TEKsystems

Staffing Services Agreement

This Staffing Services Agreement ("Agreement") is made September 15, 2022, by and between TEKsystems, Inc. ("TEKsystems"), a Maryland Corporation, and the City of Santa Fe, its parents, subsidiaries and affiliated entities ("Client").

BACKGROUND

WHEREAS, TEKsystems is engaged in the temporary staffing services business providing temporary personnel to customers with staffing needs; and

WHEREAS, Client desires to engage TEKsystems to provide temporary staffing services and TEKsystems desires to be engaged by Client, all on the terms and conditions of this Agreement; and

WHEREAS, as used herein, the term "Contract Employee" means a TEKsystems employee temporarily placed with the Client pursuant to this Agreement;

THEREFORE, in consideration of the premises and mutual promises contained herein, the parties agree as follows:

1. *TERM*

This Agreement shall commence on the date this Agreement is executed by all parties, and continue for an initial term of one (1) year. This Agreement may be terminated by either party upon thirty (30) days prior written notice.

2. *CONTRACT EMPLOYEES*

TEKsystems shall provide to Client one or more Contract Employees as requested by Client from time to time. Such Contract Employees shall provide services under Client's management and supervision at a facility or in an environment controlled by Client. Attached hereto as *Exhibit A* is a list of the names of the Contract Employee(s) to be placed initially with the Client, standard and overtime hourly billing rates for each Contract Employee, and the starting date for each Contract Employee. Unless otherwise agreed by the parties, this Agreement shall apply to additional Contract Employees provided by TEKsystems as requested by Client hereunder from time to time. Should Client request additional services subsequent to the execution of this Agreement, and such

services are not listed on *Exhibit A* attached hereto, or should either Client or TEKsystems request changes to hourly billing rates or other terms for any Contract Employee working under the terms of this Agreement, any such additions or changes will be mutually agreed to in writing and executed by the authorized representatives executing this Agreement. Such agreed upon terms shall become a part of this Agreement, as amended.

TEKsystems is an equal opportunity employer and refers Contract Employees, regardless of race, sex, color, religion, creed, ancestry, national origin, disability, age, marital status or other protected class status pursuant to applicable law. Client agrees and warrants that it will not reject Contract Employees, or otherwise deem Contract Employees unacceptable, or take any other action for any reason prohibited by federal, state or local laws including, but not limited to, laws pertaining to employment discrimination or employee safety. In addition, Client agrees to require all Contract Employees to record all hours worked and will not allow "off the clock" time or other similar arrangements. **California Only**: Client will also ensure that Contract Employees are afforded the opportunity to take all required rest breaks and meal periods as required by law, and to properly document those rest and meal breaks.

3. *INDEPENDENT CONTRACTOR STATUS*

With respect to the services provided by TEKsystems, TEKsystems shall be an independent contractor. TEKsystems shall be responsible for providing any salary or other benefits to such Contract Employees; will make all appropriate tax, social security, Medicare and other withholding deductions and payments; will provide worker's compensation insurance coverage for its Contract Employees; and will make all appropriate unemployment tax payments.

4. *INVOICING*

4.1 *Invoices:* TEKsystems shall submit weekly invoices to Client for services rendered by Contract Employee(s) for the number of hours worked by Contract Employee(s) the previous week. Overtime will be billed at the rates listed on *Exhibit A*, or as otherwise agreed by both parties, for hours worked by Contract Employee(s) in excess of forty (40) hours per week, or as otherwise required by law. For weeks that have one (1) National or Client observed holiday, overtime rates shall be billed for hours worked in excess of thirty-two (32) hours per

week. Invoices submitted by TEKsystems to Client are presumed to be accurate and fully payable on the terms contained therein unless disputed by Client within five (5) business days of Client's receipt of the invoice.

Invoicing Format (choose one):

XPaper

XClient Developed (web based, etc.)

_____

Please email the TEKsystems' E-Commerce support team at BillingInquiries@teksystems.com regarding all electronic invoicing implementations.

4.2 **_Time and Expense Records_:** Please select the preferred method of Time & Expense capture. The method selected below will be the official record for purposes of invoicing and payment under _Sections 4 and 5_ herein.

X TEKsystems Internet Based (on line)

☐ Other

_____

4.3 **_Expenses:_** Client shall reimburse TEKsystems for all ordinary, necessary, and reasonable travel expenses incurred by Contract Employee(s) while performing services on behalf of Client that require Contract Employee to travel away from Client's primary job site. For other expense items, Client shall reimburse TEKsystems according to _Exhibit B_ attached hereto. Exhibit B attached (YES) (NO) Circle *one.*

4.4 **_Transaction Taxes_:** Fees quoted do not include any sales, use, gross receipts, goods and services, value-added, excise, or any other taxes of a similar nature (collectively, "Transaction Taxes"). Client is responsible for all Transaction Taxes and shall pay or reimburse TEKsystems for Transaction Taxes as a result of, relating or in connection with this Agreement including the services provided herein. If Client provides TEKsystems with a valid tax exemption certificate in accordance with local laws and as determined by TEKsystems, TEKsystems will not collect Transaction Taxes covered by the tax exemption certificate. If Client and TEKsystems cannot agree on the applicability of Transaction Taxes, Client understands that Transaction Taxes remain a responsibility of the Client to be collected by TEKsystems and remitted to the relevant governing authority should it be alleged or determined to be owed in connection with the services provided under this Agreement. In the event a governing authority determines additional Transaction Taxes are due in furtherance of this Agreement or the exemption certificate is held invalid, Client will pay TEKsystems the Transaction Tax.

Client agrees to reasonably cooperate with TEKsystems in the audit and minimization of Transaction Taxes in connection with this Agreement and shall make available to TEKsystems, and any governing authority, all information, records, or documents relating to any audits or assessments attributable to or resulting from this Agreement, and the filing of any tax returns or contesting of any Transaction Taxes.

4.5 **_Purchase Orders_:** Payment of TEKsystems invoices [shall] [shall not] be dependent upon a Client generated purchase order *(Client circle one)*. If a purchase order is required pursuant to this Section, Client shall deliver to TEKsystems a written purchase order before the first Contract Employee start date identified on _Exhibit A_. As stated in _Section 15.7_ herein, this Agreement, _Exhibit A_ and _Exhibit B_ constitute the entire agreement between the parties. If there is any inconsistency or conflicting terms between this Agreement and a client purchase order, this Agreement shall prevail. All purchase orders must be signed on behalf of the parties to this Agreement by their authorized representatives executing this Agreement.

5. _PAYMENT; DEFAULT_

Payment in full for invoices shall be due within thirty [30] days from invoice date, at TEKsystems, P.O. Box 198568, Atlanta, Georgia 30384-8568. Invoices that are more than seven (7) days past due are subject to a late charge of one percent (1%) per month on the amount of the past due balance. Late charges shall be calculated using the U.S. Method, therefore interest will not be compounded on the past due balance. If the Client's account is past due and TEKsystems has notified Client verbally or in writing of the past due balance, TEKsystems may, without advance notice, immediately cease providing any and all further Contract Employee services and may remove any currently assigned Contract Employees to Client without any liability to Client for interruption of pending work. Notwithstanding the terms of Section 15.10 of this Agreement, TEKsystems may institute proceedings to seek a default judgment in any court or competent jurisdiction in the United States.

Payment Method (choose one):

☐ Electronic Funds Transfer (EFT)

X Paper Check

If EFT, please provide EFT contact information:

Name: _____

Phone Number: _____

E-mail address: _____

Please email the TEKsystems' E-Commerce support team at BillingInquiries@teksystems.com regarding all electronic payment implementations.

5.1 **_Lockbox_:** Payment by check should be sent to TEKsystems, P.O. Box 198568, Atlanta, Georgia, 30384-8568.

6. _RESERVED_
7. _CONSENT TO USE OF SUB-CONTRACTORS_

From time to time in the performance of the services under this Agreement, it may be necessary or desirable for TEKsystems to engage other parties as sub-contractors. Client consents and agrees that TEKsystems may engage sub-contractors to provide services hereunder as it deems necessary.

8. *EXPORT CONTROL*

Client agrees that it will adhere to all applicable export controls including but not limited to the International Traffic and Arms Regulations (ITAR), the Export Administration Regulations (EAR), and all regulations and orders administered by the Office of Foreign Asset Control of the U.S. Department of Treasury. Client further assumes responsibility for contract employees' actions with regard to any transfer of export controlled articles to include technical data, and defense services while acting within the scope of work under this contract, to include the procurement of any licenses required under the ITAR or EAR. Client is responsible for identifying in writing for TEKsystems positions that require access to export controlled data or require TEKsystems provided personnel to participate in the export of controlled information and technologies to foreign persons. TEKsystems agrees to certify that its employees placed in those positions are U.S. persons where necessary.

9. *PREVAILING WAGE*

Client agrees that it is Client's responsibility to notify TEKsystems of any prevailing wage or other wage requirements covering the Contract Employees assigned to perform services for the Client, and Client hereby certifies that the services to be performed by the Contract Employees under this Agreement are not subject to any such wage requirements. In the event that it is later determined that any prevailing wage or other wage requirements/determinations are applicable, Client shall be responsible for notifying TEKsystems of the proper job classification as it relates to the Contract Employees as set forth in the Exhibit A to this agreement.

10. *RESTRICTIVE COVENANTCONVERSION / RIGHT TO HIRE*

10.1 *Restrictive Covenant-Conversion*:

(a) TEKsystems is not an employment agency. Its services are provided at great expense to TEKsystems. In consideration thereof, during the term of this Agreement and for the one hundred eighty (180) day period immediately following the period for which a Contract Employee last performed services for the Client under this Agreement, Client shall not, directly or indirectly, for itself, or on behalf of any other person, firm, corporation or other entity, whether as principal, agent, employee, stockholder, partner, member, officer, director, sole proprietor, or otherwise, solicit, participate in or promote the solicitation of such Contract Employee to leave the employ of TEKsystems, or hire or engage such Contract Employee.

Notwithstanding the above paragraph in this *Section 10.1*, if at any time the Client wishes to hire any Contract Employee provided by TEKsystems, Client may request that TEKsystems release the Contract Employee from his/her employment contract with TEKsystems to allow Client to employ or engage the services of Contract Employee, either directly or indirectly. Client acknowledges and agrees that TEKsystems, in its sole and absolute discretion, has the right to accept or refuse Client's request to employ or engage the services of Contract Employee supplied by TEKsystems to Client.

10.2 *Submittals-Right To Hire*: Resumes submitted to Client are confidential and for Client use only. Client agrees that TEKsystems is the representative of all candidates for which resumes are submitted to Client by TEKsystems in response to Client requests.

11. *CONTRACT EMPLOYEE PERFORMANCE*

Within the first forty (40) hours worked by any Contract Employee(s), Client shall review the Contract Employee(s) performance and decide whether to continue the engagement of such Contract Employee. If Client is dissatisfied with the performance of the Contract Employee, and Client wishes TEKsystems to terminate its engagement of such Contract Employee, Client must notify TEKsystems within the initial forty (40) hour period, specifying the reasons for its dissatisfaction, and Client shall not be required to pay for the hours worked by that Contract Employee during the initial forty (40) hour period, provided its reasons for termination are not unlawful and are bona fide in TEKsystems' reasonable judgment. If Client becomes dissatisfied with the performance of a Contract Employee after the initial forty (40) hour period, Client may request that TEKsystems terminate the engagement of that Contract Employee upon written notice to TEKsystems, but Client shall pay for all hours worked by the terminated Contract Employee from the first hour of work up to and including the date of termination.

12. *LIMITATION OF LIABILITY*

TEKsystems does not warrant or guarantee that the Contract Employee(s) placed pursuant to this Agreement will produce any particular result or any solution to Client's particular needs. Accordingly, Client acknowledges and agrees that TEKsystems is not responsible for any aspects of the Contract Employees work or the Client's project, including, without limitation, any deadlines or work product. Because TEKsystems is providing supplemental staffing services only, and Client is directing and supervising the Contract Employees who render these services, TEKsystems shall not be liable (i) for any claims, costs, expenses, damages, obligations or losses arising from or in connection with the acts or omission of any Contract Employee, including, but not limited to, work on engineering or design concepts or calculations or related drawings, software programs, designs or documentation, or (ii) for any indirect, special or consequential damages (including, but not limited to, loss of profits, interest, earnings or use) whether arising in contract.

13. *CLIENT PROPERTY*

13.1 **_Work Product_:** All work product of every kind performed by any Contract Employee on behalf of Client shall be the sole and exclusive property of Client.

13.2 **_Confidentiality_:** TEKsystems recognizes that while performing its duties under this Agreement, TEKsystems and its Contract Employees may be granted access to certain proprietary and confidential information regarding Client's business, customers, and employees. TEKsystems agrees to keep such information confidential and the obligations of this paragraph will survive the termination of this Agreement. This paragraph does not apply to information that was previously known or information that is available in the public domain.

14. _NOTICES; INFORMATION SECURITY INCIDENT LINK_

14.1 **_Manner_:** Any notice or other communication ("Notice") required or permitted under this Agreement shall be in writing and either delivered personally or sent by facsimile, overnight delivery, express mail, or certified or registered mail, postage prepaid, return receipt requested.

14.2 **_Addressee_:** Notices shall be addressed to:
        TEKsystems, Inc.
Attn: Senior Manager Of Operations
Address: 7437 Race Road
          Hanover, MD 21076
Fax #:
Telephone:
Email:

Or in the case of Client:

Attn: Manuel Gonzales

Address: City of Santa Fe
          1600 St Michaels Dr. BLD24
          Santa Fe, NM 87501
Fax #:
Telephone:
Email:

14.3 **_Delivery_:** A Notice delivered personally shall be deemed given only if acknowledged in writing by the person to whom it is given. A Notice sent by facsimile shall be deemed given when transmitted, provided that the sender obtains written confirmation that the transmission was sent. A Notice sent by overnight delivery or express mail shall be deemed given twenty-four (24) hours after having been sent. A Notice that is sent by certified mail or registered mail shall be deemed given forty-eight (48) hours after it is mailed. If any time period in this Agreement commences upon the delivery of Notice to any one or more parties, the time period shall commence only when all of the required Notices have been deemed given.

14.4 **_Changes_:** Either party may designate, by Notice to the other, substitute addressees, addresses or facsimile numbers for Notices, and thereafter, Notices are to be directed to those substitute addresses, or facsimile numbers.

14.5 **_Information Security Incident Link_:** In the event an Information Security Incident occurs involving a Contract Employee assigned to Client under this Agreement, Client agrees to report the Information Security Incident to TEKsystems via the following link: [Infosec.allegisgroup.com]. An Information Security Incident shall be defined to include any matter in which Client equipment is lost or stolen, any sensitive, proprietary or Client confidential information contained on the Equipment is improperly transmitted or disclosed or other information security incidents or issues that arise and are caused by Contract Employee(s).

15. _MISCELLANEOUS_

15.1 **_Governing Law_:** The laws of the State of New Mexico shall govern the validity and construction of this Agreement and any dispute arising out of or relating to this Agreement, without regard to the principles of conflict of laws.

15.2 **_Severability_:** A ruling by any court that one or more of the provisions contained in this Agreement is invalid, illegal or unenforceable in any respect shall not affect any other provision of this Agreement so long as the economic or legal substance of the transactions contemplated hereby is not affected in any manner materially adverse to any party. Thereafter, this Agreement shall be construed as if the invalid, illegal, or unenforceable provision had been amended so as to make this Agreement valid and enforceable as originally contemplated by this Agreement to the greatest extent possible.

15.3 **_Counterparts_:** This Agreement may be executed simultaneously in two or more counterparts, each of which shall be deemed an original. In that event, in providing this Agreement it shall not be necessary to produce or account for the counterpart signed by the party against whom the proof is being presented.

15.4 **_Headings_:** The section and subsection headings have been included for convenience only, are not part of this Agreement and shall not be taken as an interpretation of any provision of this Agreement. The background section is an integral part of this Agreement.

15.5 **_Binding Effect_:** This Agreement shall be binding upon and shall inure to the benefit of the parties and their respective heirs, legatees, personal representatives and other legal representatives, successors and permitted assigns. TEKsystems and Client specifically acknowledge and agree that this Agreement governs and applies to the relationship between TEKsystems and the Client, and not to any other relationship between the Client and any other division, company, business

unit, subsidiary or affiliate of TEKsystems. Except as otherwise specifically provided, this Agreement is not intended and shall not be construed to confer upon or to give any person, other than the parties hereto, any rights or remedies.

15.6 **_Amendments And Modifications_**: This Agreement, including _Exhibit A_ and _Exhibit B_ hereto, may be amended, waived, changed, modified or discharged only by an agreement in writing signed on behalf of all of the parties by the authorized representatives executing this Agreement.

15.7 **_Entire Agreement_**: This Agreement, _Exhibit A_ and _Exhibit B_ hereto constitutes the entire agreement between the parties, and there are no representations, warranties, covenants or obligations except as set forth in this Agreement. This Agreement supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions, written or oral, of the parties, relating to any transaction contemplated by this Agreement.

15.8 **_Waiver_**: Failure to insist upon strict compliance with any of the terms, covenants or conditions of this Agreement shall not be deemed a waiver of that term, covenant or condition or of any other term, covenant or condition of this Agreement. Any waiver or relinquishment of any right or power hereunder at any one or more times shall not be deemed a waiver or relinquishment of that right or power at any other time.

15.9 **_Remedies Cumulative_**: The remedies set forth in this Agreement are cumulative and are in addition to any other remedies allowed at law or in equity. Resort to one form of remedy shall not constitute a waiver of alternate remedies.

15.10 **_Assignment_**: No party shall transfer or assign any or all of its rights or interests under this Agreement or delegate any of its obligations without the prior written consent of the other party; provided, however, that TEKsystems may transfer or assign its rights or interests, or delegate its obligations, under this Agreement to any of TEKsystems other divisions, business units, subsidiaries or affiliates without the prior written consent of Client.

16. _HEALTH AND SAFETY_

Client agrees to train, certify, evaluate and orient all TEKsystems Contract Employees in all safety (IIPP), hazardous communication (MSDS information, etc.) and operational instructions in the same manner as Client employees and as required by policy or by law, including, but not limited to, all federal OSHA and equivalent state agency requirements, guidelines and standards. Client will provide and require all TEKsystems Contract Employees to wear all appropriate safety equipment. Client will notify TEKsystems immediately in the event of an accident or medical treatment of any TEKsystems Contract Employee, and will be provided with a completed supervisor's report of injury. In the event of an accident or other incident involving a TEKsystems Contract Employee, TEKsystems shall have the right to conduct an on-

site investigation. Client shall cooperate with TEKsystems in the conduct of its investigation.

17. _VEHICLE USE_

Contract Employee(s) are not authorized to operate a motor vehicle without TEKsystems' express written permission. Client shall not request or require TEKsystems' Contract Employee(s) to perform tasks that require driving a motor vehicle without TEKsystem's express written permission.

18. _FORCE MAJEURE_

Neither party shall be liable for any delay in delivery or nonperformance in whole of its obligations under this Agreement or Statement of Work if prevented from doing so by a cause or causes beyond its control, including, without limitation, acts of God or public enemy, failure of suppliers to perform, fire, floods, storms, earthquakes, riots, strikes, war, and restraints of government. The suspension of performance shall be of no greater scope and no longer duration than is reasonably required and the non-performing party shall use reasonable efforts to remedy its inability to perform.

19. _TERM AND EFFECTIVE DATE_

This Agreement shall be effective when signed by the Client and the TEKsystems, whichever occurs last, and shall terminate on June 30, 2023 unless sooner pursuant to the Termination Article below. The term of this Agreement may be extended for an additional period of three (3) years, not to exceed four (4) years, by a written amendment in accordance with the terms of this Agreement.

19.1 **_Termination:_** This Agreement may be terminated by the Client upon 30 days written notice to the TEKsystems.

20. _INDEMNIFICATION_

TEKsystems shall indemnify, hold harmless and defend the CLIENT from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from TEKsystems' negligent acts or omissions in furtherance of the services provided under this Agreement as well as the performance of TEKsystems' employees, agents, representatives and subcontractor.

21. _NEW MEXICO TORT CLAIMS ACT_

Any liability incurred by the CLIENT in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The CLIENT and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this

Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

22. **_APPLICABLE LAW; CHOICE OF LAW; VENUE_**

TEKSYSTEMS shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the CLIENT of Santa Fe. In any action, suit or legal dispute arising from this Agreement, the TEKsystems agrees that the laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

23. **_APPROPRIATIONS_**

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the CLIENT for the performance of this Agreement. If sufficient appropriations and authorization are not made by the CLIENT, this Agreement shall terminate upon written notice being given by the CLIENT to TEKsystems. The CLIENT's decision as to whether sufficient appropriations are available shall be accepted by TEKsystems and shall be final.

24. **_RELEASE_**

TEKsystems, upon acceptance of final payment of the amount due under this Agreement, releases the CLIENT, its officers and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. TEKsystems

agrees not to purport to bind the CLIENT to any obligation not assumed herein by the CLIENT unless TEKsystems has express written authority to do so, and then only within the strict limits of that authority.

25. **_INSURANCE_**

TEKsystems shall maintain professional liability insurance throughout the term of this Agreement providing a minimum coverage in the amount required under the New Mexico Tort Claims Act. TEKsystems shall furnish the CLIENT with proof of insurance of TEKsystems's compliance with the provisions of this section as a condition prior to performing services under this Agreement.

26. **_THIRD PARTY BENEFICIARIES_**

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the CLIENT and the TEKsystems. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

27. **_SEVERABILITY_**

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

IN WITNESS WHEREOF, the parties have executed this Agreement, under seal, the day and year first above written.

Client

John Blair
John Blair (Oct 11, 2022 14:58 MDT)
_____
Signature John Blair, City Manager

_____
Name   Oct 11, 2022
_____
Title   Date

Attest:

Kristine Mihelcic
_____
Kristine Mihelcic, City Clerk   _XIV_

Approved as to Form:

Marcos Martinez
Marcos Martinez (Sep 28, 2022 16:30 MDT)
_____
Senior Assistant City Attorney

TEKsystems, Inc.

Christopher Garman
_____
Signature
 Christopher Garman

_____
Name
Senior Manager of Operations   9/29/22
_____
Title   Date

Approved:

Emily K. Oster
Emily K. Oster (Oct 5, 2022 16:48 MDT)
_____
Emily Oster, Finance Director

Quotation for the City of Santa Fe

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

September15th, 2022

Price Agreement # 90-00000-19-00065CH
NM TaxID # 02-395509000
Federal Tax ID # 52-2010575
D.F.A. Vendor Number 0000019969
DUNS # 96-5762909

Total Quote: $131,287.75

Category 5 End User Support September 19th 2022-

1.   **Scope of Work.**
     A.   The Contractor personnel shall provide the following services-for the City, while under the technical direction and

     supervision of the City:

      1)   Production Support to the Multimedia Office for City Hall Live weekly show and other City Special

             Events.

      2)   Produce special video projects for the City of Santa Fe, mainly for City Hall Live.

      3)   Assist Multimedia staff with video live and taped projects.

      4)   Accepts Service Desk calls and reports from staff regarding problems, technical requests, and
           other service-related matters.
      5)   Creates all requests with thorough, complete, correct, and concise documentation in the ITT
           Service Desk system and assigns to applicable problem to the corresponding technicians.
      6)   Assesses urgency of issues, prioritizes, and takes appropriate steps toward resolution or escalation.
      7)   Images and builds desktop personal computers, laptops, and other personal computing devices.
      8)   Provides support for desktop and mobile phones and voice systems.
      9)   Provides support for audio visual technologies and systems for multiple platforms, departments, and
           city locations.
      10) Provides support for mobile device technologies and platforms.
      11) Provides support for printing and scanning equipment, including print servers, print queues and toner
           installation.

12) Performs troubleshooting tasks for Windows and Apple platforms as necessary and resolves issues within the scope of responsibility.
13) Develops and maintains triage documentation.
14) Monitors Service Desk incident tickets to ensure issues are being addressed on schedule and end users are informed of status.
15) Provides proactive communication and notification to end users of pending or upcoming problems, outages, and other service issues.
16) Provides friendly and courteous service to all users.\Ensures all tasks are performed with a high level of quality and customer service.
17) Shares knowledge with co-workers and users where applicable./Creates correct and concise documentation of all service calls for ticketing system.
18) Unloads and loads computer equipment from semi-trailers and cargo hauling vehicles.

B. **Performance Measures.**

Contractor personnel shall substantially perform the following Performance Measures under the technical direction and supervision of the City:

1) Successfully assist City Multimedia Office Productions that include City Hall Live, State of the City, City Council Meetings, Press Conferences and other City Events

2) Have knowledge of City Audio Visual Equipment and how to successfully troubleshoot if issues arise during production.

   Can successfully stream a live event on the City's Youtube Channel or other platforms that may be required.

3) Manage Zoom hybrid meetings.

Hourly Rate x Hours + GRT = Total Price
3 Contractors @ $38.85 x 1040 hours each (40 hours weekly) = $121,212 x 8.3125%($10,075.75) = $131,287.75

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