

(Do Not **13-A-3150** Line)

First Reading

Committee FC
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, ON BEHALF OF THE CITY OF ATLANTA TO ENTER INTO COOPERATIVE PURCHASING AGREEMENT NUMBER FC-6608 PURSUANT TO SECTION 2-1602 ET SEQ. OF THE CITY OF ATLANTA CODE OF ORDINANCES, UTILIZING THE GENERAL SERVICES ADMINISTRATION CONTRACT GS-35F-0545V WITH SONA NETWORKS, LLC FOR THE PURCHASE OF ATL311 CUSTOMER SERVICE CENTER TRAINING AND END-USER ADOPTION SERVICES, NECESSARY FOR THE 311 CALL CENTER PROJECT, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, IN AN AMOUNT NOT TO EXCEED SEVEN HUNDRED FIFTY-FIVE THOUSAND, FOUR HUNDRED EIGHTY DOLLARS AND NO CENTS (\$755,480.00) WITH A CONTRACT TERM OF ONE (1) YEAR; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUNDING NUMBERS LISTED HEREIN; AND FOR OTHER PURPOSES.

substitute

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

**ADOPTED BY
MAY 20 2013
COUNCIL**

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

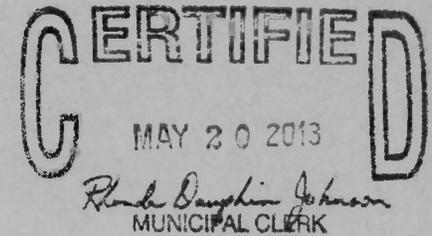
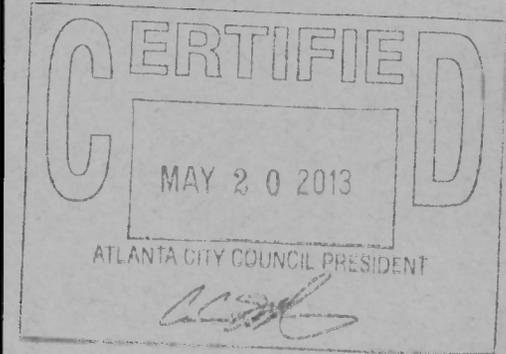
Committee Fin / Exec
Date 5-15-13
Chair Telicia A. Pope
Action FC
Fav, Adv, Hold (see rev. side) _____
Other _____
Members n. [unclear]
[unclear]
[unclear]
Refer To _____

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 _____

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

CERTIFIED



MAYOR'S ACTION

APPROVED
MAY 29 2013
WITHOUT SIGNATURE
BY OPERATION OF LAW

**A SUBSTITUTE RESOLUTION
BY FINANCE/EXECUTVE COMMITTEE**

A SUBSTITUTE RESOLUTION AUTHORIZING THE MAYOR OR HIS DESIGNEE, ON BEHALF OF THE CITY OF ATLANTA TO ENTER INTO COOPERATIVE PURCHASING AGREEMENT NUMBER FC-6608 PURSUANT TO SECTION 2-1602 ET SEQ. OF THE CITY OF ATLANTA CODE OF ORDINANCES, UTILIZING THE GENERAL SERVICES ADMINISTRATION CONTRACT NUMBER GS-35F-0545V WITH SONA NETWORKS, LLC FOR THE PURCHASE OF CUSTOMER SERVICE CENTER TRAINING AND END-USER ADOPTION SERVICES NECESSARY FOR THE 311 CALL CENTER PROJECT, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, IN AN AMOUNT NOT TO EXCEED SEVEN HUNDRED FIFTY-FIVE THOUSAND, FOUR HUNDRED EIGHTY DOLLARS AND NO CENTS (\$755,480.00) WITH PHASED FUNDING AND WITH A CONTRACT TERM OF ONE (1) YEAR; THE FIRST PHASE WILL BE FOR TWO HUNDRED AND FIFTY THOUSAND DOLLARS AND NO CENTS (\$250,000.00); ALL FIRST PHASE CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUNDING NUMBERS LISTED HEREIN; AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta (“City”) is implementing a 311 Call Center (“ATL311”) that will improve City customer service by providing general information and managing customer service requests from Atlanta’s residents and visitors; and

WHEREAS, the ATL311 initiative will require extensive training and support services in order to train City employees, such as customer service representatives (“CSR”) and back-office staff, on how to operate the ATL311 Customer Relationship Management (“CRM”) System; and

WHEREAS, these training and support services are a necessary part of implementing support staff availability, thereby increasing the efficiency and productivity of the ATL311 Customer Service Center; and

WHEREAS, pursuant to Article X, Division 15 Intergovernmental Relations of the City of Atlanta Code of Ordinances (the “Code”), the Chief Procurement Officer may procure supplies, services or construction items through contracts established by a public procurement unit outside the City; and

WHEREAS, the Chief Information Officer and the Chief Procurement Officer have identified General Services Administration (“GSA”) contract number GS-35F-545V with SONA Networks, LLC (“SONA”), as a cooperative procurement vehicle for the ATL311 training and end-user adoption initiative; and

WHEREAS, the GSA competitively procured contract number GS-35F-545V with SONA for CSR training and support services in a manner consistent with the Code; and

WHEREAS, the Chief Information Officer and the Chief Procurement Officer recommend the execution of cooperative purchasing agreement number FC-6608 with SONA utilizing GSA contract number GS-35F-545V, to purchase training and support services for the ATL311 Customer Service Center for a term of one (1) year.

NOW, THEREFORE BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA,

GEORGIA, that the Mayor or his designee is authorized to execute, on behalf of the City of Atlanta, cooperative purchasing agreement number FC-6608 with SONA, utilizing GSA contract number GS-35F-545V, to purchase training and support services for the ATL311 Customer Service Center initiative in an amount not to exceed Seven Hundred Fifty-Five Thousand, Four Hundred Eighty Dollars and No Cents (\$755,480.00) with phased funding for a term of one (1) year. Phase I in the amount of Two Hundred And Fifty Thousand Dollars and No Cents (\$250,000.00) to be paid out of the FY2013 budget and Phase II in the amount of Five Hundred Thousand Four Hundred Eighty Dollars and No Cents (\$500,480.00) to be paid contingent upon acceptance of funds appropriation in the FY 2014 budget.

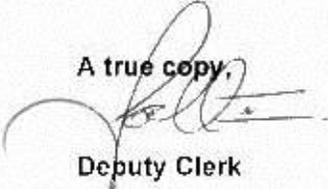
BE IT FURTHER RESOLVED, that all contracted work shall be charged to and paid from the following:

- Two Hundred Fifty Thousand and No Cents (\$250,000.00) 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 in consultation with the City Attorney is directed to prepare an agreement for execution by the Mayor or his designee.

BE IT FINALLY RESOLVED, that the agreement will not become binding on the City, and the City will incur no obligation or liability under it until it has been approved as to form by the City Attorney or her designee, executed by the Mayor or his designee and attested to by the Municipal Clerk, and delivered to SONA Networks, LLC.

A true copy,


Deputy Clerk

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

MAY 20, 2013
MAY 29, 2013

RCS# 2703
5/20/13
3:21 PM

Atlanta City Council

13-R-3150

ENTER COOP PURCHASING AGRMNT FC-6608 W\
SONA NETWORKS, LLC.; 311 CALL CENTER
ADOPT/SUB

YEAS: 11
NAYS: 1
ABSTENTIONS: 0
NOT VOTING: 3
EXCUSED: 0
ABSENT 1

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