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ORDINANCE 2021-117

AN ORDINANCE REPEALING CHAPTER 24 (FINANCE AND ADMINISTRATION DEPARTMENT), PART 6, SECTION 24.604 (OFFICE OF THE OMBUDSMAN FUNCTIONS) AND SECTION 24.605 (EQUAL BUSINESS OPPORTUNITY OFFICE FUNCTIONS), ORDINANCE CODE; CREATING A NEW CHAPTER 24 (FINANCE AND ADMINISTRATION DEPARTMENT), PART 10 (OFFICE OF THE OMBUDSMAN) PART 11 (EQUAL BUSINESS OPPORTUNITY AND DIVISION); AMENDING CHAPTER 24, SECTION 24.603 (DUTIES OF CHIEF OF PROCUREMENT), ORDINANCE CODE; REPEALING CHAPTER 126 (PROCUREMENT CODE), PART 6A (SMALL BUSINESS CAPITAL, BONDING, AND OUTREACH PROGRAM) AND PART 6B (JACKSONVILLE SMALL EMERGING BUSINESS PROGRAM), ORDINANCE CODE; CREATING A NEW CHAPTER 126, PART 6 (JACKSONVILLE EMERGING BUSINESS PROGRAM), SUBPART A (GENERAL PROVISIONS), SUBPART B (PROGRAM ADMINISTRATION), SUBPART C (PROGRAM SUPPORT SERVICES; MARKETING AND OUTREACH; DISPARITY STUDY UPDATE), SUBPART D (PROGRAM ELIGIBILITY, PROCEDURES, AND OTHER REQUIREMENTS); PROVIDING FOR CODIFICATION INSTRUCTIONS; PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Jacksonville ("City") determined in 2004 that growing Jacksonville small and emerging businesses ("JSEBs") was beneficial to the City and its individual residents; and

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WHEREAS, to that end, the City devised the Jacksonville Small Emerging Business Program (the "Program") to address several concerns that were found to impede the growth of small businesses, including bonding issues, access to capital, training, city procurement barriers, and lack of resources for growth; and

WHEREAS, a Special Committee on the Jacksonville Small & Emerging Business ("Special Committee") was established in August 2020 to review the Program and make improvements and recommendations to the Program supported by evidence, disparity studies, and applicable federal and state law; and

WHEREAS, the Special Committee held multiple meetings and heard from various guest speakers and presenters, including JSEB vendors, prime contractors, the City's Procurement Division, other interested parties, and the public; and

WHEREAS, a copy of the Special Committee's Final Report is
attached hereto as Exhibit 1; and

WHEREAS, based on the Special Committee's review of the Program, the City desires to further improve certain aspects of the Program to better assist JSEBs in growing and graduating from the Program; now therefore

BE IT ORDAINED by the Council of the City of Jacksonville:

Section 1. Repealing Chapter 24 (Finance and Administration Department), Part 6, Section 24.604 (Office of the Ombudsman Functions) and Section 24.605 (Equal Business Opportunity Office Functions), Ordinance Code. Chapter 24 (Finance and Administration Department), Part 6, Section 24.604 (Office of the Ombudsman Functions) and Section 24.605 (Equal Business Opportunity Office Functions), Ordinance Code, are hereby repealed in their entirety. Copies of the repealed Chapter 24, Part 6, Sections 24.604 and 24.605, are attached hereto as Exhibit 2.

Section 2. Creating a new Chapter 24 (Finance and

Administration Department), Part 10 (Office of the Ombudsman) and Part 11 (Equal Business Opportunity Division), Ordinance Code.

Chapter 24 (Finance and Administration Department), Part 10 (Office of the Ombudsman) and Part 11 (Equal Business Opportunity Division), Ordinance Code, are hereby created to read as follows:

CHAPTER 24 - FINANCE AND ADMINISTRATION DEPARTMENT

* * *

PART 10. OFFICE OF THE OMBUDSMAN

Sec. 24.1101. Establishments; functions.

The Office of Ombudsman is established as an office within the Finance and Administration Department. 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) Partner with using agencies to assist in resolving contractual disputes; and
- (j) Assist the Equal Business Opportunity Office in the resolution of disputes between City vendors regarding issues of payment, performance and overall contract compliance.

PART 11. EQUAL BUSINESS OPPORTUNITY DIVISION

Sec. 24.1101. Establishment; functions.

There is created an Equal Business Opportunity Division within the Finance and Administration Department. The purpose of the Equal Business Opportunity Division is to promote the growth and success of Jacksonville Small & Emerging Business vendors to become engines of economic growth in their communities while establishing key proprieties designed to overcome unique challenges faced by Jacksonville Small & Emerging Businesses. The Division shall be responsible for deployment and administration of Chapter 126, Part 6 (Jacksonville Small Emerging Business Program), and shall:

- (a) Process certification applications;
- (b) Assist the Chief of Procurement in implementing participation JSEB goals on a project by project basis;
- (c) Monitor City projects for compliance with the requirements of Chapter 126, Ordinance Code;
- (d) Report on the expenditure of City funds paid to certified JSEB companies;
- (e) Assist in the resolution of disputes between City vendors regarding issues of payment, performance and overall contract compliance;

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- (f) Provide support services to assist certified JSEBs in their efforts to secure training, bonding and access to capital pursuant to Chapter 126, Part 6, Ordinance Code;
- (g) Provide annual training, in consultation with the Chief of Procurement and the Ombudsman, to department heads and divisions chiefs, or their designees, and applicable staff of City boards and commissions pursuant to Chapter 126, Part 6, Ordinance Code; and
- (h) Perform the various duties defined in and/or required by Chapter 126, Ordinance Code.

Sec. 24.1102. Chief, Equal Business Opportunity. The Chief of Equal Business Opportunity is the division chief of the Equal Business Opportunity Division. The Chief shall be appointed by the Mayor, subject to confirmation by the 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.

Sec. 24.1103. Duties of Chief. The Chief of Equal Business Opportunity shall oversee the operation and management of the Equal Business Opportunity Division in accordance with applicable laws, and shall perform such other duties and responsibilities as may be assigned by the Mayor and the Director.

Section 3. Amending Chapter 24 (Finance and Administration Department), Section 24.603 (Duties of Chief of Procurement), Ordinance Code. Chapter (Finance 24 and Administration Department), Section 24.603 (Duties of Chief of Procurement), Ordinance Code, is hereby amended to read as follows:

CHAPTER 24 - FINANCE AND ADMINISTRATION DEPARTMENT

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PART 6. PROCUREMENT DIVISION

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Sec. 24.603. - Duties of Chief of Procurement. It shall be the duty of the Chief to:

* * *

- (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 Finance and Administration Department, or their respective designees in connection with the procurement of goods and services for the City, except where specifically exempted by the Council;

(s) Oversee the Office of Ombudsman; and

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(t) Oversee the Office of Equal Business Opportunity.

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Section 4. Repealing Chapter 126 (Procurement Code), Part 6A (Small Business Capital, Bonding, and Outreach Program) and Part 6B (Jacksonville Small Emerging Business Program), Ordinance Code. Chapter 126 (Procurement Code), Part 6A (Small Business Capital, Bonding, and Outreach Program) and Part 6B (Jacksonville Small Emerging Business Program), Ordinance Code, are hereby repealed in their entirety. Copies of the repealed Chapter 126, Parts 6A and 6B, are attached hereto as Exhibit 3.

Creating a new Chapter 126 (Procurement Code), Part 6 (Jacksonville Small Emerging Business Program), Subpart A (General Provisions), Subpart B (Program Administration), Subpart C (Program Support Services; Marketing and Outreach), and Subpart D Eligibility, Procedures, (Program and Other Requirements), Ordinance Code. Chapter 126 (Procurement Code), Part (Jacksonville Small Emerging Business Program), Subpart A (General Provisions), Subpart B (Program Administration), Subpart C (Program

Support Services; Marketing and Outreach; Disparity Study Update), 1 2 (Program Eligibility, Procedures, and Other and Subpart D 3 Requirements), Ordinance Code, are hereby created to read as follows: 4 CHAPTER 126 - PROCURMENT CODE 5 6 PART 6. JACKSONVILLE SMALL AND EMERGING BUSINESS PROGRAM 7 SUBPART A. GENERAL PROVISIONS 8 Sec. 126.601 - Legislative Intent. It is the intent of the City in 9 enacting this law to provide a comprehensive and 10 Jacksonville Small and Emerging Business Program to benefit local 11 small businesses in the City. 12 Sec. 126.602 - Legislative Findings. 13 The Council finds and declares that: Several issues impede the progress of small businesses 14 including, but not limited to, bonding issues, access 15 16 capital, education and training, insurance and lack resources for growth; and 17 Growing Jacksonville small emerging 18 (2) and businesses 19 ("JSEBs") is beneficial to the City and its individual 20 residents. Sec. 126.603 - Purpose. The purpose of the JSEB Program is to 21 22 support and assist local small businesses in obtaining direct 23 contracting or subcontracting business opportunities with the City. 24 Sec. 126.604 - Definitions. The following words and phrases as 25 used in this Part shall have the following meaning: 26 "Chief" shall mean the Chief of Procurement.

mean the Director of the

Finance

and

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"Director"

shall

Administration Department.

- "Direct contracting" shall mean any contract between the City and a JSEB that has been awarded to a JSEB pursuant to Chapter 126, Ordinance Code.
- 4 "JSEB" shall mean Jacksonville Small and Emerging Business.

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- 5 "JSEB Administrator" shall mean the individual responsible for 6 administering and managing the JSEB Program pursuant to Chapter 24, 7 Part 11 and this Part.
 - "Prime contractor" shall mean a non-JSEB contractor who has been awarded a contract with the City pursuant to Chapter 126, Ordinance Code, and who is required to subcontract with a JSEB(s) pursuant to a Schedule of Participation.
- 12 "Program" shall mean the Jacksonville Small and Emerging Business
 13 Program.
- "Project Specific Goals" shall mean specific JSEB subcontractor

 participation goals set by the JSEB Administrator and Chief of

 Procurement that a prime contractor must adhere to in a City

 awarded contract.
 - "Program Goals" shall mean the goals for the Program set forth in "Schedule of Participation" shall mean the bidder/proposer's detailed list of all JSEB and non-JSEB subcontractors from which the bidder/proposer solicited bids or quotations in accordance with Section 126.616 herein.
 - Sec. 126.605. Annual Budget Appropriation. The JSEB program, as provided for in this Part, shall be funded at a minimum of \$500,000 or greater excluding staff.

SUBPART B. PROGRAM ADMINISTRATION

- Sec. 126.606. JSEB Administrator.
- (a) Responsibilities. The JSEB Administrator shall administer and manage the Program, including:

(1) Implementing and enforcing rules and regulations hereunder

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(10) Posting all contracting opportunities on the Department

operation of the Program;

website under "JSEB Program";

- (11) Identifying all certified companies on its website within three business days of certification;
- (12) Advertising all pre-bid conferences in applicable JSEB newspapers, direct-mail or e-mail notices to certified JSEBs, as appropriate, and otherwise seek to increase the interest of all JSEBs certified in the scopes of work of the contract;
- (13) Providing interested JSEBs with timely, adequate information about the plans, specifications and requirements of the contract to allow them to respond to the solicitation either directly or by referral to the City department seeking the procurement;
- (14) Maintaining a list of certified JSEBs, shall have copies available for distribution and shall post such information on the City's Procurement website;
- (15) Adjusting the annual gross receipts for good cause shown. An appeal of the decision of the JSEB Administrator may be appealed pursuant to 126.621 herein;
- (16) Perform onsite inspections of the JSEB business location; and
- (17) Facilitating and coordinating all aspects of the Program so as to provide Program participants and prospective participants with a primary contact for the Program.
- (b) Department Training. Each City department, office or board shall identify to the JSEB Administrator the person with the responsibility of ensuring JSEB participation in such department, office or board; said person shall receive diversity training and shall prepare quarterly reports to the JSEB Administrator identifying the extent of non-JSEB, JSEB participation in any procurement within it's department, office or board that month.

(c) Courtesy Application Reviews and Meeting Conferences. The JSEB Administrator, or his or her designee, shall provide courtesy reviews of a small business's JSEB application to confirm whether the application has complied with the requirements of this Part. The JSEB Administrator may conduct such courtesy reviews in person or electronically with the small business upon request and appointments shall be scheduled on a first come, first serve basis as time allows. Additionally, the JSEB Administrator, or his or designee, may meet with prospective JSEBs or small businesses interested in the Program to provide information regarding the Program's support and outreach services available to JSEBs as set forth in this Part.

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Sec. 126.607. - JSEB Monitoring Committee; Annual Program Review.

(a) Establishment; purpose. There is established a seven-member JSEB Monitoring Committee ("Committee"), to annually review, in consultation with the JSEB Administrator, the status of the Program Goals, including, but not limited to, the percentage, number, and dollar value of contracts awarded through direct contracting and subcontracts; the training, access to capital, and bonding programs required herein; difficulties or accomplishments of the Program; and a comparison of the achievements under the Program compared with the Program Goals. The Committee shall also annually review the (i) maximum threshold amounts for personal net worth and averaged annual gross receipts referenced in Section 126.613(c), and (ii) limitation on the number of program participation years in Section 126.613(c) to determine if such amounts and limitation on the number of years are appropriate for the Program. Based on the Committee's required Program review, the Committee may recommend to the Mayor or City Council amendments to the Program in the form of a report.

(b) Composition; appointments. The Mayor shall appoint three members of the Committee, and the City Council shall appoint four members. The Committee shall be comprised of two non-JSEB contractors, one appointed by the Mayor and one appointed by the City Council, two certified JSEB contractors, one appointed by the Mayor and one appointed by the City Council, and two private citizens, one appointed by the Mayor, and one appointed by the City Council, and one representative from the Northeast Florida Builders Association, Inc., or similar trade association, appointed by the City Council, for three-year staggered terms. The two non-JSEB contractor members must have a current contract with the City or have had a contract with the City in the past. The Mayor shall appoint a Chair and the Chair shall serve until such a time as another Chair shall be appointed by the Mayor. The Mayor and City Council shall strive to reflect the diversity of Duval County in its appointments; each of the seven members shall be confirmed by

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City Council.

(c) Meetings; applicable laws. The Committee shall meet quarterly with the JSEB Administrator, who shall then generate a quarterly report for the Mayor and City Council no later than 14 days after each quarterly meeting. The JSEB Administrator, or his or her designee, shall provide staff support to the Committee. The JSEB Monitoring Committee shall be governed by Chapters 286, Florida Statutes, and 112, Part 3, Florida Statutes, Chapters 50 (Boards and Commissions) and 602 (Jacksonville Ethics Code), Ordinance Code.

SUBPART C. PROGRAM SUPPORT SERVICES; MARKETING AND OUTREACH; DISPARITY STUDY UPDATE

Sec. 126.608. - Creation of bond enhancement program.

(a) The JSEB Administrator shall competitively procure and maintain annually a contract with a third-party contractor or contractors to

provide a bond enhancement program for the benefit of JSEBs, subject to availability of funds. The bond enhancement program shall provide support services to assist JSEBs in their efforts to secure performance and payment bonds for public and private contracts. The program shall not provide the underlying bond but shall provide a refined basis for underwriting bonds, small business support services, and contractor monitoring necessary for such bond underwriting, as well as improvement plans for JSEBs who do not qualify.

(b) Section 126.201(a)(2) herein provides that JSEBs are not required to submit bid bonds for projects under \$500,000. Section 126.201(g) provides that JSEBs are not required to provide performance bonds for projects under \$200,000 pursuant to the exemption amount set forth in Section 255.05, Florida Statutes, as may be amended.

Sec. 126.609. - Access to capital.

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(a) The City shall create a funding source to assist JSEBs with obtaining access to capital (the "AC Program"), subject availability of funds. The JSEB Administrator, or a third-party contractor engaged through the JSEB Administrator Manager"), shall manage the distribution of said funds, accordance with guidelines developed by the JSEB Administrator in order to ensure proper administration and monitoring and to ensure continuity for the program. All funds deposited into the Access to Capital Special Revenue Fund shall be the subject of a permanent and continuing appropriation when used for the purpose of loans to assist JSEBs with obtaining access to capital. In the event that the JSEB Administrator serves as the manager of the AC Program, the Director is authorized to execute on behalf of the City all loan agreements and related documents authorized pursuant to the AC Program.

(b) The JSEB Administrator shall monitor and enforce the contract for disbursing funds and ensure that certified JSEBs are receiving funding assistance consistent with this Part.

- (c) The JSEB Administrator, on a quarterly basis, shall provide a report on the activity in the AC Program for the preceding three-month period. Such reports will be posted on the Equal Business Opportunity and Procurement Division websites.
- (d) The JSEB Administrator or the Program Manager shall host biannual (i.e., twice a year) workshops to inform potential JSEB participants about available Access to Capital programs.
- (e) The JSEB Administrator shall provide a quarterly activity report for the preceding three months to the JSEB Monitoring Committee for its use in complying with the reporting requirements pursuant to Section 126.607 herein.

Sec. 126.610. - Training programs; Community Outreach and Program Marketing.

- (a) Continuing education, training and mentoring programs. The City through the Equal Business Opportunity Office ("EBO Office") shall be responsible for developing and implementing continuing education, training, and mentoring programs. Such continuing education, training, and mentoring programs may include, but not be limited to, the following topic areas:
 - (1) Requirements related to doing business with the City;
 - (2) Subcontracting documentation requirements;
 - (3) Accounting for the small business;
 - (4) Construction related contractors and subcontractors, including technology, bidding, and bonding, and project management;

(5) Key management issues such as cash-flow management, business planning, marketing, accounting, and record keeping, human resources management;

- (6) Business plans, financial plans and continued education plans;
- (7) Business profile reviews, to include a SWOT (strength, weakness, opportunities, threats) analysis;
- (8) Mentoring with veteran JSEBs and/or industry leaders; and
- (9) Business development education.

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Subject to availability of funds, the EBO Office may procure a third-party contractor or contractors, including, but not limited to, educational institutions, to assist with developing and implementing the education, training, and mentoring programs required under this Section.

(b) Community Outreach and Program Marketing. The Equal Business Opportunity Office shall be responsible for developing and implementing marketing campaigns, recruitment activities, and scholarship programs to increase Program the number of JSEBs in the Program. Any funds appropriated for such activities shall be inclusive of scholarships. The Equal Business Opportunity Office shall also engage in community outreach by hosting small business program workshops regarding the Program and the support services available to prospective JSEBs. Additionally, the Equal Business Opportunity Office shall biennially (i.e., every two years) survey certified JSEBs on a survey form approved by the JSEB Monitoring Committee to ascertain what education, training and mentoring programs JSEBs need most. The Equal Business Opportunity Office shall consider such survey results in determining which education, training, and mentoring programs to pursue under this Section.

(c) Minimum Funding Requirement. Subject to availability of funds, the Program requirements set forth in this Section shall be funded at a minimum of \$200,000 or greater.

Sec. 126.611. - Insurance program review. The City's Risk Manager shall prepare a report on available insurance programs for Florida small businesses and make recommendations regarding methods or programs to assist certified JSEBs in obtaining requisite insurance. Said report shall be prepared and submitted biennially (i.e., every two years) to the Director on or before January 15th of the year the report is due. The JSEB Administrator and the City's Risk Manager shall meet quarterly regarding available insurance programs. The JSEB Administrator shall publish a copy of the report on the Equal Business Opportunity Office website.

Sec. 126.612. - Disparity Study Update. Subject to availability of funds, the Equal Business Opportunity Office shall initiate an update to the 2013 disparity study regarding the City of Jacksonville contracts on or before August 31, 2023. Upon receipt and review of the disparity study update, the Equal Business Opportunity shall provide a report to the Mayor and City Council regarding the analysis and results of the disparity study update.

SUBPART D. - PROGRAM ELIGIBILITY, PROCEDURES AND OTHER REQUIREMENTS Sec. 126.613. - Jacksonville Small Emerging Businesses defined.

- (a) All businesses must be certified under the provisions set forth below. Certifications will be granted only in those areas for which the owner(s) has the ability and expertise to manage and control the firm's operations and work.
- (b) A certified JSEB must provide financial statements prepared by a certified public accountant and participate in one or more training, education, or mentoring programs during each 24-month period and provide evidence of such to the JSEB Administrator.

(c) To be certified as a JSEB, an individual owner must meet the following criteria:

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(1) Reside currently in Duval County for a minimum twelve consecutive month period immediately preceding the JSEB application date and have an established business headquartered for a minimum of three years in Duval County and reside in Duval, St. Johns, Nassau, Baker, or Clay County for one year total within the five County area;

- (2) Have a personal net worth less than \$1,320,000, excluding personal residence, including but not limited to business value and assets (measured as book value), ownership in other businesses and all other assets personally owned, held in trust for the individual owner's benefit; provided, however, that, notwithstanding personal net worth, certification hereunder shall require that annual gross receipts, averaged over the immediately preceding three-year period, not exceed \$12,000,000. The averaged annual gross receipts and personal net worth maximum threshold amounts shall be subject to annual analysis by the JSEB Administrator and reviewed by the JSEB Monitoring Committee pursuant to Section 126.607 herein;
- (3) Have not been in the program for a total of more than nine (9) years from the date of the JSEB's first contract as a prime contractor of the City or as a subcontractor retained by a prime contractor of the City, whichever is earlier, provided, however, that participation may be increased by two one-year periods for good cause as determined by the Director;
- (4) Own and control more than 51 percent of the business entity being certified;
- (5) Own any license required by local, state, or federal law;

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- (6) Have expertise normally required by the industry for the field for which certification is sought;
- (7) Be a for-profit small business concern;
- (8) Not be a front, a broker, or a pass-through, which for purposes of this subsection (c);
- (8) means a JSEB that is not registered as a supplier or distributor through the Florida Department of Revenue;
- (9) Perform a commercially useful function typical of the field for which certification is granted;
- (10) Not be controlled or operate as front by non-JSEB family, former or present employers. Familial relationships where capital is provided for the business will be subject to scrutiny and possible rejection;
- (11) The JSEB owner(s) contributions of capital or expertise to acquire the ownership interest must be real and substantial; and
- (12) Be a business, including a sole proprietorship, partnership, corporation, limited liability company, or any other business or professional entity:
- (i) Which is at least 51 percent owned by one or more of the individuals identified herein in paragraph (c)(1) the ownership of any such business that has been in existence for a year or over must have maintained such 51 percent ownership for at least one year; and
- (ii) In the case of a publicly owned business, at least 51 percent of all classes of the stock of which is owned by one or more of such persons each of whom meets the personal net worth criteria set forth above; and

(d) Only a firm that is managed and controlled by a JSEB person(s) may be certified under this Program. The JSEB owner(s) must actually exercise control over the firm's operations, work, management and policy. Indicia of such control are set forth below.

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- (1) A firm must not be subject to any formal or informal restrictions that limit the customary discretion of such owner(s). There can be no restrictions through corporate charter provisions, by-law provisions, contracts or any other formal or informal devices that prevent the JSEB owner(s), without the cooperation or vote of a non-qualifying person or entity from making any business decision of the firm.
- (2) The JSEB owner(s) may delegate various areas of the management or daily operations of the firm to persons who would not qualify to be JSEBs only if such delegation is typical in the industry for such businesses. Such delegations of authority must be revocable, and the JSEB must retain the power to hire and fire any such person. The JSEB owner must have an overall understanding of, and managerial and technical competence, experience and expertise, directly related to the firm's operations and work.
- (3) The JSEB owner cannot engage in outside employment or other business interests that conflicts with the management of the firm or prevents the owner from devoting sufficient time and attention to the affairs of the firm to manage and control its activities unless such activities would be appropriate with commensurate businesses, in order to avoid sham or fraudulent certifications.

- (e) Only an independent firm may be certified as a JSEB. An independent firm is one whose viability does not depend on its relationship with another firm. Recognition of an applicant as a separate entity for tax or corporate purposes is not necessarily sufficient to demonstrate that a firm is independent. In determining whether an applicant is an independent business, the JSEB Administrator will:
 - (1) Scrutinize relationships with non-JSEBs in such areas as personnel, facilities, equipment, financial and/or bonding support, and other resources.
 - (2) Consider whether present or recent family, or employer/employee relationships between the JSEBs owner(s) of the applicant compromise the applicant's independence.
 - (3) Examine the applicant's relationships with non-JSEB prime contractors to determine whether a pattern of exclusive or primary dealings with a prime contractor compromises the applicant's independence.
 - (4) Consider the consistency of relationships between the applicant and non-JSEBs with normal industry practices.
 - (5) An owner shall be certified only for specific types of work for which the owner(s) has the ability and expertise to manage and control the firm's operations and work.

Sec. 126.614. - JSEB and Program eligibility.

- (a) Only businesses that meet the criteria of JSEBs may be certified for participation in the Program. The applicant has the burden of persuasion.
- (b) Only an independent firm may be certified as a JSEB. An independent business is one whose viability does not depend on its relationship with another firm or partners. Recognition of an applicant as a separate entity for tax or corporate purposes is not

necessarily sufficient to demonstrate that a firm is independent. The JSEB Administrator must determine that an owner has an independent business in order to certify the business as a JSEB. In doing so, the Director will take into account all reasonable criteria for reviewing control of a business.

- (c) The certification status of all JSEBs shall be reviewed biennially (i.e., every two years) by the Department. Failure of the firm to seek re-certification by filing the necessary documentation with the Department within 60 days from the date of receipt of written notification from the Department may result in de-certification.
- (d) It is the responsibility of the JSEBs to notify the Department of any change in its circumstances affecting its continued eligibility for the Program. Failure to do so may result in the firm's de-certification.
- 16 (e) The JSEB Administrator shall decertify a firm that does not meet
 17 the eligibility criteria.
 - (f)A JSEB may receive no more than five prime contracts set aside, including prime contracts from participation goals, per year or an aggregate total prime contracts set aside per year in the amount of \$4,000,000, which ever is greater.
 - (g) Joint ventures between JSEBs and non-JSEBs are not eligible for the Program, unless they provide structured, detailed, mentoring opportunities, proof of which shall be provided to the JSEB Administrator.
 - Sec. 126.615. Jacksonville Small Emerging Business Program Goals;
 Other Program Directives.
 - (a) Program Goals. The JSEB Program shall be subject to the following Program Goals:

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- (1) JSEB Contract goals. The overall small business goal is at least 20 percent, such that the City shall award at least 20 percent of total City contracts to JSEBs; provided that such awards do not violate state or federal law and provided further that there are certified JSEBs to perform the work. The Chief, in consultation with the JSEB Administrator, shall award at least 50 percent of the JSEBs contracts through direct contracting.
- (2) JSEB CIP goals. The City shall identify a goal of at least 20% of its work in its CIP program during the annual budget submission which shall be accomplished with JSEBs, using direct contracting opportunities and subcontracting goals.
- Project Specific Goals. Chief JSEB The recommendation of the JSEB Administrator shall Project Specific Goal(s) based on the availability of at least normal industry practice, as determined in consultation with the User Department, the availability of at least two JSEBs to perform the functions of those individual contracts and the City's utilization of such to date. Project Specific Goal(s) shall not be set on emergency contracts as defined by City Code or for purchases made in conjunction with the State although JSEBs shall be considered for such single source or emergency procurements if qualified.
- (b) Department Program commitments; training. The City, through each Department head, shall commit in its budget to award at least 20 percent of its contracts for services, including contractual services, professional services, professional design services, construction services or other services, to JSEBs, provided, however, that such awards shall comply with local, state, and federal law and that there exist certified JSEBs to perform the work. To assist the City in implementing the Program requirements

of this Part, the Equal Business Opportunity Office, through the JSEB Administrator and in consultation with the Chief of Procurement shall provide annual training to department heads and divisions chiefs, or their designees, and applicable staff of City boards and commissions regarding the JSEB program and the requirements set forth in this Part.

- (c) Direct Contracting. In implementing the Program, the JSEB Administrator shall first provide opportunities for direct contracting. Such opportunities should be created by breaking procurement packages into smaller components, and separating work that requires licenses from that which does not in separate bid or proposal requests where feasible.
- (d) Subcontracting. Opportunities for subcontracting through City awarded non-JSEB prime contractors should be provided within vertical construction projects, with horizontal construction project opportunities being provided to the maximum extent possible by direct contracting. Nevertheless, the subcontracting opportunities shall be provided to those trades typically established as subcontractors.
- (e) Joint checks; Semi-monthly payments to certified JSEBs. The City may issue joint checks upon the request of the JSEB in order to facilitate bonding, financing, or other requirements of contracting with the City. The City shall pay certified JSEBs semi-monthly, upon proper payment application to the applicable City Department. City Departments are to perform all necessary inspections and otherwise endeavor to ensure that prompt review and as applicable approval of certified JSEB work is completed within four days of receipt of invoice. The City shall pay all approved invoices from certified JSEBs within three business days of receipt by the Finance and Administration Department. City Departments shall provide monthly statements to the Director identifying the

timing of JSEB payments for contracts within their departments. These statements are to be organized and provided to the Mayor, with a copy to the City's Chief Administrative Officer ("CAO"), quarterly by the Director. Prime contractors shall be obligated to pay subcontractors within three days of receipt from the City of funds, and must confirm payment to the City. Subcontractors will be notified by the City when a payment application from a prime contractor has been submitted reflecting work performed by a subcontractor.

(f) Micro-business The **JSEB** Administrator program. in consultation with the Chief shall be responsible for developing and implementing a micro-business program. The purpose of the microbusiness program shall be to ensure that micro-businesses have an adequate share of direct and subcontracting opportunities in the Program. Such program may include tier levels of personal net worth, not to exceed the maximum personal net worth set forth in Section 126.613 herein. The Chief shall assist with implementing such program and is authorized to promulgate rules and guidelines regarding such program.

Sec. 126.616. - Contract pre-award compliance procedures.

(a) For all solicitations, the bidder/proposer shall submit a Schedule of Participation detailing all JSEB, and non-JSEB subcontractors from which the bidder/proposer solicited bids or quotations. The entities comprising the JSEB goal of at least 20 percent, or the goals as set forth supra, shall be identified, or the basis for a waiver for good faith efforts shall be provided with the bid or proposal. The lists of JSEBs posted on the City's website establishes the group from which a bidder/proposer must solicit subcontractors under this program. The Schedule of Participation shall be due at the time set out in the solicitation documents.

(b) Any agreement between a bidder/proposer that prevents a JSEB from providing quotations to other bidders/proposers is prohibited.

(c) Joint ventures shall only be allowed under this Program in cases that demonstrate legitimate, detailed JSEB partnerships with non-JSEBs, proof of which shall be provided to the JSEB Administrator.

(d) Where the bidder/proposer cannot achieve the Project Specific Goal(s), the JSEB Administrator, will determine whether Good Faith Efforts have been made. In making this determination, the JSEB Administrator will consider, at a minimum, a matrix to determine the bidder/proposer's efforts to:

- (1) Solicit certified subcontractors in the scopes of work of the contract. The bidder/proposer shall provide interested JSEBs with timely, adequate information about the plans, specifications, and other such requirements of the contract to facilitate their quotation. The bidder/proposer must follow up initial solicitations with interested JSEBs.
- (2) Identify a portion of the work available to JSEBs consistent with their availability.
- (3) Negotiate in good faith with interested JSEBs. Price sharing is prohibited in negotiations. Evidence of such negotiation includes the names, addresses, and telephone numbers of JSEBs that were contacted; a description of the information provided regarding the plans and specifications for the work selected for subcontracting; and why agreements could not be reached with them. The ability or desire of a bidder/proposer to perform the work of a contract with its own organization does not relieve it of the responsibility to make Good Faith Efforts on all scopes of work subject to subcontracting.

(4) Facilitate the leasing of equipment supplies or equipment when they are of such a specialized nature that the JSEB could not readily and economically obtain them in the marketplace, where feasible.

(5) Provide JSEBs with the scope of work for the project, which entails the specific work to be performed by the JSEB contractor, and a pricing proposal from the JSEB based on the specific scope of work provided. The bidder/proposer shall provide evidence in the bid documents of meeting this requirements.

Sec. 126.617. - Pre-award review of compliance with numerical goals, including good faith efforts.

(a) The JSEB Administrator shall timely review the Schedule of Participation prior to award, including the scope of work and the letters of intent from JSEBs. The JSEB Administrator may request clarification in writing of items listed in the Schedule of Participation, provided such clarification shall not include the opportunity to augment listed JSEBs participation or Good Faith Efforts. The JSEB Administrator shall review all submittals and document the participation of each submittal.

(b) If the JSEB Administrator determines that the Schedule of Participation demonstrates that the Project Specific Goal(s) have been achieved or Good Faith Efforts made, and the User Department concurs, the Chief shall recommend award to the General Awards Committee. The JSEB Administrator shall verify with each JSEB that a contract in the specified amount has been awarded.

Sec. 126.618. - Good faith efforts in lieu of meeting Program goals. For a contract with JSEB subcontracting goals, a contractor must comply by either meeting the goal or demonstrating Good Faith Efforts to achieve it that are consistent with the requirements set

forth in this Part. In determining whether a bidder/proposer has made Good Faith Efforts, in lieu of achieving the stated goals, the JSEB Administrator shall consider all relevant factors, which include:

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- (a) The ability of other bidders/proposers in meeting the Project Specific Goal(s) may be considered as follows:
 - (1) A contact log showing the name, address, and contact number (phone or fax) used to contact the proposed certified subcontractors, nature of work requested for quote, date of contact, person making the effort;
 - (2) The description of work for which a quote was requested;
 - (3) The amount of the quote given, if one was obtained;
 - (4) The list of divisions of work not subcontracted and an explanation why not; and
 - (5) Subcontractor information as requested by forms developed by the Department.
- (b) For contracts other than for construction related professional services, a signed letter of intent from all listed JSEBs describing the work, materials, equipment or services to be performed or provided by the JSEBs and the agreed upon dollar value shall be due with the bid documents but in no event before the expiration of 48 hours after the submission of the bid.
- (c) For construction related professional services contracts, the highest ranked proposer must deliver at the time of fee and contract negotiations signed letters of intent between itself and the JSEBs to be utilized.
- If the JSEB Administrator finds that a bidder/proposer did not make sufficient Good Faith Efforts, the JSEB Administrator shall communicate this finding to the User Department and recommend that

the bid/proposal be rejected. A bidder/proposer may protest this determination pursuant to the City's bid protest procedures.

Sec. 126.619. - Contract performance compliance procedures.

- (a) Upon award of a contract by the City that includes Project Specific Goal(s), the prompt pay obligations in the City's contract with the prime contractor, and the contract between the prime contractor and the subcontractors and subconsultants named in response to this Act become covenants of performance by the contractor in favor of the City.
- (b) The contractor shall provide a listing of all JSEBs and any other subcontractors to be used in the performance of the contract, and subcontractor payment information to the City with each request for payment submitted to the City. The JSEB Administrator and the User Department shall monitor subcontractor participation during the course of the contract and shall have reasonable access to all contract-related documentation held by the contractor.
- (c) The contractor cannot make changes to the Schedule of Participation or substitute subcontractors named in the Schedule of Participation without the Chief's prior written approval based on the Ombudsman's recommendation and JSEB Administrator's compliance review. Unauthorized changes or substitutions shall be a violation of this chapter, and may constitute grounds for rejection of the bid or proposal or cause termination of the executed contract for breach, the withholding of payment and/or subject the contractor to contract penalties or other sanctions.
 - (1) All requests for changes or substitutions of the subcontractors named in the Schedule of Participation shall be made to the Ombudsman with a copy to the JSEB Administrator in writing, and shall clearly and fully set forth the basis for the request. A contractor shall not substitute a subcontractor

or perform the work designated for a subcontractor with its own forces unless and until the Chief approves such substitution in writing. A contractor shall not allow a substituted subcontractor to begin work until the Chief has approved the substitution based on the recommendation of the JSEB Administrator.

- (2) The facts supporting the request must not have been known nor reasonably should have been known by either party prior to the submission of the Schedule of Participation. Bid shopping is prohibited. The contractor must bring this dispute to the Ombudsman for resolution.
- (3) The Chief's final decision whether to permit or deny the proposed substitution, and the basis therefore, will be communicated to the parties in writing by the Chief, with a copy to the CAO.
- (4) If the City requires the substitution of a subcontractor listed in the Schedule of Participation, the contractor shall undertake Good Faith Efforts to fulfill the Schedule of Participation if the Project Specific Goals would not otherwise be met. If the Goal(s) cannot be reached and Good Faith Efforts have been made, the contractor may substitute with a non-JSEBs.
- (d) If a Contractor plans to hire a subcontractor on any scope of work that was not previously disclosed in the Schedule of Participation, the contractor shall obtain the approval of the JSEB Administrator to modify the Schedule of Participation and must make Good Faith Efforts to ensure that JSEBs have a fair opportunity to bid on the new scope of work.
- (e) Changes to the scopes of work shall be documented by the User Department at the time they arise, to establish the reasons for the

change and the effect on achievement of the Project Specific $\operatorname{Goal}(s)$.

Sec. 126.620. - Continuing obligations of JSEBs and graduation.

The certification status of all JSEBs shall be reviewed bi-annually (i.e., every two years) by the JSEB Administrator through recertification application. Failure of the firm to seek recertification by filing the necessary documentation with the Department within 60 days from the date of receipt of written notification from Department may result in de-certification.

- (a) It is the responsibility of the JSEB to notify the Department of any change in its circumstances affecting its continued eligibility for the Program. Failure to do so may result in the firm's decertification and preclusion from future participation.
- (b) The JSEB that no longer meets certification may be decertified at any time.
- (c)A firm, or qualifying individuals, who have participated in the JSEB program for a total of nine (9) years from the date of the JSEB's first contract as a prime contractor of the City or as a subcontractor retained by a prime contractor of the City, whichever is earlier, and subject to the extensions for good cause provided in Section 126.613, shall graduate from the Program.

Sec. 126.621. - De-certification, Denial and appeal procedure.

- (a) The JSEB Administrator may move to decertify a JSEB that repeatedly fails to honor quotations in good faith, or otherwise comply with Program requirements.
- (b) A firm that has been denied certification or re-certification or been decertified may protest the denial or de-certification as follows:

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(1) Within 15 days of receipt of denial of certification or recertification, or notice of intent to decertify, the firm may protest such action in writing to the JSEB Administrator.

- (2)An informal hearing shall be held by the **JSEB** Administrator, at which the firm may present additional facts and evidence support of its eligibility. The in **JSEB** Administrator may request the attendance of any witness and production of any documents concerning the applicant's affairs. The applicant's failure to comply promptly with these requests may be grounds for denial of the appeal.
- (3) The JSEB Administrator shall determine the firm's eligibility on the basis of the information provided at the hearing. The JSEB Administrator's written decision shall be communicated to the firm within ten days of the hearing.
- (4) The applicant may appeal the JSEB Administrator's decision in writing to the City's Government Awards Committee or the Professional Services Evaluation Committee within five days of receipt of the determination. The Committee shall hold a hearing within ten days of receipt of the written notice of appeal, and render a final decision within 30 days of the hearing. The presumption that the decertified firm is eligible shall remain in effect until the City renders a final decision.
- (5)A firm denied or found to be ineligible may not apply for certification for one year after the effective date of the final decision.
- (c) A third party may challenge the eligibility of an applicant for certification or a certified firm. The presumption that the challenged firm is eligible shall remain in effect until the City

renders a final decision. A third party challenge shall be made as follows:

(1) The challenge shall be made in writing to the Director and shall include all information relied upon by the challenging party.

(2) The JSEB Administrator shall notify the challenged firm in writing of the challenge, identify the challenging party and provide the challenged firm with a copy of the challenge. The notice may also require the challenged firm to provide the JSEB Administrator, within a reasonable time, any information requested to permit the JSEB Administrator to evaluate the eligibility of the firm.

Sec. 126.622. - Other provisions of purchasing code to apply.

Except as provided in this part to implement the Program, the provisions of Parts 1, 2, 3 and 4, of Chapter 126, apply. The Director shall establish rules that specify the manner in which conflicts between the provisions of Parts 1, 2, 3, or 4 of this chapter are to be resolved.

Sec. 126.623. - Counting subcontracting participation of JSEBs.

(a) The entire amount of that portion of a construction subcontract that is performed by the JSEBs own forces shall be counted, including the cost of supplies and materials obtained by the JSEBs for the work of the subcontract, and supplies purchased or equipment leased by the JSEBs. Supplies and equipment the JSEBs purchases or leases from the prime contractor or its Affiliate shall not count as JSEB participation.

(b) The entire amount of fees or commissions charged by a JSEBs for providing a bona fide service, such as professional, technical, consultant or managerial services, or for providing bonds or insurance specifically required for the performance of a contract

shall be counted, provided the fee is reasonable and not excessive as compared with fees customarily charged for similar services.

(c) If a firm ceases to be a certified JSEBs during a contract, the dollar value of work performed under a contract with that firm after it has ceased to be certified shall be counted in the City's internal accounting. No contractor shall be penalized in any way as a result of the failure of a project to achieve its Project Specific Goals because of the operation of this Section.

- (d) In determining achievement of a Subcontracting Participation Goal, the participation of a JSEB shall not be counted until the amount being counted has been paid to that entity.
- (e) Achievement of Project Specific Goal(s) shall be evaluated following the completion of the project.
- Sec. 126.624. Acts which may result in expulsion from the JSEB program; fines, and criminal offenses.
- (a) The following violations of this chapter are unlawful and may be prosecuted in Municipal Court as Class D offenses:
 - (1) Providing information to the City in connection with an application for or challenge to certification, recertification or de-certification as JSEBs that the providing party knew or should have known to be false or misleading.
 - (2) Providing information to the City in connection with submission of a bid, responses to requests for qualifications or proposals, Good Faith Efforts documentation, post-award compliance, or other Program operations that the providing party knew or should have known to be false or misleading.
 - (3) Falsely attesting to re-certification under this program.
 - (4) Substituting JSEBs subcontractors without first receiving approval for such substitutions.

- (5) Committing any other violations of the provisions of this chapter.
- (6) Submitting false documentation for payments.
- (b) A bidder, proposer, contractor, or subcontractor is subject to withholding of payments under the contract, termination of the contract for breach, contract penalties, de-certification as a JSEB, or being barred or deemed non-responsive in future City solicitations and contracts for up to two years, if it is found to have:
 - (1) Provided information in connection with an application for certification or re-certification that it knew or should have known to be false or misleading.
 - (2) Provided information in connection with the submission of a bid or proposal or documentation of Good Faith Efforts, post-award compliance, or other Program operations that it knew or should have known to be false or misleading.
 - (3) Failed in bad faith to fulfill the Subcontracting Participation Goal, thereby materially breaching the contract.
 - (4) Repeatedly failed to comply in good faith with substantive provisions of this chapter.
- Section 6. Codification Instructions. The Codifier and the Office of General Counsel are authorized to make all chapter and division "tables of contents" consistent with the changes set forth herein. Such editorial changes and any others necessary to make the Ordinance Code consistent with the intent of this legislation are approved and directed herein, and changes to the Ordinance Code shall be made forthwith and when inconsistencies are discovered.
- Section 7. Effective Date. This ordinance shall become effective upon signature by the Mayor or upon becoming effective

without the Mayor's signature.
Form Approved:

/s/ Lawsikia J. Hodges

Office of General Counsel
Legislation Prepared By: Lawsikia J. Hodges

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