



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 Dauphin Johnson*  
Municipal Clerk, CMC

ADOPTED by the Council  
APPROVED by the Mayor

MAY 03, 2004  
MAY 05, 2004

Shirley Franklin  
Mayor

Benjamin R. DeCosta  
Aviation General Manager

DATE: March 5, 2004

TO: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

FROM: Benjamin R. DeCosta, General Manager   
Department of Aviation

SUBJECT: **FC-7593-03 - Customer Service At H-JAIA**

Upon successful completion of negotiations for the subject project, we are recommending award to **Eagle Group International, Inc.** in an amount not to exceed **\$1,999,982.87**.

The account to be charged is **2H21-523001-R11006**.

If additional information is required, please contact our Contract Services Division at 404-209-3170, ext. 131.

BRD/me/pk

xc: M. Diaz  
E. Kaalund  
N. Farrar-Luten  
K. Ellis  
C. Bell  
W. Self  
M. Eady  
C. Brome  
G. Geeter  
File

CITY OF ATLANTA  
DEPARTMENT OF AVIATION





CITY OF ATLANTA  
DEPT. OF PROCUREMENT

2003 OCT -2 AM 10:55

# CITY OF ATLANTA

SHIRLEY FRANKLIN  
MAYOR

OFFICE OF CONTRACT COMPLIANCE  
55 TRINITY AVENUE SW, SUITE 1700  
ATLANTA, GEORGIA 30303  
OFFICE (404) 330-6010  
FAX (404) 658-7359

## MEMORANDUM

To: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

From: Hubert Owens, Acting Director   
Mayor's Office of Contract Compliance

Date: September 30, 2003

Re: Recommendation for FC-7593-03. Customer Service at Hartsfield International Airport

The Office of Contract Compliance has reviewed twenty (20) proposals for minority and female business enterprise participation. All twenty (20) proponents are eligible under Section 2-1449(a)(2)(C). However, only fourteen (14) proponents have been found responsive by the Office of Contract Compliance. For your information, they have committed to utilizing AABEs, FBEs, and HBEs as indicated below:

<u>Airport Terminal Services, Inc.</u>	15 pts.	<u>Ashton Staffing</u>	0 pts.
Happy Faces Personnel	AABE 20%	<b>Participation Total</b>	<b>0%</b>
Mega Promotional	AABE 1%	<b>None-Responsive</b>	
A Customer's Point of View	FBE 1%		
Brown Office Systems	FBE 1%		
Schofield Interior	FBE 1%		
<u>IMI Data Search</u>	FBE 1%		
<b>Participation Total</b>	<b>25%</b>		
<u>Bletcher Entreprises Group, Inc.</u>	0 pts.	<u>Cole Financial Services, Inc.</u>	15 pts.
<b>Participation Total</b>	<b>0%</b>	<u>New Image Staffing</u>	AABE 20%
<b>None-Responsive</b>		<b>Participation Total</b>	<b>20%</b>

<u>Corporate Temps</u> 15 pts.		
Aspen Group	AABE	17%
Vision Group	FBE	17%
<b>Participation Total</b>		<b>34%</b>

<u>The Eagle Group Intl.</u> 15 pts.		
Choice Business	FBE	18.2%
3T Unlimited	AABE	17.3%
<b>Participation Total</b>		<b>35.5%</b>

<u>ETI, Inc.</u> 15 pts.		
JG Consultants	AABE	17%
AvailStaff	FBE	17%
<b>Participation Total</b>		<b>34%</b>

<u>Flightserv, Inc.</u> 0 pts.		
A Customer's Point	AABE	2.1%
All-n-1 Security	FBE	.2%
Mega Promotional	FBE	.3%
<b>Participation Total</b>		<b>2.6%</b>
<b>None-Responsive</b>		

<u>The Guardian Security &amp; Protective</u> 0 pts.		
<b>Participation Total</b>		<b>0%</b>
<b>None-Responsive</b>		

<u>Kelly Services, Inc.</u> 15 pts.		
Dover Staffing, Inc.	AABE	17%
Vision Group 2000	FBE	17%
A Customer's Point	AABE	3%
<b>Participation Total</b>		<b>37%</b>

<u>People Staff, Inc.</u> 15 pts.		
A Customer's Point	FBE	20%
Security Wise	AABE	2.7%
Hi-Tec Associates	HBE	7.3%
Creative Innovations	AABE	5%
<b>Participation Total</b>		<b>35%</b>

<u>Concierge Intl.</u> 15 pts.		
The Fant Group	FBE	27%
Capstone Mgmt	AABE	22%
<b>Participation Total</b>		<b>49%</b>

<u>EC London</u> 0 pts.		
<b>Participation Total</b>		<b>0%</b>
<b>None-Responsive</b>		

<u>Evergreen Aviation Ground</u> 0 pts.		
<b>Participation Total</b>		<b>0%</b>
<b>None-Responsive</b>		

<u>General Aviation Terminal</u> 15 pts.		
ASI Svcs Corp	AABE	17%
D. Clark Harris	FBE	17%
A Customers Point	FBE	.3%
<b>Participation Total</b>		<b>34.3%</b>

<u>Huntleigh</u> 0 pts.		
A Customer's Point	AABE	3%
<b>Participation Total</b>		<b>3%</b>
<b>None-Responsive</b>		

<u>Corestaff</u> 15 pts.		
Elite Staffing Svcs.	AABE	17%
A Customer Point	FBE	3.8%
Best Staffing	FBE	13.2%
<b>Participation Total</b>		<b>34%</b>

<u>Pro Staff</u> 15 pts.		
Act One Personnel	FBE	34%
<b>Participation Total</b>		<b>34%</b>

Page 3  
Adam L. Smith  
September 30, 2003

<u>PRWT Services, Inc.</u>		<u>15 pts.</u>
Resurgens Risk Mgmt.	AABE	71%
A Customer Point	FBE	2%
<b>Participation Total</b>		<b>73%</b>

<u>Staffing One, Inc.</u>		<u>15 pts.</u>
ARP Southeast Con.	AABE	21%
<b>Participation Total</b>		<b>21%</b>

<u>Talent Tree</u>		<u>15 pts.</u>
Dover Staffing	AABE	15%
A Customer's Point	FBE	2%
<b>Participation Total</b>		<b>17%</b>

If you have questions, please contact me at (404) 330-6010.

xc: File  
Clarissa Brome, DOP



TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG BRIDGEON

Chief Procurement Officer's Signature:

*Adam L. Smith*  
Adam L. Smith

Originating Department: Aviation

Contact Person: Clarissa Brome

Committee(s) of Preview: Transportation

Council Deadline: March 23-24, 2004

Committee Meeting Dates(s): March 8, 2004

Full Council Date: April 19, 2004

**CAPTION:**

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 NO: 2H21-523001-R11006.

**BACKGROUND**

The City of Atlanta (the "City") solicited proposals from qualified proponents to provide the Department of Aviation with up to seventy-six (76) Customer Service Representatives (CSRs), four (4) Supervisors and six (6) Administrative Assistants. These employees will be required to provide their services 365(6) day a year, including holidays. The program was established for participants to welcome and proactively assist the traveling public in a courteous and friendly manner, and to provide accurate information regarding Airport services, amenities and facilities. The hours of operation are 6:00 A.M. until 11:00 P.M., with adjustments to be made for special events which may create peak demand on any day and during any hour.

**FINANCIAL IMPACT (if any)**

***Mayor's Staff Only***

\*\*\*\*\*

Received by Mayor's Office:

3/15/04  
(date)

Reviewed by:

*JB*  
(initials) (date)

Submitted to Council: \_\_\_\_\_  
(date)

Action by Committee:  Approved  Advertised  Held  Amended  
 Substitute  Referred  Other

**DEPARTMENT OF PROCUREMENT  
LEGISLATIVE SUMMARY**

**TO: TRANSPORTATION COMMITTEE**

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<b>REQUESTING DEPT.:</b>	Department of Aviation	
<b>CONTRACT TYPE:</b>	Professional Services	
<b>SOURCE SELECTION:</b>	Request for Proposal	
<b>PROPOSAL OPENING:</b>	July 16, 2003	
<b>NO. INVITATIONS ISSUED:</b>	91	
<b>PROPOSALS RECEIVED:</b>	25	
<b>PROPOSERS:</b>	Eagle Group International, Inc. <b>(Mr. T. Fitz Johnson)</b> Kelly Services Airport Terminal Services Staffing One, Inc. General Aviation Terminal ETI Durham Companies, Inc. Express Personnel Services Flightserv, Inc. Evergreen Aviation Ground Pro Staff E.C. London & Associates	Ashton Staffing Huntleigh Corporation Corestaff Services People Staff, Inc. Airport Group International Talent Tree PRWT Services, Inc. Bletcher Enterprise Group, Inc. Concierge International, Inc. Cole Financial Services AppleOne Corporate Temps The Guardian Security

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**TERM OF CONTRACT:** The Agreement is for a term of three (3) years with a renewal option at the City's sole discretion. Contract renewal shall be at the same terms and conditions.

**EVALUATION TEAM COMPOSITION:** Department of Aviation, Finance, Contract Compliance



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04-*R*-0544  
 (Do Not Write Above This Line)

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ADOPTED BY

- CONSENT REFER MAY 3 2004
- REGULAR REPORT REFER COUNCIL
- ADVERTISE & REFER
- 1st ADOPT 2nd READ & REFER
- PERSONAL PAPER REFER

Date Referred  
 Referred To:  
 Date Referred  
 Referred To:  
 Date Referred  
 Referred To:  
 Referred To:

First Reading

Committee  
 Date  
 Chair  
 Referred To

*TRANS COMMITTEE*  
 Date *3/31/04*  
 Chair *Wanda Spair*

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

Members

*[Signature]*

Refer To

Committee

Date

Chair

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

Members

Refer To

*TRANS COMMITTEE*  
 Date *4/28/04*  
 Chair *[Signature]*

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

Members

*[Signature]*  
*[Signature]*

Refer To

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

**CERTIFIED**  
 MAY 3 2004  
 COUNCIL PRESIDENT PROBLEM

**CERTIFIED**  
 MAY 3 2004

MAYOR'S ACTION  
**APPROVED**  
 MAY 05 2004  
*[Signature]*  
 MAYOR