

Chapter 23 - INTRA-GOVERNMENTAL SERVICES DEPARTMENT<sup>(1)</sup>

Footnotes:

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**Editor's note**—Ord. 2011-732-E, § 10, amended the Code by renaming Ch. 23. Formerly, Ch. 23 was entitled "Central Operations Department."

## PART 1. - GENERAL

## Sec. 23.101. - Establishment; functions; Director.

There is created an executive department to be known as the Intra-Governmental Services Department. The Director of Intra-Governmental Services is the head of the Department and shall have a bachelor's degree or higher from an accredited college or university and at least five years of experience in an administrative or executive position with a business, corporation, or governmental body or other commensurate training and experience. The Director shall be appointed by the Mayor, subject to confirmation by the Council, and shall serve at the pleasure of the Mayor. The Department is created and shall be responsible for the provision of resources and services essential for the overall management of Consolidated Government operations associated with: (i) general administrative and clerical support; (ii) soliciting, evaluating, procuring, and other functions related to the acquisition of supplies, contractual services, professional services, capital improvements, and other commodities necessary for the proper functioning of government; (iii) provision of all information technologies functions and services; (iv) motor vehicle and related equipment management; (v) grants and contract compliance; (vi) City link also known as 630-City; (vii) Ombudsman and manage the Equal Business Opportunity Office; and (viii) such other functions and services as may be assigned by the Mayor or his designee. The Director shall also maintain a liaison relationship with Jacksonville Children's Commission, Jacksonville Human Rights Commission, Jacksonville Public Libraries, Duval County Department of Health and the Medical Examiner's Office.

(Ord. 2007-839-E, § 3; Ord. 2011-732-E, § 10; Ord. 2013-209-E, § 2)

## Sec. 23.102. - Management of functions within the Office of the Director.

The managers of the various functions listed in the previous section shall report to the Director of Intra-Governmental Services.

- (a) The Office of Grants and Contract Compliance shall be managed by the Grants Management Officer.
- (b) The Office of City Link also known as 630-City, shall be managed by the Customer Service Manager.
- (c) The Office of the Ombudsman shall be managed by the Ombudsman.
- (d) The Equal Business Opportunity Office shall be managed by the JSEB Administrator.

(Ord. 2013-209-E, § 3)

## PART 3. - PROCUREMENT DIVISION

## Sec. 23.301. - Establishment; functions.

There is created an executive division to be known as the Procurement Division. The Division shall purchase or obtain, by lease or rental, for use of the City the necessary and appropriate supplies, materials, equipment, personal property, contractual services, printing facilities and warehouse operations, and insurance and surety bonds.

(Ord. 2007-839-E, § 3)

Sec. 23.302. - Chief of Procurement.

The Chief of Procurement is the head of the Procurement Division. The Chief of Procurement shall be appointed by the Mayor, subject to confirmation by Council, and shall serve at the pleasure of the Mayor. The Chief shall have a bachelor's degree or higher from an accredited college or university and at least five years of experience in an administrative or executive position as purchasing agent for a business, corporation, governmental body or other commensurate training and experience.

(Ord. 2007-839-E, § 3; Ord. 2011-732-E, § 10)

Sec. 23.303. - Duties of Chief of Procurement.

It shall be the duty of the Chief to:

- (a) Procure or contract for all supplies, contractual services, professional design services, professional services and capital improvements required by using agencies, except as provided herein;
- (b) Prepare and enforce standard specifications;
- (c) Transfer among using agencies or exchange or sell material which is surplus, including salvage;
- (d) Act to procure for the City the highest quality in supplies, contractual services, professional design services, professional services and capital improvements at the greatest economic value to the City;
- (e) Ensure compliance with the Procurement Code and rules and regulations applicable to the same;
- (f) Ensure full and open competition where possible on all purchases and sales;
- (g) Keep informed of current developments in the field of purchasing, prices, market conditions and new products;
- (h) Secure for the City the benefits of research done in the field of purchasing by other governmental jurisdictions, national technical societies, national trade associations and private businesses and organizations;
- (i) Prepare and adopt standard purchasing nomenclature for using agencies and suppliers;
- (j) Declare vendors who violate the requirements of this Procurement Code or who default on their quotations to be irresponsible bidders and discipline them regarding the submission of proposals or bids and/or receiving business from the City for a stated period of time, subject to review by the applicable Awards or Evaluation Committee and approval by the Mayor or his designate;
- (k) Prepare and maintain a current file of sources of supplies and services, to be known as a bidders' list, to which vendors may request to be included;
- (l)

Oversee the operation and management of the Division, and perform such other duties and responsibilities as may be assigned by the Mayor or his designate in connection with the procurement of goods and services for the City, except where specifically exempted by the Council;

- (m) Assist and advise government agencies in the policies and methods of procuring goods, services, capital improvements, etc.;
- (n) Procure goods, services, capital improvements in accordance with applicable laws;
- (o) Provide a central reproduction center/mailroom for use by using agencies;
- (p) Provide a surplus facility and oversee the transfer and disposal of City property in accordance with applicable laws;
- (q) Operate and manage the Purchasing Services Unit and the Reproduction, Mail Center, and Surplus Unit in accordance with applicable laws; and
- (r) Operate and manage the Division, and perform such other duties and responsibilities as may be assigned by the Mayor, the Director of the Intra-Governmental Services Department, or their respective designees in connection with the procurement of goods and services for the City, except where specifically exempted by the Council.

(Ord. 2007-839-E, § 3; Ord. 2011-732-E, § 10)

#### PART 4. - INFORMATION TECHNOLOGIES DIVISION<sup>[3]</sup>

*Footnotes:*

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**Editor's note**—Ord. No. 2011-732-E, §§ 7 and 10, amended the Code by repealing former Pt. 4, §§ 23.401—23.403, and adding a new Pt. 4. Former Pt. 4 pertained to the Equal Business Opportunity/Contract Compliance Division, and derived from Ord. 2007-839-E, § 3.

#### Sec. 23.401. - Establishment; functions.

There is created an Information Technologies Division. The Division shall be responsible for, as the case may be, executing, managing and implementing the selection, procurement, development, operation, maintenance and inventory of the following functions and services:

- (a) All data processing systems and applications, centers, installations and equipment owned, leased or operated by the City;
- (b) All communication systems (telephones, cell phones, radios, computer networks, wireless devices, and any associated infrastructures, cabling etc.) owned, leased, or operated by the City;
- (c) The technology component of all personnel access systems for facilities owned, leased, or operated by the City;
- (d) All video surveillance and monitoring systems and equipment for the City;
- (e) Information and data processing systems to insure maximum efficiency in and effectiveness of the flow of information and data required for the management and operation of all agencies of the City;
- (f) All Geographic Information Systems and related licensing (GIS) owned, leased, or operated by the City, and shall establish and maintain standard practices for GIS that ensure seamless interoperability;
- (g)

All software and hardware licensing for the City, and coordinate all funding requests for all of the above-referenced information processing or communications systems resulting in all approved funding being placed in the Division's index codes, and procurement shall be accomplished by the Division in coordination with the Procurement Division;

- (h) Coordinating all funding requests for the next fiscal year for all of the above referenced information processing or communications systems for constitutional officers and the City's independent agencies, which shall be reviewed by the Division annually prior to May 31 for the purposes of: (i) cost effectiveness and the efficient utilization of resources; (ii) increasing buying power (e.g. enterprise licensing agreements for common platforms); (iii) the ensuring of interoperability and security; (iv) the standardization of city-wide applications; (v) striving for city-wide solutions; and (vi) the capitalization on the knowledge of a department size information technology skill group;
- (i) Submitting a written report to the constitutional officers, independent agencies and to the Mayor and the City Council by June 30 each year; and
- (j) Having the responsibility for the administration of the City's records administration, retention and disposition program, as established in Part 2, Chapter 124, in accordance with law.

(Ord. 2011-732-E, § 10)

Sec. 23.402. - Chief of information technologies/chief information officer.

The Chief of Information Technologies/Chief Information Officer is the chief of the Information Technologies Division. The Chief of Information Technologies/Chief Information Officer shall be appointed by the Mayor, subject to confirmation by the Council, and shall serve at the pleasure of the Mayor. The Chief of Information Technologies/Chief Information Officer shall have a bachelor's degree from an accredited institution and five or more years of progressively responsible related experience in information technology, systems, strategic planning and project management or any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities. The Chief of Information Technologies/Chief Information Officer shall perform those duties set forth below, and those as may be prescribed from time to time by the Director of Intra-Governmental Services, or by law. The Chief of Information Technologies/Chief Information Officer is the lead technology and information officer for the City of Jacksonville.

(Ord. 2011-732-E, § 10)

Sec. 23.403. - Duties of chief of information technologies/chief information officer.

The Chief of Information Technologies/Chief Information Officer shall be responsible for the management of the Information Technologies Division as outlined below.

- (a) Establish and supervise the administration of a primary data processing center to serve the data processing needs of the City.
- (b) Designate, combine or abolish data processing installations in order to establish subordinate data processing centers.
- (c) Develop and implement data processing systems necessary to achieve economically justified data processing support for the City.
- (d)

Develop and publish a data services manual to provide guidelines for administration of data processing centers, data processing installations, and to establish and enforce conventions and standards for development of data processing systems and operation of data processing equipment.

- (e) Assist in the preparation of and approve specifications for all information and data processing and communications equipment.
- (f) Supervise the management and operation of all data processing equipment and related devices necessary to operate the primary and subordinate processing centers.
- (g) Supervise, direct and coordinate the day-to-day activities of the Information Technologies Division under Part 2, Chapter 124.
- (h) Be responsible for the selection, procurement, development, operation, maintenance and inventory of all communication systems owned, leased or operated by the City, including, but not limited to, computer networks, telephones, radios and wires, fire and other signal alarm systems, video surveillance, personnel access, controlled clock systems and intercommunication systems.
- (i) Conduct such studies and planning programs as will ensure the maximum development and efficiency of existing and future information and data processing and communication systems.
- (j) Assist all departments, boards and commissions of the City in determining their respective communication requirements and assist the Chief of Procurement in the preparation of specifications for the purchase or other acquisition of communications equipment by the City. No communications systems or other services, including maintenance, of any type within the purview of the Division shall be purchased, leased or otherwise acquired by the City, without a prior recommendation by the Division relative to the efficiency, cost and overall feasibility of such system, service or maintenance programs. The Chief of Information Technologies Division/Chief Information Officer shall be responsible for the maintenance of all communications systems of the City within the purview of this Part; shall maintain a current and continuous inventory of all communications equipment utilized by all departments and divisions of the City; shall coordinate communications operations of the City; and shall supervise such employees engaged in communications as may be determined by the Mayor.
- (k) Perform such other duties as may be directed by the Director of Intra-Governmental Services Department or by law.

(Ord. 2011-732-E, § 10)

#### PART 5. - FLEET MANAGEMENT DIVISION

Sec. 23.501. - Establishment; functions.

There is created an executive division of the Intra-Governmental Services Department to be known as the Fleet Management Division. The Division shall be responsible for the overall management of motor vehicle service operations of the Consolidated Government and development and implementation of policies and procedures for motor vehicles and related equipment utilized by the Consolidated Government, including without limitation:

- (a) Repairing and providing preventive maintenance for motor vehicles and related equipment owned by the City or independent agencies.
- (b) Developing, maintaining and keeping appropriate and accurate records pertaining to motor

vehicle operation and maintenance.

- (c) Developing, evaluating and implementing procedures governing equipment, servicing schedules, equipment maintenance practices, equipment warranty compliances and safety inspections.
- (d) Developing and making recommendations to the Mayor, City Council, and the Director of the Intra-Governmental Services Department with regard to motor vehicle facilities, equipment and personnel.
- (e) Preparing specifications for and recommending motor vehicle and equipment replacement schedules.
- (f) Coordinating all information for a vehicle inventory and maintenance system.
- (g) Developing, maintaining and keeping appropriate and accurate records pertaining to the purchase, assignment, utilization, reassignment and disposal of all motor vehicles and equipment.
- (h) Preparing specifications for the procurement of supplies, maintain cost control, prepare special fuel tax and municipal tax refund reports and exercise control of all supplies used by motor vehicles owned or leased by the City.
- (i) Being responsible for quality control of all vehicle repair orders by testing and evaluating repair work performed by the Fleet Management Division.
- (j) Coordinating and facilitating the movement of vehicles and equipment from one shop to another to avoid delay of delivery to user agencies.
- (k) Developing, maintaining, and keeping appropriate and accurate records that identify per mile cost and use/tracking information for every vehicle.

(Ord. 2007-839-E, § 3; Ord. 2011-732-E, § 10)

Sec. 23.502. - Division Chief.

The Chief of Fleet Management is the head of the Fleet Management Division, shall be appointed by the Mayor, subject to confirmation by Council, and shall serve at the pleasure of the Mayor. The Chief shall have a bachelor's degree or higher from an accredited college or university or other commensurate training and experience and at least five years' experience in an administrative or executive position in the management, maintenance, and repair of motor vehicles, equipment, or similar operations. The Chief shall manage the various functions of the Division outlined herein, and perform such other duties and responsibilities as may be assigned by the Mayor, the Director of the Intra-Governmental Services Department, or their respective designees.

(Ord. 2007-839-E, § 3; Ord. 2011-732-E, § 10)

PART 6. - OFFICE OF GRANTS AND CONTRACT COMPLIANCE

Sec. 23.601. - Office of Grants and Contract Compliance functions.

The Office of Grants and Contract Compliance shall ensure the City of Jacksonville receives the broadest utilization of grant resources and manages such resources and relationships. The Office shall be responsible and accountable for appropriate compliance in accordance with funding policy. The office shall:

- (a)

Endeavor to obtain external funds for internal City of Jacksonville Department projects and functions, established in the annual budget thereby reducing or eliminating the use of general fund dollars for those internal City of Jacksonville projects;

- (b) Direct resource development strategies including but not limited to recommendations concerning identification of external grant resources, private sector partners, in-kind resources to include equipment, services, and staff for internal COJ projects;
- (c) Direct and/or provides oversight of research and evaluation in collaboration with appropriate agency representatives to determine needs and assess feasibility of new program ideas and proposals as they relate to possible external funding and resources for internal COJ projects;
- (d) Direct, advise, and consult, with all appropriate staff and partners regarding grant application specifications such as program descriptions, work plans, and timelines;
- (e) Administer budget computations, statistical analysis, and program/budget narratives for completion of applications;
- (f) Administer and oversee grant writing initiatives, program monitoring, and assure communication with both internal and external program administrators throughout the life of any resource award;
- (g) Ensure agency compliance with regulatory standards concerning resources development opportunities including compliance with federal, state, and local laws, rules, fiscal requirements, agency policies, programmatic guidelines and appropriate contracts/agreements;
- (h) Oversee training of city-wide staff engaged in grant writing, administration, and compliance which includes informal training, cross training, and formal training such as conducting grant writing workshops;
- (i) Staff the Public Service Grants Council and forward any recommendations from the Council to the Office of the Mayor.

(Ord. 2013-209-E, § 5)

#### PART 7. - OFFICE OF CITY LINK/ 630-CITY

##### Sec. 23.701. - City Link/630-City Office functions.

City Link also known as 630-City, shall serve as the City of Jacksonville's customer service center. 630-City shall serve as a liaison with the Office of Public Accountability in facilitating the prompt disposition of public records requests.

The office shall also have the following duties:

- (a) Manage the forecasting of call volume, staffing levels, customer service training and shall make regular reports to the Office of the Mayor and City Council as necessary for the improvement of City customer service;
- (b) Coordinate with City departments/agencies to ensure accurate distribution of information to customers;
- (c) Coordinate with the Emergency Command Operations as needed to ensure accurate distribution of information to City departments/agencies and customers;
- (d) Develop and implement marketing plans to increase public awareness of City programs and services.

(Ord. 2013-209-E, § 5)

#### PART 8. - OFFICE OF THE OMBUDSMAN

##### Sec. 23.801. - Office of the Ombudsman functions.

The Office of the Ombudsman shall act as a trusted intermediary to promote contractual fairness, neutrality, and administrative accountability and transparency through impartial investigations and mediation of complaints. The office shall offer assistance in the resolution of problems associated with post award contractual compliance issues, including but not limited to issues of payment and performance. The office shall have the following additional duties:

- (a) Manage multifaceted complex contract disputes involving contractors, subcontractors, and vendors;
- (b) Analyze complaints, manages cases and determines recommendations;
- (c) Confer with disputants to clarify issues, identify underlying concerns and develop an understanding of their respective need and interests;
- (d) Utilize mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives and to guide parties toward mutual agreement;
- (e) Work with the Office of General Counsel to prepare settlement agreements or prepare for court proceedings;
- (f) Work with the Procurement Division to ensure that procurement processes and systems are followed;
- (g) Research, investigate complaints, write recommendations and reports for monitored contracts;
- (h) Compose, review and revise policies and procedures with regard to the office activities;
- (i) Review and investigate previously reported issues via CARE that have not been resolved or the citizen is not satisfied.
- (j) Partner with using agencies to assist in resolving contractual disputes;
  - i. Assist the Equal Business Opportunity Office in the resolution of disputes between City vendors regarding issues of payment, performance and overall contract compliance.

(Ord. 2013-209-E, § 5)

#### PART 9. - EQUAL BUSINESS OPPORTUNITY OFFICE

##### Sec. 23.901. - Equal Business Opportunity Office functions.

The Equal Business Opportunity Office is hereby a function in the Office of the Director of Intra-Governmental Services, and the responsibilities set forth below shall be managed by the JSEB Administrator. All employees within the EBO office shall be responsible for deployment and administration of Chapter 126, Part 6, and shall:

- (a) Process certification applications;
- (b) Assist the Director of Intra-Governmental Services in implementing participation JSEB goals on a project by project basis;
- (c) Monitor City projects for compliance with the requirements of Chapter 126, Jacksonville Ordinance Code;



- (d) Report on the expenditure of City funds paid to certified companies;
- (e) Assist in the resolution of disputes between City vendors regarding issues of payment, performance and overall contract compliance;
- (f) Provide support services to assist certified vendors in their efforts to secure training, bonding and access to capital pursuant to Sections 6A and 6B in Chapter 126, Jacksonville Ordinance Code; and
- (g) Perform the various duties defined in and/or required by Chapter 126, Jacksonville Ordinance Code.

(Ord. 2013-209-E, § 5)