08- R -2235

A RESOLUTION BY
TRANSPORTATION COMMITTEE

**A RESOLUTION AUTHORIZING THE MAYOR TO AWARD AND EXECUTE AN AGREEMENT WITH INITIAL CONTRACT SERVICES, FOR FC-4540 QUALITY CUSTOMER CARE AT HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED $11,390,412.25; TO BE CHARGED AND PAID FROM FDOA 5501 (AIRPORT REVENUE FUND) 180312 (OPERATIONS) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 7563000 (AIRPORT); AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta (the "City") owns and operates the Hartsfield-Jackson Atlanta International Airport ("Airport"); and

**WHEREAS**, the Department of Procurement did advertise on behalf of the Department of Aviation for FC-4540, Quality Customer Care at Hartsfield-Jackson Atlanta International Airport; and

**WHEREAS,** qualified firms submitted proposals for the opportunity to provide customer care representatives who will provide accurate information and assistance to customers regarding airport services, facilities, and amenities; and

**WHEREAS,** the proposals were received and after review and evaluation of the proponents' qualifications and an analysis of the proposals, the Aviation General Manager and the Chief Procurement Officer have recommended that an Agreement for FC-4540, Quality Customer Care at Hartsfield-Jackson Atlanta International Airport be awarded to the top ranked proponent, Initial Contract Services ("ICS"); and

**WHEREAS,** said Agreement has an initial term of three (3) years with one (1) two (2) year renewal option at the City's sole discretion.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA,** that the Mayor is authorized to award and execute an Agreement with ICS for FC-4540, Quality Customer Care at Hartsfield-Jackson Atlanta International Airport in an amount not to exceed $11,390,412.25. Payments will be paid out as follows:

$2,073,627.33 from December 14, 2008 through June 30, 2009
$3,834,685.30 from July 1, 2009 through June 30, 2010
$3,977,166.83 from July 1, 2010 through June 30, 2011
$1,504,932.79 from July 1, 2011 through December 13, 2011

**BE IT FURTHER RESOLVED,** that said Agreement has an initial term of three (3) years with one (1) two (2) year renewal option at the City's sole discretion.

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

**BE IT FURTHER RESOLVED**, that all contracted services will be charged to and paid from FDOA 5501 (Airport Revenue Fund) 180312 (Operations) 5212001 (Consulting/Professional Services) 7563000 (Airport).

**BE IT FINALLY RESOLVED**, that said Agreement shall not become binding upon the City and the City shall incur no liability upon same until such Agreement has been executed by the Mayor, attested to by the Municipal Clerk, approved as to form by the City Attorney, and delivered to ICS.

Hartsfield-Jackson
Atlanta International Airport

Shirley Franklin
Mayor

Benjamin R. DeCosta
Aviation General Manager

MEMORANDUM

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

From: Benjamin DeCosta, Aviation General Manager
Department of Aviation

Date: October 16, 2008

Subject: **Recommendation for Award: FC-4540 Quality Customer Care at Hartsfield-Jackson Atlanta International Airport**

We have completed our review of the Bid Evaluation Package for the above referenced project as provided by the Department of Procurement. Based on our thorough review of the proposals, the positive recommendation is for Initial Contract Services in an amount not to exceed $11,390,412.25 for the three-year period of the contract.

Funding for this project has been appropriated and is contained in Fund Account and Center Number 5501 180312 5212001 7563000.

Attached is the bid evaluation spreadsheet for your review.

We have submitted the legislative package for award of this contract to Initial Contract Services to be considered at the November 17, 2008 City Council session.

If you have any questions or require additional information please contact Damisha Campbell at 404-209-3171.

cc: Robert Kennedy
Paul Meyer
Chris Warner

City of Atlanta • Department of Aviation
P.O. Box 20509 • Atlanta, GA USA 30320-2509 • Tel: (404) 530-6600 • Fax: (404) 530-6803
Web Site: www.atlanta-airport.com

| FC-4540, Quality Customer Care at H-JAIA | | EVALUATION SYSTEMS FOR PERSONNEL | | ETI, INC/TALKING POINTS 4U (JV) | | AIRPORT TERMINAL SERVICES (ATS) | | RAMDOWER STAFFING (JV) | | ICS CONTRACT SERVICES | | COWORX STAFFING SERVICES | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 25 | OPERATIONS & MANAGEMENT, PERSONNEL AND CUSTOMER SERVICE PLAN | 3 | 75 | 2 | 50 | 5 | 125 | 4 | 100 | 5 | 125 | 3 | 75 |
| 20 | INDUSTRY EXPERIENCE AND QUALIFICATIOINS | 3 | 60 | 2 | 40 | 4 | 80 | 4 | 80 | 4 | 80 | 2 | 40 |
| 15 | MANAGEMENT FEE OFFER | 4 | 60 | 0 | 0 | 1 | 15 | 5 | 75 | 3 | 45 | 2 | 30 |
| 15 | OPERATING BUDGET | 3 | 45 | 2 | 30 | 4 | 60 | 4 | 60 | 5 | 75 | 2 | 30 |
| 10 | FINANCIAL CAPABILITY | 10 | 100 | 10 | 100 | 7 | 70 | 7 | 70 | 10 | 100 | 8 | 80 |
| 15 | OCC | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 |
| 100 | TOTAL | 355 | | 235 | | 365 | | 400 | | 440 | | 270 | |

Scoring Scale 1 to 5

5 Excellently meets requirements
4 Exceeds basic requirements
3 Meets basic requirements satisfactorily
2 Partially meets requirements, though not satisfactorily
1 Hardly meets any of the requirements

8/4/2008

CITY OF ATLANTA
DEPT. OF PROCUREMENT
08 JUL 24 PM 3:59

# CITY OF ATLANTA


Shirley Franklin
Mayor

SUITE 1700
55 TRINITY AVENUE, SW
ATLANTA, GA 30303
(404) 330-6010 Fax: (404) 658-7359
Internet Home Page: www.atlantaga.gov

OFFICE OF CONTRACT COMPLIANCE
Hubert Owens
Director
howens@atlantaga.gov


# MEMORANDUM

TO: Adam L. Smith Esq.
Chief Procurement Officer

FROM: Hubert Owens
Director – Office of Contract Compliance

RE: **FC-4540, Quality Customer Care at H-JAIA**

DATE: July 23, 2008

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The Office of Contract Compliance has evaluated seven (7) Bids for responsiveness to the minority and female business enterprise participation requirement. All proponents were eligible under Section 2-1449(a) (2) (C). All of the proponents have been deemed responsive by the Office of Contract Compliance. For your information, the proponents have committed to utilizing M/FBEs as indicated below:

| **Evaluation Systems for Personnel** | | **15 pts** |
|---|---|---|
| Rashun Business Consulting | AABE | 20.0 % |
| Bentar Marketing | FBE | 2.5% |
| Marilyn Berman Business Consultants | FBE | 2.5% |
| **Total Participation (Responsive)** | | **25.0%** |

| **ETI, Inc./ Talking Points 4u (JV)** | | **15 pts** |
|---|---|---|
| J.G. Consultants | AABE | 20.0% |
| Talking Points 4u | FBE | 10.0 % |
| **Total Participation (Responsive)** | | **30.0 %** |

| **Airport Terminal Services (ATS)** | | **15 pts** |
|---|---|---|
| Corporate Temps | AABE | 23.0 % |
| Willmer Engineering | FBE | 10.0 % |
| **Total Participation (Responsive)** | | **33.0%** |

| Ram/Dover Staffing (JV) | | 15 pts |
|---|---|---|
| Dover Staffing | AABE | 30.0 % |
| Amega Promotionals | FBE | 2.0 % |
| A Customer's Point of View | FBE | 2.0 % |
| **Total Participation (Responsive)** | | **34.0%** |

| ICS Contract Services | | 15 pts |
|---|---|---|
| A.E.T.C., Inc | AABE | 79.6 % |
| A Customers Point of View | FBE | 1.9 % |
| Amega Promotionals | FBE | 1.9 % |
| Arnold Corp. | FBE | 2.0 % |
| **Total Participation (Responsive)** | | **84.9%** |

| Coworx Staffing Services | | 15 pts |
|---|---|---|
| Optima Uniforms | AABE | 13.0% |
| Progressive Techniques | AABE | 16.0% |
| Christy & Main | FBE | 13.0 % |
| Vantage Point | FBE | 9.0% |
| Janson Advertising | FBE | 2.0% |
| **Total Participation (Responsive)** | | **53.0 %** |

| Key Air Support | | 0 pts |
|---|---|---|
| Edwards Consulting Firm | AABE | 10.0% |
| Ashbritt Uniform Service | AABE | 1.8% |
| Giavanna Constructors | FBE | 1.6% |
| **Total Participation (Non-Responsive)** | | **13.4 %** |

PROJECT NUMBER: FC-4540

CLARISSA BROME, CPPO
CONTRACT ADMINISTRATOR

**PROPOSAL RESULTS**

**PROJECT NAME:**
**QUALITY CUSTOMER CARE AT H-JAIA**

**DATE: JULY 9, 2008**

| PROPONENTS NAMES | |
|---|---|
| EVALUATION SYSTEMS FOR PERSONNEL, INC. | |
| ETI, INC./TALKING POINTS 4U (JV) | |
| AIRPORT TERMINAL SERVICES (ATS) | |
| RAM/DOVER STAFFING (JV) | |
| ICS CONTRACT SERVICES | |
| EAGLE GROUP INTERNATIONAL | Non-responsive - did not submit Financial Statements |
| COWORX STAFFING SERVICES | |
| KEY AIR SUPPLY | Non-responsive-insufficient financial statements; and OCC goals |
| | |
| | |
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| | |
| | |

***Part II: Legislative White Paper:*** (This portion of the Legislative Request Form will be shared with City Council members and staff)

**A. To be completed by Legislative Counsel:**

**Committee of Purview:**

**Caption:**

**Council Meeting Date:**

**Requesting Dept.:**

**FAC Confirmed by:**

**B. To be completed by the department:**

**1. Please provide a summary of the purpose of this legislation (Justification Statement).**

The City of Atlanta, as owner and operator of Hartsfield-Jackson Atlanta International Airport, must ensure exceptional customer service is provided to all customers. The customer service contract will provide quality professionals to welcome and proactively assist all airport customers 24 hours a day, 365 days per year, including holidays. The initial term of this contract will commence at 12:00 am on the effective date and shall continue through 11:59 PM on December 13, 2011. This contract contains a single two (2) year renewal option. Each contract year includes funding for an annual 2.5% COLA, if approved by the City of Atlanta.

**2. Please provide background information regarding this legislation.**

The Department of Aviation is seeking a qualified vendor for the operation and management of the Quality Customer Care program and Airport Information Call Center program at Hartsfield-Jackson Atlanta International Airport.

Contractor staff will assist customers in navigating in and around the airport and will be strategically stationed at various locations throughout the airport to include: the Airport Information Desk; Automated People Mover Transportation Mall; Security Checkpoints; and other locations deemed necessary by Aviation Operations personnel. Administrative Assistants will staff the Airport Information Call Center, and will also assist walk-in customers. Staffing will be provided 24 hours per day, 365 days per year, including holidays.

Entering into a contract with Initial Contract Services is in the best interest of the City of Atlanta and the Department of Aviation. Base cost of this contract will not exceed $ 11,390,412.25 for the entire term of the contract.

3. <u>If Applicable/Known:</u>

(a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Professional Services

(b) **Source Selection:** RFP

(c) **Bids/Proposals Due:** July 9, 2008

(d) **Invitations Issued:** 33

(e) **Number of Bids:** 8

(f) **Proposals Received:** 6

(g) **Bidders/Proponents:** 8

(h) **Term of Contract:** An initial term of 3 yrs, with 1 renewal option for a two year period.

4. **Fund Account Center (*Ex. Name and number*):** Fund 5501, Department 180312, Account 5212001, Function Activity 7563000

5. **Source of Funds:** ***Example: Local Assistance Grant***

6. **Fiscal Impact:**

***Example: This legislation will result in a reduction in the amount of _____ to Fund Account Center Number _____.***

7. **Method of Cost Recovery:** None

***Examples:***

a. ***Revenues generated from the permits required under this legislation will be used to fund the personnel needed to carry out the permitting process.***

b. ***Money obtained from a local assistance grant will be used to cover the costs of this Summer Food Program.***

**This Legislative Request Form Was Prepared By: Paul S. Meyer**

TRANSMITTAL FORM FOR LEGISLATION

**TO: MAYOR'S OFFICE** **ATTN: GREG PRIDGEON**

**Dept.'s Legislative Liaison:** Anita Williams

**Contact Number:** 404-530-6600

**Originating Department:** Aviation

**Committee(s) of Purview:** Transportation

**Chief of Staff Deadline:** 10/29/08

**Anticipated Committee Meeting Date(s):** 11/12/08

**Anticipated Full Council Date:** 11/17/08

**Commissioner Signature:**

**Chief Procurement Officer Signature:**

**CAPTION**

**A RESOLUTION AUTHORIZING THE MAYOR TO AWARD AND EXECUTE AN AGREEMENT WITH INITIAL CONTRACT SERVICES, FOR FC-4540 QUALITY CUSTOMER CARE AT HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED $11,390,412.25; TO BE CHARGED AND PAID FROM FDOA 5501 (AIRPORT REVENUE FUND) 180312 (OPERATIONS) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 7563000 (AIRPORT); AND FOR OTHER PURPOSES.**

FINANCIAL IMPACT (if any) $11,390,412.25

Mayor's Staff Only

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Received by CPO: _____ (date) Received by LC from CPO: _____ (date)

Received by Mayor's Office: 10.29.08 (date) Reviewed by: _____ (date)

Submitted to Council: _____ (date)