

# 3287

(Do Not Write Above) **13-R-3855**

First Reading

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

FINAL COUNCIL ACTION

2<sup>nd</sup>     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 TO EXECUTE COOPERATIVE PURCHASING AGREEMENT NUMBER FC-7078 WITH MYTHICS, INCORPORATED, PURSUANT TO SECTION 2-1602 ET SEQ. OF THE CITY OF ATLANTA CODE OF ORDINANCES, UTILIZING GENERAL SERVICES ADMINISTRATION CONTRACT NUMBER GS-35F-0153M FOR THE PURCHASE OF ORACLE SIEBEL SOFTWARE SUPPORT SERVICES NECESSARY FOR THE 311 CALL CENTER, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIFTY-FIVE THOUSAND, FIVE HUNDRED EIGHTY-NINE DOLLARS AND TWENTY-NINE CENTS (\$355,589.29); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM THE FUNDING NUMBERS LISTED HEREIN; AND FOR OTHER PURPOSES.

*substitute*

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

Date Referred \_\_\_\_\_  
Referred To: \_\_\_\_\_  
Date Referred \_\_\_\_\_  
Referred To: \_\_\_\_\_  
Date Referred \_\_\_\_\_  
Referred To: \_\_\_\_\_

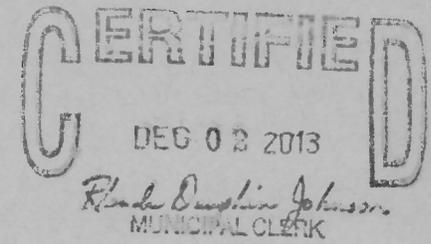
Committee F/E  
Date 11/25/13  
Chair [Signature]  
Action Substitute  
 Fav, Adv, Hold (see rev. side)  
 Other  
Members [Signatures]  
Refer To \_\_\_\_\_

Committee \_\_\_\_\_  
Date \_\_\_\_\_  
Chair \_\_\_\_\_  
Action \_\_\_\_\_  
Fav, Adv, Hold (see rev. side) \_\_\_\_\_  
Other \_\_\_\_\_  
Members \_\_\_\_\_  
**ADOPTED BY**  
**DEC 02 2013**  
Refer To **COUNCIL**

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





**A RESOLUTION  
AS SUBSTITUTED BY FINANCE/EXECUTIVE COMMITTEE**

**A RESOLUTION AUTHORIZING THE MAYOR OR HIS DESIGNEE TO EXECUTE COOPERATIVE PURCHASING AGREEMENT NUMBER FC-7078 WITH MYTHICS, INCORPORATED, PURSUANT TO SECTION 2-1602 ET SEQ. OF THE CITY OF ATLANTA CODE OF ORDINANCES, UTILIZING GENERAL SERVICES ADMINISTRATION CONTRACT NUMBER GS-35F-0153M FOR THE PURCHASE OF ORACLE SIEBEL CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE SUPPORT SERVICES NECESSARY FOR THE 311 CALL CENTER, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIFTY-FIVE THOUSAND, FIVE HUNDRED EIGHTY-NINE DOLLARS AND TWENTY-NINE CENTS (\$355,589.29); ALL CONTRACTED WORK TO BE CHARGED TO AND PAID FROM THE FUNDING NUMBERS LISTED HEREIN; AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta ("City") implemented a 311 Call Center to improve City customer service by providing general information and managing customer service requests from Atlanta's residents and visitors; and

**WHEREAS**, a key component of the 311 Call Center required the purchase of a customer relationship management ("CRM") software solution that includes software licenses, migrated support, and back support services for the 311 Call Center project; and

**WHEREAS**, Oracle Siebel CRM software would enable the interface of the 311 Call Center and the CRM as the City plans to migrate existing Oracle CRM licenses to the Siebel Public Sector CRM solution; 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 identified General Services Administration ("GSA") contract number GS-35F-0153M with Mythics, Incorporated, as a source for a cooperative purchase necessary for the 311 Call Center project; and

**WHEREAS**, the Chief Procurement Officer evaluated and determined that competitive procedures akin to those used by the city were used by the GSA in the development of the contract from which the cooperative purchasing agreement was derived and that the cost of the goods, supplies, services or construction are comparable to or less than the cost of the same goods, supplies, services or construction if obtained through city procurements under Division 4 of the City Procurement Code; and

**WHEREAS**, the City purchased Oracle Siebel Public Sector CRM ("Oracle Siebel CRM") software pursuant to Resolution 12-R-1625, adopted by Atlanta City Council ("Council") on November 19, 2012 and approved pursuant to City Charter Section 2-403 on November 28, 2012; and

**WHEREAS**, the Chief Information Officer and the Chief Procurement Officer now recommend the annual purchase of support services for the Oracle Siebel CRM system on behalf of the 311 Call Center.



**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-7078 with Mythics, utilizing GSA contract number GS-35F-0153M, to purchase Oracle Siebel CRM software support services for the 311 Call Center in an amount not to exceed Three Hundred Fifty-Five Thousand, Five Hundred Eighty-Nine Dollars And Twenty-Nine Cents (\$355,589.29).

**BE IT FURTHER RESOLVED,** that the term of the Agreement will be for one (1) year with two (2) one-year renewal options.

**BE IT FURTHER RESOLVED,** that all contracted work shall be charged to and paid from the following Fund, Department Organization, Account, and Function Activity ("FDOA") numbers:

CoA Dept/ Division	Annual Support % Responsibility per Dept/ Division	2 <sup>nd</sup> Year Support Paid per Dept/ Division	Fund #	Department Organization #	Account #	Function Activity #
Watershed	50%	\$177,794.65	5051  (Water & Wastewater Revenue Fund)	170113  (DWM - Information Systems)	5213001  (Consulting / Professional Services- Technical)	1535000  (Data Processing/ Management Information System)
DIT	10%	\$35,558.93	1001  (General Fund)	050101  (DIT Chief Information Officer)	5222002  (Repair & Maintenance- Equipment)	1320000  (Chief Executive)
Aviation	10%	\$35,558.93	5501  (Airport Revenue Fund)	180107  (DOA Aviation Information Systems)	5213001  (Consulting / Professional Services- Technical)	7563000  (Airport)
Public Works	15%	\$53,338.39	5402  (Solid Waste R&E Fund)	130501  (DPW Solid Waste Admin)	5421003  (Equipment (\$5,000+))	4510000  (Solid Waste Administration)
Planning/ Permits	15%	\$53,338.39	5601  (Building Permits Fund)	250201  (PCD Director Of Buildings)	5222002  (Repair & Maintenance- Equipment)	7210000  (Protective Inspection Administration)
<b>Total</b>	<b>100%</b>	<b>\$355,589.29</b>				

**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, attested to by the Municipal Clerk, and delivered to Mythics.

A true copy,  
  
Deputy Clerk

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

DEC 02, 2013  
DEC 11, 2013

RCS# 3178  
12/02/13  
3:26 PM

Atlanta City Council

CONSENT I

CONSENT AGENDA SECTION I:EXCEPT  
13-O-1333,1334,1264,1395,13-R-3783,3785  
ADOPT

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

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

CONSENT I

+

		<b>12-02-13</b>
<b>ITEMS ADOPTED ON CONSENT</b>	<b>ITEMS ADOPTED ON CONSENT</b>	<b>ITEMS ADVERSED ON CONSENT</b>
1. 13-O-1100	41. 13-R-3792	79. 13-R-3806
2. 13-O-1398	42. 13-R-3850	80. 13-R-3807
3. 13-O-1386	43. 13-R-3851	81. 13-R-3808
4. 13-O-1387	44. 13-R-3852	82. 13-R-3809
5. 13-O-1400	45. 13-R-3853	83. 13-R-3810
6. 13-O-1401	46. 13-R-3854	84. 13-R-3811
7. 13-O-1402	47. 13-R-3855	85. 13-R-3812
8. 13-O-1403	48. 13-R-3856	86. 13-R-3813
9. 13-O-1404	49. 13-R-3857	87. 13-R-3814
10. 13-O-1405	50. 13-R-3858	88. 13-R-3815
11. 13-O-1406	51. 13-R-3859	89. 13-R-3816
12. 13-O-1407	52. 13-R-3869	90. 13-R-3817
13. 13-O-1408	53. 13-R-3786	91. 13-R-3818
14. 13-O-1411	54. 13-R-3846	92. 13-R-3819
15. 13-O-1412	55. 13-R-3849	93. 13-R-3820
16. 13-O-1413	56. 13-R-3871	94. 13-R-3821
17. 13-O-1415	57. 13-R-3872	95. 13-R-3822
18. 13-O-1389	58. 13-R-3795	96. 13-R-3823
19. 13-O-1390	59. 13-R-3796	97. 13-R-3824
20. 13-O-1391	60. 13-R-3873	98. 13-R-3825
21. 13-O-1392	61. 13-R-3874	99. 13-R-3826
22. 13-O-1397	62. 13-R-3875	100. 13-R-3827
23. 13-O-1388	63. 13-R-3876	101. 13-R-3828
24. 13-O-1356	64. 13-R-3877	102. 13-R-3829
25. 13-O-1393	65. 13-R-3878	103. 13-R-3830
26. 13-O-1210	66. 13-R-3782	104. 13-R-3831
27. 13-O-1262	67. 13-R-3860	105. 13-R-3832
28. 13-O-1325	68. 13-R-3777	106. 13-R-3833
29. 13-O-1326	69. 13-R-3779	107. 13-R-3834
30. 13-R-3794	70. 13-R-3797	108. 13-R-3835
31. 13-R-3861	71. 13-R-3798	109. 13-R-3836
32. 13-R-3862	72. 13-R-3799	110. 13-R-3837
33. 13-R-3863	73. 13-R-3800	111. 13-R-3838
34. 13-R-3864	74. 13-R-3801	112. 13-R-3839
35. 13-R-3865	<b>ITEMS ADVERSED ON</b>	113. 13-R-3840
36. 13-R-3866	<b>CONSENT</b>	114. 13-R-3841
37. 13-R-3867	75. 13-R-3802	115. 13-R-3842
38. 13-R-3689	76. 13-R-3803	116. 13-R-3843
39. 13-R-3778	77. 13-R-3804	117. 13-R-3844
40. 13-R-3790	78. 13-R-3805	118. 13-R-3845