



**RECOMMENDED RESOLUTION**

**04-R-1208**

**BY: TRANSPORTATION COMMITTEE**

**A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH EAGLE GROUP INTERNATIONAL, INC., FOR FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. FOR THE FIRST YEAR OF A THREE YEAR AGREEMENT. EAGLE GROUP WILL PROVIDE AND MANAGE CUSTOMER SERVICE REPRESENTATIVES, WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED. ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND ACCOUNT AND CENTER NUMBER: 2H21-523001-R11006 AIRPORT (REVENUE FUND).**

**AND RESCINDING RESOLUTION # 04-R-0544 ADOPTED BY THE COUNCIL ON May 3, 2004, AND APPROVED BY THE MAYOR ON MAY 5, 2004; AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta (the "City") did solicit proposals for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport; and

**WHEREAS**, after review and evaluation of the proponent's qualifications, and analysis of the technical proposal by City personnel, the Aviation General Manager and the Chief Procurement Officer have recommended that contract FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport, be awarded to the most responsible and responsive proponent, Eagle Group International, Inc.

**WHEREAS**, the City of Atlanta (the "City") City Council adopted Resolution 04-R-0544 on May 3, 2004, and the Resolution was approved by the Mayor on May 5, 2004.

**WHEREAS**, Resolution 04-R-0544, a copy of which is attached hereto as Exhibit I, authorized the Mayor to enter into an agreement with Eagle Group International, Inc., which would provide customer services to the traveling public at Hartsfield-Jackson Atlanta International Airport; and

**WHEREAS**, under the proposed agreement, Eagle Group International, Inc. would provide the City of Atlanta Department of Aviation Customer Service Representatives. The Customer Service Representatives are expected to provide accurate information regarding Hartsfield-Jackson Atlanta International Airport services, facilities and amenities and may be required to coordinate assistance to move people efficiently throughout the airport; and

**WHEREAS**, Resolution 04-R-0544, did not reflect all of the terms of the proposed agreement with Eagle Group International, Inc. and should be rescinded so that a corrected Resolution containing the complete terms of the proposed agreement can be submitted for consideration.



NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA, that the Mayor or her designee be and is hereby authorized to enter into an appropriate contractual agreement in a form substantially similar to that attached hereto as Attachment 1 with Eagle Group International, Inc., for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport on behalf of the Department of Aviation for a term of three (3) years with a one (1) year renewal option at the City's sole discretion and for a cost to the City not to exceed \$1,999,982.87 (the "Year 1 Contract Price") for the first year of the three year agreement and the right to grant a cost of living adjustment, at the City's sole discretion **with the approval of City Council** upon written request of Eagle Group International, Inc., for years two (2) and three (3) of the initial term of the Agreement, in accordance with the payment provisions of the Agreement. The adjustment provisions are as follows:

Year	Cost of Living Adjustment
2	Not to Exceed 3% of Year 1 Contract Price or \$2,059,982.00
3	Not to Exceed 3% of Actual Year 2 Contract Price or \$2,121,781.00

Eagle Group International, Inc. will provide and supervise customer service representatives who will assist the traveling public by greeting passengers, directing pedestrian traffic within the terminal and providing information about the airport's amenities, facilities and other related services. All contracted work shall be charged to and paid from Fund Account and Center Number 2H01-523001-R11006 (Airport Revenue Fund).

**BE IT FURTHER RESOLVED**, that the City Attorney is hereby directed to prepare an appropriate Agreement for execution by the Mayor.

**BE IT FURTHER RESOLVED**, that this Agreement shall not become binding on the City and the City shall incur no liability upon same until such Agreement has been executed by the Mayor and delivered to Eagle Group International, Inc.

**BE IT FINALLY RESOLVED**, that Resolution 04-R-0544 that was adopted by the Atlanta City Council on May 3, 2004 and approved by the Mayor on May 5, 2004 is hereby rescinded.

(DOP 6/24/04)

A true copy,

*Rhonda Dauphin Johnson*  
Municipal Clerk, CMC

ADOPTED as amended by Council  
APPROVED by the Mayor

July 06, 2004  
July 07, 2004



CITY COUNCIL  
ATLANTA, GEORGIA

A RESOLUTION BY  
TRANSPORTATION COMMITTEE

04-2 -0544

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AN APPROPRIATE CONTRACTUAL AGREEMENT, WITH EAGLE GROUP INTERNATIONAL, INC., ON BEHALF OF THE DEPARTMENT OF AVIATION FOR, FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. EAGLE GROUP INTERNATIONAL WILL PROVIDE AND MANAGE SEVENTY-SIX (76) CUSTOMER SERVICE REPRESENTATIVES ("CSRs"), WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED, BY PROVIDING INFORMATION ABOUT THE AIRPORT'S AMENITIES, FACILITIES, AND OTHER RELATED SERVICES. THIS AMOUNT WILL BE CHARGED FROM ACCOUNT NUMBER NO: 2H21-523001-R11006.

WHEREAS, the City of Atlanta (the "City") did solicit proposals for FC-7593-03, Customer Service at Hartsfield-Jackson International Airport ; and

WHEREAS, after review and evaluation of the proponent's qualifications, and analysis of the technical proposal by City personnel, the Aviation General Manager of the Department of Aviation and the Chief Procurement Officer of the Department of Procurement have recommended that contract FC-7593-03, Customer Service at Hartsfield-Jackson International Airport (RFP), be awarded to the most responsible and responsive proponent, Eagle Group International, Inc.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA, that the Mayor is hereby authorized to enter into an appropriate contractual agreement with Eagle Group International, Inc., for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport on behalf of the Department of Aviation.

BE IT FURTHER RESOLVED, that the Chief Procurement Officer is hereby directed to prepare an appropriate Agreement for execution by the Mayor, to be approved by the City Attorney as to form.

BE IT FURTHER RESOLVED, that this Agreement shall not become binding on the City and the City shall incur no liability upon same until such Agreement has been executed by the Mayor and delivered to Eagle Group International, Inc.

A true copy,

*Rhonda Daughen Johnson*  
Municipal Clerk, CMC

ADOPTED by the Council  
APPROVED by the Mayor

MAY 03, 2004  
MAY 05, 2004

MARK UP

# City of Atlanta

CONTRACT DOCUMENT

FC-7593-03; CUSTOMER SERVICE AT HARTSFIELD-JACKSON ATLANTA  
INTERNATIONAL AIRPORT



SHIRLEY FRANKLIN, MAYOR  
CITY OF ATLANTA, GEORGIA

ADAM L. SMITH, CHIEF PROCUREMENT OFFICER  
DEPARTMENT OF PROCUREMENT

BENJAMIN R. DECOSTA, AVIATION GENERAL MANAGER  
DEPARTMENT OF AVIATION

**City of Atlanta  
Department of Aviation  
Contract FC-7593-03; Customer Service at Hartsfield-Jackson  
Atlanta International Airport**

**INDEX OF CONTRACT DOCUMENTS**

- I. FORM OF CONTRACT**
- II. EXHIBIT A: CONTRACT TERMS AND CONDITIONS**
- III. EXHIBIT B: SCOPE OF SERVICES AND TECHNICAL SPECIFICATIONS**
- VI. EXHIBIT C: CUSTOMER SERVICE REPRESENTATIVE (CSR) – JOB DESCRIPTION**
- V. EXHIBIT D: CUSTOMER SERVICE REPRESENTATIVE SUPERVISOR JOB DESCRIPTION**
- VI. EXHIBIT E: UNIFORM – DRESS CODE**
  
- VII. APPENDIX A: OFFICE OF CONTRACT COMPLIANCE (OCC) REQUIREMENTS**
- VIII. APPENDIX B: INSURANCE AND BONDING REQUIREMENTS**
- IX. APPENDIX C: LEGISLATION**
- X. APPENDIX D: CONTRACTOR DISCLOSURE**

**City of Atlanta  
Department of Aviation  
Contract FC-7593-03; Customer Service at Hartsfield-Jackson  
Atlanta International Airport**

**FORM OF CONTRACT**

Contractor(s): **EAGLE GROUP INTERNATIONAL, INC.**

Contract No.: **FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport**

Address: 4751 Best Road  
Suite 300  
Atlanta, GA 30337-5615

Telephone: 404/766-6760  
Facsimile: 404/766-1169

Contact: T. Fitz Johnson, Esq.,

This Contract is effective as of the \_\_\_\_ day of \_\_\_\_\_, 20\_\_, between the City and Contractor, who agree that all Services specified below will be performed by Contractor in accordance with this Contract, consisting of the following Contract Documents:

- (i) Form of Contract, and any amendments to the Form of Contract;
- (ii) Exhibit A; Contract Terms and Conditions, and any amendments to Exhibit A;
- (iii) Exhibit B; Scope of Services and Technical Specifications ("Scope of Services" or "Services"), and any amendments to Exhibit B;
- (iv) Exhibit C; Customer Service Representative (CSR) – Job Description;
- (v) Exhibit D; Customer Service Representative Supervisor – Job Description;
- (vi) Exhibit E; Uniform – Dress Code;
- (vii) Appendix A; Office of Contract Compliance (OCC) Requirements;
- (viii) Appendix B; Insurance/Bonding Requirements;
- (ix) Appendix C; Legislation
- (x) Appendix D; Contractor Disclosure

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1. **SERVICES TO BE PERFORMED:** Pursuant to these Contract Documents, Contractor will provide the Department of Aviation of the City of Atlanta with, and manage up to seventy-four (74) Customer Service Representatives, three (3) Supervisors and five (5) Administrative Assistants to assist with the Airport's Customer Service Representative Program, which includes, but is not limited to, welcoming and proactively assisting the traveling public in a courteous and friendly manner by providing information about the

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Airport's amenities, facilities and other related services. The City and Contractor also acknowledge that Additional Services may be added to the Scope of Services and technical specifications under this Contract subsequent to its execution, if determined necessary by the City.

2. **COMPENSATION:** The City will pay to Contractor during the term of this Contract compensation for the Initial Services in an amount not to exceed One Million Nine Hundred Ninety-Nine Thousand Nine Hundred Eighty-Two Dollars and Eighty-Seven Cents (\$1,999,982.87) for the first year of this Contract (the "Year 1 Contract Price") . The City reserves the right to grant a cost of living adjustment, upon written request of Contractor, for years two (2) and three (3) of the initial term of the Contract, in accordance with the payment provisions of the Contract Documents. The adjustment provisions are as follows:

Year	Cost of Living Adjustment
2	Not to Exceed 3% of Year 1 Contract Price
3	Not to Exceed 3% of Actual Year 2 Contract Price

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If approved, the Cost of Living Adjustment from Year 1 to Year 2 represents an increase of Fifty Nine Thousand Nine Hundred Ninety-Nine Dollars and Forty-Nine Cents (\$59,999.49) for a revised Year 2 total of Two Million Fifty-Nine Thousand Nine Hundred Eight Two dollars and Thirty-Six Cents (\$2,059,982.36).

And, if approved, the Cost of Living Adjustment from Yea 2 to Year 3 represents and increase of Sixty One Thousand Eight Hundred and Five Dollars and Forty-Seven Cents (\$61,805.47) for a revised Year 3 total of Two Million One Hundred Twenty-One Thousand Seven Hundred and Eighty-One Dollars and Eighty-Three Cents (\$2,121,781.83).

Presently, the Contract Price shall remain One Million Nine Hundred Ninety-Nine Thousand Nine Hundred Eighty-Two Dollars and Eighty-Seven Cents (\$1,999,982.87) for, Year 1, unless otherwise modified as indicated above.

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3. **LEGISLATION:** This Contract is authorized by legislation adopted by the Council of the City and approved by the Mayor of the City, attached as Appendix C.

IN WITNESS WHEREOF, the parties hereto have executed this Contract in triplicate by their duly authorized officers the day and year first hereinabove written.

ATTEST:

CITY OF ATLANTA: (Seal)

\_\_\_\_\_  
Municipal Clerk

By: \_\_\_\_\_  
Mayor

ATTEST:

(Seal)

APPROVED AS TO INTENT:

APPROVED:

Aviation General Manager

Chief Financial Officer

APPROVED AS TO FORM:

APPROVED:

City Attorney

Chief Procurement Officer

RECOMMENDED:

Chief Operating Officer

**CONTRACTOR:**

By:

Printed Name:

Title:

Attest:

Printed Name:

Title:

[CORPORATE SEAL]

**LARGE ATTACHMENT:**

**DOCUMENT(S),**

**MANUAL(S)**

**OR**

**MAP(S)**

**NOT COPIED,**

**PULL ORIGINAL**

**FOR COPY OR TO VIEW**

RCS# 5883  
7/06/04  
3:34 PM

Atlanta City Council

Regular Session

04-R-1208

AGRMNT EAGLE GROUP INT'L \$1,999,982.87  
MGMNT CUSTOMER SER REP RESCIND 04-R-0544  
ADOPT AS AMEND

YEAS: 15  
NAYS: 0  
ABSTENTIONS: 0  
NOT VOTING: 0  
EXCUSED: 0  
ABSENT 0

Y Smith	Y Winslow	Y Shook	Y Martin	Y Mitchell
Y Starnes	Y Archibong	Y Muller	Y Maddox	Y Norwood
Y Young	Y Fauver	Y Moore	Y Mosley	Y Willis

04-R-1208

(Do Not Write Above This Line)

A RESOLUTION

BY TRANSPORTATION COMMITTEE

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH EAGLE GROUP INTERNATIONAL, INC., IN AN AMOUNT NOT TO EXCEED \$1,999,982.87,00 FOR THE FIRST YEAR OF A THREE YEAR AGREEMENT. EAGLE GROUP WILL PROVIDE AND MANAGE CUSTOMER SERVICE REPRESENTATIVES, WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED. ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND ACCOUNT AND CENTER NUMBER: 2H21-523001-R11006 AIRPORT (REVENUE FUND) AND RESCINDING RESOLUTION # 04-R-0544 ADOPTED BY THE COUNCIL ON MAY 3, 2004, AND APPROVED BY THE MAYOR ON MAY 5, 2004; AND FOR OTHER PURPOSES.

As Amended **ADOPTED BY**

- CONSENT REFER JUL 06 2004
- REGULAR REPORT REFER
- ADVERTISE & REFER **COUNCIL**
- 1st ADOPT 2nd READ & REFER
- PERSONAL PAPER REFER

Date Referred \_\_\_\_\_

Referred To: \_\_\_\_\_

Date Referred \_\_\_\_\_

Referred To: \_\_\_\_\_

Date Referred \_\_\_\_\_

Referred To: \_\_\_\_\_

Committee \_\_\_\_\_

Date \_\_\_\_\_

Chair \_\_\_\_\_

Referred To \_\_\_\_\_

TRANSPORTATION

6/30/04 Date

Chair

Action Fav, Adv, Hold (see rev. side) Other

Members

*[Handwritten signatures]*

Refer To

Committee

Date

Chair

Action Fav, Adv, Hold (see rev. side) Other

Members

Refer To

First Reading

Committee

Date

Chair

Action Fav, Adv, Hold (see rev. side) Other

Members

Refer To

Committee

Date

Chair

Action Fav, Adv, Hold (see rev. side) Other

Members

Refer To

- FINAL COUNCIL ACTION
- 2nd
  - 1st & 2nd
  - 3rd
  - Consent
  - V Vote
  - RC Vote

CERTIFIED

**CERTIFIED**

JUL 6 2004

COUNCIL PRESIDENT PROTTEM

**CERTIFIED**

JUL 06 2004

MUNICIPAL CLERK

MAYOR'S ACTION

**APPROVED**

*[Signature]*

MAYOR