact your score positively, but not required.

3. On Page 26, Services offered to vendor's employees- Medical and related benefits- What does must provide paid sick time mean?

After 30 days in your employ, the contractor will be paid for a minimum of six(6) sick days. Twelve paid sick days will get you the maximum score. The minimum will be 6 paid sick days will receive a score of 1.

What constitutes minimum compliance with this requirement?

Six (6) paid sick days after the first 30 days in your employ.

Is there a specific number of sick days required over any given period of time?

Minimum of six (6) days per year beginning after the first 30 days of being employed by you.

Are initial qualification periods(ie so many hours worked) before this benefit is provided acceptable?

Thirty calendar days or less.

4. On Page 26, Services offered to vendor's employees- Vacations and Holidays- What is the minimum threshold of paid vacation?

One week after 6 months.

What is the minimum threshold of paid holiday days per calendar year, that will satisfy compliance with this requirement?

Minimum of six(6) paid holidays will receive a score of 1. Ten or more will receive the maximum score.

Are waiting periods in advance of these benefits being paid for or provided, allowable?

No more than a thirty (30) day waiting period is acceptable.

Are minimum work requirements being met(ie so many hours worked over a specific timeframe), allowable?



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Thirty calendar days.

How will the City distinguish between a vendor with a liberal vacation and holiday program and a vendor with a minimum program?

Answered above based on the minimum and maximum established.

5. On Page 26, Services offered to vendor's employees- Employee Assessment/Job Performance- Will the City allow its management or project lead personnel to fill out any performance review or appraisal documents which are used by vendor's to satisfy the need for customer input to the review and assessment process?

The City will not participate in this requirement of the supplier. We may on a case by case basis ask to participate on some mutually acceptable basis.

6. What are the policies of the City on Affirmative Action and the use of Minority Vendors?

Not a part of these specifications.

A statement was made in the meeting yesterday about both of these already in the City's policy, yet it is not defined on the bid that we received.

Not a part of these specifications.

7. We are concerned that there is a skewing in the point system that has been set up since at least 10% of the points are requirements bid specifications anyway. More specifically, the 6 copies of the bid, inclusion of contract, no billing on holidays, or subjective analysis or recaps. Three points are given for each of these.

Yes, seems unnecessary but we would normally have to score someone down in these areas for not following instructions. Yes it is skewed in the favor of those who follow instructions.

8. Why are points awarded for the cover letter and the vendor profile when both represent a recap of the Services to the City and the Services to Employees section? From our perspective we feel that this doesn't add any value to the bid and points should not be given.

It is necessary in this type of solicitation. No change.

9. If the City's contract forbids vendors from billing for holidays, why are points given for not billing since this is a requirement?

Requirement remains.

10. The M/FBE certification adds value in terms of meeting the City's goals and policies, yet no value has been assigned.

Participation of the M/FBE suppliers does add benefit to the City. The Ordinance deals with how we are to deal with M/FBE suppliers. You have no requirements in this area.

11. The following are the notes from the prebid meeting:



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Pre-Bid Conference
Wednesday, August 27, 2002
City Hall, Room 1102

The Pre-Bid Conference began at 9:00 a.m. with the following people in attendance:

Phil Archer, StafTek	Ted Eastus, Adecco
Phyllis Bell, StafTek	Terry Gateward, Human Rights
Jay Graham, Teksystems	Craig Olson, Robert Half Tech.
Tony Larm, Teksystems	Kyle Younger, Robert Half Tech.
Doug Benshoof, MTM	Tom Wright, PDS Tech.
Gary Beach, Argus Connections	Bill Youngblood, COT Purchasing
J.J. Hurley, GDH Consulting	George Smith, TPD/SDS
Lisa White, StafTek	Connie Wallace, TPS/SDS

The meeting was co-chaired by George Smith and Bill Youngblood. Mr. Smith opened the floor for questions.

Question: Job classifications were added that haven't been on past contracts. Have they been covered previously with other temporary procurement contracts like the network people and the technical writers?

Answer: Mr. Smith said that Technical Writers are a new position for the City of Tulsa.

Question Cont'd: In particular, the City has interviewed candidates for network support positions in the past, and they worked on other contracts through the City. These may have been more temporary positions. Are they now going to all come under the IT Contract or will people be able to be procured under two different contracts?

Answer: Mr. Bill Youngblood said that they were going to award this particular contract to five different companies for the services delineated herein. The departments have the right to use other methods by Ordinance, which include a sole source if it happens to be something that is needed and only available from one source. We can also bid it and we can also quote it. Obviously, the advantage of this set of contracts is that it can be done quickly. The City reserves the right to do those things derivatively in other ways if they chose to do so.

At this juncture there were no further questions so Mr. Smith began a review of the bid document, identifying changes since the previous bid. Changes include two groups for prices, Group One and Group Two, and maximum price for each position has been requested rather than a range.

QUESTION: In a prior bid process there were several bidders who were rejected solely because of the requirement to have an office at the City of Tulsa. If a bid is outright rejected will the cost quote be used to prepare a matrix because it is certainly a part of the formula.

Answer: Mr. Smith said if the bid is rejected it isn't considered in the evaluation and it's not compared to the others.

Mr. Smith discussed a change on the page containing Contractors Liability Insurance Requirements. The "No" Box was mistakenly checked when in fact that the "Yes" Box should have been checked. Contractor's liability insurance is required, and the amounts required are listed on page 19. He asked the change be noted and it would be sent out with the addendum.

The review of RFB changes continued. Those changes include Bid Evaluation and Selection, Cost for the Service to the City of Tulsa, Services to the City of Tulsa, Candidate Withdrawal, Contract for Hire, Non Billing Days, Services Offered to Vendors Employees, Vacations and Holidays, Medical and Related Benefits, and a formal employee assessment and job performance.

Question: What role will City employees play in being involved in the performance review? Specifically, the managers or team leads for groups where people work.



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Answer: Mr. Smith said the members of the ITSC have different levels of participation, ranging from verbal input to formal documentation of performance.

Question: Would the City prefer that the vendor meet with City managers, or would the City prefer to complete a performance appraisal form?

Answer: Mr. Smith said that what his preferences would be might be different from others, and vendors may work with individual City managers as desired. The City sees a value in the performance review process and is asking that the vendors do the same. The performance appraisal is the responsibility of the vendor, but input may be sought and may be provided by City managers.

The review of RFB changes continued. Those changes include new language the in Term of Contract paragraph, giving the City the opportunity once a year to add or remove companies from the list of resources. The References paragraph contains new language indicating the City will contact these references, and the results used by the evaluation team.

Continuing the review of RFB Mr. Smith said that a one-to-one match was tried for each specification and tried to make sure there was a question. Vendors should respond to each question and not refer the evaluation team to other material. Attachment D has been provided and lists the value of the points to be assigned to each of the questions in Attachment C.

Question: On the medical insurance it indicates that vendors are required to provide 50% of the premium. Is that for the total family coverage or for the contractor individually?

Answer: Mr. Smith said the intent is to be absolutely clear that the contractor is the vendor's employee and that the benefits are not being provided by the City of Tulsa. Pending legislation specifies that the employer would pay 75% of the employee's health and medical related coverage. In this case 50% coverage is being requested. Mr. Smith said if the family was included, the vendor would get more points for having done so.

Question: As opposed to the last bid, there are no point values for being a minority business enterprise. There had been a question previously and it is not in the current bid document.

Answer: Mr. Smith said it is not a requirement. Mr. Youngblood said it had never been required by City Ordinance and Charter. Preference that can be given to minority/female business is to make sure that if there is a commodity that is sold by a minority/female owned business that at least one of those bidders are invited to participate. Mr. Smith added that we are trying to avoid the potential for conflict in technical specifications versus what the City calls the boilerplate.

Question: There was a change in the pricing information (asking for a maximum) whereas before there was a range. If 8 months from now a certain skill set is required and the maximum is exceeded for the person submitted, will that candidate be ignored or will there be any flex on the maximum.

Answer: Mr. Smith said that by asking for ranges a vendor could bid an unrealistically low end for a range and in doing do attempt to manipulate cost per point assignments. Realizing there is weaknesses in any evaluation methodology, we attempted to develop a better method by asking for maximum prices.

Question: Why did the City choose to do another re-bid?

Answer: Mr. Smith said the first bid results were presented to the Standards Specifications and Awards Committee (SSA) for approval. The award was protested and the SSA Committee agreed that the specifications could have been defined more clearly. The SSA directed that a re-bid be issued to define the specifications in a clearer manner. It is recognized but unavoidable that there would be a direct cost for both parties associated with responding to the bids.

Question: Was it the SSA Committee that requested the Minority/Female owned business recognition be removed?

Answer: Mr. Smith said that there was a possibility of duplicating the City has ordinances already covering that issue. The Committee did not want to risk conflicting with those ordinances.



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Question: Is that why the Affirmative Action Plan was withdrawn as a requirement also?

Answer: Mr. Youngblood stated that the additional wording that was in the previous bid specifications were deemed unnecessary. Affirmative Action was mentioned in the specifications as having to have one but as far as asking for anything specific and awarding points for it was seen as redundant.

Question: In the benefits area referring the holiday pay, do we list our standard processes in paying for holidays? Previously we just indicated the number of days. Do we need to delineate which holidays are paid by the vendor or just the number of holidays that the vendor provides for the employee?

Answer: Mr. Smith said the specification indicates that the City won't be charged for the employee's time on City holidays. We are now requesting that vendors list the holidays provided to their employees with pay.

Question: There is another item that indicated the vendor needed to provide holiday pay for the employee or was I misreading it? Wanted to be clear if vendor was to list the holidays that are provided and wanted to know if that was what the City wanted or just a statement that the vendor will provide eight (8) paid holidays.

Answer: The Committee will evaluate the answer that is provided. The City's intent is to be absolutely clear that the vendor is providing the benefits to the employee and not the City. Part of the benefits listed would be paid holidays. The City currently has 11 paid holidays for City employees. We are now requesting that vendors list the holidays provided to their employees with pay.

Question: Regarding medical benefits, if for some reason the employee doesn't want the medical benefit does the vendor have any requirement to provide other compensation or other benefit to make up for that value? Are additional benefits required to be provided by the vendor if the contact employee declines the medical benefit?

Answer: The City provides medical benefits for all City employees. Employees may choose not to accept optional coverage but the City does provide basic coverage for the City employee. Mr. Youngblood said that vendors should be prepared to provide documentation of any waiver of insurance coverage. The City reserves the right to audit the vendor's practices and verify any such waiver.

Question: How will the City determine how many points to assign to each response?

Answer: The exact method of assigning the range of points available for each question is still being finalized. Generally speaking, the better something is the more points the vendor will receive. The range of responses received will help establish those criteria. However, if legislation is passed dictating that vendors pay 75% of the cost for medical insurance, any contact with the City specifying only 50% of the coverage will not exempt the vendor from that law.

Mr. Youngblood asked if there was any further discussion needed to make sure that at the end of the day evaluations could be made. He asked if there was anything in the bid that would adversely affect any vendor as currently worded. Mr. Youngblood said the comments would be considered whether brought up in the meeting or my later email. If comments are made that there is an item that would be considered really unfair then obviously it would something to review and determine whether or not something was stated that was unfair to the bidding public and consequently to the taxpayers.

Mr. Youngblood said under the Section Bid Evaluation Selection there is a line of information that was left in the document that he will remove. The line is, "Note One - The points assigned to each category will be made available prior to bid opening." He said since there were made available at the meeting he would remove this information. Sealed bids are due by 5:00 p.m. on Wednesday, September 18, 2002 in the City Clerk's Office, Room 109. Submit 6 copies, 1 original plus 5 copies, and make sure all 6 copies are identical. Contact people are listed on the bid document. If there are questions they will be responded too. He asked to make sure that every required area is completed. The City does not like to disqualify anyone but is required to do so if a required question is not completed.

Question: Is a soft copy required for each copy of the contract? Is a floppy required for all six or is one only required?



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Answer: One digital copy is all that is required. Attach it to the copy marked "Original." The copies provided are distributed to the Evaluation Committee. By the vendor providing the copies this insures that the vendor has submitted accurate copies of their bid.

With no further questions or discussion the meeting was adjourned at 9:35 a.m.

12. No unanswered questions as of September 3, 2002



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+
INTEREST AFFIDAVIT

STATE OF _____ }
 } ss
COUNTY OF _____ }

_____, of lawful age, being first duly sworn, states that s(he) is the agent authorized by the bidder to submit the attached bid. Affiant further states that no officer or employee of the City of Tulsa either directly or indirectly, owns a twenty-five percent (25%) interest in the bidder's business or such a percentage which constitutes a controlling interest. Affiant further states that the following officers and/or employees of the City of Tulsa have some direct or indirect interest in the bidder's business:

By _____
(Signature)

(Title)

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

NOTARY PUBLIC SIGNATURE

My Commission Expires:

The Interest Affidavit must be completed, signed by an authorized agent, and notarized.



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BIDDER AFFIDAVIT - TITLE 74 O.S. (1974 SUPP.)85.22-85.25

STATE OF _____ COUNTY OF _____

_____, of lawful age, being first duly sworn on oath says
Authorized Agent

1. (s)he is the duly authorized agent of _____, the bidder submitting the competitive bid which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the bid to which this statement is attached.
2. (s)he is fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and has been personally and directly involved in the proceedings leading to the submission of such bid; and
3. neither the bidder nor anyone subject to the bidder's direction or control has been a party;
 - a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
 - b. to any collusion with any municipal official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
 - c. in any discussions between bidders and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

SIGNATURE OF AUTHORIZED AGENT

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

Signature of Notary Public

MY COMMISSION EXPIRES

The Bidder Affidavit must be completed, signed by an authorized agent, and notarized.



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CONTRACTOR/BIDDER INFORMATION SHEET

To be completed by all respondents to
Invitations for Sealed Bids or Proposals
(Print or type)

Project No:		
Description:		
Taxpayer Identification No:		
Legal Identity: Corporation, Partnership, Individual, etc.		
Full Name of Bidder:		
Street :		
City/State/Zip:		
Project Manager		Legal Contact
Name:		Name:
Street:		Street:
City/State/Zip:		City/State/Zip:
E-Mail:		E-Mail:
Phone:		Phone:
Fax:		Fax:
Alternate Contact:		Alternate Contact:
Name:		Name:
E-Mail:		E-Mail:
Phone:		Phone:
Fax:		Fax:
Website Address:		
Would you like to receive information to register as a potential supplier to the City of Tulsa for other projects?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Fax a copy to: Phyllis Brown 918-699-3225		



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Cost Worksheet

**Complete the following cost sheet and submit on a 3.5" floppy using MS Excel.
 If there are any differences, the hard copy will rule.**

<u>Position Title</u>	<u>Max Charge/hr</u>
GROUP ONE	
Business Analyst *	_____
Programmer/Analyst	_____
Systems Analyst	_____
Computer Support/LAN Consultant	_____
Computer Support/LAN Analyst	_____
Database Administrator III	_____
Average of Group One	_____
GROUP TWO	
Programmer I	_____
Programmer II	_____
Programmer III	_____
Senior Systems Analyst	_____
Database Administrator I	_____
Database Administrator II	_____
Oracle Database Designer *	_____
Computer Support/LAN Senior Analyst	_____
Computer Support/LAN Assoc. Consultant	_____
Unix Administrator *	_____
Project Manager *	_____
Systems Technical Trainer	_____
Systems Technical Writer I	_____
Systems Technical Writer II	_____
Average of Group Two	_____

* An official City Position Description does not exist for this position.



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Other positions that the vendor may have that are applicable to meet our skill requirements; e.g., client server, GEAC specialist, Web Page developer, etc.

<u>Position Title</u>	<u>Max Charge/hr</u>
-----------------------	----------------------

- | | |
|----|--|
| 1. | |
| 2. | |

Contract for Hire costs. If you provide contract for hire, describe your policy and pricing.

Cost Calculation

Costs submitted by bidders will be subjected to calculations by the IT Services Selection Committee. The average cost of each Group will be calculated by summing the costs of each position and dividing by the number of positions bid in each group. Vendors must bid all positions in Group One. Group One will then be multiplied by 75% and Group Two by 25%. These two numbers will be added together to determine the average weighted bid for each bidder. This will also establish the lowest average bid for further calculation.

The lowest of all average bids will be subtracted from each bidder's average cost or bid, then divided by the lowest of all average bids. This number will then be subtracted from one and multiplied by the total possible points for the cost section to determine the number of points for each bidder, which will be equivalent to 50% of the total bid score. The remaining 50% of the bid score will be obtained from the questionnaire.

The formula used for cost calculation is: $(1-(A-B)/B)*C$

Where A = a specific bidder's average bid,
 B = the lowest of all average bids, and
 C = total possible points for the cost section.

Publication of results: The tabulation and results of the scoring will be published on the website and fax-on demand as soon as complete. The award will be published after Mayoral approval.



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Exceptions

You must list any exceptions taken to these specifications

If the bidder wishes to take exception to any part of these specifications (technical specifications and all terms and conditions), he does so with the full knowledge and understanding that his bid may be rejected. If exceptions are not listed in this section, the bidder may forfeit their bid bond if exceptions come to light later.

I (circle one) have or have not taken any exceptions to these specifications. If exceptions have been taken, you must explain below:



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GENERAL TERMS AND CONDITIONS

Definitions:

“Bidder” Is a supplier that submits a bid for consideration by the City in accordance with this RFB.

“Change Order” Request for additional work within the general scope of these specifications not requested within bid request. See additional information in body of bid specifications.

“City” means City of Tulsa.

“Contractor” A Bidder that has been selected by the City to provide specific design, supply and/or installation services. Same as successful bidder.

“Cost” The price or cost to the city will be the lower of the price quoted in the bid, current published price, or published sale price. The word cost and price are equal in meaning.

“Department” means the department shown on the cover sheet.

“Desirable” The terms "can", "may", "should", "preferably", or "prefers" identifies a desirable or discretionary item or factor.

“Fax-on-Demand” 918-596-1171 (to obtain index of documents)

“Mandatory” Such terms as "must", "shall", "will", "is required", or "are required", identify a mandatory item or factor. Failure to meet a mandatory item or factor may result in the rejection of the bidder's bid.

“Price” See Cost definition above.

“Purchasing Office” City of Tulsa; 200 Civic Center Room 802; Tulsa, Oklahoma 74103

“Seller” Same as successful bidder

“Successful Bidder” The bidder who receives the award and enters into a contract or accepts a purchase order for the goods and services specified herein.

“T&C” “ Terms and Conditions

“Website” www.cityoftulsapurchasing.org

Specification Color and Special Effects:

For those viewing this specification on the internet or printing on a color printer, there may be color or special effects used to highlight an item as needed.

Purchasing Authority:

The authority used to issue this Invitation for Sealed Bid comes from:
a.) City Charter Article XII Section 14
b.) City ordinance Title 6, Chapter 4 (Purchasing)

Fairness:

It is the intent of the City to present these bid specifications such that they will result in an open and competitive process. If in your opinion, we have not met that objective, discuss at the pre-bid meeting or contact the project buyer in writing.



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Bidder Conflict of Interest:

City employees will not be permitted to bid on this contract or work for the awarded Contractor(s) on this contract. By submission of a bid, Bidder certifies that no employees of theirs, any affiliate or subcontractor has bribed or lobbied, or attempted to bribe or lobby an officer or employee of the City.

Specification Availability:

These specifications can be obtained in the following ways:

- Website: www.cityoftulsapurchasing.org
- Fax-on-Demand: 918-596-1171 for an index
- Purchasing Office: 200 Civic Center Room 802; Tulsa, Oklahoma 74103

Acknowledgement of Intent to Bid:

The only way to acknowledge your intent to bid will be as directed on page 1. Sending any addenda or notice of addenda to you will be based on you notifying us in the prescribed manner of your intent to bid.

Bid Form:

BIDS MUST BE SUBMITTED ON THIS FORM ONLY INCLUDING A SIGNATURE OF AN AUTHORIZED AGENT. If submitting multiple bids, submit each in a separate envelope or box. Be sure the envelope or box is completely and properly identified and sealed, showing the bid number and opening date in the lower left hand corner.

Proposed Contract:

If the method of award will be by contract, you must include a copy of your proposed contract language making sure that the language does not contradict with any portion of these specifications.

RFB Ambiguity, Omission, Inconsistency, or Error:

Any Bidder believing that there is any ambiguity, omission, inconsistency or error in the RFB should promptly notify the City in writing of such apparent discrepancy. Failure to notify will constitute a waiver of claim of ambiguity, consistency or error.

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this Invitation for Sealed Bid, they shall immediately notify the City contact of such error in writing and request modification or clarification of the document. If needed, an addendum will be issued to all known bidders without divulging the source for the request of the same.

If a bidder fails to notify the City prior to the date and time fixed for submission of bids of an error or ambiguity in the RFB known to them, or an error or ambiguity that reasonably should have been known to them, they shall not be entitled to compensation or time by reason of the error/ambiguity of its late resolution.

The apparent silence of this specification as to any detail or apparent omission of a detailed description concerning any point shall be regarded as meaning that the best commercial practice is to be used. All interpretations of the specification shall be made from this statement. Proof of compliance will be the responsibility of the contractor.

Bidder Questions:

Except for the pre-bid conference, all questions will be handled as stated on the first page. Any discussions with anyone other than the Project Buyer or other procurement personnel may disqualify your bid and be grounds for retracting an award recommendation or be cause for the termination of any future contract or purchase order.

If there has been a breach of this General T&C and products have been delivered, they will be returned at the successful bidders cost. The City will not be liable for any supplier costs. A list of all procurement personnel is available on the City of Tulsa's website and Fax-on-Demand.

The City cannot guarantee that any questions received within ten (10) working days of the due date will be answered.



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Any oral explanations or instructions given before the award of the contract will not be binding.

Any information given one bidder concerning this Invitation will be provided promptly to all other known bidders as an addendum, if that information is necessary in submitting a bid or if the lack of it would be prejudicial to other bidders. The City may at its option periodically send an e-mail containing any questions and answers not previously distributed by an addendum prior to it being included in an addendum.

Addendum to Invitation for Sealed Bid:

- a.) All addendum information will be communicated to all known respondents in writing. Any verbal communications by any City personnel or their agent will not be a part of these bid specifications.
- b.) If this specification is amended, then all unchanged provisions, which are not modified, remain unchanged.

Preparation Cost:

The City of Tulsa will not be responsible for any bidder costs in preparing the bid response, pre-bid conference, demo, or any other cost incurred by the bidder.

Multiple Responses:

Bidders may submit more than one bid in response to this RFB. However, each bid must be a separate, complete package, which can be considered independently of any other bids from the same Bidder.

Bid due:

Deliver or hand carry offers to the office of the City Clerk City of Tulsa; 200 Civic Center, Room 109; Tulsa, Oklahoma 74103 **NO LATER THAN 5:00 PM** on the due date shown on the cover sheet. Offers will be date/time stamped in accordance with this provision.

The City shall not be responsible for the failure of offers not reaching the City Clerks office prior to the due date and time.

Faxing Bids:

Bids cannot be faxed to the City Clerk, Purchasing, or any other City office or employee.

Bid Opening:

All bid openings are public. The opening will take place the day after due:

Francis Campbell Council Meeting Room

City Hall, 200 Civic Center, plaza level

Tulsa, Oklahoma 74103

8:30 A.M.

Exceptions Taken to Specifications:

Any exceptions or deviations from these written specifications shall be shown in writing on the "List of all Exceptions taken to these specifications" page. Note that an exception may eliminate you from consideration.

Altering Bids:

Bids cannot be altered or amended after the submission deadline. The signer of the bid thus guaranteeing authenticity must initial any interlineations, alteration, or erasure made to the bid before the opening bid date. Bids must be submitted in ink or type written. Bids using pencil will not be accepted.



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Bid Conformity:

By submitting a properly signed and notarized response to this Invitation, the bidder attests that the supplies and/or services conform to these specifications unless an exception is listed.

Mathematical Errors:

The bidder shall show on the detail cost summary both the unit prices and total amount, where required, of each item listed. In the event of error or discrepancy in the mathematics, the unit prices shall prevail.

Evaluation Committee:

The evaluation committee will consist of personnel selected from the operating and technical areas as needed. The Purchasing Division will assist as needed.

Award of Bid:

The bid will be awarded to the firm(s) whose bid is responsive and most advantageous to the City, considering the factors identified in the bid and the Purchasing Ordinance set forth below:

Award of Contract, City of Tulsa Ordinance, Title 6, TRO Chapter 4, Section 406E:

1. Authority of the Mayor. The Mayor shall have the authority to award contracts within the purview of this chapter.
2. Lowest Secure Bidder. Contracts shall be awarded to the lowest secure Bidder meeting specifications. Bid specifications may include a point system for evaluating the lowest secure bid. In determining the "lowest secure bidder" in addition to price the following factors shall be considered:
 - a. the ability, capacity and skill of the bidder (proposer) to perform the contract or provide the service required;
 - b. whether the bidder (proposer) can perform the contract or provide the service promptly or within the time specified, without delay or interference;
 - c. the character, integrity, reputation, judgment, experience and efficiency of the bidder (proposer);
 - d. the quality of performance of previous contracts or services;
 - e. the previous and existing compliance by the bidder (proposer) with laws and ordinances relating to the contract or service;
 - f. the sufficiency of the financial resources and ability of the bidder (proposer) to perform the contract or provide the service;
 - g. the quality, availability and adaptability of the supplies or contractual services to the particular use required;
 - h. the ability of the bidder (proposer) to provide future maintenance and service for the use of the subject of the contract;
 - i. where an earlier delivery date would be of great benefit to the requisitioning agency, the date and terms of delivery may be considered in the bid award;
 - j. the number and scope of conditions attached to the bid; and
 - k. if a point system has been utilized in the bid specifications, the number of points earned by the bidder (proposer).

The bid will be awarded based on a scoring percentage and/or cost per point ratio and percentages in the following areas:

1. Cost of Hardware/Software (lowest cost per point)
2. Ability to meet City needs as defined by Tier 1 to 4 rated questions
3. Demonstrations
4. References
5. General Questionnaire

See Special Terms and Conditions for any additional details.



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Award of Items to Bidder(s):

The City may award each item to different bidders or all items to a single bidder at its sole discretion unless otherwise defined on the detail cost summary page or described in the Special Terms and Conditions section.

Technicalities: The City may waive any minor technicalities in the bidding process at its sole discretion.

Right to Reject:

The City of Tulsa reserves the right to reject any and all bids, or may accept or reject any line item at the price quoted. In addition, the bidder should recognize the right of the City to reject a bid if the bidder fails to submit the data required in the bid document, or if the bid is in any way incomplete, or irregular, or is not in total compliance with the specifications. Any departure from the specifications shall be stated in the bid with an explanation of the reason for the change.

Bid Results Notice:

Available in the following ways:

- City of Tulsa Purchasing Website
- City of Tulsa Fax-on-Demand
- City Clerks office at City Hall

Notice of Award:

The project buyer will notify the successful bidder.

Equal Employment Opportunity:

Each bidder agrees to comply with the terms of Title 5, Chapter 1, of Tulsa, Oklahoma Charter and revised ordinances relating to equal employment opportunity.

Employment Discrimination Prohibited by Contractor:

During the performance of this contract, the contractor agrees as follows:

1. The contractor will not discriminate against any employee or applicant for employment because of race religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. Or agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
2. The contractor, in all solicitations or advertisements for employment placed by or on behalf of the contractor, will state that such contractor is an Equal Employment Opportunity Employer.
3. Notices, advertisements and solicitations placed in accordance with Federal Law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

The contractor will include the provision of the foregoing paragraphs of this section in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

Americans with Disabilities Act:



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The Contractor shall take the necessary actions to ensure its facilities and employment practices are in compliance with the requirements of the Americans with Disabilities Act. Any costs of such compliance with the requirements will be the responsibility of the contractor.

Description of offering and warranty:

The bidder shall attach the manufacturer's name of the equipment or material to be furnished, type, model numbers, manufacturer's descriptive bulletins and specifications. All guarantees and warranties should be clearly stated. This data shall be in sufficient detail to describe accurately the equipment or material to be furnished. Manufacturer's specifications, in respect to the successful bidder, shall be considered as part of the contract with the City of Tulsa.

Mandatory Requirements:

The bidder must comply with all mandatory requirements. Exceptions:
The City will consider an alternate response to a mandatory requirement. The City at its option may consider and approve an alternate if it fulfills the needs of the City.

Travel Expenses:

The response shall include a "Not to Exceed" amount for all expenses necessary to fulfill these specifications. No reimbursement will be made for expenses not actually incurred. The City reserves the right to audit all travel expenses.

Right to Audit:

Contractor fully understands that it is a condition of this bid to allow the City to audit for goods, services, materials, and/or supplies provided to the City of Tulsa. Contractor agrees to provide timely access to its books and records on Contractor's premises upon reasonable request by City staff. Contractor further agrees that it shall provide City personnel reasonable access and such clerical assistance as City staff may require for examination and audit of those portions of Contractor's books and records relating to the goods, services, materials and/or supplies furnished to the City during the term of any contract between Contractor and City. The contractor further agrees that any discrepancies found will be corrected and will return funds to the City for undelivered goods or services or overcharges. The supplier will have fourteen (14) days to refund any monies due. Depending on the magnitude of the problem, the contract may be terminated.

Oral Agreements:

None apply

Recipient of Contract:

The City will only contract with the "Firm name" shown on the first page and, only, if signed by an authorized agent of that firm.

Contract Assignment:

Successful Bidders(s) shall not sell, sublet, or assign the agreement or any portion thereof to any person or persons, except with the written approval of the City of Tulsa.

Litigation of Conflicts:

Any dispute requiring litigation will only take place in the courts of Oklahoma in the County of Tulsa.

Law Applicable:

Bidder warrants that the goods and/ or services bid will be produced and sold in compliance with the provisions of any and all Federal, State, and Municipal laws and ordinances.



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Order of Document Precedence:

This document will be made a part, either implied or specifically, of any future contract or purchase order. Nothing submitted in the bidder's documents or future contracts or other correspondence will replace any specifications, terms and conditions herein.

Bidder's response, including all promises, warranties, commitments and representations made in the successful bid, shall be binding and incorporated by reference in the City's contract or purchase order with the successful bidder. Therefore, all responses including all statements, claims, declarations, and specifications in the bids shall be considered firm and irrevocable, and all prices considered maximum, for purposes of bid evaluation, future purchase order, or future contract stipulations unless specifically waived in writing by the City.

Treatment of Information by both parties:

Bidder:

All information received or obtained by bidders in connection with this RFB must be treated as confidential and not used for announcement of your receiving this bid or possible award of bid. Any use of this and related information is not permitted without the written permission of the City contact person named herein.

City:

All bid information received from bidders by the City of Tulsa, in connection with this RFB, will be retained by the City and remain as a matter of public record. Any proprietary or confidential information should be identified as such, and the desired treatment of the information specified with the understanding that the City is governed by Oklahoma Open Records Act. .

Bids will be disqualified if information relevant to the evaluation process cannot be retained for possible disclosure based on established State of Oklahoma Open Records Law.

Liens:

The contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and materials furnished by the contractor or his/her subcontractors under the scope of this bid and from all laborer's, materialmen's and mechanic's liens upon the real property of the City of Tulsa.

Hold Harmless:

Bidder agrees to defend and save City of Tulsa from and against all demands, claims, suits, costs, expenses, damages and judgments based upon infringement of any patent relating to goods specified in this order or the ordinary use or operation of such goods by the City or use or operation of such goods in accordance with bidders direction.

Liability:

The bidder shall assume all liability for damages and shall hold the City free and harmless from all claims of damages to persons and/or property that may arise out of, or by reason of, this contract.

Assignment:

Contractor shall not sell, sublet, or assign the agreement or any portion thereof to any persons, except with the written approval of the City of Tulsa.

Bankruptcy:

In the event of any proceedings, voluntary or involuntary, in bankruptcy or insolvency, by, or against the Seller (successful bidder) or for the appointment of a receiver or trustee or an assignee for the benefit of creditors, the City shall be entitled to cancel the purchase order or contract at any stage of completion without any liability whatsoever.

If any of the proceedings described above are taking place at time of bid or occur during the evaluation period or prior to the execution of a purchase order or contract, the City at it's sole discretion may withdraw any further consideration of bidder without any liability whatsoever.

The bidder must inform the City in writing at the time of bid of current or possible proceedings as described in paragraph one in



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this section.

Waiver:

A waiver of any breach of any provision of this Contract shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.

Contract Administration:

The department shown on page one will perform the primary administration of the contract. Purchasing and other City departments may become involved primarily from an audit standpoint.

City Not Liable for Delays:

It is agreed that in no event shall the City be liable for or responsible to the Contractor(s), any subcontractor or to any other person for or on account of any stoppages or delay in the work herein provided for by injunction or other legal or equitable proceedings or on account of any delay for any cause over which the City has no control.

Cash Discounts:

In the event cash discounts are offered by the bidder, the discount date shall begin with the date of invoice, the date of receipt of all material (unless the City provides for progress payments in this packet) covered by the purchase order, or the date of receipt by the City of Tulsa of the original copy of the purchase order with properly executed Affidavit of Claimant, whichever is the later date.

Sales Tax:

All Federal, State, and local sales tax are not applicable.



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Special Terms and Conditions

Definitions: No additions in this section		
Bid Offer Duration (enter number of days): No bidder may not withdraw his bid for a period of <input style="width: 50px; text-align: center;" type="text" value="90"/> calendar days after the date and hour set for the opening of bids.		
Electronic copy of bid required (check one): Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>		Attach the electronic version to the copy labeled Purchasing.
PRICE ADJUSTMENT OPTION: The price paid for any commodity or service bid shall not increase during the term of the contract if you are the successful bidder. However, if the bidder anticipates that it will not be able to maintain firm prices for any renewal period, a change in price may be allowed in the renewal of this contract if the following criteria are met: <ul style="list-style-type: none"> a.) The bidder includes a formula in the initial bid, to be used to calculate a change in price at the time of renewal. Such formula shall be reasonable, objective, and capable of measurement. The City reserves the right to audit such increases. Any pertinent records not made available may be cause for the cancellation of contract or other such remedy as deemed appropriate. b.) The contractor notifies the City, in writing, no later than 30 days prior to expiration of the initial contract period, or any renewal period, of it's intent to exercise the right to escalate or de-escalate prices under the contract. The notice cannot include increases greater than the potential increases bid. <p>The predicted increases will be used in the evaluation of the bid. The increase percentages will be used to calculate the total solution cost.</p> <p>If the consumer price index is used for the renewal increase, the previous years CI will be used to calculate the total solution cost.</p> <p align="center">YOUR RESPONSE MUST BE PRESENTED IN THE APPLICABLE APPENDIX.</p> <p><i>If a purchase order is used, the above price adjustment option will apply for the term specified in the bid specifications</i></p>		
Award Method (check one):		
Lowest Cost: <input type="checkbox"/>	Lowest Cost Per Point: <input checked="" type="checkbox"/>	Other: <input type="checkbox"/>
Purchase Method (check one):		
Contract: <input checked="" type="checkbox"/>	Purchase Order: <input type="checkbox"/>	



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Initial Contract term:

Contract renewals (1 Year each):

Total contract term including renewals:

If the bid requires a written contract to be entered into by the successful bidder, the successful bidder must attach a copy or copies of the proposed contract in a form that does not conflict with any terms of these specifications. If the bidder submits a sample contract in conflict with these specifications, the bidder must indicate those exceptions on the "Exceptions to Specifications Sheet" with the knowledge and understanding that an exception to these specifications may eliminate you from further consideration.

Pre-bid Conference available (check):

NO: YES:

If Yes (If mandatory, you must attend one pre-bid conference):

Date: August 28, 2002

Time: 9:00 AM

Pre-bid Conference is mandatory:

NO: YES:

Location: City Hall
200 Civic Center
Room 1102
Tulsa, Oklahoma 74103

Explanation:

- You are encouraged to submit your questions in advance of the Pre-Bid meeting to the Project Buyer whether you plan on attending or not. This will assist the City in the event research is needed to answer your questions. Advance submission of questions is not mandatory.
- The pre-bid meeting may be monitored, audio-recorded, video recorded, etc.
- The City will make its best effort to make sure that any questions and answers that add to the clarity and quality of these specifications are made a part of these specifications by addendum to all known bidders.

Bid Bond (check one):

NO: YES:

If Yes:

Bid Bond Amount:

Explanation:

If a bid bond is required, it must be enclosed with the bid in the form of a bidder's bond, cash, certified or cashier's check in the amount of shown above. This amount shall be retained by the City of Tulsa as liquidated damages in the event the successful bidder (or bidders) fails to execute a contract, if required. The bidder agrees that said amount is presumed to be the damages sustained by the City due to the impracticability and extreme difficulty in fixing the actual damages. The office of the City Clerk will return the bid deposits to the unsuccessful bidders, after a contract has been awarded or all bids have been rejected.

The City Clerk's Office will return Bid Bond's within 10 days of receiving an executed contract from the successful bidder.

Performance Bond (check one):

NO: YES:

If Yes:

Performance Bond Amount:

Bid Total:



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Contractors' Liability and Insurance Requirements:

Required: NO: YES:

General Liability:

The City of Tulsa shall not be liable for any loss or damage sustained by the contractor. The contractor shall save the City of Tulsa whole and harmless from any and all claims of whatsoever nature growing out of or resulting from or in any way connected with the exercise of the privilege herein granted. Contractor will exercise every necessary precaution for the safety of the property and the protection of any and all persons and/or property located adjacent to or making passage through said property.

Liens:

The contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by the contractor or his subcontractors under the scope of this Invitation for Sealed Bid and from all laborer's materialmen's and mechanic's liens upon the real property upon which the work is located or any property of the City of Tulsa.

Insurance:

The contractor, and any subcontractors, shall carry and keep in force during the term of the contract including any subsequent renewals policies of public liability insurance including any contractual liability assumed under the contract in the minimum amounts set forth below and workmen's compensation insurance in the amounts required by law.

The bidder (defined to include all subcontractors and agents) shall secure and maintain throughout the duration of this contract policies of insurance and furnish to the City certificates of insurance of such types and not less than the amounts as hereinafter listed:

- Personal injury, each person \$ 175,000
- Personal injury, each occurrence \$ 1,000,000
- Property damage, each person \$ 25,000
- Property damage, each occurrence \$ 100,000
- Workers' Compensation (as required by law)

The policy shall include a clause stating that it cannot be cancelled by the insurer without the insurer first giving ten (10) days written notice of cancellation or the City must be included on the policy as a named insurer. The named insurer must provide the following on the certificate:

The City of Tulsa, a municipal corporation, is an additional insured for worked performed under Bid xx-xxx (specify bid no. shown at the top of page) and must be notified thirty (30) days in advance of insurance cancellation or termination.

An insurance certificate must include: name and address of insurance company (must be licensed to transact business in the State of Oklahoma), Policy number; and liability coverage and amounts.

The successful bidder must furnish the City a certificate of insurance showing such coverage within ten (10) days following the acceptance of the bid by the City and before starting work. Acceptance at the point the successful bidder is notified in writing their bid has been accepted and an award recommendation is made.

The certificate of insurance must be identified with bid number xx-xxx and must be sent to:

City of Tulsa
Legal Department-Insurance
200 Civic Center Room 316
Tulsa, Oklahoma 74103

Premiums:

Premiums on all insurance policies shall be paid by the contractor and shall be included in the bid. The City will have no



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responsibility or liability for such insurance coverage.

Payment Schedule:

1. Net 30 days after receipt of invoice



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Information Technology Contract Services Technical Specifications

Introduction

The City of Tulsa is seeking proposals from firms that can provide qualified technical personnel to work on City Information Technology (IT) projects. The City's objective is to achieve, by augmenting existing staff, the implementation, upgrade, application development and support needs for several computer systems. In some instances the City may desire a contract-for-hire services for one or more persons.

The City has a diversity of hardware and software. The financial, payroll, and personnel systems utilize GEAC (formerly MSA/DBS) packaged software operating on a Hitachi Pilot26 under the VM/VSE ESA 9000 operating system. The public safety and Municipal Court systems were developed in-house using Oracle and operate on an IBM (formerly Sequent) NUMA computer running a Unix System V operating system variant. The Public Works Department operates Oracle and non-database packaged software applications on DEC Alpha hardware under Open VMS and TRU Unix-64 operating systems. A list of these applications and hardware / operating system platforms is contained in Attachment A.

A wide-area network administered by the Telecommunications/Information Services Department provides Internet, Intranet, terminal to host connectivity, file transfer, client server, City-wide GroupWise Email services, and microcomputer print and file services to approximately 70 locations.

Purpose and Objective

The primary objective of this Request for Proposal and the resultant contract(s) will be to maximize the quality and minimize the cost to the City for IT contract services. In addition to the contracts established as a result of this invitation, the City has the right to participate in Cooperative Agreements and to use other suppliers by using the rules established by Title 6, Chapter 4 of the City Ordinance

Bidder Information

Communication with City

It is requested that the vendor designates one RFP representative and indicates the name and contact location information in the proposal. All communications with the City will be directed through this individual. All inquiries regarding the RFP process must be via email and should be addressed to:

Mr. Bill Youngblood, C.P.M.
Purchasing Division
e-mail: byoungblood@ci.tulsa.ok.us

Patricia Cummings
Purchasing Division
e-mail: pcummings@ci.tulsa.ok.us

All questions will be answered via email within five (5) working days of the receipt of the correspondence, with a copy provided to each respondent. Inquiries received less than five (5) working days prior to the proposal submission deadline will not be guaranteed an answer.

Inquiries regarding technical skills may be directed via email to the following individuals:

Ms. Sherry Reinhardt
Public Works Department
Manager Information Resources
e-mail: sreinhardt@ci.tulsa.ok.us
918-596-9878 Voice
918-699-3302 Fax

Mr. George Smith, PMP
Tulsa Police Department
Manager, Systems Development & Support
e-mail: gsmith@ci.tulsa.ok.us
918-596-9325 Voice
918-596-1357 Fax

Mr. Scott Robb
Tulsa Fire Department
Manager, Computer Support
e-mail: srobb@ci.tulsa.ok.us
918-596-9893 Voice
918-596-9409 Fax



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All questions will be answered via email within five (5) working days of the receipt of the correspondence, with a copy provided to each respondent attending the pre-bid conference. Inquiries received less than five (5) working days prior to the bid submission deadline will not be guaranteed an answer. Vendors must not contact other employees of the City of Tulsa concerning this RFB during the competitive procurement and evaluation process. Such contact will eliminate your company from further consideration. General Points of Consideration

General Points of Consideration

All responses must be submitted to the City Clerk's office by the Bid Submission Deadline. Any responses received after the deadline will be rejected and returned to the vendor.

Any bid selected resulting from this RFB is subject to the successful conclusion of a contract between the vendor and the City of Tulsa. Neither the lowest priced nor any bid shall necessarily be accepted. The City reserves the right to reject any or all bids.

Vendors who submit bids in response to this RFB may be required to make an oral presentation of their bid to the IT Services Selection Committee. The City will schedule the time and location for this presentation.

The contents of the bid submitted by the successful vendor(s) and this RFB will be part of any contract(s) awarded as a result of this RFB. The selected vendor(s) will be expected to sign a contract with the City.

After the release of the RFB, the City of Tulsa will hold a Pre-Bid Conference session to answer any questions a prospective vendor may have regarding requirements, response format, or the selection criteria. See the following schedule of events for the day, time and place.

The following is the anticipated schedule of events for the bid process:

EVENT	DATE	TIME	PLACE
RFP Release			NA
Pre-Proposal Conference			City Hall, Room 1101
Proposal Submission Deadline			City Hall, Room 109 (Office of City Clerk)
Opening of Proposals			Francis Campbell City Council Meeting Hall

Bid Evaluation and Selection

The objective of the evaluation process is to select the vendors who best match the City of Tulsa's objective to acquire both one-time project related and on-going support and contract-for-hire Information Technology services. The evaluation will be conducted by the IT Services Selection Committee, together with purchasing. In broad terms, the selection of the successful firms will be based on the following criteria:

Evaluation Category	Points	Percentage
Cost (see Cost worksheet)	Note 1	50%
Questionnaire(See appendix C)	Note 1	50%

Note 1: The points assigned to each category will be made available prior to bid opening.



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Only the best 20 cost responses meeting all mandatory (must) requirements will be evaluated. The best twenty will be determined by examining the maximum, or "not to exceed" prices quoted by vendors on the cost worksheet. The City has divided positions or skills into two groups: Group One and Group Two. The City has requested prices for both groups; Group One costs will have significantly more weight in the evaluation process since these are skills the City is most likely to require.

Each question in the questionnaire will be assigned a specific number of points. Point assignments for each question will be made available to bidders prior to bid opening. These points will be added together to determine the maximum possible score for the questionnaire. An equal number of points will be assigned to the Cost Worksheet and added to the questionnaire's points to arrive at a total possible RFB point score.

The average of Group One on the Cost Worksheet is worth 75% of the Cost Worksheet point total, while the average of Group Two is worth 25%.

The City will select five (5) suppliers from the top 20 described above to contract for these services based on these point scores. If a tie score exists for fifth place, the City will select additional vendors with those tied scores.

Cost of the service to the City of Tulsa

Vendors must provide a maximum cost for each position they intend to provide, contained in the Cost Worksheet. The selected vendors will be expected to contractually agree not to exceed these rates for a period of one year. These rates may be renegotiated at subsequent renewal(s), but not to exceed the previous year's rates by more than 5%. Rates paid for individual contractors may be adjusted annually on that contractor's assignment anniversary by up to 5% based on performance, but may not exceed the maximum contracted rate for that position.

Services to the City of Tulsa

Assessment/Evaluation/Selection. Vendors must engage in a behavioral interview process and must evaluate/assess the skill and abilities of the candidates provided to the City of Tulsa. The assessment results must be made available to the City of Tulsa.

Drug Screening. Vendors must engage in drug screening of the candidates provided to the City of Tulsa. The drug screening results must be made available to the City of Tulsa prior to the contractual engagement of any candidate by the City.

Response Time. The vendor shall respond to the hiring manager within 48 hours as to the availability or unavailability of candidates to interview.

Reference Check. The vendor must complete reference checks on candidates submitted to the City. Also, the City may conduct its own confidential background checks and may reject an individual applicant without disclosing the reason for rejection.

Scope of Services. It is desired that a vendor be able to respond to requests for a significant portion of the IT skills listed in Attachment B. Vendors must bid all positions in Group One.

Local Offices. The vendor must have local offices within the corporate limits of the City of Tulsa or within the boundaries of Tulsa County.

Technical Department. The vendor must be an established technical services company or have a department that specializes in the recruiting for IT technical positions.



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Non solicitation. The vendor must agree to not solicit for employment or hire, directly or indirectly, the City's current employees for one (1) year following the termination of an agreement and any renewals entered into as a result of this RFB.

Candidate withdrawal. The vendor must agree to not withdraw their applicant or employee under contact to the City of Tulsa for the purpose of offering them to another customer.

Rate increase. Except as provided in "Cost of the service to the City of Tulsa" paragraph above, the vendor must agree not to increase the rate for a person covered by an agreement until the term of that agreement is reached unless such person has submitted a letter of resignation to the vendor.

Contract for hire. The vendor should be willing to provide contract-for-hire services. Costs or fees associated with contract-for-hire situations must be identified and explained.

Specific requests. The vendor should be willing to provide some services on an hourly, as needed, basis. These services would be utilized for such things as: short-term programming projects, unscheduled network maintenance activities, trouble-shooting, and disaster recovery support. In some instances, a specific individual with direct experience of the City systems will be required.

Non-billing days. The vendor must agree not to bill the City of Tulsa for contractor time during City holidays or other days when the City closes its offices, except when services are provided during that time at the City's request.

Services offered to vendor's employees.

Education program. The vendor must have a program covering internal training and education for its technical staff. The successful vendor will provide training commensurate with each consultant's assignments, including training in upgrades and new versions of application, database, utility and operating system software.

Medical and related benefits. The vendor must provide paid sick time, medical insurance and related benefits to its employees. Vendor must pay at least 50% of the cost of medical insurance.

Vacations and holidays. The vendor must provide paid vacation and paid holiday benefits to its employees.

City's right to audit. The vendor must agree to the City auditing their practices to ensure the requirements are met.

Employee Assessment/Job Performance. Vendors must engage in regular performance reviews with their employees.

Term of Contract

The term of the contract will be for a period of one (1) year. The contract will be renewable with the consent of both parties for four (4) one-year renewals. If a contract is not renewed, the City at its option may add the next lowest bidder if a contract is not renewed for any reason. In addition, the City may solicit additional bids if it determines the quantity and/or quality of applicants is not as required. Both situations would occur on the anniversary date of the contract.

Administration of Contract

All requests for contract services will be initiated by the City's acquiring manager to all vendors. The vendor(s) will present pre-qualified candidates to the acquiring manager. The vendor(s) with the acquiring manager will conduct the final candidate interviews. The successful vendor and the acquiring manager will negotiate an appropriate rate within the range for the type of service and the term of services covered, but not limited to the following: the term, number of positions, position level, skills required, tasks to be completed, the City functional coordinator, and the cost or the not to exceed cost.

The City of Tulsa, Telecommunications/Information Services Department will act as the contract administrator for the contracts resulting from this Request for Proposal.



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Required Information

IT Services Selection Committee Copies. Bidders must submit six (6) copies of the bid in the format outlined below.

Cover letter. The proposal will be accompanied by a covering letter containing the signature of the individual authorized by the vendor to enter into a legally binding contract.

Vendor profile. The vendor shall provide information about the firm, its capabilities, depth of staffing, staffing skills, time in business, local and national presence, and other related information that will assist in the assessment of the vendor's qualifications to meet the needs of this RFP.

Current Resumes. The vendor shall provide a sample resume(s), without names, of the technical skills and experience of staff that may be offered to the City for each of the positions described in Attachment B.

References. The vendor shall supply a minimum of three references, preferably from local firms for whom the vendor has or is providing Information Technology services. The City will contact these references and the results will be scored during bid evaluation. Each reference should include the following:

- Company name and address;
- Contact name, position and telephone number;
- Timeframe the services provided
- General description of services provided

Questionnaire. The vendor must answer the questionnaire contained in Attachment C of this RFP.

Cost Worksheet. The vendor must, using the Cost Worksheet contained in the RFP, provide the charges for each of the skill categories they intend to supply. These charges must include all of the vendor's expenses including any travel and living expenses. Costs or fees associated with contract-for-hire situations must be identified and explained.

Sample contract. A sample of the vendor's standard services contract must be submitted for review.



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Attachment A - Applications, Hardware / Operating Systems

Application	Hardware/Operating System	Department
TRACIS – Police Records Oracle Developer 2000	IBM (Formerly Sequent), Dynix/ptx (System V Unix)	Police
JURIS – Municipal Court	Same as above	Police, Municipal Court
Utilities Information System (Old), package, COBOL, Indexed Sequential	DEC Alpha, Open VMS 6.2	Public Works
Utilities Information System (New), package, Progress, Oracle, Business Objects	DEC Alpha, DEC TRU Unix-64	Public Works
Utilities Management System, package, DIBOL, Indexed Sequential	DEC Alpha, Open VMS 6.2	Public Works
Permit And License System (PALS), package, Oracle, C, Crystal Reports	DEC Alpha, DEC Unix MS-DOS 3.1 and MS-NT WS and Server	Public Works
Laboratory Information Management Systems (LIMS), Access, SQL	Compaq NT SQL Server	Public Works
MARS – Finance; GEAC/DBS/MSA packages: GL, AP, Purch, Budget, IE, A/R; COBOL, CICS, VSAM	Hitachi, VSE/ESA & CA products to augment VSE/ESA	Information Systems, Finance
Human Resources and Payroll; GEAC Payroll, Personnel Systems packages; COBOL, CICS, VSAM	Hitachi, VSE/ESA & CA products to augment the VSE/ESA	Information Systems, Finance, Human Resources
In-house written Code Enforcement, A/R; COBOL, CICS, VSAM	Hitachi, VSE/ESA CA products to augment VSE/ESA	Information Systems
Expedition (Project Tracking)	NT	Public Works
Engineering Graphics	NT, Sun, Unix, Solaris	Public Works
GroupWise Email	Compaq, Novell	Telecom/IS
Internet Web Page	Compaq, Dell, NT,	Several
Bendata HEAT, SQL, Crystal Reports	Dell MS SQL Server	Public Works, Telcom/IS
SMS, SQL, Crystal Reports	Compaq, NT; Alpha NT	Public Works, TPD, Telcom/IS
Training Partner 2000	Crystal Reports SQL Server Dell	Public Works TPD/TFD Human Resources

The City is planning to migrate Windows NT Systems to Windows2000.



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Attachment B - Position Descriptions and skills

Positions

- Business Analyst *
- Programmer/Analyst
- Systems Analyst
- Computer Support/LAN Consultant
- Computer Support/LAN Analyst
- Database Administrator III
- Programmer I
- Programmer II
- Programmer III
- Senior Systems Analyst
- Database Administrator I
- Database Administrator II
- Oracle Database Designer *
- Computer Support/LAN Senior Analyst
- Computer Support/LAN Assoc. Consultant
- Unix Administrator *
- Project Manager *
- Systems Technical Trainer
- Systems Technical Writer I
- Systems technical Writer II

* An official City Position Description does not exist for this position.

Skills

Oracle Developer 2000	Oracle Designer 2000
Oracle PL/SQL	SQL
Oracle Report Writer	MS SQLServer
C	COBOL
Visual Basic	Client Server
Java, HTML, ASP, XML	
Internet, intranet	Networking: Windows Server, TCP/IP, NETBEUI
DEC OpenVMS	DEC Unix, Novell – NetWare, GroupWise
Unix System V (Dynix/ptx)	GEAC/DBS/MSA Financial, Payroll Packages
IBM AIX	
IBM VSE/ESA	IBM VM/ESA
CICS	Progress
MS Office Pro (Access, Excel, Word, Power Point)	MS NT Server
	MS Project
MS Windows Work Station	MS Windows
MS-SMS	Xentis Reporting
Crystal Reports	GEAC Information Expert Reporting
	GEAC COHOST
Delphi	MapInfo, MapBasic
Internet/Intranet HTML, Java	ComputerVision CAD Administration
Business Objects	SunSolaris 1500 Certification



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Position Descriptions

Class Code: 2253

EEO Code: E-03

Pay Code: EX-04

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

CLASS TITLE: PROGRAMMER/ANALYST

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

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science, statistics, mathematics, electronics technology, and accounting or the completion of two (2) years (60 college hours) college level studies including coursework in computer science, mathematics, or accounting and five (5) years of experience in computer programming; or a bachelor's degree in computer science, statistics, mathematics or accounting and three (3) years of experience in computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

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



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and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

CLASS TITLE: PROGRAMMER/ANALYST (cont'd)

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

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

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

Effective date: October 1, 1995



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Class Code: 2254
EEO Code: E-02
Pay Code: EX-05

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

CLASS TITLE: SYSTEMS ANALYST

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

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, industrial engineering, mathematics, electronics technology, accounting, business administration, or statistics, including or supplemented by advanced coursework in computer sciences; four (4) years of experience in business systems, systems analysis and/or computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

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



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CLASS TITLE: SYSTEMS ANALYST (cont'd)

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

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

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

Effective date: October 1, 1995



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

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

CLASS TITLE: COMPUTER SUPPORT/LAN CONSULTANT

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

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

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



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CLASS TITLE: COMPUTER SUPPORT/LAN CONSULTANT

Knowledge, Abilities and Skills: Comprehensive knowledge of at least one (1) network/computer operating system; comprehensive knowledge of data communications networking concepts, methods and techniques, including computer interfacing; considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application; and good knowledge of appropriate symbolic language systems. Ability to program in at

least one (1) computer language or database system used on desktop computers: Fortran, C, C++, Basic, Visual Basic, DBase, Access; ability to perform analysis of data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

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

Licenses and Certificates: None required.

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

Effective date: July 1, 2000



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Class Code: 2258
EEO Code: E-02
Pay Code: EX-03

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

CLASS TITLE: COMPUTER SUPPORT/LAN ANALYST

PURPOSE OF THE CLASSIFICATION: Under general supervision performs analysis, evaluation, training, and design work involving new or modified microcomputer applications and network operating systems; and performs other related assigned duties.

ESSENTIAL TASKS:

- Analyzes, evaluates, designs, and maintains various microcomputer data processing systems and applications
- Provides user support on projects, department desktop publishing systems and develops specialized software applications and utilities or selects appropriate system software
- Installs PC's, peripherals, software and modifications to software as necessary
- Analyzes and determines the most appropriate methods to correct hardware and software problems
- Performs project leader duties in systems organization, modification, and user training
- Conducts studies and assists in defining department data processing needs and capabilities
- Evaluates and recommends hardware and software upgrades for departments
- Analyzes technical responsibilities of users to assure effective data systems support for operational information concerns
- Diagnoses NOS problems and offers solutions
- Provides management of local area networks (LAN) to include instructions and written procedures to LAN administrators and users
- Administers LAN by installing new user and share names, and performing backup and queue management
- Develops and coordinates computer-based training programs for microcomputer users
- Maintains various system files
- Prepares various reports as necessary
- Acts as liaison with outside vendors to solve computer and software problems
- Publishes instructional and training materials, specialized manuals, and monthly newsletter for users (in some positions)

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, math, or related field; and two (2) years of progressively responsible experience in microcomputer/LAN systems analysis and/or specialized training in LAN development and management, and computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the methods and techniques used in systems analysis and related maintenance procedures; good knowledge of data processing systems and equipment; and good knowledge of PCs, LANs, peripheral equipment and their applications. Ability to coordinate, evaluate, and supervise the work of subordinates; ability to recognize, analyze, and solve system and software maintenance problems; ability to program in at least one (1) generally accepted computer language; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.



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CLASS TITLE: COMPUTER SUPPORT/LAN ANALYST (cont'd)

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

Licenses and Certificates: Some positions within this classification may require possession of a valid Oklahoma Class "D" Operator's License or may have to earn a manufacturer's network operating system certification.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may be required to travel to various City locations.

Effective Date: October 1, 1995



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Class Code: 2281
EEO Code: E-02
Pay Code: IS-06

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

CLASS TITLE: DATABASE ADMINISTRATOR III

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

ESSENTIAL TASKS:

- Creates and maintains databases to ensure availability of relational data for network clients
- Provides support to others engaged in database activities and supervision to others as necessary
- Creates and monitors database users to maintain system security, protect integrity, ensure operational compliance with software vendor, and enforce City-wide network security standards
- Grants and monitors database privileges to ensure appropriate user requirements
- Writes Structured Query Language (SQL) procedural scripts to query tables, assessing data integrity
- Monitors and manages physical and logical storage to optimize the client's speed and efficiency in accessing data
- Develops command, backup procedures, and recovery plans for databases to guard against loss of data
- Monitors, tunes, and troubleshoots database to ensure availability and performance
- Manages the creation and maintenance of table and associated memory spaces
- Manages client assets, including Open Database Connectivity (ODBC) drivers, third party applications, Structured Query Language (SQL) network interface software
- Ability to recover database after major outages
- Ability to recover tables and data from block corruption
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics, statistics, or industrial engineering; and five (5) years of progressively responsible experience in systems analysis and/or database administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

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



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CLASS TITLE: DATABASE ADMINISTRATOR III (cont'd)

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

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License. Possession of an Oracle (or equivalent) DBA Certification.

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

Effective date: April 8, 1999



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Class Code: 2251
EEO Code: N-02
Pay Code: IT-23

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

CLASS TITLE: PROGRAMMER I

PURPOSE OF THE CLASSIFICATION: Under immediate supervision performs entry-level computer programming applying programming logic and coding skills and other related assigned duties.

ESSENTIAL TASKS:

- Performs assigned systems maintenance/special user request tasks
- Utilizes written instructions, routine JCL, on-line file editors, and various documentation techniques
- Receives training in programming/systems applications and techniques, such as JCL, Oracle, VSAM, CICS, and IE
- Performs routine analysis, coding, testing, and debugging
- Prepares flow charts and other forms of documentation
- Assists with setup of applications on microcomputers

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science, mathematics, statistics, accounting, or the completion of two (2) years (60 college hours) college level studies including coursework in computer science, statistics, mathematics, accounting, **and one (1) year** of experience in computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Programmer/Systems Analyst Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Knowledge of the operation and use of data processing, word processing, spreadsheets, and related equipment, including a working knowledge of computer limitations and capabilities; knowledge of computer programming principles and practices; knowledge of data processing coding practices and procedures; and knowledge of accounting, statistics, and routine business principles, practices, and procedures. Ability to recognize, analyze, and solve problems; ability to follow written and verbal instructions; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information.

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

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors; and occasionally outdoors and in inclement weather; some traveling to various City locations to provide computer- related assistance; and requires the use of a telephone and other office equipment.

Effective Date: October 8, 1998



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Class Code: 2252
EEO Code: N-02
Pay Code: IT-28

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

CLASS TITLE: PROGRAMMER II

PURPOSE OF THE CLASSIFICATION: Under general supervision performs moderately complex computer programming, elementary systems analysis and design, and maintenance support for computer applications or utilizes computerized mapping applications and other software products to provide updated geographic files for computer applications requiring geographic information, and other related assigned duties.

ESSENTIAL TASKS:

- Responds to special user requests and/or project assignments
- Develops and maintains geographic data for the Tulsa area, utilizing computerized mapping applications
- Analyzes sources of information to find most accurate data for inclusion in a geo-base
- Learns database and ad hoc reporting tools available with such products as SQL and dBase, and utilizes this knowledge to provide information to users as requested
- Prepares geographic data for loading to other computer applications
- Documents modifications to the geofile and their transmission to other computer applications
- Performs moderately complex programming
- Performs elementary systems design and analysis
- Responds to application problems
- Performs testing, debugging and related implementation tasks

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science, mathematics, electronics technology, statistics, or accounting, and three (3) years of experience in computer programming and/or computerized mapping applications, and one (1) year as a Programmer I; or a bachelor's degree in computer science; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Programmer Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Good knowledge of the operation and use of personal computers, computerized mapping applications, and general-use products such as word processing and spreadsheet applications; good knowledge of methods, procedures and practices of programming; good knowledge of, at least, two appropriate computer languages and proficiency in one; and knowledge of relational databases. Ability to understand and interpret many sources of map information, such as engineer's reports and aerial maps, and make decisions about the appropriateness of the data for inclusion into a geographic database; ability to apply knowledge of map data to specific user needs to provide data that is most meaningful for that user; and the ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information.

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

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

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather; some traveling to various City locations to provide computer related assistance; and requires the use of a telephone and other office equipment.



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Class Code: 2256
EEO Code: E-03
Pay Code: EX-03

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

CLASS TITLE: PROGRAMMER III

PURPOSE OF THE CLASSIFICATION: Under general supervision performs advanced level programming, intermediate systems analysis and design, and maintenance support for information technology applications; and performs other related assigned duties.

ESSENTIAL TASKS:

- Performs programming of an advanced to moderately complex nature
- Performs basic systems design and analysis
- Develops advanced technical ad hoc and production reports
- Monitors production scheduling to satisfy clients' application requirements
- Performs installation, testing, debugging, and related implementation tasks
- Performs equipment repair and diagnostics
- Assists users with the preparation of test data
- Develops flow charts and other forms of documentation
- Receives training in information technology concepts; e. g., programming, analysis/design, client server, and relational database
- Responds to application problems
- Trains or assists other programmers

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in computer science, statistics, business administration, mathematics, electronics technology, and accounting or the completion of two (2) years (60 college hours) college level studies including coursework in computer science, mathematics, or accounting and four (4) years of experience in computer programming; or a bachelor's degree in computer science, statistics, mathematics or accounting and two (2) years of experience in computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of methods, procedures and practices of programming for appropriate information technology environment; considerable knowledge of the operation and use of data processing, data communications, and related equipment; considerable knowledge of multiple operating systems, word processing, geographic information systems, spreadsheets, and database packages; good knowledge of at least two generally recognized computer languages and proficiency in one; and some knowledge of accounting, statistics, and modern business principles, methods and practices. Ability to work independently and to recognize, analyze and solve complex programming problems; ability to access and use the Internet; ability to train others in basic programming work or other related activities; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.



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CLASS TITLE: PROGRAMMER III (cont'd)

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

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

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various sites to provide computer related assistance; and some positions within this classification will be subject to extensive overtime during the months of February, March, and April.

Effective Date: October 1, 1995



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Class Code: 2262
EEO Code: E-02
Pay Code: EX-06

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

CLASS TITLE: SENIOR SYSTEMS ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs systems analysis and design, programming, and maintenance support for data processing and data communications applications of large size and major complexity; provides direct supervision of programmer and analysts assigned to the position, and other related required duties.

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

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

Knowledge, Abilities and Skills: Comprehensive knowledge of methods, procedures and techniques used in systems analysis and design, and programming; comprehensive knowledge of state-of-the-art data processing and data communications equipment and their applications; and considerable knowledge of accounting, statistics, and modern business methods, principles, and practices. Ability to analyze complex issues and to formulate sound concepts; ability to work independently and to solve complex programming problems; ability to effectively communicate both verbally and in writing; ability to program in at least two (2) generally accepted computer languages (e.g., COBOL, C, Basic); and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.



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CLASS TITLE: SENIOR SYSTEMS ANALYST (cont'd)

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

Licenses and Certificates: None required.

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

Effective Date: October 1, 1995



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Class Code: 2278
EEO Code: E-02
Pay Code: IS-04

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

CLASS TITLE: DATABASE ADMINISTRATOR I

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

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics, statistics, or industrial engineering; and three (3) years of progressively responsible experience in systems analysis and/or database administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

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

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

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

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



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Class Code: 2279
EEO Code: E-02
Pay Code: IS-05

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

CLASS TITLE: DATABASE ADMINISTRATOR II

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

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics, statistics, or industrial engineering; and four (4) years of progressively responsible experience in systems analysis and/or database administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

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



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CLASS TITLE: DATABASE ADMINISTRATOR II (cont'd)

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

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License. Must have successfully passed two (2) Oracle (or equivalent) DBA Certification Exams.

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

Effective date: April 8 , 1999



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Class Code: 2261
EEO Code: N-02
Pay Code: IT-36

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

CLASS TITLE: COMPUTER SUPPORT/LAN SENIOR ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs supervisory and administrative tasks involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified mini, micro-computer applications, various network operating systems and radio frequency (RF) wireless applications, and other related assigned duties.

ESSENTIAL TASKS:

- Plans, analyzes, evaluates, designs, programs, and maintains various mini, microcomputer, LAN, and RF wireless systems and applications
- Works with users on specific projects and develops or selects appropriate system software
- Provides PC and network support for users
- Establishes data security rules, enforces City-wide network security standards, and performs user security administration
- Develops command and backup procedures and recovery plans for various computer systems
- Performs supervisory and project management duties in systems organization, modification, and user training
- Analyzes technical responsibilities of users to assure effective data systems support for operational information concerns
- Supervises data entry personnel and conducts performance evaluations (in some positions)
- Conducts studies and assists in defining departmental information technology needs and capabilities
- Maintains inventory of all system hardware and software and performance histories
- Directs or performs system goal performance reviews to ensure proper functioning
- Assists in preparation of section budget
- Acts as liaison between various City departments, as well as with various vendors and computer service representatives
- Installs, fine tunes, diagnoses, and troubleshoots network operating systems, including microcomputer and wireless systems
- Diagnoses NOS problems and offers solutions
- Provides instructions and written procedures to both LAN administrators and users
- Coordinates and provides training for microcomputer users and PC support staff
- Develops policy and procedures for system and user operation to maintain FCC and operational compliance
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics or statistics, industrial engineering; or telecommunications; and two (2) years of progressively responsible experience in mini/microcomputer/LAN systems analysis and/or computer programming and other large telecommunications system analysis; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.



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CLASS TITLE: COMPUTER SUPPORT/LAN SENIOR ANALYST (cont'd)

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used in systems analysis and related maintenance procedures; and considerable knowledge of FCC frequency licensing requirements and rules and regulations relating to RF systems; considerable knowledge of RF protocol for wireless systems, data processing systems and equipment, programming concepts, techniques, and applications in various environments. Ability to plan, coordinate, evaluate, and supervise the work of subordinates; ability to program in at least two (2) generally accepted computer languages; ability to recognize, analyze and solve system and software maintenance problems immediately, without any supervision; ability to communicate effectively, both verbally and in writing; ability to operate a personal computer, telephone, radio, pager and various electronic testing equipment; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

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

Licenses and Certificates: Some positions within this classification require possession of a valid Oklahoma Class "D" Operator's License and may require a Class "C" water/wastewater license as issued by the Department of environmental Quality (DEQ).

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

Effective date: December 1, 2000



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Class Code: 2261
EEO Code: N-02
Pay Code: IT-36

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

CLASS TITLE: COMPUTER SUPPORT/LAN SENIOR ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs supervisory and administrative tasks involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified mini, micro-computer applications, various network operating systems and radio frequency (RF) wireless applications, and other related assigned duties.

ESSENTIAL TASKS:

- Plans, analyzes, evaluates, designs, programs, and maintains various mini, microcomputer, LAN, and RF wireless systems and applications
- Works with users on specific projects and develops or selects appropriate system software
- Provides PC and network support for users
- Establishes data security rules, enforces City-wide network security standards, and performs user security administration
- Develops command and backup procedures and recovery plans for various computer systems
- Performs supervisory and project management duties in systems organization, modification, and user training
- Analyzes technical responsibilities of users to assure effective data systems support for operational information concerns
- Supervises data entry personnel and conducts performance evaluations (in some positions)
- Conducts studies and assists in defining departmental information technology needs and capabilities
- Maintains inventory of all system hardware and software and performance histories
- Directs or performs system goal performance reviews to ensure proper functioning
- Assists in preparation of section budget
- Acts as liaison between various City departments, as well as with various vendors and computer service representatives
- Installs, fine tunes, diagnoses, and troubleshoots network operating systems, including microcomputer and wireless systems
- Diagnoses NOS problems and offers solutions
- Provides instructions and written procedures to both LAN administrators and users
- Coordinates and provides training for microcomputer users and PC support staff
- Develops policy and procedures for system and user operation to maintain FCC and operational compliance
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics or statistics, industrial engineering; or telecommunications; and two (2) years of progressively responsible experience in mini/microcomputer/LAN systems analysis and/or computer programming and other large telecommunications system analysis; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.



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CLASS TITLE: COMPUTER SUPPORT/LAN SENIOR ANALYST

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used in systems analysis and related maintenance procedures; and considerable knowledge of FCC frequency licensing requirements and rules and regulations relating to RF systems; considerable knowledge of RF protocol for wireless systems, data processing systems and equipment, programming concepts, techniques, and applications in various environments. Ability to plan, coordinate, evaluate, and supervise the work of subordinates; ability to program in at least two (2) generally accepted computer languages; ability to recognize, analyze and solve system and software maintenance problems immediately, without any supervision; ability to communicate effectively, both verbally and in writing; ability to operate a personal computer, telephone, radio, pager and various electronic testing equipment; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

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

Licenses and Certificates: Some positions within this classification require possession of a valid Oklahoma Class "D" Operator's License and may require a Class "C" water/wastewater license as issued by the Department of environmental Quality (DEQ).

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

Effective date: December 1, 2000



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Class Code: 2259
EEO Code: E-02
Pay Code: EX-05

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

CLASS TITLE: COMPUTER SUPPORT/LAN ASSOCIATE CONSULTANT

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

ESSENTIAL TASKS:

- Installs, fine tunes, diagnoses, and troubleshoots Network Operating Systems used on multi-user microcomputer systems and their attached workstations
- Provides technical support to various users
- Maintains updated operating systems software with emphasis on obtaining optimum utilization from all computer systems
- Maintains continuous and uninterrupted data transmission capability that will support the local and remote communications networks for terminals emanating from the major and mini-computer systems
- Plan communications networks for faster response, greater reliability, and balanced loads
- Monitors data flow to identify and correct data communications problems
- Evaluates, selects, recommends, and implements computer software releases in order to optimize and fine-tune all systems
- Researches available software products to complement existing operating systems applications and new user requests
- Diagnoses operating system software problems and offers solutions and/or implements fixes
- Provides instructions and written procedures to both computer operations and users
- Recommends to management, software products and data communications hardware based on sound evaluation criteria
- Optimizes the data communications networks as new systems applications are added
- Analyzes system abort dumps and collaborates with computer operations to effect corrective actions
- Acts as liaison with vendors and technical personnel

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

QUALIFICATIONS:

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

Knowledge, Abilities and Skills: Considerable knowledge of at least one (1) network/computer operating system; considerable knowledge of data communications networking concepts, methods and techniques, including computer interfacing; considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application; and good knowledge of appropriate programming languages (e.g., COBOL, BASIC, C, C++, Visual Basic) and proficiency in one. Ability to perform analysis of operating and/or data communications systems from technical feasibility aspects; ability to work independently and to recognize, analyze and solve complex problems; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.



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CLASS TITLE: COMPUTER SUPPORT/LAN ASSOCIATE CONSULTANT (cont'd)

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

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require oncall after hour support.

Effective Date: October 1, 1995



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Class Code: 2343
EEO Code: E-03
Pay Code: IT-32

Group: Clerical and Administrative
Series: Clerical and Administrative

CLASS TITLE: SYSTEMS TECHNICAL TRAINER

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for the design, development and administration of systems and other technical training programs in the customer services/utilities accounting area of the Public Works Department; and performs other related assigned duties.

ESSENTIAL TASKS:

- Conducts training needs analysis by interviewing and surveying to plan training programs to effectively meet training needs
- Prepares proposals for new training projects
- Prepares newsletters and other written materials regarding training practices
- Creates material (video, audio, printed, graphics) to be used by supervisors or designated trainers
- Performs counseling for supervisors in regard to employee and team activities
- Facilitates training classes for new hires and monitors their progress
- Develops job aides for customer service employees
- Administers all testing associated with the Utilities Service Progression program
- Assists in the development and implementation of training policies and procedures
- Interviews and screens applicants using role playing and other training exercises
- Performs career development counseling for employees
- Perform system security updates, adjusting client privileges to correspond with client responsibilities.
- Provide first line support and troubleshooting for client desktop applications and essential systems.
- Work with client groups in identifying and defining information access and reporting requirements, data flow and verification, and needed process refinements.
- Acts as a liaison with helpdesk and systems staffs.
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Graduation from a recognized college or university with a bachelor's degree in business or public administration, communications, computer science, or a social or behavioral science, and one (1) year of progressively responsible experience in adult training and development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Systems Technical Writer Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Considerable knowledge of the modern principles and practices of employee development and training methods and procedures; and good knowledge of work methods involved in the operation of City departments. Ability to design, develop, conduct, and facilitate training workshops; ability to gather, assimilate, and analyze information; ability to perform complex research and statistical analysis on effectiveness of employee training programs; ability to use systems knowledge as applicable to technical training needs; ability to organize, develop and present effective audio/visual training programs; ability to present ideas clearly and concisely both verbally and in writing; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Skill in the operation of audio-visual equipment.



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CLASS TITLE: SYSTEMS TECHNICAL TRAINER (cont'd)

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

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

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and requires some travel to various City locations to conduct training sessions.

Effective Date: June 14, 2001



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Class Code: 2250
EEO Code: E-03
Pay Code: IT-36

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

CLASS TITLE: SYSTEMS TECHNICAL WRITER I

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

ESSENTIAL TASKS:

- Researches, analyzes, and organizes system's technical processes/procedures, gathering all related data
- Updates departmental system documentation and backup/recovery standards
- Develops and maintains comprehensive written procedures for mission critical systems, including PALS, UIS, UMS/SOMS, UCS, EIS, MMS, LIMS, and WSI.
- Reviews procedure documentation with supervision, Sr. Analyst, and users
- Tests documentation against system functionality to ensure technical accuracy
- Monitors system changes analyzing impact on system documentation and revising as required
- Develops flow charts and other forms of documentation
- Attends weekly meetings to advise, recommend, and present documentation proposals
- Must report to work on a regular and timely basis
- Assists in the development and implementation of training policies and procedures.
- Prepares proposals for new training projects.
- Conducts training needs analysis by interviewing and surveying to plan training programs to effectively meet training needs.
- Conducts training on various technical systems initiatives as needed by department

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, professional/technical writing, or English; and two (2) years of experience in computer and system's training, documentation and administration, including (1) one year as a Systems Technical Trainer, CS/LAN Analyst, Programmer III or similar position for internal candidates; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Systems Technical Writer Progression Criterion Document for additional requirements.

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



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CLASS TITLE: SYSTEMS TECHNICAL WRITER I (cont'd)

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

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

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

Effective date: June 14, 2001



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

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

CLASS TITLE: SYSTEMS TECHNICAL WRITER II

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

ESSENTIAL TASKS:

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

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics, statistics accounting, journalism, human resources or a similar field; and four (4) years of experience doing computer and system's analysis, computer programming or documentation development, including one (1) year as a Systems Technical Writer I, Programmer/Analyst, Computer Support Senior Analyst or similar position; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Systems Technical Writer Progression Criterion Document for additional requirements.

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



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cause action or understanding. Strong investigating, interviewing, analytical, grammatical, and technical writing skills necessary.

CLASS TITLE: SYSTEMS TECHNICAL WRITER II (cont'd)

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

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

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

Effective date: June 14, 2001



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Attachment C – Questionnaire

**Complete the following questionnaire and submit a copy on 3.5” floppy using MS Excel.
If there are any differences, the hard copy will rule.**

Failure to fully answer any of the following questions may be cause to not consider your bid further. At the very least failure to answer any of the questions may limit the City's ability to assess your suitability to provide the desired services.

Answers referring the IT Services Selection Committee to other material or sections of your response may be considered unresponsive and cause your proposal to be eliminated; completely answer each question.

Services to the City of Tulsa

1. Do you utilize a behavioral interview process? If so, please describe it and furnish a sample job description and its related behavioral guide.
2. Describe how performance evaluations are conducted with your employees. How frequently are they conducted? Is a formal document used?
3. Describe the process for selecting applicants and for identifying previously very successful candidates, and/or unsuccessful candidates.
4. Describe the skill assessment instruments/tests currently being administered and if and how they are being validated and by whom.
5. Describe the process you use to verify technical certifications.
6. How do you ensure that the contractor is meeting our needs? Are any follow-up or exit interviews used?
7. Describe your drug screening process or tests.
8. What is your typical time to respond with candidates and subsequently fill a position? Describe how you plan to respond to the City with qualified candidates within the specified time.
9. Describe the process used by your company to complete reference checks on your employees prior to submitting them to the City of Tulsa.
10. Describe your firm's ability to provide the full range of positions and skills listed in Attachment B. Do you have a full time recruiting staff?
11. Provide your business street address, zip code and phone number(s).
12. Do you have an established technical department? What other departments are in your organization? Provide an organizational chart.
13. Do you recognize and agree to the requirement to not solicit for employment or hire, directly or indirectly, the City's current employees for one (1) year following the termination of an agreement resulting from this Request for Bid?
14. Do you agree not to withdraw your employee from assignment at the City to offer them to another customer? Under what conditions would you anticipate one of your employees would be withdrawn?



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15. Do you recognize and agree to the requirement to not increase the rates for your employees except on the anniversary date of the employee's assignment with the City, at which time any increase must be limited to 5%, not to exceed the maximum contracted cost for that position?
16. Are you willing to provide contract for hire services? Describe your policy regarding length of services requirements and fees to the City.
17. Are you willing to provide certain named individuals within your company upon request by the City for short-term projects (assuming the named individual is not otherwise engaged)?
18. The City is experiencing budget difficulties and has discussed furloughs for its employees. In the event this program is extended and the City elects to close its offices or otherwise declare additional "holidays", do you agree that the City will not be billed for your employee's time during those days? Do you also recognize and agree to the requirement that the City will not be billed for your employee's time on City holidays unless that person is asked to report for duty?

Services offered to vendor's employees

19. Describe your internal training and education program for your technical staff.
20. Describe the medical and related benefits provided or offered to your employees.
21. Describe the vacation and holiday benefits provided or offered to your employees.
22. Describe any other benefits (stock options, retirement plans, disability, life insurance, etc.) provided or offered to your employees.
23. Are your contractors employees of your company (W-2 status) or are they independents (1099 status)? Are they citizens of the United States?

Other

24. Describe your firm's qualifications and experience with Oracle. How many of your staff have Oracle experience? Describe the roles/levels of Oracle development and support? What is the average years of experience for a particular role or level of expertise?
25. Describe your firm's qualifications and experience with GEAC/DBS/MSA Financial and Payroll packages.
26. Describe your firm's qualifications and experience with Internet/Intranet web based technology.
27. Are you willing to offer a period for evaluation of the contractor, and remove the contractor with no charge to the City if the contractor is unacceptable to us, with no written documentation from us of the reasons why the individual was unacceptable? If so, how long would the evaluation period be?
28. Did you submit six (6) copies of your bid response for the IT Services Selection Committee's use?
29. Did you submit a cover letter containing the signature of the individual authorized by the vendor to enter into a legally binding contract?
30. Did you provide information about your firm, its capabilities, depth of staffing, staffing skills, time in business, local and national presence, and other related information that will assist in the assessment of the vendor's qualifications to meet the needs of this RFB?
31. Have you provided sample resumes of the technical skills and experience of staff that may be offered to the City for each of the positions described in Attachment B?



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32. Did you supply a minimum of three references from local firms for whom you have provided or are providing Information Technology services?
33. Is a sample of the your standard services contract included with your bid response?



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Attachment D – Questionnaire Point Assignments

Services to City

Behaviorial Assesment	3
Performance Evaluations	3
Selection & Evaluation	4
Skill Assessment	5
Tech. Cert. Verification	3
Vendor Meeting needs	3
Drug Screening	3
Response Time < 48 hrs	3
Reference Checks	3
Scope of Services	5
Local Offices	3
Tech Dept / Org chart	3
Non-hire Agreement	3
Non-Withdrawal	3
Firm rate during contract period	3
Hire Costs & Contract for Hire	3
Specific contractor for short term	3
City not billed on holidays	3

Services to Employees

Internal Training & Educ	3
Medical benefits	5
Vacation & Holiday	3
Other Benefits	3
Vendor's employees	4

Other

Oracle experience	3
GEAC experience	3
Internet/Intranet Experience (18)	3
Contractor Eval. Period	3
Six copies	3
Cover Letter	3
Vendor Profile	3
Resumes	3
References	3
Sample Contract	3