

2306

13-R-3299

(Do Not Write Above This Line)

A RESOLUTION BY  
FINANCE/EXECUTIVE COMMITTEE

A RESOLUTION AUTHORIZING THE CHIEF FINANCIAL OFFICER, ON BEHALF OF THE CITY OF ATLANTA TO ADD ADDITIONAL FUNDING SOURCES TO THE CITY OF ATLANTA'S CONTRACT 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 CITY OF ATLANTA'S DEPARTMENT OF INFORMATION TECHNOLOGY; WITH ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM ACCOUNTS LISTED BELOW; AND FOR OTHER PURPOSES.

ADOPTED BY

JUL 01 2013

COUNCIL

- 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:

First Reading

Committee \_\_\_\_\_  
 Date \_\_\_\_\_  
 Chair \_\_\_\_\_  
 Referred To \_\_\_\_\_

Committee Fin/Exec  
 Date 6-26-13  
 Action  
 Fav, Adv, Hold (see rev. side)  
 Other

Members  
[Signature]  
[Signature]

Refer To  
[Signature]  
[Signature]

Committee \_\_\_\_\_  
 Date \_\_\_\_\_  
 Action  
 Fav, Adv, Hold (see rev. side)  
 Other

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

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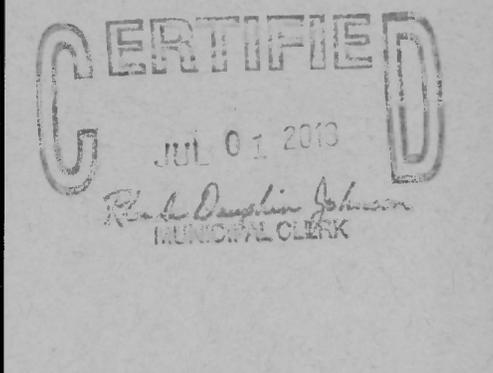
Committee \_\_\_\_\_  
 Date \_\_\_\_\_  
 Action  
 Fav, Adv, Hold (see rev. side)  
 Other

Members \_\_\_\_\_  
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Refer To \_\_\_\_\_  
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FINAL COUNCIL ACTION

- 2nd
- 1st & 2nd
- 3rd Readings
- Consent
- V Vote
- RC Vote



MAYOR'S ACTION

APPROVED

JUL 10 2013

WITHOUT SIGNATURE  
BY OPERATION OF LAW

**A RESOLUTION BY  
FINANCE/EXECUTIVE COMMITTEE**

**A RESOLUTION AUTHORIZING THE CHIEF FINANCIAL OFFICER, ON BEHALF OF THE CITY OF ATLANTA TO ADD ADDITIONAL FUNDING SOURCES TO THE CITY OF ATLANTA'S CONTRACT 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 CITY OF ATLANTA'S DEPARTMENT OF INFORMATION TECHNOLOGY; WITH ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM ACCOUNTS LISTED BELOW; AND FOR OTHER PURPOSES.**

**WHEREAS**, the Atlanta City Council adopted Resolution 13-R-3150 on May 20, 2013 and approved as per City Charter Section 2-403 on May 29, 2013 (the "Resolution") authorizing the City of Atlanta ("City") to enter into a contract with Sona Networks LLC, for customer service center training and end-user adoption services for the 311 call center project (the "Contract") on behalf of the City's Department of Information Technology ("DIT");

**WHEREAS**, the Resolution listed the Chief Operating Officer's Office Bloomberg Grant information as a source for the first phase of payment of the Contract with a second phase of payment to be paid out of the FY2014 budget; and

**WHEREAS**, DIT desires to add additional funding sources for payment of the second phase of the Contract for 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**, the Interim Chief Information Officer and Chief Financial Officer recommend adding the additional funding source to the Contract as listed below.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA**, that the Chief Financial Officer is authorized to add the funding sources for the Contract as follows:

- Five Hundred Five Thousand, Four Hundred Eighty Dollars and No Cents (\$505,480.00) from:

PTAEO Project and Grants ("PnG"): PnG 05111397 (311 CALL CENTER).

A true copy,

Deputy Clerk

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

JUL 01, 2013  
JUL 10, 2013

**A SUBSTITUTE RESOLUTION  
BY FINANCE/EXECUTIVE 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.

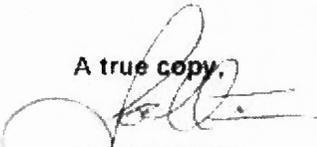
**BE IT FURTHER RESOLVED**, that all contracted work shall be charged to and paid from the following:

- 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

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

First Reading

Committee FC  
Date \_\_\_\_\_  
Chair \_\_\_\_\_  
Referred To \_\_\_\_\_

FINAL COUNCIL ACTION  
 1<sup>st</sup> & 2<sup>nd</sup>  3<sup>rd</sup>  
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.

- CONSENT REFER
- REGULAR REPORT REFER
- ADVERTISE & REFER
- 1<sup>st</sup> ADOPT 2<sup>ND</sup> READ & REFER
- PERSONAL PAPER REFER

*subst*

**ADOPTED BY  
MAY 20 2013  
COUNCIL**

Date Referred \_\_\_\_\_  
Referred To: \_\_\_\_\_  
Date Referred \_\_\_\_\_  
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Date Referred \_\_\_\_\_  
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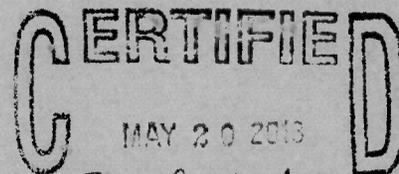
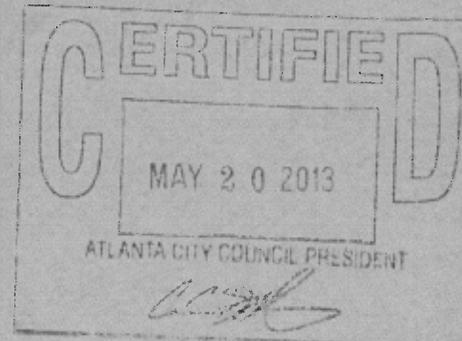
Committee Fin / Info  
Date 5-15-13  
Chair [Signature]  
Action  Fav, Adv, Hold (see rev. side)  
Other \_\_\_\_\_  
Members [Signatures]  
Refer To \_\_\_\_\_

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

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

CERTIFIED



MAYOR'S ACTION

APPROVED

MAY 20 2013  
WITHOUT SIGNATURE  
BY OPERATION OF LAW

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

13-R-3150

RCS# 2863  
7/01/13  
3:21 PM

Atlanta City Council

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CONSENT AGENDA (PAGES 3 - 14)

*Except 13-R-3270* *dep*

ADOPT

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

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

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RCS# 2866  
7/01/13  
3:26 PM

Atlanta City Council

CONSENT AGENDA SECTION I

RECONSIDER

YEAS: 14  
NAYS: 0  
ABSTENTIONS: 0  
NOT VOTING: 1  
EXCUSED: 0  
ABSENT 1

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

RCS# 2867  
7/01/13  
3:26 PM

Atlanta City Council

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CONSENT AGENDA (PAGES 3 - 14)

*except 13-R-3270 Jcp*  
ADOPT

YEAS: 14  
NAYS: 0  
ABSTENTIONS: 0  
NOT VOTING: 1  
EXCUSED: 0  
ABSENT 1

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

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		07-01-13
ITEMS ADOPTED ON CONSENT	ITEMS ADOPTED ON CONSENT	
1. 13-O-1043	36. 13-R-3285	
2. 13-O-1103	37. 13-R-3286	
3. 13-O-1106	38. 13-R-3287	
4. 13-O-1075	39. 13-R-3288	
5. 13-O-1087	40. 13-R-3289	
6. 13-O-1091	41. 13-R-3290	
7. 13-O-1092	42. 13-R-3291	
8. 12-O-1093	43. 13-R-3292	
9. 13-O-1099	44. 13-R-3293	
10. 13-O-1104	45. 13-R-3294	
11. 13-R-3305	46. 13-R-3295	
12. 13-R-3275	47. 13-R-3296	
13. 13-R-3276	48. 13-R-3297	
14. 13-R-3271		
15. 13-R-0015		
16. 13-R-3263		
17. 13-R-3264		
18. 13-R-3265		
19. 13-R-3267		
20. 13-R-3273		
21. 13-R-3298		
22. 13-R-3299		
23. 13-R-3300		
24. 13-R-3301		
25. 13-R-3302		
26. 13-R-3303		
27. 13-R-3304		
28. 13-R-0636		
29. 13-R-3277		
30. 13-R-3279		
31. 13-R-3280		
32. 13-R-3281		
33. 13-R-3282		
34. 13-R-3283		
35. 13-R-3284		