

11-R-0645
 (Do Not Write Above This Line)

First Reading

Committee _____
 Date _____
 Chair _____
 Referred To _____

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

**A RESOLUTION
 BY FINANCE/EXECUTIVE COMMITTEE**

A RESOLUTION AUTHORIZING THE MAYOR OR HIS DESIGNEE TO EXECUTE A CONTRACT WITH TURNKEY SOLUTIONS FOR FC-5207, CITY OF ATLANTA 311 CALL CENTER EVALUATION FOR THREE (3) MONTHS BEGINNING JUNE 1, 2011 ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, IN AN AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY-ONE THOUSAND, FOUR HUNDRED SEVENTY DOLLARS AND NO CENTS (\$251,470.00); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 1001 (GENERAL FUND) 050101 (IT CIO) 5410001 (CONSULTING / PROFESSIONAL SERVICES-CAPITAL PROJECTS) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM); AND FOR OTHER PURPOSES.

*Filed by
 full
 Council
 11/7/11*

- CONSENT REFER
- REGULAR REPORT REFER
- ADVERTISE & REFER
- 1st ADOPT 2ND READ & REFER
- PERSONAL PAPER REFER

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

Finance/Executive
 Committee
 Date *4/27/11*
 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 _____

Finance/Executive
 Committee
 Date *11/2/11*
 Chair *[Signature]*
 Action
 Fav, Adv, Hold (see rev. side) _____
 Other *File*
 Members *[Signatures]*
 Refer To _____

Committee _____
 Date _____
 Chair _____
 Action
 Fav, Adv, Hold (see rev. side) _____
 Other _____
 Members _____
 Refer To _____

CERTIFIED

MAYOR'S ACTION

**A RESOLUTION
BY FINANCE EXECUTIVE COMMITTEE**

A RESOLUTION AUTHORIZING THE MAYOR OR HIS DESIGNEE TO EXECUTE A CONTRACT WITH TURNKEY SOLUTIONS FOR FC-5207, CITY OF ATLANTA 311 CALL CENTER EVALUATION FOR THREE (3) MONTHS BEGINNING JUNE 1, 2011 ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, IN AN AMOUNT NOT TO EXCEED TWO HUNDRED FIFTY-ONE THOUSAND, FOUR HUNDRED SEVENTY DOLLARS AND NO CENTS (\$251,470.00); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 1001 (GENERAL FUND) 050101 (IT CIO) 5410001 (CONSULTING / PROFESSIONAL SERVICES-CAPITAL PROJECTS) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM); AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta would like to provide its residents and visitors, who contact City departments, to have a seamless customer service experience that is responsive, easy to use and efficient; and

WHEREAS, the City requested Proposals for Contract Number FC-5207, City of Atlanta 311 Call Center Evaluation ("Contract") to retain services of a qualified, technically experienced consultant to perform a comprehensive assessment/evaluation of the City's organizational, infrastructure and business processes as it relates to customer service functions and what would be required to perform a phased implementation of a consolidated world class 311 call center; and

WHEREAS, after reviewing and evaluating the proposals, the Chief Procurement Officer, in consultation with Chief Information Officer recommend, that the Contract be awarded to Turnkey Solutions for three (3) months beginning June 1, 2011, in an amount not to Two Hundred Fifty-One Thousand, Four Hundred Seventy Dollars And No Cents (\$251,470.00).

NOW, THEREFORE BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA that the Mayor or his designee is authorized to execute Contract Number FC-5207, City of Atlanta 311 Call Center Evaluation, with Turnkey Solutions for three (3) months beginning June 1, 2011, in an amount not to exceed Two Hundred Fifty-One Thousand, Four Hundred Seventy Dollars And No Cents (\$251,470.00).

BE IT FURTHER RESOLVED, that all contracted work will be charged to and paid from Fund, Department Organization and Account number 1001 (General Fund) 050101 (IT CIO) 5410001 (Consulting / Professional Services-Capital Projects) 1535000 (Data Processing/Management Information System).

BE IT FURTHER RESOLVED, that the Chief Procurement Officer, in consultation with the City Attorney, is directed to prepare the appropriate Contract for execution by the Mayor.

BE IT FINALLY RESOLVED, that the Contract will not become binding upon the City, and the City will incur no liability under it until the Contract is executed by the Mayor, attested to by the Municipal Clerk, approved by the City Attorney as to form and delivered to Turnkey Solutions.

RCS# 1533
11/07/11
4:04 PM

Atlanta City Council

REGULAR SESSION

11-R-0645

EXECUTE FC-5207 W/TURNKEY SOLUTIONS
311 CALL CENTER EVALUATION
FILE

YEAS: 11
NAYS: 0
ABSTENTIONS: 0
NOT VOTING: 1
EXCUSED: 2
ABSENT 2

Y Smith	Y Archibong	Y Moore	Y Bond
Y Hall	Y Wan	Y Martin	E Watson
B Young	Y Shook	B Bottoms	Y Willis
Y Winslow	Y Adrean	E Sheperd	NV Mitchell

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