

## Sec. 24.604. - Office of the Ombudsman functions.

The Office of Ombudsman is an office under the Procurement Division. 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;
  - i. Assist the Equal Business Opportunity Office in the resolution of disputes between City vendors regarding issues of payment, performance and overall contract compliance.

(Ord. 2016-140-E, § 6)

## Sec. 24.605. - Equal Business Opportunity Office functions.

The Equal Business Opportunity Office is hereby an office under the Procurement Division, and the responsibilities set forth below shall be managed by the JSEB Administrator. All employees within the EBO office shall be responsible for deployment and administration of Chapter 126, Part 6, and shall:

- (a) Process certification applications;
- (b) Assist the 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, Jacksonville

## Ordinance Code;

- (d) Report on the expenditure of City funds paid to certified companies;
- (e) Assist in the resolution of disputes between City vendors regarding issues of payment, performance and overall contract compliance;
- (f) Provide support services to assist certified vendors in their efforts to secure training, bonding and access to capital pursuant to Chapter 126, Parts 6A and 6B, Ordinance Code;
- (g) Provide annual training, together with the Chief of Procurement, to department heads and divisions chiefs, or their designees, and applicable staff of City boards and commissions pursuant to Chapter 126, Part 6B, Ordinance Code; and
- (h) Perform the various duties defined in and/or required by Chapter 126, Ordinance Code.

(Ord. 2016-140-E, § 6; Ord. 2020-311-E, § 2)