

Title: OH City of Columbus DoT SD3 Region: State of Ohio
 FY16 Thomas
 Req ID: 415905

Details

Requisition Details

Req. Class: SDV2 : SD3 : A1 : Core Region: State of Ohio
 Title: OH City of Columbus DoT SD3
 FY16 Thomas
 Req. Status: Open
 No. of Openings: 1 No. Filled: 0
 Start Date: 06/30/15 End Date: 12/31/15
 No New Submittals After:
 Market Solicitation: Direct Request
 Selected Vendor/Resource: Radgov/ Thomas Hollingshead
 Worksite Address: 910 Dublin Road, Columbus, OI
 Agency Interview Type: Extension - No Interview Requir
 Expenses Allowed: No
 Account Manager: Lori Hubbard
 SLA Exempt: Yes4
 Priority: Normal
 Release and Permit Nbr (if available):
 Work Hours: M-F 8a-5p

Rate Information

Bill Range:

Bill Rate Low: \$ 0.00 USD Per Hour

Bill Rate High: \$ 0.00 USD Per Hour

Do Not Allow Submission Above Maximum Rate:

Hourly High Bill Rate: \$ 32.88 USD

Current Budget:

Rate	# of Openings	Work Hours/Units per Week	Duration (Weeks)	Estimated Budget	Estimate Hours
\$32.88 USD	x 1	x 39.35	x 26.4286	= \$34195.20 USD	1039.97

Total	\$34195.20 USD	1039.97
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Requisition Description

Engagement Type: Contract

Short Description: The City of Columbus Department of Technology requires staff augmentation services to assist in end user support at the Department of Public Utilities. Service is needed for up to one year.

Complete Description: Travel within the City of Columbus will be REQUIRED. No reimbursement of expenses. The worksite address is the Department of Public Utilities. Travel is required. There are two home reporting bases. It's at our internal customers locations, but I have dedicated staff onsite reporting to those locations each day as their home base. One is 910 Dublin Rd. Columbus OH The other is 1250 Fairwood Ave. Columbus OH The one team at 910 Dublin has building surrounding their main building of the 910 address. So within walking distance. They also support a building on Idianola Ave. which requires travel in their own vehicle, transporting equipment. The 1250 Fairwood team has more travel due to them supporting many of the remote sites (Water Plants/Sewer Plants, etc.) I have a team member just last month who drove approximately 169 miles for that month. Either of the Staff Aug employees could be asked to assist at either location, especially if we are deploying PC's, so travel will be ongoing. Resumes due to manager on Thursday June 19th. F2F interviews will be Wednesday the 25th thru Friday the 27th. This is a long term assignment , min one year WORK REQUIRED: 1.) Responds to technology service desk trouble tickets to resolve most complex and advanced end user or systemic problems with hardware, software, and peripherals through on-site or remote simulation and/or re-creation of the user's problem; responds to customer inquiries or determines appropriate resolution path; 2.) Leads the deployment of computer hardware and/or software for specialized, departmental, enterprise, or citywide systems and may involve creating standard disk images, desktop operating system standards, or desktop operating system updates for deployment on citywide basis; 3.) Assists in the implementation and maintenance of the enterprise network system including WAN, LAN, Internet, Intranet and other data/telecommunications networks; 4.) Troubleshoots, analyzes and resolves server and/or network problems using available technology; 5.) Evaluates requirements and components of systems, networks and software products for applicability, adaptation and makes recommendations to management staff; tests new desktop solutions (e.g., hardware, software) prior to implementation; 6.) Analyzes and evaluates the performance of systems' resources including the network operating system, physical LAN/WAN, servers, or applications performance; 7.) Optimizes and tunes various operating systems to resolve performance issues; 8.) Evaluates and tests network accessibility to diagnose user issues; corrects problem or refers to an appropriate resolution path; 9.) Provides planning and support for enterprise installations as required; develops documentation and design specifications to support current and planned server and network equipment configurations; 10.) Performs duties for projects requiring evaluation and/or implementation of information technology such as standard software suite upgrades, relocation and installation of equipment to new and existing City facilities, and implementation of new citywide computer and peripheral standards; contacts third party vendors for resolutions and workarounds regarding technical issues with hardware or software; 11.) Provides support for the City's various business application systems; 12.) Stays abreast of new technologies and industry standards; MINIMUM QUALIFICATIONS Possession of an associate's degree with significant coursework (16 semester hours or 24 quarter hours) in computer science, computer information systems, computer programming, systems analysis, or closely related field and three (3) years of experience providing technical hardware/software support for desktop systems and applications. Substitution(s): Possession of a bachelor's degree in information systems or closely related technical field may be substituted for the required education and two (2) years of experience. Two (2) additional years of experience providing technical hardware/software support for desktop systems and applications may be substituted for the associate's degree. Possession of a valid motor vehicle operator's license. KNOWLEDGE, SKILLS AND ABILITIES Considerable knowledge of the methods and applications of data/telecommunications systems; considerable knowledge of contemporary computer languages; general knowledge of servers and/or network structures of large computer systems; general knowledge of research and problem-solving techniques; general knowledge of hardware configuration and design, general knowledge of routers, switches hubs; knowledge of data security management and security design; knowledge of

communication protocols, routing protocols, bridging, switching, gateways and high speed remote site links, knowledge of LAN/WAN, TCP/IP, IPX/SPX, Internet and Intranet; knowledge of documentation and report writing procedures; ability to analyze complex computer systems or networks, identify problems and develop effective solutions; ability to communicate technical terms at a level appropriate to the audience; ability to maintain good working relationships with business representatives, coworkers, other city employees.

Contact Information

Client Contact:	Wildes, Lori	Req. Owner:	Slater, Brett
		Reports To:	Slater, Brett

Client Information

Work Location:	State of Ohio	Cost Center:	City of Columbus Department of Technology
		Project:	Staff Augmentation for DPU

Required/Desired Skills

Required /Desired

Skill	Required /Desired	Amount	of Experience
all roles and responsibilities as defined in the SD1 plus the following	Required	3	Years
A+ certification preferred	Desired	3	Years
Experience in deployment of computer hardware/software for systems	Required	3	Years
Experience in the implementation and maintenance of enterprise network systems; LAN, WAN, Internet, Intranet data/telecommunications networks	Required	3	Years
Experience in analysis, troubleshooting and resolution of server/and or network problems	Required	3	Years
Experience creating standard disk images, desktop operating system standards, desktop operating system updates for deployment	Required	3	Years
Experience testing new desktop solutions prior to implementations	Required	3	Years
Experience in analysis and performance evaluation of systems resources; including network operating system, LAN , WAN	Required	3	Years
Experience in resolution of trouble tickets of complex and advanced end user or systemic problems with hardware, software and peripherals	Required	3	Years
Experience with remote simulation and or re-creation of user's problem	Required	3	Years
Experience planning and support	Required	3	Years

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State of Ohio

Experienced planning and support for enterprise installations, develop documentation and design specifications

Required

Years

Experience optimizing and tuning various operating systems to resolve performance issues

Required

3

Years

Excellent interpersonal skills, and communication

Required

Questions

Description

Question 1 The vendor rate is \$ 30.87

Compliance

Distribution

Vendor Restrictions

Restriction Type: Include

Vendors Limited To: RadGov, Inc.

Starting Tier and Auto Change Settings

Contract Tier: Tier 2 Auto Change: Yes

Requisition Vendor List

Client Region: State of Ohio

Vendor Name	Contract Tier	Perm Tier	City	State/Pro...	Contact	Contact Phone	Vendor ID
RadGov, Inc.	Tier 2		FORT LAUDER...	FL	Chris Victor	954-691-4588	344

Reference

Approval/History

Approval Summary

Date	Name	Level	Status	Comments
06/15/15 1:35 PM	Lori Wildes	Final Approver	Submitted - Client Approval	requisition re-created to reflect change in end date and hours; 12/31/2015 and 1040 hours per Gwen at City of Columbus DoT
06/15/15 1:35 PM	Lori Wildes	Final Approver	Approved	approved

Change Tracking

Change Tracking

Created By User: Lori Wildes

Created Date: 06/15/15 01:31 pm

Last Change User: Lori Wildes

Last Change Date: 06/15/15 01:35 pm
