

12-R-0213

A RESOLUTION BY FINANCE/EXECUTIVE COMMITTEE

A RESOLUTION BY COUNCILMEMBER HOWARD SHOOK AUTHORIZING THE MAYOR ON BEHALF OF THE CITY OF ATLANTA TO ENTER INTO A CONTRACTUAL AGREEMENT WITH TURNKEY SOLUTIONS, LLC. FOR FC-5207 311 CALL CENTER EVALUATION, ON BEHALF OF THE OFFICE OF THE MAYOR; IN AN NOT TO EXCEED AMOUNT OF TWO HUNDRED FIFTY ONE THOUSAND FOUR HUNDRED AND SEVENTY DOLLARS AND NO CENTS (\$251,470.00); WITH A CONTRACT TERM EXPIRING ON JULY 2, 2012; ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM THE 2501 (INTERGOVERNMENTAL FUND) 040301 (EXE COO) 5239004 (SERVICE GRANTS) 1320000 (CHIEF EXECUTIVE) 04211189 (EXE INNOVATION DELIVERY) 250112034 (MAYORS PROJECT-BLOOMBERG GRANT); AND FOR OTHER PURPOSES.

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

ADOPTED BY
FEB 20 2012
COUNCIL

Date Referred: 2/8/12
Referred To: Finance/Exec
Date Referred:
Referred To:
Date Referred:
Referred To:

First Reading
Committee _____
Date _____
Chair _____
Referred To _____

Committee Finance/Exec
Date 2/15/2012
Chair Selvia A. Moore
Action Fav, Adv, Hold (see rev. side)
Other

Members [Signature]
Refer To [Signature]

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

Members _____
Refer To _____

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

CERTIFIED
FEB 20 2012
ATLANTA CITY COUNCIL PRESIDENT
[Signature]

CERTIFIED
FEB 20 2012
Randy Douglas Johnson
MUNICIPAL CLERK

MAYOR'S ACTION
APPROVED
FEB 20 2012
WITHOUT SIGNATURE
BY OPERATION OF LAW



**A RESOLUTION
BY COUNCILMEMBER HOWARD SHOOK**

Howard Shook

A RESOLUTION BY COUNCILMEMBER HOWARD SHOOK AUTHORIZING THE MAYOR ON BEHALF OF THE CITY OF ATLANTA TO ENTER INTO A CONTRACTUAL AGREEMENT WITH TURNKEY SOLUTIONS, LLC. FOR FC-5207 311 CALL CENTER EVALUATION, ON BEHALF OF THE OFFICE OF THE MAYOR; IN AN NOT TO EXCEED AMOUNT OF TWO HUNDRED FIFTY ONE THOUSAND FOUR HUNDRED AND SEVENTY DOLLARS AND NO CENTS (\$251,470.00); WITH A CONTRACT TERM EXPIRING ON JULY 2, 2012; ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM THE 2501 (INTERGOVERNMENTAL FUND) 040301 (EXE COO) 5239004 (SERVICE GRANTS) 1320000 (CHIEF EXECUTIVE) 04211189 (EXE INNOVATION DELIVERY) 250112034 (MAYORS PROJECT-BLOOMBERG GRANT); AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta ("City") is in the process of assessing readiness for a world class customer service 311 implementation; and

WHEREAS, the City solicited proposals for Contract Number **FC-5207 311 CALL CENTER EVALUATION** (the "Contract") for consultants to perform a comprehensive assessment and evaluation of the City's organizational, infrastructure and business processes as they relate to customer service functions necessary to perform an implementation of a world class 311 multi-channel operation; and

WHEREAS, after reviewing and evaluating offers, the Chief Information Officer and the Chief Procurement Officer recommend that the Contract be awarded to Turnkey Solutions, LLC, ("Contractor") the most responsive offeror, in an amount not to exceed Two Hundred Fifty One Thousand Four Hundred and Seventy Dollars and No Cents (\$251,470.00) with a contract term expiring on July 2, 2012 and the option to renew at the City's sole discretion for an additional five months; and

WHEREAS, the City desires to enter into the Contract with Contractor; and

WHEREAS, the Chief Information Officer and the Chief Procurement Officer have determined that it is in the best interest of the City to enter into the Contract with Contractor.

THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES, that the Mayor is authorized to execute the Contract with Contractor in an amount not to exceed Two Hundred Fifty One Thousand Four Hundred and Seventy Dollars and No Cents (\$251,470.00) with a contract term expiring on July 2, 2012 and the option to renew at the City's sole discretion for an additional five months.



BE IT FURTHER RESOLVED, that all contracted work shall be charged to and paid from 2501 (Intergovernmental Fund) 040301 (EXE COO) 5239004 (SERVICE GRANTS) 1320000 (CHIEF EXECUTIVE) 04211189 (EXE INNOVATION DELIVERY) 250112034 (MAYORS PROJECT-BLOOMBERG GRANT).

BE IT FURTHER RESOLVED that the Chief Procurement Officer is directed to assist the City Attorney in preparation of the Contract for execution by the Mayor.

BE IT FINALLY RESOLVED, that the Contract shall not become binding on the City and the City will incur no obligation or liability under it until it has been executed by the Mayor, attested to by the Municipal Clerk, approved as to form by the City Attorney, and delivered Contractor.

A true copy,

Deputy Clerk

ADOPTED by the Atlanta City Council
APPROVED as per City Charter Section 2-403

FEB 20, 2012
FEB 29, 2012

[Type text]

RCS# 1751
2/20/12
2:22 PM

Atlanta City Council

CONSENT I

CONSENT AGENDA SECTION I
MONDAY, FEBRUARY 20, 2012
ADOPT

YEAS: 12
NAYS: 0
ABSTENTIONS: 0
NOT VOTING: 1
EXCUSED: 1
ABSENT 2

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

CONSENT I

		02-20-12
ITEMS ADOPTED ON CONSENT	ITEMS ADOPTED ON CONSENT	ITEMS ADVERSED ON CONSENT
1. 12-O-0112	36. 12-R-0167	45. 12-R-0176
2. 12-O-0103	37. 12-R-0168	46. 12-R-0177
3. 12-O-0104	38. 12-R-0169	47. 12-R-0178
4. 12-O-0105	39. 12-R-0170	48. 12-R-0179
5. 12-O-0093	40. 12-R-0171	49. 12-R-0180
6. 12-O-0094	41. 12-R-0172	50. 12-R-0181
7. 12-O-0098	42. 12-R-0173	51. 12-R-0182
8. 12-O-0100	43. 12-R-0174	52. 12-R-0183
9. 12-O-0101	44. 12-R-0175	53. 12-R-0184
10. 12-O-0102		54. 12-R-0185
11. 12-O-0153		55. 12-R-0186
12. 12-O-0204		
13. 12-O-0205		
14. 12-O-0207		
15. 12-O-0215		
16. 12-R-0155		
17. 12-R-0203		
18. 12-R-0187		
19. 12-R-0201		
20. 12-R-0202		
21. 12-R-0195		
22. 12-R-0197		
23. 11-R-0198		
24. 12-R-0199		
25. 12-R-0213		
26. 12-R-0214		
27. 12-R-0220		
28. 12-R-0191		
29. 12-R-0193		
30. 12-R-0161		
31. 12-R-0162		
32. 12-R-0163		
33. 12-R-0164		
34. 12-R-0165		
35. 12-R-0166		