REQUEST FOR PROPOSALS (RFP) 2-2746

INFORMATION TECHNOLOGY CONTRACTED TECHNICAL STAFFING

ORANGE COUNTY TRANSPORTATION AUTHORITY
550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584
(714) 560-6282

<u>**Key RFP Dates**</u>

Issue Date:	**September 26, 2022**
Pre-Proposal Conference Date:	**October 4, 2022**
Question Submittal Date:	**October 6, 2022**
Proposal Submittal Date:	**October 24, 2022**
Interview Date:	**November 17, 2022**

TABLE OF CONTENTS

September 26, 2022

NOTICE OF REQUEST FOR PROPOSALS (RFP)

RFP 2-2746: "INFORMATION TECHNOLOGY CONTRACTED TECHNICAL STAFFING"

TO: ALL OFFERORS

FROM: ORANGE COUNTY TRANSPORTATION AUTHORITY

The Orange County Transportation Authority (Authority) invites proposals from qualified consultants to **provide Information Technology contracted technical staffing.**

The budget for this project is $23,621,941 for a five (5)-year term.

Please note that by submitting a Proposal, Offeror certifies that it is not subject to any Ukraine/Russia-related economic sanctions imposed by the State of California or the United States Government including, but not limited to, Presidential Executive Order Nos. 13660, 13661, 13662, 13685, and 14065. Any individual or entity that is the subject of any Ukraine/Russia-related economic sanction is not eligible to submit a Proposal. In submitting a Proposal, all Offerors agree to comply with all economic sanctions imposed by the State or U.S. Government.

Proposals must be submitted, electronically, through the following URL link: http://www.octa.net/Proposal Upload Link, at or before the deadline of **2:00 p.m. on October 24, 2022. The link has an upload file size limit of 80MB. Authority will not accept hard copy proposals for this RFP.**

Offerors are instructed to click the upload link, select "**RFP 2-2746**" from the drop-down menu, and follow the instructions as prompted to upload the proposal. The upload link will expire at the submittal deadline and will not allow proposals to be uploaded.

Should Offerors encounter technical issues with uploading the proposals via the link provided, Offerors are required to contact the Contract Administrator prior to the submission deadline. Proposals and supplemental information to proposals received after the date and time specified above will be rejected.

Firms interested in obtaining a copy of this RFP may do so by downloading the RFP from CAMM NET at https://cammnet.octa.net.

All firms interested in doing business with the Authority are required to register their business on-line at CAMM NET. The website can be found at https://cammnet.octa.net.   From the site menu, click on CAMM NET to register.

To receive all further information regarding this RFP 2-2746, firms and subconsultants must be registered on CAMM NET with at least one of the following commodity codes for this solicitation selected as part of the vendor's on-line registration profile:

Category:	Commodity:
Human Resource &	Employment Search Service
Employment Services	Outplacement Service - Recruitment
	Temporary Employment Service
Professional Consulting	Consultant Services - General
	Computer Hardware Consulting
	Computer Network Consulting
	Computer Software Consulting
Professional Services	Programming Services, Computer

A pre-proposal conference will be held via teleconference on October 4, 2022, at 9:00 a.m.. Prospective Offerors may join or call-in using the following credentials:

- Click here to join the meeting
- OR Call-in Number: 916-550-9867
- Conference ID: 289 323 928 525

An on-site/in-person conference will not be held. A copy of the presentation slides and pre-proposal conference registration sheet(s) will be issued via addendum prior to the date of the pre-proposal conference. All prospective Offerors are encouraged to attend the pre-proposal conference.

The Authority has established November 17, 2022, as the date to conduct interviews. All prospective Offerors will be asked to keep this date available.

Offerors are encouraged to subcontract with small businesses to the maximum extent possible.

All Offerors will be required to comply with all applicable equal opportunity laws and regulations.

The award of this contract is subject to receipt of federal, state and/or local funds adequate to carry out the provisions of the proposed agreement including the identified Scope of Work.

SECTION I: INSTRUCTIONS TO OFFERORS

SECTION I. INSTRUCTIONS TO OFFERORS

A.   PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held via teleconference on October 4, 2022, at 9:00 a.m.. Prospective Offerors may join or call-in using the following credentials:

- [Click here to join the meeting](#)
- OR Call-in Number: 916-550-9867
- Conference ID: 289 323 928 525

An on-site/in-person conference will not be held. A copy of the presentation slides and pre-proposal conference registration sheet(s) will be issued via addendum prior to the date of the pre-proposal conference. All prospective Offerors are encouraged to attend the pre-proposal conference.

B.   EXAMINATION OF PROPOSAL DOCUMENTS

By submitting a proposal, Offeror represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the Authority's objectives.

C.   ADDENDA

The Authority reserves the right to revise the RFP documents. Any Authority changes to the requirements will be made by written addendum to this RFP. Any written addenda issued pertaining to this RFP shall be incorporated into the terms and conditions of any resulting Agreement. The Authority will not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instructions. Offerors shall acknowledge receipt of addenda in their proposals. Failure to acknowledge receipt of Addenda may cause the proposal to be deemed non-responsive to this RFP and be rejected.

D.   AUTHORITY CONTACT

All communication and/or contacts with Authority staff regarding this RFP are to be directed to the following Contract Administrator:

> Yarida Guzman, Senior Contract Administrator
> Contracts Administration and Materials Management Department
> Phone: 714.560.5077
> Email: yguzman@octa.net

Commencing on the date of the issuance of this RFP and continuing until award of the contract or cancellation of this RFP, no offeror, subcontractor, lobbyist or agent hired by the offeror shall have any contact or communications regarding this

RFP with any Authority's staff; member of the evaluation committee for this RFP; or any contractor or consultant involved with the procurement, other than the Contract Administrator named above or unless expressly permitted by this RFP. Contact includes face-to-face, telephone, electronic mail (e-mail) or formal written communication. Any offeror, subcontractor, lobbyist or agent hired by the offeror that engages in such prohibited communications may result in disqualification of the offeror at the sole discretion of the Authority.

E.   CLARIFICATIONS

1.   Examination of Documents

Should an Offeror require clarifications of this RFP, the Offeror shall notify the Authority in writing in accordance with Section E.2. below. Should it be found that the point in question is not clearly and fully set forth, the Authority will issue a written addendum clarifying the matter which will be sent to all firms registered on CAMM NET under the commodity codes specified in this RFP.

2.   Submitting Requests

a.   All questions, including questions that could not be specifically answered at the pre-proposal conference must be put in writing and received via e-mail at yguzman@octa.net no later than 5:00 p.m., on October 6, 2022.

b.   Requests for clarifications, questions and comments must be clearly labeled, "Written Questions RFP 2-2746" in the subject line of the e-mail. The Authority is not responsible for failure to respond to a request that has not been labeled as such.

3.   Authority Responses

Responses from the Authority will be posted on CAMM NET, no later than October 11, 2022. Offerors may download responses from CAMM NET at *https://cammnet.octa.net*, or request responses be sent via email.

To receive email notification of Authority responses when they are posted on CAMM NET, firms and subconsultants must be registered on CAMM NET with at least one of the following commodity codes for this solicitation selected as part of the vendor's on-line registration profile:

Category: Commodity:
Human Resource &   Employment Search Service
Employment Services   Outplacement Service -
                                              Recruitment
                                              Temporary Employment
                                              Service

Professional Consulting	Consultant Services - General
	Computer Hardware Consulting
	Computer Network Consulting
	Computer Software Consulting
Professional Services	Programming Services,
	Computer

Inquiries received after 5:00 p.m. on October 6, 2022 will not be responded to.

F.   SUBMISSION OF PROPOSALS

1.   Date and Time

Proposals must be submitted, electronically, through the following URL link: http://www.octa.net/Proposal Upload Link, at or before the deadline of **2:00 p.m. on October 24, 2022. The link has an upload file size limit of 80MB. Authority will not accept hard copy proposals for this RFP.**

Offerors are instructed to click the upload link, select "**RFP 2-2746**" from the drop-down menu, and follow the instructions as prompted to upload the proposal. The upload link will expire at the submittal deadline and will not allow proposals to be uploaded.

Should Offerors encounter technical issues with uploading the proposals via the link provided, Offerors are required to contact the Contract Administrator prior to the submission deadline. Proposals and supplemental information to proposals received after the date and time specified above will be rejected.

2.   Acceptance of Proposals

a.   The Authority reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.

b.   The Authority reserves the right to withdraw or cancel this RFP at any time without prior notice and the Authority makes no representations that any contract will be awarded to any Offeror responding to this RFP.

c.   The Authority reserves the right to issue a new RFP for the project.

d.   The Authority reserves the right to postpone proposal openings for its own convenience.

e.   Each proposal will be received with the understanding that acceptance by the Authority of the proposal to provide the services

described herein shall constitute a contract between the Offeror and Authority which shall bind the Offeror on its part to furnish and deliver at the prices given and in accordance with conditions of said accepted proposal and specifications.

f. The Authority reserves the right to investigate the qualifications of any Offeror, and/or require additional evidence of qualifications to perform the work.

g. Submitted proposals are not to be copyrighted.

G. PRE-CONTRACTUAL EXPENSES

The Authority shall not, in any event, be liable for any pre-contractual expenses incurred by Offeror in the preparation of its proposal. Offeror shall not include any such expenses as part of its proposal.

Pre-contractual expenses are defined as expenses incurred by Offeror in:

1. Preparing its proposal in response to this RFP;
2. Submitting that proposal to the Authority;
3. Negotiating with the Authority any matter related to this proposal; or
4. Any other expenses incurred by Offeror prior to date of award, if any, of the Agreement.

H. JOINT OFFERS

Where two or more firms desire to submit a single proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than as a joint venture. The Authority intends to contract with a single firm and not with multiple firms doing business as a joint venture.

I. TAXES

Offerors' proposals are subject to State and Local sales taxes. However, the Authority is exempt from the payment of Federal Excise and Transportation Taxes. Offeror is responsible for payment of all taxes for any goods, services, processes and operations incidental to or involved in the contract.

J. PROTEST PROCEDURES

The Authority has on file a set of written protest procedures applicable to this solicitation that may be obtained by contacting the Contract Administrator responsible for this procurement. Any protests filed by an Offeror in connection with this RFP must be submitted in accordance with the Authority's written procedures.

K.   CONTRACT TYPE

It is anticipated that the Agreement resulting from this solicitation, if awarded, will be a time-and-expense with fully-burdened labor rates and anticipated expenses for work specified in the scope of work, included in this RFP as Exhibit A. This contract is for a five (5) year term.

L.   CONFLICT OF INTEREST

All Offerors responding to this RFP must avoid organizational conflicts of interest which would restrict full and open competition in this procurement. An organizational conflict of interest means that due to other activities, relationships or contracts, an Offeror is unable, or potentially unable to render impartial assistance or advice to the Authority; an Offeror's objectivity in performing the work identified in the Scope of Work is or might be otherwise impaired; or an Offeror has an unfair competitive advantage. Conflict of Interest issues must be fully disclosed in the Offeror's proposal.

All Offerors must disclose in their proposal and immediately throughout the course of the evaluation process if they have hired or retained an advocate to lobby Authority staff or the Board of Directors on their behalf.

Offerors hired to perform services for the Authority are prohibited from concurrently acting as an advocate for another firm who is competing for a contract with the Authority, either as a prime or subcontractor.

M.   CODE OF CONDUCT

All Offerors agree to comply with the Authority's Code of Conduct as it relates to Third-Party contracts which is hereby referenced and by this reference is incorporated herein. All Offerors agree to include these requirements in all of its subcontracts.

N.   OWNERSHIP OF RECORDS/PUBLIC RECORDS ACT

All proposals and documents submitted in response to this RFP shall become the property of the Authority and a matter of public record pursuant to the California Public Records Act, Government Code sections 6250 et seq. (the "Act"). Offerors should familiarize themselves with the provisions of the Act requiring disclosure of public information. Offerors are discouraged from marking their proposal documents as "confidential" or "proprietary."

If a Proposal does include "confidential" or "proprietary" markings and the Authority receives a request pursuant to the Act, the Authority will endeavor (but cannot guarantee) to notify the Offeror of such a request. In order to protect any information submitted within a Proposal, the Offeror must pursue, at its sole cost

and expense, any and all appropriate legal action necessary to maintain the confidentiality of such information. The Authority generally does not consider pricing information, subcontractor lists, or key personnel, including resumes, as being exempt from disclosure under the Act. In no event shall the Authority or any of its officers, directors, employees, agents, representatives, or consultants be liable to a Offeror for the disclosure of any materials or information submitted in response to the RFP or by failing to notify a Offeror of a request seeking its Proposal. The Authority reserves the right to make an independent decision to disclose records and material.

Notwithstanding the above, all information regarding proposal responses will be held as confidential until such time as the evaluation has been completed; an award has been made by the Board of Directors or Authority Staff, as appropriate; and the contract has been fully negotiated.

SECTION II: PROPOSAL CONTENT

SECTION II. PROPOSAL CONTENT

A.   PROPOSAL FORMAT AND CONTENT

1.   Format

Proposals should be typed with a standard 12-point font, double-spaced. Proposals should not include any unnecessarily elaborate or promotional materials. Proposals should not exceed fifty (50) pages in length, excluding any appendices, cover letters, resumes, or forms.

2.   Letter of Transmittal

The Letter of Transmittal shall be addressed to Yarida Guzman, Senior Contract Administrator and must, at a minimum, contain the following:

a.   Identification of Offeror that will have contractual responsibility with the Authority. Identification shall include legal name of company, corporate address, telephone and fax number, and email address. Include name, title, address, email address, and telephone number of the contact person identified during period of proposal evaluation.

b.   Identification of all proposed subcontractors including legal name of company, contact person's name and address, phone number and fax number, and email address; relationship between Offeror and subcontractors, if applicable.

c.   Acknowledgement of receipt of all RFP addenda, if any.

d.   A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.

e.   Signature of a person authorized to bind Offeror to the terms of the proposal.

f.   Signed statement attesting that all information submitted with the proposal is true and correct.

3.   Technical Proposal

a.   Qualifications, Related Experience and References of Offeror

This section of the proposal should establish the ability of Offeror to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature; demonstrated competence in the services to be provided; strength and stability of the firm; staffing

capability; work load; record of meeting schedules on similar projects; and supportive client references.

Offeror to:

(1)   Provide a brief profile of the firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size and location of offices; and number of employees.

(2)   Provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Offeror's ability to complete the project.

(3)   Describe the firm's experience in performing work of a similar nature to that solicited in this RFP and highlight the participation in such work by the key personnel proposed for assignment to this project.

(4)   Identify subcontractors by company name, address, contact person, telephone number, email, and project function. Describe Offeror's experience working with each subcontractor.

(5)   Identify all firms hired or retained to provide lobbying or advocating services on behalf of the Offeror by company name, address, contact person, telephone number and email address. This information is required to be provided by the Offeror immediately during the evaluation process, if a lobbyist or advocate is hired or retained.

(6)   Provide as a minimum three (3) references for the projects cited as related experience, and furnish the name, title, address, telephone number, and email address of the person(s) at the client organization who is most knowledgeable about the work performed. Offeror may also supply references from other work not cited in this section as related experience.

(7)   Complete the Phase 2 Evaluation Requirements Questionnaire.

b.   Proposed Staffing and Project Organization

This section of the proposal should establish the method, which will be used by the Offeror to manage the project as well as identify key personnel assigned.

Offeror to:

(1) Identify key personnel proposed to perform the work in the specified tasks and include major areas of subcontract work. Include the person's name, current location, proposed position for this project, current assignment, level of commitment to that assignment, availability for this assignment and how long each person has been with the firm.

(2) Furnish brief resumes (not more than two [2] pages each) for the proposed Project Manager and other key personnel that includes education, experience, and applicable professional credentials.

(3) Indicate adequacy of labor resources utilizing a table projecting the labor-hour allocation to the project by individual task.

(4) Include a project organization chart, which clearly delineates communication/reporting relationships among the project staff.

(5) Include a statement that key personnel will be available to the extent proposed for the duration of the project acknowledging that no person designated as "key" to the project shall be removed or replaced without the prior written concurrence of the Authority.

(6) Complete the Phase 2 Evaluation Requirements Questionnaire.

c.   Work Plan

Offeror should provide a narrative, which addresses the Scope of Work, and shows Offeror's understanding of Authority's needs and requirements.

Offeror to:

(1) Describe the approach to completing the work specified in the Scope of Work. The approach to the work plan shall be of such detail to demonstrate the Offeror's ability to accomplish the project objectives and overall schedule.

(2) Outline sequentially the recruitment activities that would be undertaken in completing the work and specify who would perform them.

(3) Identify methods that Offeror will use to ensure quality control as well as budget and schedule control for the project.

(4) Identify any special issues or problems that are likely to be encountered in this project and how the Offeror would propose to address them.

(5)   Offeror is encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or required content of the project.

(6)   Indicate adequacy of labor resources and recruiting practices.

(7)   Include a statement indicating ability to begin work with minimum notice.

(8)   Provide the types of testing used by the Offeror to establish the qualifications of its personnel and their suitability to perform the work described in the Scope of Work.

(9)   Offeror is encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or required content of the project.

(10)   Discuss the firm's contract-to-hire policy for contract employees.

(11)   Discuss available benefits offered to the firm's long-term contract employees.

(12)   Describe the transition process of the current contract personnel consisting of one (1) Business Analyst Senior, (1) Transit Business Analyst, (2) Programmer Analyst, (4) IS Project Managers, (1) IS Project Manager – Operations Security, (1) Business Intelligence (BI) Analyst (Business Objects/Qlikview), (1) Data Warehouse Architect, (1) Database Administrator, (1) Help Desk Administrator, (2) Desktop Technicians, (1) System Engineer, (1) Network Engineer and (3) Applications Analyst.

(13)   Describe its ability to provide Personnel with the business knowledge, technical knowledge and qualifications outlined in the job descriptions for each position without any loss of service or performance levels to OCTA.

(14)   Complete the Phase 2 Evaluation Requirements Questionnaire.

d.   Exceptions/Deviations

State any technical and/or contractual exceptions and/or deviations from the requirements of this RFP, including the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C), using the form entitled "Proposal Exceptions and/or Deviations" included in this RFP. This Proposal Exceptions and/or Deviations form must be included in the original proposal submitted by the Offeror. If no technical or contractual exceptions and/or deviations

are submitted as part of the original proposal, Offerors are deemed to have accepted the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C). Offerors will not be allowed to submit the Proposal Exceptions and/or Deviations form or any technical and/or contractual exceptions after the proposal submittal date identified in the RFP. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed by Authority.

All exceptions and/or deviations will be reviewed by the Authority and will be assigned a "pass" or "fail" status. Exceptions and deviations that "pass" do not mean that the Authority has accepted the change but that it is a potential negotiable issue. Exceptions and deviations that receive a "fail" status means that the requested change is not something that the Authority would consider a potential negotiable issue. Offerors that receive a "fail" status on their exceptions and/or deviations will be notified by the Authority and will be allowed to retract the exception and/or deviation and continue in the evaluation process. Any exceptions and/or deviation that receive a "fail" status and the Offeror cannot or does not retract the requested change may result in the firm being eliminated from further evaluation.

4. Cost and Price Proposal

As part of the cost and price proposal, the Offeror shall submit proposed pricing to provide the services described in Exhibit A, Scope of Work.

5. Appendices

Information considered by Offeror to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Offerors are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials. Appendices should be relevant and brief.

B. FORMS

1. **Campaign Contribution Disclosure Form**

    In conformance with the statutory requirements of the State of California Government Code Section 84308, part of the Political Reform Act and Title 2, California Code of Regulations 18438 through 18438.8, regarding campaign contributions to members of appointed Board of Directors, Offeror is required to complete and sign the Campaign Contribution Disclosure Form provided in this RFP and submit as part of the proposal.

    This form **must** be completed regardless of whether a campaign contribution has been made or not and regardless of the amount of the contribution.

    The prime contractor, subconsultants, lobbyists and agents are required to report all campaign contributions made from the proposal submittal date up to and until the Board of Directors makes a selection.

2. **Status of Past and Present Contracts Form**

    Offeror shall complete and sign the form entitled "Status of Past and Present Contracts" provided in this RFP and submit as part of its proposal. Offeror shall identify the status of past and present contracts where the firm has either provided services as a prime vendor or a subcontractor during the past five (5) years in which the contract has been the subject of or may be involved in litigation with the contracting authority. This includes, but is not limited to, claims, settlement agreements, arbitrations, administrative proceedings, and investigations arising out of the contract. Offeror shall have an ongoing obligation to update the Authority with any changes to the identified contracts and any new litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations that arise subsequent to the submission of Offeror's proposal.

    A separate form must be completed for each identified contract. Each form must be signed by the Offeror confirming that the information provided is true and accurate. Offeror is required to submit the completed form(s) as part of its proposal.

3. **Proposal Exceptions and/or Deviations Form**

    Offerors shall complete the form entitled "Proposal Exceptions and/or Deviations" provided in this RFP and submit it as part of the original proposal. For each exception and/or deviation, a new form should be used, identifying the exception and/or deviation and the rationale for requesting the change. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed nor considered by the Authority.

SECTION III: EVALUATION AND AWARD

SECTION III. EVALUATION AND AWARD

A. **EVALUATION CRITERIA**

The Authority will evaluate the offers received based on a two-phase process. The following criteria will be used for each phase of evaluation:

A. **PHASE 1 – MINIMUM REQUIREMENTS**

Phase 1 of the evaluation process will identify those Offerors that are best suited to meet the needs and objectives of the Authority. An Offeror must pass all criteria in Phase 1 of evaluation to move onto Phase 2 of the evaluation process. Offerors who do not pass Phase 1 will be eliminated and no longer be considered for contract award.

Questions pertaining to Phase 1 are included in Exhibit A, Subpart 2.1, "Phase 1: Minimum Requirements Questionnaire."

B. **PHASE 2 – DETAILED EVALUATION CRITERIA**

Phase 2 of the evaluation process will be a detailed review and analysis in the following areas:

1. **Qualifications of the Firm**   **25%**

   Technical experience in performing work of a closely similar nature; strength and stability of the firm; strength, stability, experience, and technical competence of subcontractors; assessment by client references; responses to Phase 2 Evaluation Requirements Questionnaire.

2. **Staffing and Project Organization**   **20%**

   Qualifications of project staff, particularly key personnel and especially the Project Manager; key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; logic of project organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel; responses to Phase 2 Evaluation Requirements Questionnaire.

3. **Work Plan**   **30%**

   Depth of Offeror's understanding of Authority's requirements and overall quality of work plan; logic, clarity and specificity of work plan; appropriateness of resource allocation; reasonableness of proposed schedule; comprehensive recruitment program/plan; utility of suggested technical or procedural innovations; responses to Phase 2 Evaluation Requirements Questionnaire.

4. **Cost and Price**   **25%**

Reasonableness of the rates and competitiveness with other offers received; adequacy of data in support of figures quoted.

B.   EVALUATION PROCEDURE

An evaluation committee will be appointed to review all proposals received for this RFP. The committee is comprised of Authority staff and may include outside personnel.   The committee members will evaluate the written proposals using criteria identified in Section III A. A list of top-ranked proposals, firms within a competitive range, will be developed based upon the totals of each committee members' score for each proposal.

During the evaluation period, the Authority may interview some or all of the proposing firms. The Authority has established November 17, 2022, as the date to conduct interviews.   All prospective Offerors are asked to keep this date available.   No other interview dates will be provided, therefore, if an Offeror is unable to attend the interview on this date, its proposal may be eliminated from further discussion. The interview may consist of a short presentation by the Offeror after which the evaluation committee will ask questions related to the firm's proposal and qualifications.

At the conclusion of the proposal evaluations, the evaluation committee will score the proposals to develop a competitive range. Offerors remaining within the competitive range may be asked to submit a Best and Final Offer (BAFO). In the BAFO request, the firms may be asked to provide additional information, confirm or clarify issues and submit a final cost/price offer. A deadline for submission will be stipulated.

At the conclusion of the evaluation process, the evaluation committee will recommend to the Finance and Administration Committee, the Offeror with the highest final ranking or a short list of top ranked firms within the competitive range whose proposal(s) is most advantageous to the Authority. The Board Committee will review the evaluation committee's recommendation and forward its recommendation to the Board of Directors for final action.

C.   AWARD

The Authority's Board of Directors will consider the selection of the firm(s) recommended by the Board Committee.

The Authority may also negotiate contract terms with the selected Offeror prior to award, and expressly reserves the right to negotiate with several Offerors simultaneously and, thereafter, to award a contract to the Offeror offering the most favorable terms to the Authority.

Offeror acknowledges that the Authority's Board of Directors reserves the right to award this contract in its sole and absolute discretion to any Offeror to this RFP regardless of the evaluation committee's recommendation or recommendation of a Board Committee.

The Authority reserves the right to award its total requirements to one Offeror or to apportion those requirements among several Offerors as the Authority may deem to be in its best interest. In addition, negotiations may or may not be conducted with Offerors; therefore, the proposal submitted should contain Offeror's most favorable terms and conditions, since the selection and award may be made without discussion with any Offeror.

The selected Offeror will be required to submit to the Authority's Accounting department a current IRS W-9 form prior to commencing work.

D. NOTIFICATION OF AWARD AND DEBRIEFING

Offerors who submit a proposal in response to this RFP shall be notified via CAMM NET of the contract award. Such notification shall be made within three (3) business days of the date the contract is awarded.

Offerors who were not awarded the contract may obtain a debriefing concerning the strengths and weaknesses of their proposal. Unsuccessful Offerors, who wish to be debriefed, must request the debriefing in writing or electronic mail and the Authority must receive it within three (3) business days of notification of the contract award.

EXHIBIT A: SCOPE OF WORK

SCOPE OF WORK

INFORMATION TECHNOLOGY CONTRACTED TECHNICAL STAFFING

BACKGROUND

The Orange County Transportation Authority (OCTA) is a multi-modal transportation agency serving Orange County, California. OCTA keeps Orange County moving with countywide bus and paratransit service, Metrolink rail service, the 91 Express Lanes toll facility, freeway, street and road improvement projects, motorist aid services and by regulating taxi operations. The mission of OCTA is to enhance the quality of life in Orange County by delivering safer, faster, and more efficient transportation solutions.

INTRODUCTION

This Request for Proposals (RFP) is to select a staffing Firm ("Firm") to provide long-term staffing contract personnel ("Personnel") for the OCTA's Information Systems (IS) Department. Required positions shall be staffed with Associate-, Mid-, Senior- and/or Principal-level Personnel, per OCTA's specified requirements, with ever increasing job responsibilities and complexity. The length of this contract will be for five (5) years. The typical workweek will be forty (40) hours in duration. However, Personnel should be willing to work overtime, if needed. Personnel will be assigned to OCTA's Administrative Offices located at 600 South Main Street, Orange, California location.

The following are the position titles for which the firm "may" need to recruit, transition, or replace, if and when is needed and/or approved by OCTA. Note: This table is not intended to suggest the Firm is to initiate recruitment for the various titles and levels of seniority at this time.

	Position Title	Associate	Mid	Senior	Principal
1	Business Analyst		X	X	
2	Transit Business Analyst		X	X	
3	Programmer Analyst	X	X	X	
4	IS Project Manager		X	X	
5	IS Project Manager – Operations Security			X	
6	Business Intelligence (BI) Analyst (Business Objects/Qlikview)		X	X	
7	Data Warehouse Architect		X	X	X
8	Database Administrator		X	X	
9	Help Desk Technician			X	
10	Desktop Technician		X	X	
11	System Engineer			X	
12	Network Engineer			X	
13	Applications Analyst	X	X	X	X

1. **DEFINITIONS:**

    1.1. Firm shall refer to proposing firm(s).

    1.2. Personnel shall refer to Information Technology Staff (IT) working for OCTA.

    1.3. Candidates shall refer to potential "Personnel."

    1.4. Administrative Staff shall refer to the Firm's in-house staff.

2. **FACILITY AND WORK INFORMATION**

    2.1. Personnel assigned to OCTA shall report to work dressed in business casual attire appropriate to the position.

    2.2. Personnel assignments normally will be performed between the hours of 7:00 a.m. and 6:00 p.m. (Pacific Time), Monday through Friday. However, specific working hours and the duration of assignments may vary from each individual assignment. Overtime may be required.

    2.3. OCTA retains all rights to intellectual property created by Consultants retained under this contract. This includes but is not limited to the following: interfaces, programming code, documentation.

    2.4. Personnel will be provided with office space, phone, office supplies, OCTA's standard personal computer and all the software required to meet the job requirements of the requested positions

    2.5. Personnel will be provided with parking validation. OCTA may issue parking key cards to Consultants placed on a long-term basis. There is a $30 replacement cost assessed for a lost parking card.

    2.6. Firm's Administrative Staff ("Administrative Staff") and Personnel working conditions will be subject to OCTA's Covid-19 health and safety guidelines.

    2.7. Personnel shall be assigned to OCTA's administrative offices located at:
    600 South Main Street, Orange, CA 92868.

    2.8. Administrative Staff and/or Personnel may be required to meet on occasion at OCTA's properties in the cities of Santa Ana, Garden Grove, Anaheim, and Irvine.

    2.9. OCTA supports a drug free workplace.

3. REQUIREMENTS

3.1. **PHASE 1:   Minimum Requirements Questionnaire**

As noted in Section III of the RFP (Evaluation and Award), Firm must pass all criteria in Phase 1 of evaluation to move onto the Phase 2 of the evaluation process.   Offerors who do not pass this Phase 1 will be eliminated and no longer be considered for contract award.

Please use the following table to respond to the requirements using one (1) of the following two (2) responses:

- Y=Yes, the Firm can fully meet the requirement without exception;

- N=No, the Firm cannot meet the requirement;

Minimum Requirements	(Y,N)
1. Does your Firm have, at minimum, ten (10) years of experience as an established "staffing services" firm, in the field of information technology?	
2. Does your Firm employ, at a minimum, five (5) in-house Administrative Staff (part-time is permissible) to support your Firm's existing accounts? OCTA will require the Firm to have a minimum of five (5) in-house Administrative Staff (part-time is permissible) to manage and support this Contract, including but not limited to: a) **Firm Owner** (accountable for the operations of the Firm). b) **Account Manager** (or equivalent role). Responsible for escalation / issue resolution, and overall account management. (8+ years of experience) c) **Account Executive** (or equivalent role). Responsible for day-to-day support. (5+ years of experience) d) **Recruiter(s)** (or equivalent role) with information-technology recruiting experience. Responsible for Candidate review, placement, and onboarding. (5+ years of experience) e) **Sourcing Agent(s)** (or equivalent role) with information-technology sourcing experience. Responsible for finding, reviewing, vetting, and recommending Candidates. (5+ years of experience) f) **Billing / Payroll** (or equivalent role). Responsible for financial-related transactions. (5+ years of experience) g) **HR Administrator** (or equivalent role). Responsible for providing human resources support and management for the Personnel (5+ years of experience) h) **Benefits Administrator** (or equivalent role). Responsible for providing benefits-related support and management for the Personnel. (5+ years of experience) i) **Training Manager** (or equivalent role). Responsible for training-related support and management for the Personnel. (3+ years of experience)	

j) **Screening Administrator** (or equivalent role). Responsible for managing drug screening, employment-, education-, and background-checks. (3+ years of experience) (It is permissible for one (1) person to support multiple job responsibilities, but no more than three (3).)	
3. Will the Firm provide the option for each Personnel to annually attend 'job relevant' technical training and certification courses? Trainings and/or certifications costs shall be at no cost to OCTA.	
4. Will the Firm agree to administer the annual mandatory cybersecurity and policy awareness training as required by OCTA and provide proof of completion? The materials for training and testing will be provided by OCTA.	
5. Does your Firm provide benefits for the long-term Personnel, including, but not limited to, the following: Medical, Dental, Vision, a minimum of twenty-six (26) days per year of Paid Time Off (PTO), and a Savings Investment Plan?	
6. Does the Firm utilize a modern on-line timekeeping software system to permit time-entry, and vacation requests by the Personnel, as well as time-review and approval capabilities by client's designated project manager(s)?	

3.2. **PHASE 2:   Evaluation Requirements Questionnaire**

Please follow the table format below to respond to the evaluation requirements. Use one (1) of these three (3) responses, including detailed explanations / detail descriptions as indicated below.

- Y=Yes, the Firm can fully meet the requirement without exception. If "Y", explain how the Firm will meet the requirement;

- N=No, the Firm cannot meet the requirement.   If "N", explain why the Firm cannot meet the requirement;

- E=The Firm has an Exception to the requirement. If "E", describe what the Firm can or cannot do and what the Firm's approach is for meeting the requirement.

1. Qualifications, and Related Experience	Y, N, E
1.1. Firm shall provide and maintain its own administrative support throughout the entire contract term at no cost to OCTA, including, but not limited to, administrative and operational expenses, any travel-related costs and all other related expenses.	
1.2. The Firm shall provide a monthly report that details the training / certifications courses, participants, and training dates, and the equivalent annual dollar amount attributable to each Consultant for their training.	
1.3. Firm shall protect and enforce OCTA's exclusive rights to intellectual property created, or revised, by Consultants.	
1.4. Firm shall conduct monthly status meetings, and quarterly on-site meetings, with OCTA's Section Managers. These meetings should include, but not be limited to, the following: review of Consultant issues, vacancies-fill status, billing status, Consultant training, staffing industry trends, and any other account-related topics or issues.	
1.5. The Firm shall provide a detailed description of the benefits offered to the Consultants.	
1.6. A maximum of 80 hours can be submitted on each Consultant's timesheet within a 2-week period, unless pre-authorized by OCTA.	
1.7. The Firm shall provide a time-keeping software system that provides standard reporting capabilities.	
1.8. The Firm shall describe what additional staffing services the Firm will offer OCTA during the term of this agreement.	
1.9. The Firm shall describe any similar or previous experience related to this type of service.	

2. Staffing and Organization	Y, N, E
2.1. Firm shall assign in-house administrative staff to manage / monitor OCTA account responsibilities. Refer to 2.2 below for details.	
2.2. Firm shall identify the name(s) of the administrative staff (part-time is permissible), who will be assigned to conduct each of the following job responsibilities. (It is permissible for one (1) person to support multiple job responsibilities, but no more than three (3).) a) **Firm Owner** – Responsible and accountable for the operations of the Firm. b) **Account Manager** (or equivalent role). Responsible for escalation / issue resolution, and overall account management. (8+ years of experience) c) **Account Executive** (or equivalent role). Responsible for day-to-day support. (5+ years of experience) d) **Recruiter(s) (or equivalent role)** with information-technology recruiting experience. Responsible for Candidate review, placement, and onboarding. (5+ years of experience) e) **Sourcing Agent(s) (or equivalent role)** with information-technology sourcing experience. Responsible for finding, reviewing, vetting, and recommending Candidates. (5+ years of experience) f) **Billing / Payroll (or equivalent role).** Responsible for financial-related transactions. (5+ years of experience) g) **HR Administrator (or equivalent role).** Responsible for providing human resources support and management for the Consultants. (5+ years of experience) h) **Benefits Administrator** (or equivalent role). Responsible for providing benefits-related support and management for the Consultants. (5+ years of experience) i) **Training Manager** (or equivalent role). Responsible for training-related support and management for the Consultants. (3+ years of experience) j) **Screening Administrator** (or equivalent role). Responsible for managing drug screening, employment-, education-, and background-checks. (3+ years of experience)	

3. Work Plan	Y, N, E
3.1. **Personnel**	
3.1.1. Firm shall transition, or replace (if transition is not successful), the following current full-time Personnel (maximum regular 10,400 hours each resource), if the position is not vacant, from 04/01/2023 to 03/31/2028):	

Count	Title
1	Business Analyst Senior
1	Transit Business Analyst
2	Programmer Analyst
4	IS Project Manager
1	IS Project Manager – Operations Security
1	Business Intelligence (BI) Analyst (Business Objects/Qlikview)
1	Data Warehouse Architect
1	Database Administrator
1	Help Desk Technician
2	Desktop Technician
1	System Engineer
1	Network Engineer
3	Applications Analyst

	Y, N, E
3.1.2. Firm shall describe the processes and procedures how it will fill the requirement of long-term staffing that is called for in this RFP, along with detailed justification for pricing.	
3.1.3. Firm shall describe the processes and procedures to transition the current Personnel to the new contract, including clearly describing any potential challenges or negative impacts.	
3.1.4. Firm shall describe in detail, if the current Personnel is not transitioned, how the Firm will guarantee that the replacement Personnel will perform and have the same business and technical knowledge as the current Personnel, without any cost, or loss of service, or performance levels to OCTA.	
3.1.5. Firm shall describe how it will provide for a smooth transition between the current "Firm" and the newly awarded "Firm" in terms of administration, tools, processes, procedures, etc., including but not limited to timesheet review / approval process, how to access, configure and generate reports.	
3.1.6. Firm shall meet all of OCTA's billing requirements. At minimum the invoices shall include the daily and bi-weekly total hours worked per Consultant broken down to reflect regular time, OCTA pre-approved overtime, paid time off.	
3.1.7. Firm shall replace Personnel immediately, and at no cost to OCTA, should it be determined by OCTA that the Personnel is performing below requested levels of expertise within the first four (4) weeks of the assignment.	

3.1.8.	Firm shall credit charges for Personnel, a minimum eighty (80) hours, should Personnel be replaced due to lack of expertise.	
3.1.9.	Firm shall ensure that Personnel will be able to work overtime should the need arise.	
3.1.10.	Firm shall provide Personnel who are self-motivated, capable of meeting deadlines, and can work independently with minimal or no supervision.	
3.2. **Recruitment**		**Y, N, E**
3.2.1.	Firm shall provide a minimum of five (5) qualified resumes for each required new candidate recruitment.	
3.2.2.	Firm shall provide the initial resumes within forty-eight (48) hours after being notified by OCTA of a staffing need and shall make the appropriate effort to fill the position within four (4) weeks.	
3.2.3.	Firm shall ensure that all submitted Candidates will be available for interview as requested by OCTA.	
3.2.4.	Firm shall ensure that Candidates presented to OCTA will meet or exceed OCTA's minimum skill requirements.	
3.2.5.	If a Candidate is selected, then the Firm will complete the Employment Screenings described in Section 6 (below) and provide results to OCTA for review.	
3.2.6.	Firm shall review in detail the assignment responsibilities with the new Personnel to ensure the role and responsibilities are aligned with the Personnel's skills and interest.	
3.2.7.	Firm shall disclose the methods for sourcing the Candidates, i.e., Indeed, Monster, LinkedIn, Facebook, proprietary database, etc.	
3.3. **Candidate Screening**		**Y, N, E**
3.3.1.	Firm shall thoroughly screen all Candidates prior to placing them on assignment with OCTA.	
3.3.2.	All Candidate's employment documentation, including resume, job skills testing, self-rating, source of recruitment, background checks and drug screening results, and their work application, shall be provided in accordance with applicable law and provided in a secure manner.	
3.3.3.	Firm shall administer relevant Job Skills Testing for the skills and knowledge required for the assigned position.	

3.3.4.	The wage rate paid to the Consultant shall not include any costs associated with drug screening, employment-, education-, and background-checks.	
3.4.	**Pre-Employment Screenings and Background Checks**	**Y, N, E**
3.4.1.	Firm shall provide a detailed description of the pre-employment screening processes and procedures.	
3.4.2.	**Drug Screening**	
	3.4.2.1. OCTA is a drug-free workplace. Visitors, Vendors, and Consultants are governed by OCTA's Drug and Alcohol policy while performing services for OCTA and will not be permitted to provide services if found to be in violation of OCTA's Drug and Alcohol policy. The Firm will enforce OCTA's Drug and Alcohol policy (see Attachment "A")	
	3.4.2.2. OCTA's acceptance of a Candidate is contingent upon successful completion of drug screening. Pursuant to the Department of Transportation and Federal Transit Administration regulations and OCTA standards, the drugs or classes of drugs to be tested and the applicable threshold levels for positive findings are as follows:	

	Initial Test Cut-Off Level	Confirmatory Test Cut-Off Level
Marijuana Metabolites	50 ng/ml	15 ng/ml
Cocaine Metabolites (Benzoylecgonine)	150 ng/ml	100 ng/ml
Opiates (morphine, codeine) Opiates (heroin, metabolite)	2000 ng/ml 10 ng/ml	2000 ng/ml 10 ng/ml
Amphetamines/ Methamphetamines	500 ng/ml	250 ng/ml
Phencyclidine (PCP)	25 ng/ml	25 ng/ml

.		
	3.4.2.3. Firm shall verify Candidate referred has successfully completed drug screening within the acceptable levels as stated in 6.2.2.	

3.4.2.4. Firm shall complete probable cause drug screening at the Authorities request on any Consultant that is reasonably suspected of possessing, using, or being under the influence.	
3.4.2.5. All cost associated with drug testing shall be included in the Firm's billing rate, not the actual wage rate paid to Consultants.	
3.4.3. **Employment Background Check**	
3.4.3.1. Prior to commencement of any assignment Firm shall conduct an employment background check covering the past ten (10) years. Firm shall advise OCTA of findings before Candidate is presented for employment.	
3.4.4. **Education Background Check**	
3.4.4.1. Prior to commencement of any assignment Firm shall conduct an education background check including school(s) attended, degrees/certifications earned. Firm shall advise OCTA of findings before Candidate is presented for employment.	
3.4.5. **Criminal Background Check**	
3.4.5.1. Prior to commencement of any assignment Firm shall conduct a criminal background check covering the past seven (7) years. Firm shall advise OCTA of findings before Candidate is presented for employment	
4. COST	
4.1. Firm shall provide pricing for all personnel in Exhibit B-Summary Sheet.	
4.2. For each Job Description and contract Year, the Firm shall disclose the billing rate amount, mark-up margin amount, mark-up margin percentage, hourly rate amount.	

POSITION JOB DESCRIPTIONS/REQUIREMENTS

BUSINESS ANALYST (SENIOR)

Under general guidance, responsible for business systems, including software systems / applications.   These may include new systems, system upgrades, system enhancements, and system bugs/fixes.   The Senior Business Analyst is responsible for managing all aspects of generally accepted knowledge areas related to business analysis.   Capacity to manage a high level of complexity and ever-increasing job responsibilities, as needed.

General Duties:

1. Work on multiple projects concurrently.

2. Facilitate requirements / analysis meetings with project team members, including internal resources and external vendors.

3. Communicate effort statuses to Project Managers.

4. Request and manage user involvement.   Pro-actively work with and guide Users to support analysis and documentation.

5. Leads team efforts related to business analysis, and provides leadership in relation to requirements gathering, testing- and training-efforts.

6. Acts as a mentor to lower-level Business Analysts, and Business Partners.

7. Facilitate and manage problem resolution.

8. Review, analyze, understand, document, present highly complex processes where existing processes may not be well documented by utilizing knowledge gained from past experience.

9. Author and manage the following documents and efforts to ensure they are concise, accurate and comprehensive: Scope of Work, business requirements, functional and non-functional requirements, process narratives, process and data flow diagrams, design documentation, interface diagrams, requirements traceability matrices, testing plans, test cases, test scenarios, system roadmaps, communication plans, and other project deliverables as described in the PMO Processes and Procedures.

10. Translate business documentation into system specifications.

11. Works in support of the Project Management Office (PMO), and in conformance with the specific PMO processes and procedures outlines.

12. For some assignments, OCTA may require this Senior Business Analyst to have unique application, system, or implementation experience.   (Firm should confirm prior to recruitment efforts.)

Education and Experience

1. Education equivalent to a minimum of a bachelor's degree in business analysis, business administration, finance, or related field.   Master's degree is preferred.

2. A minimum of approximately <u>seven to twelve (7-12)</u> years of professional level business analysis experience related to computer systems, business, finance,

human resources, marketing, or other business operations applications.

3. Current Project Management Certification (PMP) is preferred.

4. Highly proficient with MS Office, MS Project, MS Teams, and issue tracking software, such as Jira, MantisHub.

5. Clear, concise, and effective communicator, both verbal and written.

BUSINESS ANALYST (MID)

Under general guidance, responsible for business systems, including software systems / applications. These may include new systems, system upgrades, system enhancements, and system bugs/fixes. The Business Analyst is responsible for managing all aspects of generally accepted knowledge areas related to business analysis. Capacity to manage a high level of complexity and ever-increasing job responsibilities, as needed.

General Duties:

1. Work on multiple projects concurrently.

2. Facilitate requirements / analysis meetings with project team members, including internal resources and external vendors.

3. Communicate effort statuses to Project Managers.

4. Request and manage user involvement. Pro-actively work with and guide Users to support analysis and documentation.

5. Leads team efforts related to business analysis, and provides leadership in relation to requirements gathering, testing- and training-efforts.

6. Acts as a mentor to lower-level Business Analysts, and Business Partners.

7. Facilitate and manage problem resolution.

8. Review, analyze, understand, document, present highly complex processes where existing processes may not be well documented by utilizing knowledge gained from experience.

9. Author and manage the following documents and efforts to ensure they are concise, accurate and comprehensive: Scope of Work, business requirements, functional and non-functional requirements, process narratives, process and data flow diagrams, design documentation, interface diagrams, requirements traceability matrices, testing plans, test cases, test scenarios, system roadmaps, communication plans, and other project deliverables as described in the PMO Processes and Procedures.

10. Translate business documentation into system specifications.

11. Works in support of the Project Management Office (PMO), and in conformance with the specific PMO processes and procedures outlines.

12. For some assignments, OCTA may require this Business Analyst to have unique application, system or implementation experience. (Firm should confirm prior to recruitment efforts.)

Education and Experience

1. Education equivalent to a minimum of a bachelor's degree in business analysis, business administration, finance, or related field.

2. A minimum of approximately <u>five to seven (5-7)</u> years of professional level business analysis experience related to computer systems, business, finance, human resources, marketing, or other business operations applications.

3. Current Project Management Certification (PMP) is preferred.

4. Highly proficient with MS Office, MS Project, MS Teams, and issue tracking software, such as Jira, MantisHub.

5. Clear, concise, and effective communicator, both verbal and written.

TRANSIT BUSINESS ANALYST (SENIOR)

Under general guidance, works with Information Systems team leadership to identify transit application software and hardware needs, processes, and solutions to ensure 24 x 7 x 365 continuous operations activities to deliver appropriate business and Information Systems solutions to our transit operations customers. Leads Transit Operations as a team member responsible for ensuring operational functionality of business systems and a positive customer and vendor relationship. Leads Team that actively participates in the identification and analysis of problems, investigation of solutions, and new approaches and techniques for implementation for continuous transit-related operations, applications, hardware, systems, and processes. Comes from a technical background and can lead in identifying data, processes, and systems that require technical support and troubleshooting support in a challenging and continuous operations environment. Continually seeks ways to expand and optimize the application and business processes. Communicate plans, status, and issues to higher management levels.

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

General Duties:

1. System Analysis

   - Leads team with systems and process analysis and design to meet functional and organizational requirements, individually and as part of the technical and business teams.

   - Participates in continuous review to ensure that systems meet changing business and regulatory conditions.

2. Business Partnership

   - Lead point of contact for one or more business applications.

   - Works alongside business users to identify and analyze their needs and define business requirements for new or existing systems.

3. Production Maintenance

- Supports a continuous 24 x 7 x 365 production environment; logs and tracks problems; responds to questions and support requests; and ensures the production environment meets service levels established with business units.

- Facilitates meetings with Business Units and technical staff to address issues.

- Performs regular follow-up according to procedures and confirms resolution with the user before closing the problem reports.

- Confirms the impact of user problems is communicated via the various communication channels.

- Implements program/system updates and enhancements per OCTA policies and Information Systems standards.

- Leads and coordinates with other technical teams to identify, research, and resolve application system problems, associated interfaces, and underlying infrastructure.

- Maintains documentation of IT procedures, system configuration standards, maintenance, and upgrades.

- Leads team in assuring application's availability and functionality.

- Works with all levels of staff and management to address concerns and resolve issues.

- Coordinates and communicates status on issues, projects, and other business activities to management and business partners.

- Develops, directs, and performs testing activities to minimize the impact on transit operations teams.

Qualifications Guide

1. Knowledge of

- Microsoft SQL database and use of SQL statements.

- Oracle SQL database and use of SQL statements

- SQL Server Integration Services

- Visual Studio

- Microsoft Access VBA

- Project Management standards and principles.

- Understands Basics of Networking (Switches and Firewalls)

- Understanding of Microsoft Business Objects

2. Ability to:

- Perform duties with strong written and oral communication skills.

- Effectively interpret and translate business needs and report system trends or issues.

- Develop effective trust relationships with the technical team, data stewards, and business users through excellent interpersonal skills.

- Perform tasks accurately with attention to detail.

- Prioritize tasks/assignments and the ability to meet deadlines.

- Utilize organizational skills and understanding.

- Work independently or in a team environment, and willingness to take direction.

Education and Experience

Five years of professional Information systems experience in database and data analysis using typical SQL environments. Transit-related software systems experience preferred.

Working Conditions/Physical Activities

The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform essential functions.)   Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon the assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Finger Dexterity, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

TRANSIT BUSINESS ANALYST (MID)

Under general guidance, works with Information Systems team leadership to identify transit application software and hardware needs, processes, and solutions to ensure 24 x 7 x 365 continuous operations activities to deliver appropriate business and Information Systems solutions to our transit operations customers.   Assists in Transit Operations as a team member responsible for ensuring operational functionality of business systems and a positive customer and vendor relationship.   Actively participates in the identification and analysis of problems, investigation of solutions, and new approaches and techniques for implementation for continuous transit-related operations, applications, hardware, systems, and processes. Comes from a technical background and can assist in identifying data, methods, and techniques that require technical support and troubleshooting support in a challenging and continuous operations environment. Continually seeks ways to expand and optimize the application and business processes. Communicate plans, status, and issues to higher management levels.

This list indicates the general nature and level of work employees perform within this classification. It is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

General Duties:

1. System Analysis

- Assists with systems and process analysis and design to meet functional and organizational requirements, individually and as part of the technical and business teams.

- Participates in continuous review to ensure that systems meet changing business and regulatory conditions.

2. Business Partnership

- Point of contact for one or more business applications.

- Works alongside business users to identify and analyze their needs and define business requirements for new or existing systems.

3. Production Maintenance

- Supports a continuous 24 x 7 x 365 production environment; logs and tracks problems; responds to questions and support requests; and ensures the production environment meets service levels established with business units.

- Facilitates meetings with Business Units and technical staff to address issues.

- Performs regular follow-up according to procedures and confirms resolution with the user before closing the problem reports.

- Confirms the impact of user problems is communicated via the various communication channels.

- Implements program/system updates and enhancements per OCTA policies and IT standards.

- Coordinates with other technical teams to identify, research, and resolve application system problems, associated interfaces, and underlying infrastructure.

- Maintains documentation of IT procedures, system configuration standards, maintenance, and upgrades.

- Assists in assuring application's availability and functionality.

- Works with all levels of staff and management to address concerns and resolve issues.

- Coordinates and communicates status on issues, projects, and other business activities to management and business partners.

- Develops, directs, and performs testing activities to minimize the impact on transit operations teams.

Qualification Guide

1. Knowledge of:

- Microsoft SQL database and use of SQL statements.

- Oracle SQL database and use of SQL statements

- SQL Server Integration Services

- Visual Studio

- Microsoft Access VBA

- Project Management standards and principles.

- Understands Basics of Networking (Switches and Firewalls)

- Understanding of Microsoft Business Objects

2. Ability to:

- Perform duties with strong written and oral communication skills.

- Effectively interpret and translate business needs and report system trends or issues.

- Develop effective trust relationships with the technical team, data stewards, and business users through excellent interpersonal skills.

- Perform tasks accurately with attention to detail.

- Prioritize tasks/assignments and the ability to meet deadlines.

- Utilize organizational skills and understanding.

- Work independently or in a team environment, and willingness to take direction.

Education and Experience

Three years of professional Information systems experience in database and data analysis using common SQL environments. Transit-related software systems experience preferred.

Working Conditions/Physical Activities

The *physical demands described represent those that the employee must meet to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform essential functions.)* Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon the assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Finger Dexterity, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

PROGRAMMER ANALYST (SENIOR)

Under general guidance, responsible for the definition and analysis of data needs, application problems, debugging, diagnosis, and the interfacing of applications. Develops and reviews detailed functional specifications for applications and programs. Maintains the functionality of existing applications. Designs, creates, tests, and implements software applications to meet user's functional needs with an emphasis on increasing user productivity.

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

General Duties

1. Oversees the successful completion of application development projects that may include consultant assistance by monitoring completed programming and by ensuring that the final product meets user requirements.

2. Ensures the technical implementation of projects. Designs, codes, tests and implements applications. Implements software configurations and designs the application to function within existing hardware configurations. Resolves design issues with user groups.

3. Interacts with IS customers to analyze user requirements and create business applications using structured design methodologies. Reviews packages for suitability within the agency's various departments.

4. Analyzes agency's procedures and problems to refine data and convert to the most efficient. Interfaces PC, LAN/WAN, application databases, and third-party software to function as efficiently as possible to provide automated solutions for the agency. Interfaces PC-related software/hardware to the Unix platform to meet automation needs.

5. Analyzes and defines user environments required for system implementations. Modifies programs to comply with new user requirements. Provides analysis of requested modifications so users are aware of potential consequences. Devises data validation methods. Implements audits controls to maintain system integrity and security and to provide transactional history

6. Analyzes vendor software to verify functionality and efficiency required to meet user specifications. Converts user requirements into detailed programs using required source code language and third-party tools

7. Consults with users to determine specific output requirements. Analyzes and defines applications and testing requirements. Develops and executes implementation plans. Delivers application modifications in a cost efficient and timely fashion.

8. Maintains records and related documentation associated with program development, modifications, and testing.

9. Reviews and analyzes existing processing methods, procedures, and techniques to make recommendations for change.

Qualifications Guide

1. Knowledge of:

- System planning for manual and automated application software, systems design, and program development.

- Standard business functions and procedures

- Disaster Recovery processes

- Principles of cloud based/hosted systems

- Principles of systems analysis

- Mobile Technologies

- Security principles

- Project Management

- Financial, Asset Management, Human Resources, Payroll or Transit related software desirable − Reporting tools: Business Objects, Crystal, Hyperion, Cognos

- Form Tools: Capella, MHC − Operating Systems: MS Windows; Unix; and Linux − Databases: Microsoft SQL Server, Oracle

- Networking Protocols: TCP/IP; DHCP; Static IP; DNS, TNS

- Desktop Applications and Software: Microsoft Office; Adobe; Microsoft Visio; Microsoft Outlook, Microsoft Project

- Programming Languages: Cobol, Java, C, C #,C++. HTML, ASP, CSS, Adobe Flash, VB, MS Access

- Remote Support Tools: Citrix, Remote Desktop; Webex

- LAN Administration: Windows Server 20xx, Active Directory administration

- Email: Microsoft Exchange

2. Ability to:

- Provide leadership to ensure project completion.

- Analyze a situation to determine the optimal course of action.

- Perform duties with strong communication and negotiation skills.

- Possess creative ability, consulting skills, leadership qualities, credibility, self-confidence, observation skills, curiosity, integrity and patience.

- Handle ambiguity. Assist customer in articulating a vision of a solution.

- Be flexible and work under pressure.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in the areas of computer science, mathematics, statistics, or business administration with a

minimum of five years of complex analysis and programming, three of which are at the journey level in programming and analysis.

Working Conditions/Physical Activities

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions). Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

PROGRAMMER ANALYST (MID)

Under general supervision, responsible for definition and analysis of data needs and system problems, debugging, and diagnosis. Reviews and assess existing data processing methods. Develops improved techniques and methods and modify software specification throughout the production life cycle.

General Duties:

1. Ensures the technical implementation of projects. Designs, codes, tests and implements applications. Implements software configurations and designs the application to function within existing hardware configurations. Resolves design issues with user groups.

2. Interacts with IS customers to analyze user requirements and create business applications using structured design methodologies. Reviews packages for suitability within the agency's various departments.

3. Analyzes and defines user environments required for system implementations. Modifies programs to comply with new user requirements. Provides analysis of requested modifications so users are aware of potential consequences. Devises data validation methods. Implements audits controls to maintain system integrity and security and to provide transactional history

4. Analyzes vendor software to verify functionality and efficiency required to meet user specifications. Converts user requirements into detailed programs using required source code language and third-party tools

5. Consults with users to determine specific output requirements. Analyzes and defines applications and testing requirements. Develops and executes implementation plans in a cost efficient and timely fashion.

6. Prepares detailed instructions for system users to generate desired outputs. Maintains records and related documentation associated with program development, modifications, and testing.

7. Reviews and analyzes existing processing methods, procedures, and techniques to make recommendations for change.

Qualifications Guide

1. Knowledge of:

- System planning for manual and automated application software, systems design, and program development.

- Standard business functions and procedures

- Disaster Recovery processes

- Principles of cloud based/hosted systems

- Principles of systems analysis

- Mobile Technologies

- Security principles

- Project Management

- Financial, Asset Management, Human Resources, Payroll or Transit related software desirable

- Automation Tools: Nintex Workflow and Cloud, SharePoint 2016/2019, UiPath, experience with RPA tools preferred, but not required

- Operating Systems: MS Windows; and Linux

- Databases: Microsoft SQL Server, Oracle

- Programming Languages: HTML5/CSS3, JavaScript/JQuery, Java, C, ASP.NET, Web APIs

2. Ability to:

- Analyze a situation to determine the optimal course of action.

- Perform duties with strong communication and negotiation skills.

- Possess creative ability, consulting skills, leadership qualities, credibility, self-confidence, observation skills, curiosity, integrity and patience.

- Handle ambiguity. Assist customer in articulating a vision of a solution.

- Be flexible and work under pressure.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in Quantitative Systems, Computer Science, Mathematics, Statistics, or Business Administration and a minimum of approximately three years of responsible programming experience.

PROGRAMMER ANALYST (ASSOCIATE)

Under direct supervision, supports definition and analysis of data needs and system application problems, debugging, and diagnosis. Supports the review of detailed functional specifications for applications and programs. Assists in the maintenance of existing applications.

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

General Duties

1. Assists in the completion of application development projects by monitoring completed programming and by ensuring that the completed work meets design specifications.

2. Assists in the definition of user environments required for system implementations. Assists in the modification of programs to comply with new user requirements, devises data verification, and identification methods. Coordinates audit controls to maintain system integrity and security.

3. Consults with users to determine specific output requirements, including type of printouts, extent of data summarization, and formats. Assists in the analysis and definition of system requirements, testing requirements, and develop implementation plans.

4. Prepares detailed instructions for system users to generate desired outputs. Maintains records and related documentation associated with program development, modifications, and testing. Assists in the development of implementation plans and delivers application modification in a cost efficient and timely fashion.

5. Supports the analysis of vendor software to verify functionality and efficiency required to meet user specifications. Converts program specifications into detailed programs using required source code language.

6. Assists in the analysis of vendor software for functionality and efficiency's required to meet user specifications. Converts program specifications into detail programs using required source code language.

Qualifications Guide

1. Knowledge of:
   - System planning for manual and automated application software, systems design and program development, current hardware and software applications.

   - Business procedures, such as purchasing, inventory and accounting.

   - Personal computers and related hardware and software, LAN/WAN, Windows and terminal emulators.

2. Ability to:
   - Interface and resolve problems of communication between various departments within the agency.

- Establish and maintain effective working relationships; interact effectively with clients, analysts and peers.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in quantitative systems, computer science, mathematics, statistics, and business administration or related field. Related experience preferred.

Working conditions/physical activities

The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions. Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment. – Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use

PROJECT MANAGER (SENIOR)

Under general guidance, responsible for technology projects which may include application development, infrastructure, cyber security, process improvement, innovation. These may include new projects, upgrades, and system enhancements. The Senior Project Manager manages and has responsibility for all aspects of generally accepted knowledge areas related to project management. Capacity to manage a high level of complexity and ever-increasing job responsibilities, as needed.

General Duties:

1. Manage multiple projects concurrently.
2. Manage project from inception through post-deployment support.
3. Facilitate meetings with project teams, including internal resources and external vendors.
4. Communicate project status to all levels of management, including Board of Directors, senior executives, management, project sponsors, stakeholders, and team members.
5. Lead project teams.
6. Oversee, mentor, and train other project managers, and project team members.
7. Manage vendor relationships.
8. Develop and implement long-range strategies to achieve project milestones.
9. Facilitate and manage problem resolution.
10. Request and manage resources and user involvement.

11. Motivate and lead teams to deliver projects that meet requirements on-time and on-budget.

12. Assign project tasks and monitor through completion.

13. Document and manage project schedules, issues logs, project finances and invoices, status reports, change requests, statements of work, project approvals, and other project deliverables as described in the PMO Processes and Procedures.

14. Acts as a mentor to lower-level Project Management team members in all areas of professional responsibility.

15. Resolves highly complex project issues creatively utilizing knowledge gained from extensive experience where procedures may not be prescribed or well defined.

16. Works in support of the Project Management Office (PMO), and in conformance with the specific PMO processes and procedures outlines.

17. For some assignments, OCTA may require this Senior Project Manager to have unique application, system or implementation experience. (Firm should confirm prior to recruitment efforts.)

Education and Experience

1. Education equivalent to a minimum of a Bachelor's degree in business, computer science, mathematics, or related field; Master's degree in is preferred.

2. A minimum of approximately <u>seven to twelve (7-12)</u> years of professional level project management experience in computer systems, business, accounting and/or business intelligence applications, <u>four (4)</u> years of which are managing "cutting edge" projects.

3. Current Project Management Certification (PMP) is required.

4. Highly proficient with MS Office, MS Project, MS Teams, and issue tracking software, such as Jira, MantisHub.

5. Clear, concise, and effective communicator, both verbal and written.

PROJECT MANAGER (MID)

Under general guidance, responsible for technology projects which may include application development, infrastructure, cyber security, process improvement, innovation. These may include new projects, upgrades, and system enhancements. The Project Manager manages and has responsibility for all aspects of generally accepted knowledge areas related to project management. Capacity to manage a high level of complexity and ever-increasing job responsibilities, as needed.

General Duties

1. Manage multiple projects concurrently.

2. Manage project from inception through post-deployment support.

3. Facilitate meetings with project teams, including internal resources and external vendors.

4. Communicate project status to all levels of management, including Board of Directors, senior executives, management, project sponsors, stakeholders, and team members.

5. Lead project teams.

6. Oversee, mentor, and train other project managers, and project team members.

7. Manage vendor relationships.

8. Develop and implement long-range strategies to achieve project milestones.

9. Facilitate and manage problem resolution.

10. Request and manage resources and user involvement.

11. Motivate and lead teams to deliver projects that meet requirements on-time and on-budget.

12. Assign project tasks and monitor through completion.

13. Document and manage project schedules, issues logs, project finances and invoices, status reports, change requests, statements of work, project approvals, and other project deliverables as described in the PMO Processes and Procedures.

14. Acts as a mentor to lower-level Project Management team members in all areas of professional responsibility.

15. Resolves highly complex project issues creatively utilizing knowledge gained from extensive experience where procedures may not be prescribed or well defined.

16. Works in support of the Project Management Office (PMO), and in conformance with the specific PMO processes and procedures outlines.

17. For some assignments, OCTA may require this Project Manager to have unique application, system or implementation experience. (Firm should confirm prior to recruitment efforts.)

Education and Experience

1. Education equivalent to a minimum of a Bachelor's degree in business, computer science, mathematics, or related field.

2. A minimum of approximately <u>five to seven (5-7)</u> years of professional level project management experience in computer systems, business, accounting and/or business intelligence applications, <u>two (2)</u> years of which are managing "cutting edge" projects.

3. Current Project Management Certification (PMP) is preferred.

4. Proficient with MS Office, MS Project, MS Teams, and issue tracking software, such as Jira, MantisHub.

5. Clear, concise, and effective communicator, both verbal and written.

PROJECT MANAGER – OPERATIONS SECURITY (SENIOR)

Under general guidance, responsible for medium to large Information Systems (IS) Security related projects such as operating system upgrades, security patch management, account access audits, decommission of unsupported software, and one time vulnerability mitigations. The position will also be required to manage other non-security IS infrastructure related projects. Develops and/or reviews detailed project plans using structured methodologies for all business development or enhancement projects and coordinates and aligns with multiple initiatives.

General Duties

1. Leads and provides vision, analysis, design, construction and implementation of security related initiatives. Establishes and provides oversight to multiple project schedules and timelines, assigns project tasks, and monitors completion. Initiates required changes to procedures, designs, schedules, and/or project organization.

2. Develops and oversees various security programs such as patch management and network account audits. Reviews all unit and system testing for completeness and accuracy. Coordinates corrections for problems in existing applications. Manages project budgets and staffing requirements. Reports status of projects to supervisor and project steering committee. Provides reports on team member performance.

3. Partners with Procurement team to establish and maintain vendor contracts. Proactively manages contracts and incorporates necessary contractual changes in accordance with project scope and schedule requirements.

4. Coordinates and facilitates problem resolution with software and hardware vendors.

5. Complies with agency's information systems security policies and standards. Ensures data is optimized and secure.

6. Ensures effective communication by coordinating, establishing, and maintaining communication lines among project team members and users.

7. Ensures program documentation is updated and current.

Qualification Guide

1. Knowledge of:

   • Project Management Body of Knowledge (PMBOK)

   • Structured analysis, design, construction and implementation methodologies, and project management techniques.

   • Development of computer hardware and system software requirements to support the project initiatives.

   • Preparation and implementation of project timelines and testing plans.

   • Procurement regulations, procedures, and processes.

   • Principles and procedures of contract management.

   • I.S. System Security requirements and policies.

2. Ability to:

- Facilitate meetings and work sessions with project teams.

- Manage multiple projects concurrently.

- Communicate project progress to all levels of management.

- Resolve problems effecting projects between various departments within the agency.

- Obtain user involvement and buy-off for all projects under development.

- Motivate and lead teams to deliver projects that meet requirements on time and on budget.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in business, computer science, mathematics, or related field, with a minimum of approximately four years professional level experience in information systems cyber-security and infrastructure project management. Current Project Management Certification (PMP) is required.

BUSINESS INTELLIGENCE (BI) ANALYST (QLIKVIEW/BO) (SENIOR)

Under general direction, analyzes end-user requirements, plans databases, and acts as a liaison between end-users and the data warehouse and application support teams in establishing business and technical specifications for data.

General Duties

1. Interviews end-users to determine requirements for data, reports and data access. Translates gathered requirements into technical specifications in collaboration with data warehouse and application support teams. Identifies and assesses potential data sources and recommends new projects.

2. Coordinates with various business and technical groups to gain support for the use of business intelligence. Participates significantly in establishing technical standards and shapes the business intelligence environment.

3. Designs, creates, maintains and customizes end-user layers (EUL) and business areas used for data access using business objects. Establishes overall business intelligence tool configuration and administration. Assists end-users to access and connect to the data warehouse environment.

4. Tests the data warehouse to ensure the end-user requirements are met and enduser queries return the required data.

5. Interviews prospective users to obtain user requirements for new business objects environments.

6. Creates and delivers end-user training and documentation and provides support to power users who develop reports. Designs and delivers presentations that promote the use of the data warehouse environment to internal customers and outside entities. Facilitates enrollment of end-users in Business Objects Training.

7. Leads the planning, maintenance, and development of databases. Confers with vendors to understand methods to maintain and support databases of purchased applications.

8. Enforces the use of structured business intelligent and database management methodologies, database design techniques and tools used throughout all development and support levels. Ensures documentation is current.

9. Participates in the development and implementation of annual training goals for business intelligence analysts.

10. Participates in the development and review of detailed project plans using structured methodologies for all business intelligence development or enhancement projects and coordinates and aligns multiple business intelligence projects .

Qualification Guide

1. Knowledge of
   - SAP Business Objects.
   - Oracle and MS SQL Server database engine.
   - Business Objects tool architecture functions and features.
   - SQL programming techniques and multi-dimensional environments.
   - Key data warehouse processes.
   - Transportation and information systems business

2. Ability to

   - Design technical presentations.
   - Develop and deliver training materials to end-users.
   - Reduce complex data issues to their simplest entity.
   - Establish and maintain effective working relationships.
   - Translate business requirements into technical environments.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in business administration or computer science with a minimum of five years of experience in computer systems, three of which are at the journey level.

Working Conditions/Physical Activities

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)   Positions in this class typically require:

   - Work may be performed in a stressful, fast-paced office environment, depending
   - Upon assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use

BUSINESS INTELLIGENCE (BI) ANALYST (QLIKVIEW/BO) (MID)

Under general guidance and direction, provides for the maintenance, development, enhancement, and overall performance and function of the Business Objects Reporting and Qlikview/Qliksense Dashboarding in the data warehouse environment.

General Duties

1. Translates business needs into long-term architecture solutions. Defines, designs, and builds moderately complex dimensional data models and identifies/defines additional attributes. Evaluates reusability of current data dimensions for additional uses and analyses.

2. Extracts and consolidates data from multiple subject areas from Data Warehouse into Business Objects Universes and QlikView data files (QVDs) and dashboards to allow users to interact with their data without having to know the complexities of the database or where/how the data is stored.

3. Develops and follows Business Objects and QlikView development standards while adhering to department policies, methodologies, standards & guidelines.

4. Provides troubleshooting and support for BI applications

5. Assists in the design and delivery of presentations that promotes the user of the Business Objects, QlikView and Data Warehouse environments to internal customers and outside entities.

6. Performs administrative tasks required in support of the stability and growth of Business Objects and QlikView Dashboarding. Creates procedures allowing others to perform tasks

7. Recommends potential improvements to the Business Intelligence and Data Warehouse environment to include data from all functions of the organization using data manipulation, transformations, and cleansing tools.

8. Supports the design of the data and technical architecture for the data warehouse environment to ensure that the designs maintain an enterprise model, as requested.

9. Mentors and trains others on using QlikView Dashboards and Business Objects report development, when needed.

Qualification Guide

1. Knowledge of:

- Scripted programming language.

- Overall knowledge of Data Warehouse dimensional Data modeling.

- Data modeling techniques for Business Objects and QlikView.

- Data extraction and loading using ETL tools.

- Concept of relational database.

- SQL programming.

2. Ability to:

- Translate business requirements to technical requirements.

- Develop reports and dashboards.

- Establish and maintain effective working relationships; interact effectively with clients, analyst, and peers.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in computer science, qualitative systems, mathematics, statistics, business administration, communications, or related field with a minimum of three years of related experience

DATA WAREHOUSE ARCHITECT (PRINCIPLE)

Under general guidance, collaborates with internal application teams to improve data integration and standardize data quality in support of strategic enterprise level analysis. Works closely with the CIO to promote data as a strategic asset to the agency and advocate that data be actionable, accurate and accessible. Establishes and enforces data policies and standards, including enterprise-wide business data definitions and data quality standards for both ease of access and OCTA security. Provides guidance, strategy and oversight for all data related initiatives, particularly data initiatives that would add value to business unit analysis.

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

General Duties

1. Acts as a consultant to management, mentor and/or technical "lead" and may supervise or provide direction to lower-level team members in all areas of professional responsibilities. Recognized as a "thought leader", i.e., nationally and/or industry-wide recognized expert creating "cutting edge" innovation specific to the data warehouse architecture profession.

2. Responsible for the integrity of all data used by OCTA business units.

3. Translates business needs into long-term architecture solutions. Defines, designs, and builds complex dimensional databases. Evaluates reusability of current data dimensions for additional uses and analyses.

4. Works closely with business units to identify new business opportunities available through more effective and creative use of data and to determine the best way to utilize and present new data in the most effective and relevant fashions to both the business and to our customers.

5. Recommends strategic technical decisions on how data is handled and the policies and procedures that data should follow.

6. Directly influences and leads the direction that the business intelligence team takes in developing their business solutions.

7. Assists in recommending data policies and technical prioritization to ensure full data integration of the entire database instead of segments of our data.

8. Develops data mappings, data extractions and data transformations that support the agency's data warehouse environment. Confers with end users to ensure alignment between the data warehouse/dashboard environment and user needs.

9. Plans and oversees the technical transitions between development, testing, and production phases of data warehouse deployment. Facilitates change control and problem management among data warehouse development and support teams.

10. Expands and improves the data warehouse environment to include data from all function of the organization using data manipulation, transformations, and cleansing tools.

11. Sets design specifications for end-users semantic layers and multi-dimensional models across all Business Intelligence tools and environments to meet user needs.

12. Conducts research to determine the viability of new data warehouse applications. Recommends changes in data warehouse software environment.

13. Coordinates the efforts of consultant development support to efficiently deliver data warehouse and dashboard solutions. Enforces processes to ensure a consistent, well designed, and integrated data warehouse and dashboard environment.

14. Oversees the design of the data and technical architecture for the data warehouse environment to ensure that the designs maintain an enterprise model.

Qualification Guide

1. Knowledge of:

- Database design considerations that support the data warehouse deployed methodologies.

- Data warehouse design method and techniques.

- Informatica, QlikView, Oracle Warehouse Builder, PL-SQL, Unix, Vi editor, shell scripting and Toad.

- Data modeling using ERWIN, data warehouse development, database structure and implementation techniques, table and index management, SQL tuning for Oracle.

2. Ability to:

- Interface and resolve problems with various agency departments.

- Reduce complex data issues to their respective data entities and design and develop data warehouse environments.

- Communicate and work effectively with staff and customers.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in the area of information systems with a minimum of seven years of complex analysis in programming or system administration, most of which are in warehouse development and support, three of which are at the journey level. Certified Business Intelligence Professional (CBIP) preferred.

Working Conditions/Physical Activities

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.) Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

DATA WAREHOUSE ARCHITECT (SENIOR)

Under general guidance, provides for the creation, maintenance, development, enhancement, and overall performance and function of the data warehouse and dashboard environment. Responsible for quality control and auditing of data marts. Develops data warehouse backup and recovery strategies. Provides technical assistance in troubleshooting and debugging of data warehouse and dashboard related problems.

General Duties

1. Translates business needs into long-term architecture solutions. Defines, designs, and builds complex dimensional databases. Evaluates reusability of current data dimensions for additional uses and analyses.

2. Develops data mappings, data extractions, data transformations that support the agency's data warehouse environment. Confers with end users to ensure alignment between the data warehouse/dashboard environment and user needs.

3. Plans and oversees the technical transitions between development, testing, and production phases of data warehouse deployment. Facilitates change control and problem management among data warehouse development and support teams.

4. Expands and improves the data warehouse environment to include data from all function of the organization using data manipulation, transformations, and cleansing tools.

5. Sets design specifications for end users semantic layers and multi-dimensional models across all Business Intelligence tools and environments to meet user needs.

6. Troubleshoots and tunes the existing data warehouse environment to maintain optimum performance. Conducts research to determine the viability of new data warehouse applications. Recommends changes in data warehouse software environment.

7. Coordinates the efforts of consultant development support to efficiently deliver data warehouse and dashboard solutions. Enforces processes to ensure a consistent, well designed, and integrated data warehouse and dashboard environment.

8. Oversees the design of the data and technical architecture for the data warehouse environment to ensure that the designs maintain an enterprise model.

Qualification Guide

1. Knowledge of:

    *   Database design considerations that support the data warehouse deployed methodologies.

    *   Data warehouse design method and techniques.

    *   Informatica, QlikView, PL-SQL, Unix, Vi editor, shell scripting and Toad.

    *   Data modeling using ERWIN, data warehouse development, database structure and implementation techniques, table and index management, SQL tuning for Oracle.

2. Ability to:

    *   Interface and resolve problems with various agency departments.

    *   Reduce complex data issues to their respective data entities and design and develop data warehouse environments.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in information systems with a minimum of approximately five years increasingly complex analysis in programming or system administration, most of which are in warehouse development and support, three of which are at the journey level. Certified Business Intelligence Professional (CBIP) preferred.

DATA WAREHOUSE ARCHITECT (MID)

Under general guidance, provides for the maintenance, development, enhancement, and overall performance and function of the data warehouse environment. Responsible for quality control and auditing of data marts. Develops data workhouse backup and recovery strategies. Provides technical assistance in troubleshooting and debugging routine data warehouse related problems.

General Duties

1. Translates business needs into long-term architecture solutions. Defines, designs, and builds moderately complex dimensional databases and identifies/defines additional attributes. Evaluates reusability of current data dimensions for additional uses and analyses.

2. Develops data mappings, data extractions, data transformations that support the agency's data warehouse environment. Confers with end users to ensure alignment between the data warehouse environment and user needs.

3. Plans and oversees the technical transitions between development, testing, and production phases of data warehouse deployment. Facilitates change control and problem management among data warehouse development and support teams.

4. Recommends potential improvements to the data warehouse environment to include data from all functions of the organization using data manipulation, transformations, and cleansing tools.

5. Recommends and analyzes specifications for end-users semantic layers and multi-dimensional models across all Business Intelligence tools and environments to meet user needs.

6. Troubleshoots and tunes existing moderately complex data warehouse environments to maintain optimum performance. Conducts research to determine the viability of new data warehouse applications and/or additional attributes. Recommends changes in data warehouse software environment.

7. Coordinates the efforts of consultant development support to efficiently deliver data warehouse solutions. Enforces processes to ensure a consistent, well designed, and integrated data warehouse environment.

8. Supports the design of the data and technical architecture for the data warehouse environment to ensure that the designs maintain an enterprise model, as requested.

Qualifications Guide

1. Knowledge of:

- Database design consideration that supports the data warehouse deployed methodologies.

- Data warehouse design method and techniques.

- Informatica Powercenter, PL-SQL, Unix, Vi editor, shell scripting and Toad.

- Data modeling using ERWIN, data warehouse development, database structure and implementation techniques, table and index management, SQL tuning for Oracle.

2. Ability to:

- Interface and resolve problems with various agency departments.

- Reduce complex data issues to their respective data entities and design and develop data warehouse environments.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in information systems or related with a minimum of approximately three years increasingly complex analysis in data warehousing and programming or system

DATABASE ADMINISTRATOR (SENIOR)

Under minimal direction, lead with the creation, maintenance, quality control, auditing, upgrades, and overall performance of complex databases using Oracle. Microsoft SQL Server, common system analysis tools, and other open-source tools and database products. Frequently leads in resolving difficult database issues, creatively utilizing knowledge gained from experience. Assists database client users with setting up proper client access to databases as needed. Provides training and coaching to team members and in other technical areas regarding proper database operation, performance, and testing. Assists management and provides input to work plans for continued database management and operation.

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

General Duties

1. Acts as a consultant to management and Information Systems team members, regarding database usage and may provide direction to team members in all areas of professional responsibilities.

2. Lead team(s) of people who have responsibility for strategy and development, including systems and application development, vendor management, and legacy systems integration.

3. Facilitates communication between all key Information Systems teams and the customer community via participation in meetings and the creation of status reporting mechanisms (weekly, monthly, and quarterly). Represents Information Systems and participates in enterprise-wide technology projects for critical projects and new technologies.

4. Leads installation of Oracle, Microsoft SQL Server, and other open-source databases and tools including clustered and high-availability software and hardware environments.

5. Follows and maintains all Change Control and Audit requirements.

6. Leads with research and the requirements for software compatibility within the OCTA Enterprise Architecture.

7. Coordinates software user acceptance testing activities for new installations, maintenance, and upgrade activities.

8. Assists in the development of Information Systems standards and policies to ensure compatibility and integration throughout the enterprise.

9. Leads in the collection and analysis of performance data from databases, database tools, system analysis tools, and other open-source tools as provided by OCTA.

10. Leads with determining when databases require tuning, maintenance, and reorganization and appropriately advises database lead, information systems teams, and management.

11. Leads with the development of data models of OCTA's database environment(s) to ensure a unified database and uniform database policy methodologies.

12. Leads in the planning, installation, upgrade, and maintenance of complex database systems, software, and tools to maintain the software, and or firmware at the most current revision levels possible.

13. Leads Information Systems staff with database design, problem solutions, monitoring, connectivity, and other technical issues related to database performance.

14. Leads in the maintenance of the procedures in the disaster recovery plan for database recovery.

Qualifications Guide

1. Knowledge of:

    - Detailed knowledge of Oracle database products and current underlying operating systems.

    - Detailed knowledge of Microsoft SQL Server products and current underlying operating systems.

    - Understanding of Oracle cloud product offerings required.

    - Understanding of Microsoft SQL Server cloud offerings required.

    - Understanding of Common Database tools provided by Oracle, Microsoft, and other providers is helpful.

    - Data modeling using ERWIN, database structure and normalization techniques, tablespace and index management, tuning databases.

    - Interaction with Linux and Windows system administration in the area of disk usage management to provide for database space allocations.

2. Ability to

    - An ability to present and discuss technical information in a way that establishes

rapport, persuades others, and gains understanding.

- Interface and resolve problems with various departments within OCTA.

- Reduce complex data issues to their respective data entities and design and normalize relational databases.

- Schedule various system maintenance items such as updating archival statistics; program medium to complex SQL statements.

- Provide work direction to assist department staff and consultants to achieve proper project outcomes.

- Provide input to management on staff and contractor performance related to the area of project assignments.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in computer science, information systems or related and a minimum of five years of complex analysis in programming or system administration with at least five years as a Oracle Database Administrator. Equivalent experience supporting complex and critical Information Systems environments will be evaluated in lieu of these requirements where applicable.

Working Conditions/Physical Activities

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)   Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

DATABASE ADMINISTRATOR (MID)

Under minimal direction, assists with creating, maintaining, quality control, auditing, upgrades, and overall performance of complex databases using Oracle. Microsoft SQL Server, standard system analysis tools, and other open-source tools and database products. Frequently assists in resolving complex database issues, creatively utilizing knowledge gained from experience. Assists database client users with setting up proper client access to databases as needed. Provides training and coaching to team members in other technical areas regarding proper database operation, performance, and testing. Assists management and provides input to work plans for ongoing database management and operation.

General Duties

1. Acts as a consultant to management and Information Systems team members regarding database usage and may provide direction to team members in all areas of professional responsibilities.

2. Assist team(s) of people responsible for strategy and development, including systems and application development, vendor management, and legacy systems integration.

3. Facilitates communication between all key Information Systems teams and the customer community via participation in meetings and the creation of status reporting mechanisms (weekly, monthly, and quarterly). Represents Information Systems and participates in enterprise-wide technology projects for critical projects and new technologies.

4. Assists installation of Oracle, Microsoft SQL Server, and other open-source databases and tools, including clustered and high-availability software and hardware environments.

5. Follows and maintains all Change Control and Audit requirements.

6. Assists with research and the requirements for software compatibility within the OCTA Enterprise Architecture.

7. Coordinates software user acceptance testing activities for new installations, maintenance, and upgrade activities.

8. Assists in developing Information Systems standards and policies to ensure compatibility and integration throughout the enterprise.

9. Assists in collecting and analyzing performance data from databases, database tools, system analysis tools, and other open-source tools as provided by OCTA.

10. Assists with determining when databases require tuning, maintenance, and reorganization and appropriately advises database lead, information systems teams, and management.

11. Assists with developing data models of OCTA's database environment(s) to ensure a unified database and uniform database policy methodologies.

12. Assists in planning, installing, upgrading, and maintaining complex database systems, software, and tools to maintain the software and/or firmware at the most current revision levels possible.

13. Assists Information Systems staff with database design, problem solutions, monitoring, connectivity, and other technical issues related to database performance.

14. Assists in maintaining the procedures in the disaster recovery plan for database recovery.

Qualifications Guide

1. Knowledge of:

   - Detailed knowledge of Oracle database products and current underlying operating systems.

- Detailed knowledge of Microsoft SQL Server products and current underlying operating systems.

- Understanding of Oracle cloud product offerings is helpful.

- Understanding of Microsoft SQL Server cloud offerings is helpful.

- Understanding of Common Database tools provided by Oracle, Microsoft, and other providers is helpful.

- Data modeling using ERWIN, database structure and normalization techniques, tablespace and index management, tuning databases.

- Interaction with Linux and Windows system administration in the area of disk usage management to provide for database space allocations.

2. Ability to:

- An ability to present and discuss technical information in a way that establishes rapport, persuades others, and gains understanding.

- Interface and resolve problems with various departments within OCTA.

- Reduce complex data issues to their respective data entities and design and normalize relational databases.

- Schedule various system maintenance items such as updating archival statistics; program medium to complex SQL statements.

- Provide work direction to assist department staff and consultants to achieve proper project outcomes.

- Provide input to management on staff and contractor performance related to the area of project assignments

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in computer science, information systems or related and a minimum of three years of complex analysis in programming or system administration with at least three years as a Oracle Database Administrator. Equivalent experience supporting complex and critical Information Systems environments will be evaluated in lieu of these requirements where applicable.

Working Conditions/Physical Activities

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.) Positions in this Class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.

- Requires ability to understand verbal communication and to respond effectively.

- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

HELP DESK TECHNICIAN (SENIOR)

Under general supervision, leads the daily operations and activities of the IS Help Desk. Provides service improvements to the OCTA through workflow analysis, trouble call trending, and the identification of service opportunities.

General Duties

1. Assists users in troubleshooting by identifying the nature and severity of their problem, attempting to resolve problems over the phone; responds to user questions and problems about agency standard hardware, software, IS procedures, system status, and downtime.

2. Conducts follow-up sessions with users, assisting in the timely resolution of problems reported to the Help Desk. Acts as intermediary between the user and IS technical staff to close open items and to ensure user satisfaction.

3. Provides recommendations for process and procedure development and improvements. Reviews procedures on a predetermined cycle to ensure correctness and to analyze them for continuous process improvements. Ensures daily process control of the IS Help Desk while identifying and implementing continuous improvement opportunities.

4. Provides trend analysis and root cause analysis with the use of Help Desk tools and input by IS staff. Conducts root cause meetings as necessary to provide corrective/preventative action to problems encountered by the IS Help Desk or IS staff.

Qualifications Guide

1. Knowledge of:

   - Database concepts used with the current call tracking system and inventory system.

   - Technical computer terminology.

   - PC computer hardware and software to include, but not limited to, MS Office Suite, MS Project, MS Visio, Teams, OneNote and To Do.

2. Ability to:

   - Diffuse tense or difficult customer service situations with appropriate use of interpersonal and communication skills.

   - Use advanced computer, analytical and personal communication skills to resolve problems that are more difficult.

   - Write technical and operational procedures for the Help Desk.

Education and Experience:

Any combination of education or experience equivalent to a high school diploma with technical coursework as well as a minimum of approximately five years increasingly responsible Help Desk experience in a large network environment. Experience with networked PCs and printers, troubleshooting, providing in-depth support for Microsoft Office Suite, and trend analysis. Prior experience in a senior or lead position is desirable.

DESKTOP TECHINICIAN (SENIOR)

Under general direction, analyzes, troubleshoots, supports, and maintains desktop computer systems, software, and peripheral equipment. Provides customer service to end users to enhance and optimize their use of desktop computer tools to meet business needs.

General Duties

1. Responds to the increasingly difficult Help Desk calls, including troubleshooting, researching, and providing solutions for desktop hardware and software problems. Updates and documents relevant research and resolutions into call tracking database. Monitors the flow of help desk tickets in the desktop support process.

2. Assists staff at agency administration and all operating bases, either on site, or via telephone and remote control. Acts as a resource and resolves questions and problems in the use of computer hardware and software. Enhances agency-wide use of desktop computers by providing proactive support on desktop computer tools.

3. Provides technical support as needed to Board members and executives for board and committee meetings. Assists Board members and OCTA executives with use of mobile devices used to conduct OCTA business.

4. Performs desktop image builds, computer upgrades, software installation, and configuration. Coordinates desktop adds, moves, and changes. Assists users with computers connecting to audiovisual technology for presentations.

5. Participates in planning, coordinating, and implementing technology projects related to desktop software and hardware. Participates in the definition of scope and assists in the installation, testing, documentation, and deployment of new hardware and software applications.

6. Analyzes requests for desktop hardware and software to ensure compatibility with agency standards. Researches and provides recommendations for the purchase of related software and hardware.

7. Applies knowledge of preventative maintenance to ensure optimum system performance.

8. Coordinates visits by third party maintenance vendors to ensure smooth repairs and upgrades to the agency's equipment.

9. Applies knowledge of personal technology computing trends to enhance business productivity. Advocates and trains employees in the effective use of computing devices and associated applications.

Qualifications Guide

1. **Knowledge of:**

    - Desktop computer systems, tablets, smartphones, printers, hardware components, operating system software (Windows internals), and communications.

    - Application software including Microsoft Office (Outlook, Word, Excel, PowerPoint, Teams, OneNote, To Do).

    - Practical application and increased understanding of computer networks and communications.

    - Help desk call tracking.

    - Troubleshooting and documentation methodologies.

    - Personal technology trends.

2. **Ability to:**

    - Diffuse tense or difficult customer service situations with appropriate use of interpersonal and communication skills.

    - Recommend, plan, and apply computer solutions based on knowledge of business units' critical success factors and operational criteria.

    - Communicate complex ideas and translate technical information easily to non-technical individuals.

    - Work with executive management staff and Board members professionally. Work with end users of various experience levels with patience and courtesy.

    - Work in a team environment with other Information Systems professionals.

    - Lead and collaborate with staff to problem solve and accomplish goals.

    - Distinguish between application, operating system, network, and hardware problems.

    - Think analytically.

    - Demonstrate mature and organized approach to researching, documenting, and communicating various methods of troubleshooting and providing solutions to agency desktop computing problems.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in a related area with a minimum of approximately five years increasingly responsible professional customer and desktop support experience. Relevant certifications by Microsoft are desirable.

DESKTOP TECHNICIAN (MID)

Under general supervision, analyzes, troubleshoots, supports, and maintains desktop computer systems, software, and peripheral equipment. Provides customer service to end users to enhance and optimize their use of desktop computer tools to meet business needs.

General Duties

1. Responds to increasingly difficult Help Desk calls, including troubleshooting desktop hardware and software problems and researching solutions. Updates and documents relevant research and resolutions into HEAT call tracking database.

2. Assists staff at agency administration and all operating bases, either on site, or via telephone and remote control. Resolves questions and problems in the use of computer hardware and software. Enhances agency-wide use of desktop computers by providing proactive support on desktop computer tools.

3. Performs computer upgrades, software installation, and configuration. Coordinates desktop adds, moves, and changes. Assists users with computers connecting to audiovisual technology for presentations.

4. Participates in planning and implementation of technology projects with desktop applications. Participates in the definition of scope and assists in the installation, testing, documentation, deployment, and rollouts of new hardware and software applications.

5. Analyzes requests for desktop hardware and software to ensure compatibility with agency standards.

6. Applies knowledge of preventative maintenance to ensure optimum system performance.

7. Coordinates visits by third party maintenance vendors to ensure smooth repairs and upgrades to the agency's equipment

Qualifications Guide

1. Knowledge of:

- Desktop computer systems, printers, hardware components, operating system software (Windows internals), and communications.

- Application software including Microsoft Office (Outlook, Word, Excel, PowerPoint, Access), multimedia, graphics, and presentation (Visio, Adobe Acrobat).

- Practical application and increased understanding of computer networks and communications.

- Practical application and increased understanding of database architecture and design.

- Help Desk call tracking.

- Troubleshooting and documentation methodologies.

2. Ability to:

- Diffuse tense or difficult customer service situations with appropriate use of interpersonal and communication skills.

- Recommend, plan, and apply computer solutions based on knowledge of business units critical success factors and operational criteria.

- Communicate complex ideas and translate technical information easily to non-technical individuals.

- Work with end users of various experience levels with patience and courtesy.

- Work in a team environment with other Information Systems professionals.

- Distinguish between application, operating system, network, and hardware problems.

- Think analytically.

- Demonstrate mature and organized approach to researching, documenting, and communicating various methods of troubleshooting and providing solutions to agency desktop computing problems.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree with a minimum of three years of professional customer and desktop support experience. Relevant certifications by Microsoft desirable.

SYSTEMS ENGINEER (SENIOR)

Under general guidance, provides technical expertise in development and implementation of long-range technology solutions, analyzes, and implements all network upgrades, analyzes, and resolves network performance issues, oversees all troubleshooting of network devices, and supports technical staff.

General Duties

1. Develops and implements long-range technical solutions for the best-of-breed network infrastructure to support the business units. Planning includes network sizing, performance monitoring, and security solutions.

2. Develops and implements with project planning and user services management and staff to design the most effective LAN technology with which to improve user productivity and workflow.

3. Installs and maintains LAN and WAN hardware infrastructure. Coordinates installations or upgrades with users, building facilities staff, vendors, electricians, and other technical services staff.

4. Provide immediate response and/or investigation of system alerts as a senior level troubleshooter in a complex network environment.

5. Prepares and maintains documentation for network cabling, backup, disaster methodologies and procedures, and connectivity infrastructure. Ensures that documentation is available and up to date.

6. Creates and delivers input to User Services management regarding user documentation standards and LAN policies for network operation, security and access, and back-up of contingency plans. Prepares LAN project progress reports and other documentation for review by IS Management Team.

Qualifications Guide

1. Knowledge of:

   - Thorough understanding of LAN/WAN technology and protocols including but not limited to BGP, EIGRP, HTTP, FTP, TCP, and Spanning Tree.

   - All HP and Cisco network devices.

   - Palo Alto next gen firewalls

   - Network architecture and design elements

   - Network monitoring software

2. Ability to:
   - Express technical information in a clear and simple way
   - Work as a team member in a technical project environment. Must be self-motivated and able to think "outside the box"
   - Define, research, analyze, and execute solutions and alternatives based on network infrastructure
   - Troubleshoot and resolve complex connectivity or infrastructure problems in a local and wide area network environment

Education and Experience:

Any combination of education or experience equivalent to a bachelor's degree in Information Systems or related field with a minimum of approximately five years hands-on experience with LAN/WAN technology, three years of which is at the journey level.

NETWORK ENGINEER (SENIOR)

Under general guidance, responsible for medium to large Information Systems (IS) Security related projects such as operating system upgrades, security patch management, account access audits, decommission of unsupported software, and one time vulnerability mitigations. The position will also be required to manage other non-security IS infrastructure related projects. Develops and/or reviews detailed project plans using structured methodologies for all business development or enhancement projects and coordinates and aligns with multiple initiatives.

General Duties

1. Leads and provides vision, analysis, design, construction, and implementation of security related initiatives. Establishes and provides oversight to multiple project schedules and timelines, assigns project tasks, and monitors completion. Initiates required changes to procedures, designs, schedules, and/or project organization.

2. Develops and oversees various security programs such as patch management and network account audits. Reviews all unit and system testing for completeness and accuracy. Coordinates corrections for problems in existing applications. Manages project budgets and staffing requirements. Reports status of projects to supervisor and project steering committee. Provides reports on team member performance.

3. Partners with Procurement team to establish and maintain vendor contracts. Proactively manages contracts and incorporates necessary contractual changes in accordance with project scope and schedule requirements.

4. Coordinates and facilitates problem resolution with software and hardware vendors.

5. Complies with agency's information systems security policies and standards. Ensures data is optimized and secure.

6. Ensures effective communication by coordinating, establishing and maintaining communication lines among project team members and users.

7. Ensures program documentation is updated and current.

Qualifications Guide

1. Knowledge of:

    - Project Management Body of Knowledge (PMBOK)

    - Structured analysis, design, construction and implementation methodologies, and project management techniques.

    - Development of computer hardware and system software requirements to support the project initiatives.

    - Preparation and implementation of project timelines and testing plans.

    - Procurement regulations, procedures, and processes.

    - Principles and procedures of contract management.

    - I.S. System Security requirements and policies.

2. Ability to:

    - Facilitate meetings and work sessions with project teams.

    - Manage multiple projects concurrently.

    - Communicate project progress to all levels of management.

    - Resolve problems effecting projects between various departments within the agency.

- Obtain user involvement and buy-off for all projects under development.
- Motivate and lead teams to deliver projects that meet requirements on time and on budget.

Education and Experience

Any combination of education and experience equivalent to a bachelor's degree in business, computer science, mathematics, or related field, with a minimum of approximately four years professional level experience in information systems cyber-security and infrastructure project management. Current Project Management Certification (PMP) is required.

APPLICATIONS ANALYST (PRINCIPAL)

Under general guidance, works with IT leadership to identify enterprise application software needs and oversees activities to deliver appropriate business and IT aligned solutions. Manages a team of resources and is responsible for ensuring adequate resources are allocated based on project requirements. Has oversight of business and vendor relationships. Drives the identification and analysis of problems, investigation of solutions and new approaches and techniques for implementation. This is a supervisory position with primary accountability for leading and developing a technical application administration team. Functions as a working leader as applicable for the domain, is hands-on with technical matters and has leadership responsibilities. Comes from a technical background and can challenge, develop, and retain team members, monitors team performance, coaches' staff and continually seeks ways to expand the efficiency of the application administration team. Communicate plans, status, and issues to higher management levels.

General Duties

1. System Analysis

- Leads systems and/or process analysis and design to meet functional and organizational requirements, individually and/or through assigned staff.
- Participates in continuous review to ensure that systems meet changing business and regulatory conditions.

2. Business Partnership

- Point of contact for one or more business applications
- Facilitates and works with business users to identify and analyze their needs and define business requirements for new or existing systems.

3. Production Maintenance

- Supports the production environment; logs and tracks problems; responds to questions and support requests and ensures the production environment meets service levels established with business units.
- Leads and ensures appropriate analysis of problems, initiates corrective actions

through resolution, takes steps to improve production support, implements preventative measures and ensures status updates are provided to those impacted.

- Ensure system performance levels are monitored and develops the appropriate alerting and reporting processes as appropriate.

- Implements program/system updates and enhancements, in accordance with OCTA policies and IT standards.

- Maintains documentation of IT procedures, system configuration standards, maintenance, and upgrades.

4. Vendor Management

- Understands contractual agreements and holds vendor accountable to the terms of the agreement.

- Manages resolution of issues and concerns with vendor performance especially where there is impact to production and project deliverables.

5. Leadership

- Assumes primary responsibility for the application administration team regarding job performance.

- Works with all levels of staff and management to address concerns and resolve issues.

- Provides appropriate staff mentoring and coaching to foster a strong team atmosphere.

6. Testing

- Develops test plans that incorporate Corporate Testing Standards and may guide junior staff in the use of industry standards.

Qualifications Guide

1. Knowledge of:

- Microsoft SQL database and use of SQL statements.

- Standard integration platforms and REST APIs.

- Standard business functions and procedures.

- Project Management standards and principles.

2. Ability to:

- Perform duties with strong written and oral communication skills.

- Effectively interpret and translate business needs and report on system trends or issues.

- Develop effective trust relationships with technical team, data stewards, and business users through excellent interpersonal skills.

- Perform tasks accurately with attention to detail.

- Prioritize tasks/assignments and the ability to meet deadlines.

- Utilize organizational skills and understanding.

- Work independently or in a team environment, and willingness to take direction.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in computer science, computer science, management information systems, or other information technology field, or equivalent combination of relevant education and experience.   Seven (7) years of professional information technology experience. Master's Degree in Business Management preferred.   Financial, Asset Management, Human Resources, Payroll or Transit related software preferred.

APPLICATIONS ANALYST (SENIOR)

Under general guidance, works with IT leadership to identify enterprise application software needs and oversees activities to deliver appropriate business and IT aligned solutions.   Senior member of a team responsible for ensuring operational functionality of business systems and a positive customer and vendor relationship.   Actively participates in the identification and analysis of problems, investigation of solutions and new approaches and techniques for implementation. Comes from a technical background and can challenge, develop, and cross train team members.   Continually seeks ways to expand and optimize the application and business processes.   Communicate plans, status, and issues to higher management levels.

General Duties

1. System Analysis

   - Provides senior level systems and/or process analysis and design to meet functional and organizational requirements, individually and/or part of the technical and business teams.

   - Participates in continuous review to ensure that systems meet changing business and regulatory conditions.

2. Business Partnership

   - Point of contact for one or more business applications.

   - Works alongside business users to identify and analyze their needs and define business requirements for new or existing systems.

3. Production Maintenance

   - Supports the production environment; logs and tracks problems; responds to questions and support requests and ensures the production environment meets service levels established with business units.

   - Facilitates meetings with Business Units and technical staff to address issues.

- Performs regular follow-up according to procedures and confirms resolution with user prior to closing the problem reports.

- Confirms impact of user problems are communicated via the various communication channels.

- Implements program/system updates and enhancements, in accordance with OCTA policies and IT standards.

- Coordinates with other technical teams to identify, research, and resolve problems with application systems, their associated interfaces, and underlying infrastructure.

- Maintains documentation of IT procedures, system configuration standards, maintenance, and upgrades.

4. Leadership

- Senior level responsibility for the assuring application's availability and functionality.

- Works with all levels of staff and management to address concerns and resolve issues.

- Coordinates and communicates status on issues, projects and other business activities to management and business partners.

5. Testing

- Develops, directs, and performs testing activities

Qualifications Guide

1. Knowledge of:

- Microsoft SQL database and use of SQL statements.

- Standard integration platforms and REST APIs.

- Standard business functions and procedures.

- Project Management standards and principles.

2. Ability to:

- Perform duties with strong written and oral communication skills.

- Effectively interpret and translate business needs and report on system trends or issues.

- Develop effective trust relationships with technical team, data stewards, and business users through excellent interpersonal skills.

- Perform tasks accurately with attention to detail.

- Prioritize tasks/assignments and the ability to meet deadlines.

- Utilize organizational skills and understanding.

- Work independently or in a team environment, and willingness to take direction.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in computer science, computer science, management information systems, or other information technology field, or equivalent combination of relevant education and experience. Five (5) years of professional information technology experience. Master's Degree in Business Management preferred. Financial, Asset Management, Human Resources, Payroll or Transit related software preferred.

APPLICATIONS ANALYST (MID)

Under general direction, works with IT leadership to identify enterprise application software needs and oversees activities to deliver appropriate business and IT aligned solutions. Part of an integral team that is responsible for maintaining operational functionality of business systems and a positive customer and vendor relationship. Actively participates in the identification and analysis of problems, investigation of solutions and new approaches and techniques for implementation. Comes from a technical background and can challenge, develop, and cross train team members. Continually seeks ways to expand and optimize the application and business processes. Communicate plans, status, and issues to higher management levels.

General Duties

1. Business Partnership

   - Point of contact for one or more business applications.

   - Works alongside business users to identify and analyze their needs and define business requirements for new or existing systems.

   - Participates in discussions among technical staff to provide the business community with alternatives and solutions to meet agreed requirements.

2. Production Maintenance

   - Supports the production environment; logs and tracks problems; responds to questions and support requests and ensures the production environment meets service levels established with business units.

   - Works with team members to ensure appropriate analysis of problems, initiates corrective actions through resolution, takes steps to improve production support, implements preventative measures and ensures status updates are provided to those impacted.

   - Participates in meetings with Business Units and technical staff to address issues.

   - Works with team members to ensure outstanding problems are addressed by the appropriate support group/individual and priorities and deadlines are established.

- Performs regular follow-up according to procedures and confirms resolution with user prior to closing the problem reports.

- Confirms impact of user problems are communicated via the various communication channels.

- Works with team members to ensure system performance levels are monitored.

- Works with team members managing application system updates and ensures that processes are in place such that similar updates are applied to the underlying infrastructure and associated interfaces.

- Coordinates with other technical teams to identify, research, and resolve problems with application systems, their associated interfaces, and underlying infrastructure.

- Maintains documentation of IT procedures, system configuration standards, maintenance, and upgrades.

3. Testing

- Directs and performs testing activities.

- Partners with Business units in support of test scripts and test plans for acceptance testing.

Qualifications Guide

1. Knowledge of

- Microsoft SQL database and use of SQL statements.

- Standard business functions and procedures.

- Project Management standards and principles.

2. Ability to:

- Perform duties with strong written and oral communication skills.

- Effectively interpret and translate business needs and report on system trends or issues.

- Develop effective trust relationships with technical team, data stewards, and business users through excellent interpersonal skills.

- Perform tasks accurately with attention to detail.

- Prioritize tasks/assignments and the ability to meet deadlines.

- Utilize organizational skills and understanding.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in computer science, computer science, management information systems, or other information technology field, or equivalent combination of relevant education and

experience.   Three (3) years of professional information technology experience is desired.

APPLICATIONS ANALYST (ASSOCIATE)

Under direct supervision, works with IT leadership to deliver appropriate business and IT aligned solutions.   Part of an integral team that is responsible for maintaining operational functionality of business systems and a positive customer and vendor relationship. Actively participates in the identification and analysis of problems, investigation of solutions and new approaches and techniques for implementation. Communicates plans, status, and issues to higher management levels.

General Duties

1. Works with team to provide systems and/or process analysis and design to meet functional and organizational requirements, individually and/or part of the technical and business teams.   Assists with identifying and proposing business solutions.

2. Participates in discussions among technical staff to provide the business community with alternatives and solutions to meet agreed requirements, participates in project planning sessions with clients, business analysts, and team members.

3. Supports the production environment; logs and tracks problems; works with team members to respond to questions and support requests.

4. Participates in meetings with Business Units and technical staff to address issues.

5. Works with team members to ensure outstanding problems are addressed by the appropriate support group/individual and priorities and deadlines are established. Performs regular follow-up according to procedures and confirms resolution with user prior to closing the problem reports.

6. Maintains documentation of IT procedures, system configuration standards, maintenance, and upgrades.

7. Assists in the develop of test plans that incorporate Corporate Testing Standards, performs testing activities, and partners with Business units in support of test scripts and test plans for acceptance testing.

8. Works with team on design and pre-implementation walkthroughs, ensures that a test environment is available, ensures test results are documented, approvals are received prior to implementation, ensures development and validity of disaster recovery plans for assigned applications.   Assists to define interface requirements and methodology.

9. Recommends business testing requirements.

Qualifications Guide

1. Knowledge of:

   • Microsoft SQL database and use of SQL statements.

   • Standard business functions and procedures.

   • Project Management standards and principles.

- Excellent verbal and written communication skills, especially the ability to effectively interpret and translate business needs and report on system trends or issues.

- Excellent interpersonal skills to develop effective trust relationship with technical team, data stewards, and business users.

- Organizational skills and the ability to perform tasks accurately with attention to detail including the ability to prioritize tasks/assignments and the ability to meet deadlines.

2. Ability to:

- Actively nurtures a positive business relationship with business units and partners.

- Ability to increase knowledge of products and services supported.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in computer science, computer science, management information systems, or other information technology field, or equivalent combination of relevant education and experience.   One (1) year of professional information technology experience is desired.

EXHIBIT B: PRICE SUMMARY SHEET

PRICE SUMMARY SHEET

Enter below the proposed fully-burdened hourly rate for each contract position described in the Scope of Work, Exhibit A. Prices shall include direct costs, indirect costs, and profits. The Authority's intention is to award a five-year, time-and-expense contract.

Firm Name: _____

NOTE: Consultant Hourly Pay Rate – includes weekdays, Saturday, Sunday, Holidays, and Overtime.
Hourly Billable Rate - includes consultant hourly rate, general and administration, overhead, any travel expenses and profit.

Item	Contract Staff Positions	Year 1		Year 2		Year 3		Year 4		Year 5	
		Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates
1	Business Analyst (Senior)										
2	Business Analyst (Mid)										
3	Transit Business Analyst (Senior)										
4	Transit Business Analyst (Mid)										
5	Programmer Analyst (Senior)										
6	Programmer Analyst (Mid)										
7	Programmer Analyst (Associate)										
8	IS Project Manager (Senior)										
9	IS Project Manager (Mid)										
10	IS Project Manager – Operations Security (Senior)										
11	Business Intelligence (BI) Analyst (Business Objects/QlikView) (Senior)										

Item	Contract Staff Positions	Year 1		Year 2		Year 3		Year 4		Year 5	
		Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates	Hourly Billable Rate	Hourly Pay Rates
12	Business Intelligence (BI) Analyst (Business Objects/QlikView) (Mid)										
13	Data Warehouse Architect (Principal)										
14	Data Warehouse Architect (Senior)										
15	Data Warehouse Architect (Mid)										
16	Database Administrator (Senior)										
17	Database Administrator (Mid)										
18	Helpdesk Technician (Senior)										
19	Desktop Technician (Senior)										
20	Desktop Technician (Mid)										
21	System Engineer (Senior)										
22	Network Engineer (Senior)										
23	Applications Analyst (Principal)										
24	Applications Analyst (Senior)										
25	Applications Analyst (Mid)										
26	Applications Analyst (Associate)										

FIRM ACKNOWLEDGMENT:

1. I acknowledge receipt of RFP 2-2746 and Addenda No.(s) _____.

2. This offer shall remain firm for _____ days from the date of proposal.
    (Minimum of 120)

Please type in your Firm's information below:

COMPANY NAME
_____

FULL ADDRESS
_____

TELEPHONE NO
_____

EMAIL ADDRESS
_____

SIGNATURE OF PERSON
AUTHORIZED TO BIND OFFEROR
_____

NAME AND TITLE
_____

DATE SIGNED
_____

EXHIBIT C: PROPOSED AGREEMENT

PROPOSED AGREEMENT NO. C-2-2746

BETWEEN

ORANGE COUNTY TRANSPORTATION AUTHORITY

AND

_____

THIS AGREEMENT is effective this _____ day of _____, 2023 ("Effective Date"), by and between the Orange County Transportation Authority, 550 South Main Street, P.O. Box 14184, Orange, California 92863-1584, a public corporation of the State of California (hereinafter referred to as "AUTHORITY"), and , , , , (hereinafter referred to as "CONSULTANT").

WITNESSETH:

WHEREAS, AUTHORITY requires assistance from CONSULTANT to provide long-term contract personnel for various positions within the AUTHORITY's Information Systems Department; and

WHEREAS, said work cannot be performed by the regular employees of AUTHORITY; and

WHEREAS, CONSULTANT has represented that it has the requisite personnel and experience, and is capable of performing such services; and

WHEREAS, CONSULTANT wishes to perform these services;

NOW, THEREFORE, it is mutually understood and agreed by AUTHORITY and CONSULTANT as follows:

ARTICLE 1.   **COMPLETE AGREEMENT**

A. This Agreement, including all exhibits and documents incorporated herein and made applicable by reference, constitutes the complete and exclusive statement of the terms and conditions of this Agreement between AUTHORITY and CONSULTANT and it supersedes all prior representations, understandings and communications. The invalidity in whole or in part of any term or condition of this Agreement shall not affect the validity of other terms or conditions.

B. AUTHORITY's failure to insist in any one or more instances upon CONSULTANT's performance of any terms or conditions of this Agreement shall not be construed as a waiver or

relinquishment of AUTHORITY's right to such performance or to future performance of such terms or conditions and CONSULTANT's obligation in respect thereto shall continue in full force and effect. Changes to any portion of this Agreement shall not be binding upon AUTHORITY except when specifically confirmed in writing by an authorized representative of AUTHORITY by way of a written amendment to this Agreement and issued in accordance with the provisions of this Agreement.

ARTICLE 2.   AUTHORITY DESIGNEE

The Chief Executive Officer of AUTHORITY, or designee, shall have the authority to act for and exercise any of the rights of AUTHORITY as set forth in this Agreement.

ARTICLE 3.   SCOPE OF WORK

A. CONSULTANT shall perform the work necessary to complete in a manner satisfactory to AUTHORITY the services set forth in Exhibit A, entitled "Scope of Work," attached to and, by this reference, incorporated in and made a part of this Agreement. All services shall be provided at the times and places designated by AUTHORITY.

B. CONSULTANT shall provide the personnel listed below to perform the above-specified services, which persons are hereby designated as key personnel under this Agreement.

Names   **Functions**

C. No person named in paragraph B of this Article, or his/her successor approved by AUTHORITY, shall be removed or replaced by CONSULTANT, nor shall his/her agreed-upon function or level of commitment hereunder be changed, without the prior written consent of AUTHORITY. Should the services of any key person become no longer available to CONSULTANT, the resume and qualifications of the proposed replacement shall be submitted to AUTHORITY for approval as soon as possible, but in no event later than seven (7) calendar days prior to the departure of the incumbent key

person, unless CONSULTANT is not provided with such notice by the departing employee. AUTHORITY shall respond to CONSULTANT within seven (7) calendar days following receipt of these qualifications concerning acceptance of the candidate for replacement.

ARTICLE 4.   TERM OF AGREEMENT

This Agreement shall commence upon execution by both parties and shall continue in full force and effect through March 31, 2028, unless earlier terminated or extended as provided in this Agreement.

ARTICLE 5.   PAYMENT

B. For each full hour of labor satisfactorily performed by CONSULTANT's personnel under this Agreement, AUTHORITY shall pay CONSULTANT an hourly labor rate. The hourly labor rates shall not exceed the rates listed below which shall remain fixed for the entire term of this Agreement and are acknowledged to include CONSULTANT's direct labor costs, indirect costs and profit.

Description	Year 1	Year 2	Year 3	Year 4	Year 5
Business Analyst (Mid)	$	$	$	$	$
Business Analyst (Senior)	$	$	$	$	$
Transit Business Analyst (Mid)	$	$	$	$	$
Transit Business Analyst (Senior)	$	$	$	$	$
Programmer Analyst (Associate)	$	$	$	$	$
Programmer Analyst (Mid)	$	$	$	$	$
Programmer Analyst (Senior)	$	$	$	$	$
IS Project Manager (Mid)	$	$	$	$	$
IS Project Manager (Senior)	$	$	$	$	$
IS Project Manager – Operations Security Senior	$	$	$	$	$
Business Intelligence (BI) Analyst (Business Objects/Qlikview) (Mid)	$	$	$	$	$
Business Intelligence (BI) Analyst (Business Objects/Qlikview) (Senior)	$	$	$	$	$
Data Warehouse Architect (Mid)	$	$	$	$	$
Data Warehouse Architect (Senior)	$	$	$	$	$
Data Warehouse Architect (Principal)	$	$	$	$	$

Database Administrator (Mid)	$	$	$	$	$
Database Administrator (Senior)	$	$	$	$	$
Help Desk Technician (Senior)	$	$	$	$	$
Desktop Technician (Mid)	$	$	$	$	$
Desktop Technician (Senior)	$	$	$	$	$
System Engineer (Senior)	$	$	$	$	$
Network Engineer (Senior)	$	$	$	$	$
Applications Analyst (Associate)	$	$	$	$	$
Applications Analyst (Mid)	$	$	$	$	$
Applications Analyst (Senior)	$	$	$	$	$
Applications Analyst (Principal)	$	$	$	$	$

C.   Timesheets shall be completed at the end of each workweek by CONSULTANT's personnel and must be approved and signed by the AUTHORITY's Project Manager. CONSULTANT may request payment by invoicing on a monthly basis in duplicate to AUTHORITY's Accounts Payable office. Each invoice shall be accompanied by a monthly progress report specifying the work, which has been performed.   CONSULTANT shall also furnish such other information as may be requested by AUTHORITY to substantiate the validity of an invoice.

ARTICLE 6.   **MAXIMUM OBLIGATION**

Notwithstanding any provisions of this Agreement to the contrary, AUTHORITY and CONSULTANT mutually agree that AUTHORITY's maximum cumulative payment obligation (including obligation for CONSULTANT's profit) shall be_____ Dollars ($_____.00) which shall include all amounts payable to CONSULTANT for its subcontracts, leases, materials and costs arising from, or due to termination of, this Agreement.

ARTICLE 7.   **NOTICES**

All notices hereunder and communications regarding the interpretation of the terms of this Agreement, or changes thereto, shall be affected by delivery of said notices in person or by depositing said notices in the U.S. mail, registered or certified mail, returned receipt requested, postage prepaid and addressed as follows:

1	To CONSULTANT: (TBD)	To AUTHORITY:
2		Orange County Transportation Authority
3		550 South Main Street
4		P.O. Box 14184
5	,	Orange, CA 92863-1584
6	ATTENTION:	ATTENTION: Yarida Guzman
7	Title:	Title: Senior Contract Administrator
8	Phone:	Phone: (714) 560 - 5077
9	Email:	Email: yguzman@octa.net

10 **ARTICLE 8. INDEPENDENT CONTRACTOR**

11   A. CONSULTANT's relationship to AUTHORITY in the performance of this Agreement is that of

12 an independent contractor. CONSULTANT's personnel performing services under this Agreement shall

13 at all times be under CONSULTANT's exclusive direction and control and shall be employees of

14 CONSULTANT and not employees of AUTHORITY. CONSULTANT shall pay all wages, salaries and

15 other amounts due its employees in connection with this Agreement and shall be responsible for all

16 reports and obligations respecting them, such as social security, income tax withholding, unemployment

17 compensation, workers' compensation and similar matters.

18   B. Should CONSULTANT's personnel or a state or federal agency allege claims against

19 AUTHORITY involving the status of AUTHORITY as employer, joint or otherwise, of said personnel, or

20 allegations involving any other independent contractor misclassification issues, CONSULTANT shall

21 defend and indemnify AUTHORITY in relation to any allegations made.

22 **ARTICLE 9. INSURANCE**

23   A. CONSULTANT shall procure and maintain insurance coverage in full force and effect during

24 the entire term of the Agreement. Coverage shall be full coverage and not subject to self-insurance

25 provisions. CONSULTANT shall provide the following insurance coverage:

26   1.   Commercial General Liability, to include Products/Completed Operations,

Independent Contractors', Contractual Liability, and Personal Injury Liability, and Property Damage with a minimum limit of $1,000,000 per occurrence, $2,000,000 general aggregate and $2,000,000 Products/Completed Operations aggregate;

2. Automobile Liability Insurance to include owned, hired, and non-owned autos with a combined single limit of $1,000,000 for each accident;

3. Workers' Compensation with limits as required by the State of California including a Waiver of Subrogation in favor of AUTHORITY, its officers, directors, and employees; and

4. Employers' Liability with minimum limits of $1,000,000 per accident, $1,000,000 policy limit-disease, and $1,000,000 policy limit employee-disease.

5. Professional Liability with minimum limits of $1,000,000 only if the CONSULTANT is required by contract or law to be licensed or specially certified and AUTHORITY is relying on performance based on that specialty license or certification.

B. Proof of such coverage, in the form of a certificate of insurance and an insurance policy blanket additional insured endorsement, designating the AUTHORITY, its officers, directors and employees as additional insureds on general liability and automobile liability, as required by Agreement. Proof of insurance coverage must be received by AUTHORITY within ten (10) calendar days from the effective date of the Agreement and prior to commencement of any work. Such insurance shall be primary and non-contributive to any insurance or self-insurance maintained by the AUTHORITY. Furthermore, AUTHORITY reserves the right to request certified copies or review all related insurance policies, in response to a related loss.

C. CONSULTANT shall include on the face of the certificate of insurance the Agreement Number C-2-2746 and, the Senior Contract Administrator's Name, Yarida Guzman.

D. CONSULTANT shall also include in each subcontract, the stipulation that subconsultants shall maintain insurance coverage in the amounts required of CONSULTANT as provided in the Agreement. Subconsultants will be required to include AUTHORITY as additional insureds on the Commercial General Liability, and Auto Liability insurance policies.

E. CONSULTANT's Insurer must provide AUTHORITY with at least thirty (30) days' prior notice of cancellation or material modification of coverage, and ten (10) days' prior notice for non-payment of premium.

ARTICLE 10. ORDER OF PRECEDENCE

Conflicting provisions hereof, if any, shall prevail in the following descending order of precedence: (1) the provisions of this Agreement, including all exhibits; (2) the provisions of RFP 2-2746; (3) CONSULTANT's proposal dated _____; (4) all other documents, if any, cited herein or incorporated by reference.

ARTICLE 11. CHANGES

By written notice or order, AUTHORITY may, from time to time, order work suspension and/or make changes in the general scope of this Agreement, including, but not limited to, the services furnished to AUTHORITY by CONSULTANT as described in the Scope of Work. If any such work suspension or change causes an increase or decrease in the price of this Agreement, or in the time required for its performance, CONSULTANT shall promptly notify AUTHORITY thereof and assert its claim for adjustment within ten (10) calendar days after the change or work suspension is ordered, and an equitable adjustment shall be negotiated. However, nothing in this clause shall excuse CONSULTANT from proceeding immediately with the Agreement as changed.

ARTICLE 12. DISPUTES

A. Except as otherwise provided in this Agreement, when a dispute arises between CONSULTANT and AUTHORITY, the project managers shall meet to resolve the issue. If project managers do not reach a resolution, the dispute will be decided by AUTHORITY's Director of Contracts Administration and Materials Management (CAMM), who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to CONSULTANT. The decision of the Director, CAMM, shall be the final and conclusive administrative decision.

B. Pending final decision of a dispute hereunder, CONSULTANT shall proceed diligently with the performance of this Agreement and in accordance with the decision of AUTHORITY's Director,

1 CAMM. Nothing in this Agreement, however, shall be construed as making final the decision of any

2 AUTHORITY official or representative on a question of law, which questions shall be settled in

3 accordance with the laws of the State of California.

4 **ARTICLE 13. TERMINATION**

5 A. AUTHORITY may terminate this Agreement for its convenience at any time, in whole or part,

6 by giving CONSULTANT written notice thereof. Upon said notice, AUTHORITY shall pay CONSULTANT

7 its allowable costs incurred to date of termination and those allowable costs determined by AUTHORITY

8 to be reasonably necessary to effect such termination. Thereafter, CONSULTANT shall have no further

9 claims against AUTHORITY under this Agreement.

10 B. In the event either Party defaults in the performance of any of their obligations under this

11 Agreement or breaches any of the provisions of this Agreement, the non-defaulting Party shall have the

12 option to terminate this Agreement upon thirty (30) days' prior written notice to the other Party. Upon

13 receipt of such notice, CONSULTANT shall immediately cease work, unless the notice from AUTHORITY

14 provides otherwise. Upon receipt of the notice from AUTHORITY, CONSULTANT shall submit an invoice

15 for work and/or services performed prior to the date of termination. AUTHORITY shall pay

16 CONSULTANT for work and/or services satisfactorily provided to the date of termination in compliance

17 with this Agreement. Thereafter, CONSULTANT shall have no further claims against AUTHORITY under

18 this Agreement. AUTHORITY shall not be liable for any claim of lost profits or damages for such

19 termination.

20

21

22 **ARTICLE 14. INDEMNIFICATION**

23 CONSULTANT shall indemnify, defend and hold harmless AUTHORITY, its

24 officers, directors, employees and agents (indemnities) from and against any and all claims (including

25 attorneys' fees and reasonable expenses for litigation or settlement) for any loss or damages, bodily

26 injuries, including death, damage to or loss of use of property caused by the negligent acts, omissions or

1 willful misconduct by CONSULTANT, its officers, directors, employees, agents, subconsultants or

2 suppliers in connection with or arising out of the performance of this Agreement.

3 **ARTICLE 15. ASSIGNMENTS AND SUBCONTRACTS**

4 A. Neither this Agreement nor any interest herein nor claim hereunder may be assigned by

5 CONSULTANT either voluntarily or by operation of law, nor may all or any part of this Agreement be

6 subcontracted by CONSULTANT, without the prior written consent of AUTHORITY. Consent by

7 AUTHORITY shall not be deemed to relieve CONSULTANT of its obligations to comply fully with all terms

8 and conditions of this Agreement.

9 B. AUTHORITY hereby consents to CONSULTANT's subcontracting portions of the Scope of

10 Work to the parties identified below for the functions described in CONSULTANT's proposal.

11 CONSULTANT shall include in the subcontract agreement the stipulation that CONSULTANT, not

12 AUTHORITY, is solely responsible for payment to the subcontractor for the amounts owing and that the

13 subcontractor shall have no claim, and shall take no action, against AUTHORITY, its officers, directors,

14 employees or sureties for nonpayment by CONSULTANT.

15 **Subcontractor Name/Addresses**   **Subcontractor Function**

16

17

18 **ARTICLE 16. AUDIT AND INSPECTION OF RECORDS**

19 CONSULTANT shall provide AUTHORITY, or other agents of AUTHORITY, such access to

20 CONSULTANT's accounting books, records, payroll documents and facilities, as AUTHORITY deems

21 necessary. CONSULTANT shall maintain such books, records, data and documents in accordance

22 with generally accepted accounting principles and shall clearly identify and make such items readily

23 accessible to such parties during CONSULTANT's performance hereunder and for a period of four (4)

24 years from the date of final payment by AUTHORITY. AUTHORITY's right to audit books and records

25 directly related to this Agreement shall also extend to all first-tier subcontractors identified in 0 of this

26 Agreement. CONSULTANT shall permit any of the foregoing parties to reproduce documents by any

means whatsoever or to copy excerpts and transcriptions as reasonably necessary.

ARTICLE 17. **CONFLICT OF INTEREST**

CONSULTANT agrees to avoid organizational conflicts of interest. An organizational conflict of interest means that due to other activities, relationships or contracts, the CONSULTANT is unable, or potentially unable to render impartial assistance or advice to the AUTHORITY; CONSULTANT's objectivity in performing the work identified in the Scope of Work is or might be otherwise impaired; or the CONSULTANT has an unfair competitive advantage. CONSULTANT is obligated to fully disclose to the AUTHORITY in writing Conflict of Interest issues as soon as they are known to the CONSULTANT. All disclosures must be submitted in writing to AUTHORITY pursuant to the Notice provision herein. This disclosure requirement is for the entire term of this Agreement.

ARTICLE 18. **CODE OF CONDUCT**

CONSULTANT agrees to comply with the AUTHORITY's Code of Conduct as it relates to Third-Party contracts which is hereby referenced and by this reference is incorporated herein. CONSULTANT agrees to include these requirements in all of its subcontracts.

ARTICLE 19. **PROHIBITION ON PROVIDING ADVOCACY SERVICES**

CONSULTANT and all subconsultants performing work under this Agreement, shall be prohibited from concurrently representing or lobbying for any other party competing for a contract with AUTHORITY, either as a prime consultant or subconsultant. Failure to refrain from such representation may result in termination of this Agreement.

ARTICLE 20. **FEDERAL, STATE AND LOCAL LAWS**

CONSULTANT warrants that in the performance of this Agreement, it shall comply with all applicable federal, state and local laws, statutes and ordinances and all lawful orders, rules and regulations promulgated thereunder.

ARTICLE 21. **EQUAL EMPLOYMENT OPPORTUNITY**

In connection with its performance under this Agreement, CONSULTANT shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age or national

origin. CONSULTANT shall take affirmative action to ensure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, age or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

ARTICLE 22. PROHIBITED INTERESTS

CONSULTANT covenants that, for the term of this Agreement, no director, member, officer or employee of AUTHORITY during his/her tenure in office or for one (1) year thereafter shall have any interest, direct or indirect, in this Agreement or the proceeds thereof.

ARTICLE 23. OWNERSHIP OF REPORTS AND DOCUMENTS

A. The originals of all letters, documents, reports and other products and data produced under this Agreement shall be delivered to, and become the property of AUTHORITY. Copies may be made for CONSULTANT's records but shall not be furnished to others without written authorization from AUTHORITY. Such deliverables shall be deemed works made for hire and all rights in copyright therein shall be retained by AUTHORITY.

B. All ideas, memoranda, specifications, plans, manufacturing, procedures, drawings, descriptions, and all other written information submitted to CONSULTANT in connection with the performance of this Agreement shall not, without prior written approval of AUTHORITY, be used for any purposes other than the performance under this Agreement, nor be disclosed to an entity not connected with the performance of the project. CONSULTANT shall comply with AUTHORITY's policies regarding such material. Nothing furnished to CONSULTANT, which is otherwise known to CONSULTANT or is or becomes generally known to the related industry shall be deemed confidential. CONSULTANT shall not use AUTHORITY's name, photographs of the project, or any other publicity pertaining to the project in any professional publication, magazine, trade paper, newspaper, seminar or other medium without the express written consent of AUTHORITY.

C. No copies, sketches, computer graphics or graphs, including graphic artwork, are to be

1 released by CONSULTANT to any other person or agency except after prior written approval by

2 AUTHORITY, except as necessary for the performance of services under this Agreement. All press

3 releases, including graphic display information to be published in newspapers, magazines, etc., are to be

4 handled only by AUTHORITY unless otherwise agreed to by CONSULTANT and AUTHORITY.

5 **ARTICLE 24. PATENT AND COPYRIGHT INFRINGEMENT**

6 A. In lieu of any other warranty by AUTHORITY or CONSULTANT against patent or copyright

7 infringement, statutory or otherwise, it is agreed that CONSULTANT shall defend at its expense any claim

8 or suit against AUTHORITY on account of any allegation that any item furnished under this Agreement

9 or the normal use or sale thereof arising out of the performance of this Agreement, infringes upon any

10 presently existing U.S. letters patent or copyright and CONSULTANT shall pay all costs and damages

11 finally awarded in any such suit or claim, provided that CONSULTANT is promptly notified in writing of

12 the suit or claim and given authority, information and assistance at CONSULTANT's expense for the

13 defense of same. However, CONSULTANT will not indemnify AUTHORITY if the suit or claim results

14 from: (1) AUTHORITY's alteration of a deliverable, such that said deliverable in its altered form infringes

15 upon any presently existing U.S. letters patent or copyright; or (2) the use of a deliverable in combination

16 with other material not provided by CONSULTANT when such use in combination infringes upon an

17 existing U.S. letters patent or copyright.

18 B. CONSULTANT shall have sole control of the defense of any such claim or suit and all

19 negotiations for settlement thereof. CONSULTANT shall not be obligated to indemnify AUTHORITY

20 under any settlement made without CONSULTANT's consent or in the event AUTHORITY fails to

21 cooperate fully in the defense of any suit or claim, provided, however, that said defense shall be at

22 CONSULTANT's expense. If the use or sale of said item is enjoined as a result of such suit or claim,

23 CONSULTANT, at no expense to AUTHORITY, shall obtain for AUTHORITY the right to use and sell

24 said item, or shall substitute an equivalent item acceptable to AUTHORITY and extend this patent and

25 copyright indemnity thereto.

26 /

1   **ARTICLE 25.** **FINISHED AND PRELIMINARY DATA**

2   A. All of CONSULTANT's finished technical data, including but not limited to illustrations,

3   photographs, tapes, software, software design documents, including without limitation source code,

4   binary code, all media, technical documentation and user documentation, photoprints and other graphic

5   information required to be furnished under this Agreement, shall be AUTHORITY's property upon

6   payment and shall be furnished with unlimited rights and, as such, shall be free from proprietary restriction

7   except as elsewhere authorized in this Agreement. CONSULTANT further agrees that it shall have no

8   interest or claim to such finished, AUTHORITY-owned, technical data; furthermore, said data is subject

9   to the provisions of the Freedom of Information Act, 5 USC 552.

10   B. It is expressly understood that any title to preliminary technical data is not passed to

11   AUTHORITY but is retained by CONSULTANT. Preliminary data includes roughs, visualizations,

12   software design documents, layouts and comprehensives prepared by CONSULTANT solely for the

13   purpose of demonstrating an idea or message for AUTHORITY's acceptance before approval is given

14   for preparation of finished artwork. Preliminary data title and right thereto shall be made available to

15   AUTHORITY if CONSULTANT causes AUTHORITY to exercise Article 11, and a price shall be

16   negotiated for all preliminary data.

17   **ARTICLE 26.** **ALCOHOL AND DRUG POLICY**

18   AUTHORITY and CONSULTANT shall provide under this Agreement, a safe and healthy work

19   environment free from the influence of alcohol and drugs. Failure to comply with this Article may result

20   in nonpayment or termination of this Agreement.

21   **ARTICLE 27.** **FORCE MAJEURE**

22   Either party shall be excused from performing its obligations under this Agreement during the time

23   and to the extent that it is prevented from performing by an unforeseeable cause beyond its control,

24   including but not limited to: any incidence of fire, flood; acts of God; commandeering of material, products,

25   plants or facilities by the federal, state or local government; national fuel shortage; or a material act or

26   omission by the other party; when satisfactory evidence of such cause is presented to the other party,

Page 13 of 14

and provided further that such nonperformance is unforeseeable, beyond the control and is not due to the fault or negligence of the party not performing.

ARTICLE 28. **HEALTH AND SAFETY REQUIREMENT**

CONSULTANT shall comply with all the requirements set forth in Exhibit F, Level 1 Safety Specifications.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement No. C-2-2746 to be executed as of the date of the last signature below.

CONSULTANT	ORANGE COUNTY TRANSPORTATION AUTHORITY
By: _____	By: _____
	Darrell E. Johnson
	Chief Executive Officer

APPROVED AS TO FORM:

By: _____

James M. Donich
General Counsel

APPROVED:

By: _____

Andrew Oftelie, Chief Financial Officer
Finance and Administration

EXHIBIT D: STATUS OF PAST AND PRESENT CONTRACTS FORMS

STATUS OF PAST AND PRESENT CONTRACTS FORM

On the form provided below, Offeror/Bidder shall list the status of past and present contracts where the firm has either provided services as a prime vendor or a subcontractor during the past five (5) years in which the contract has been the subject of or may be involved in litigation with the contracting authority. This includes, but is not limited to, claims, settlement agreements, arbitrations, administrative proceedings, and investigations arising out of the contract.

A separate form must be completed for each contract. Offeror/Bidder shall provide an accurate contact name and telephone number for each contract and indicate the term of the contract and the original contract value. Offeror/Bidder shall also provide a brief summary and the current status of the litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations. If the contract was terminated, list the reason for termination.

Offeror/Bidder shall have an ongoing obligation to update the Authority with any changes to the identified contracts and any new litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations that arise subsequent to the submission of the bid. Each form must be signed by an officer of the Offeror/Bidder confirming that the information provided is true and accurate.

Project city/agency/other:
Contact Name: **Phone:**
Project Award Date: **Original Contract Value:**
Term of Contract:
(1)   Litigation, claims, settlements, arbitrations, or investigations associated with contract:
(2) Summary and Status of contract:
(3) Summary and Status of action identified in (1):
(4) Reason for termination, if applicable:

By signing this Form entitled "Status of Past and Present Contracts," I am affirming that all of the information provided is true and accurate.

_____   _____
Name   Signature

_____   _____
Title   Date

Revised. 03/16/2018

EXHIBIT E: CAMPAIGN CONTRIBUTION DISCLOSURE FORMS

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Information Sheet

ORANGE COUNTY TRANSPORTATION AUTHORITY

The attached Campaign Contribution Disclosure Form must be completed by applicants for, or persons who are the subject of, any proceeding involving a license, permit, or other entitlement for use pending before the Board of Directors of the OCTA or any of its affiliated agencies. (Please see next page for definitions of these terms.)

IMPORTANT NOTICE

Basic Provisions of Government Code Section 84308

A.   If you are an applicant for, or the subject of, any proceeding involving a license, permit, or other entitlement for use, you are prohibited from making a campaign contribution of more than $250 to any board member or his or her alternate. This prohibition begins on the date your application is filed or the proceeding is otherwise initiated, and the prohibition ends three months after a final decision is rendered by the Board of Directors. In addition, no board member or alternate may solicit or accept a campaign contribution of more than $250 from you during this period.

B.   These prohibitions also apply to your agents, and, if you are a closely held corporation, to your majority shareholder as well. These prohibitions also apply to your subcontractor(s), joint venturer(s), and partner(s) in this proceeding. Also included are parent companies and subsidiary companies directed and controlled by you, and political action committees directed and controlled by you.

C.   You must file the attached disclosure form and disclose whether you or your agent(s) have in the aggregate contributed more than $250 to any board member or his or her alternate during the 12-month period preceding the filing of the application or the initiation of the proceeding.

D.   If you or your agent have in the aggregate contributed more than $250 to any individual board member or his/or her alternate during the 12 months preceding the decision on the application or proceeding, that board member or alternate must disqualify himself or herself from the decision. However, disqualification is not required if the board member or alternate returns the campaign contribution within 30 days from the time the director knows, or should have known, about both the contribution and the fact that you are a party in the proceeding. The Campaign Contribution Disclosure Form should be completed and filed with your proposal, or with the first written document you file or submit after the proceeding commences.

1.   A proceeding involving "a license, permit, or other entitlement for use" includes all business, professional, trade and land use licenses and permits, and all other entitlements for use, including all entitlements for land use, all contracts (other than competitively bid, labor or personal employment contracts), and all franchises.

2.   Your "agent" is someone who represents you in connection with a proceeding involving a license, permit or other entitlement for use. If an individual acting as an agent is also acting in his or her capacity as an employee or member of a law, architectural, engineering, consulting firm, or similar business entity, both the business entity and the individual are "agents."

3.   To determine whether a campaign contribution of more than $250 has been made by you, campaign contributions made by you within the preceding 12 months must be aggregated with those made by your agent within the preceding 12 months or the period of the agency, whichever is shorter. Contributions made by your majority shareholder (if a closely held corporation), your subcontractor(s), your joint venturer(s), and your partner(s) in this proceeding must also be included as part of the aggregation. Campaign contributions made to different directors or their alternates are not aggregated.

4.   A list of the members and alternates of the Board of Directors is attached.

This notice summarizes the major requirements of Government Code Section 84308 of the Political Reform Act and California Code of Regulations, Title 2 Sections 18438-18438.8.

ORANGE COUNTY TRANSPORTATION AUTHORITY
CAMPAIGN CONTRIBUTION DISCLOSURE FORM

RFP Number: _____   RFP Title: _____

Was a campaign contribution made to any OCTA Board Member within the preceding 12 months, regardless of dollar amount of the contribution by either the proposing firm, proposed subconsultants and/or agent/lobbyist?   Yes _____   No_____

If no, please sign and date below.

If yes, please provide the following information:

Prime Contractor Firm Name: _____

Contributor or Contributor Firm's Name: _____

Contributor or Contributor Firm's Address: _____

_____

Is Contributor:
- o   The Prime Contractor   Yes___   No ___
- o   Subconsultant   Yes___   No ___
- o   Agent/Lobbyist hired by Prime
  to represent the Prime in this RFP   Yes___   No ___

Note: Under the State of California Government Code section 84308 and California Code of Regulations, Title 2, Section 18438, campaign contributions made by the Prime Contractor and the Prime Contractor's agent/lobbyist who is representing the Prime Contractor in this RFP must be aggregated together to determine the total campaign contribution made by the Prime Contractor.

_____
Identify the Board Member(s) to whom you, your subconsultants, and/or agent/lobbyist made campaign contributions, the name of the contributor, the dates of contribution(s) in the preceding 12 months and dollar amount of the contribution. Each date must include the exact month, day, and year of the contribution.

Name of Board Member: _____

Name of Contributor: _____

Date(s) of Contribution(s): _____

Amount(s): _____

Name of Board Member: _____

Name of Contributor: _____

Date(s) of Contribution(s): _____

Amount(s): _____

Date: _____   _____
                                                                    Signature of Contributor

_____   _____
Print Firm Name   Print Name of Contributor

**ORANGE COUNTY TRANSPORTATION AUTHORITY
AND AFFILIATED AGENCIES**

Board of Directors

Mark A. Murphy, Chairman

Gene Hernandez, Vice Chairman

Lisa A. Bartlett, Director

Doug Chaffee, Director

Barbara Delgleize, Director

Andrew Do, Director

Katrina Foley, Director

Brian Goodell, Director

Patrick Harper, Director

Michael Hennessey, Director

Steve Jones, Director

Fred Jung, Director

Joseph Muller, Director

Tam Nguyen, Director

Vicente Sarmiento, Director

Donald P. Wagner, Director

EXHIBIT F: LEVEL 1 SAFETY SPECIFICATIONS

LEVEL 1 HEALTH, SAFETY AND ENVIRONMENTAL SPECIFICATIONS

PART I – GENERAL

1.1 GENERAL HEALTH, SAFETY & ENVIRONMENTAL REQUIREMENTS

A. The Contractor, its subcontractors, suppliers, and employees have the obligation to comply with all Authority health, safety and environmental compliance department (HSEC) requirements of this safety specification, project site requirements, bus yard safety rules, as well as all federal, state, and local regulations pertaining to scope of work, contracts or agreements with the Authority. Additionally, manufacturer requirements are considered incorporated by reference as applicable to this scope of work.

B. Observance of repeated unsafe acts or conditions, serious violation of safety standards, non-conformance of Authority health, safety and environmental compliance department (HSEC) requirements, or disregard for the intent of these safety specifications to protect people and property, by Contractor or its subcontractors may be cause for termination of scope or agreements with the Authority, at the sole discretion of the Authority.

C. The health, safety, and environmental requirements, and references contained within this scope of work shall not be considered all-inclusive as to the hazards that might be encountered. Safe work practices shall be planned and performed, and safe conditions shall be maintained during the course of this work scope.

D. The Authority Project Manager shall be responsible to ensure a safety orientation is conducted of known potential hazards and emergency procedures for all Contractor personnel, subcontractors, suppliers, vendors, and new employees assigned to the project prior to commencement of the project.

E. The Contractor shall ensure that all Contractor vehicles, including those of its subcontractors, suppliers, vendors and employees are parked in designated parking areas, and comply with traffic routes, and posted traffic signs in areas other than the employee parking lots.

F. California Code of Regulations (CCR) Title 8 Standards are minimum requirements; each Contractor is encouraged to exceed minimum requirements. When the Contractor's safety requirements exceed statutory standards, the more stringent requirements shall be achieved for the safeguard of public and workers.

G. INJURY AND ILLNESS PREVENTION PLAN

The Contractor shall submit to the Authority, a copy of their company Injury and Illness Prevention Plan (IIPP) in accordance with California Code of Regulations (CCR) Title 8, Section 3203. The intent and elements of the IIPP shall be implemented and enforced by the Contractor and its sub-tier contractors, suppliers, and vendors.

H. Contractor shall provide a copy of the Policy or Program of Company's Substance Abuse Prevention Policy that complies with the 1988 Drug Free Workplace Act.

1.2   HEAT ILLNESS PREVENTION PROGRAM

A. Contractor shall provide a copy of their company Heat Illness Prevention Program in accordance with CCR Title 8, Section 3395, Heat Illness Prevention.

1.3   HAZARD COMMUNICATION

A. Contractor shall comply with CCR Title 8, Section 5194 Hazard Communication Standard. Prior to use on Authority property and/or project work areas Contractor shall provide the Authority Project Manager copies of MSDS for all applicable products used, if any.

B. All chemicals including paint, solvents, detergents and similar substances shall comply with South Coast Air Quality Management District (SCAQMD) rules 103, 1113, and 1171.

C. The Contractor shall protect property and water resources from fuels and similar products throughout the duration of the contract. Contractor shall comply with Storm Water Pollution Prevention Plan (SWPPP) requirements.

1.4   INCIDENT NOTIFICATION AND INVESTIGATION

A. The Authority shall be promptly notified of any of the following types of incidents:

1. Damage to Authority property (or incidents involving third party property damage);

2. Reportable and/or Recordable injuries (as defined by the U. S. Occupational Safety and Health Administration);

3. Incidents impacting the environment, i.e. spills or releases on Authority property.

B. Notifications shall be made to Authority representatives, employees and/or agents. This includes incidents occurring to contractors, vendors, visitors, or members of the general public that arise from the performance of Authority contract work. An immediate verbal notice followed by an a written incident investigation report shall be submitted to Authority's Project Manager within 24 hours of the incident.

C. A final written incident investigative report shall be submitted within seven (7) calendar days, and include the following information. The current status of anyone injured, photos of the incident area, detailed description of what happened, the contributing factors that lead to the incident occurrence, a copy of

the company policy or procedure associated with the incident and evaluation of effectiveness, copy of the task planning documentation, and the corrective action initiated to prevent recurrence. This information shall be considered the minimum elements required for a comprehensive incident report acceptable to OCTA.

1.5   PERSONAL PROTECTIVE EQUIPMENT

A. The Contractor, its subcontractors, suppliers, and employees are required to comply with applicable personal protective equipment (PPE) requirements while performing work at any Authority project or property. Generally minimum PPE requirements include eye protection; hearing protection, head protection, class 2 safety reflective vests, and appropriate footwear.

B. The Contractor, its subcontractors, suppliers, and employees are required to provide their own PPE, including eye, head, foot, and hand protection, safety vests, or other PPE required to perform their work safely on Authority projects or property. The Authority requires eye protection on construction projects and work areas that meet ANSI Z-87.1 Standards.

1.6   REFERENCES

A. CCR Title 8 Standards (Cal/OSHA)
B. FCR Including 1910 and 1926 Standards
C. NFPA, NEC, ANSI, NIOSH Standards
D. OCTA Construction Management Procedures Manual
E. OCTA Yard Safety Rules

END OF SECTION

EXHIBIT G: PROPOSAL EXCEPTIONS AND/OR DEVIATIONS

PROPOSAL EXCEPTIONS AND/OR DEVIATIONS

The following form shall be completed for each technical and/or contractual exception or deviation that is submitted by Offeror for review and consideration by Authority. The exception and/or deviation must be clearly stated along with the rationale for requesting the exception and/or deviation. If no technical or contractual exceptions or deviations are submitted as part of the original proposal, Offerors are deemed to have accepted Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C). Offerors will not be allowed to submit this form or any contractual exceptions and/or deviation after the proposal submittal date identified in the RFP. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed by Authority.

Offeror:_____

RFP No.:_____   RFP Title: _____

Deviation or Exception No. : _____

Check one:
- Scope of Work (Technical)   _____
- Proposed Agreement (Contractual)   _____

Reference Section/Exhibit: _____   Page/Article No._____

Complete Description of Deviation or Exception:
_____
_____
_____
_____
_____
_____
_____
_____

Rationale for Requesting Deviation or Exception:
_____
_____
_____
_____
_____
_____

Area Below Reserved for Authority Use Only:

_____
_____
_____