

A RESOLUTION BY FINANCE/EXECUTIVE COMMITTEE 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

Review List:

Kimberly Tallon	Completed	06/14/2013 8:43 AM
Information Technology	Skipped	06/13/2013 11:22 AM
Peter Andrews	Completed	06/14/2013 9:47 AM
Information Technology	Completed	06/14/2013 10:20 AM
Mayor's Office	Completed	06/14/2013 2:05 PM
Office of Research and Policy Analysis	Completed	06/17/2013 11:25 AM
Finance/Executive Committee	Pending	
Atlanta City Council	Pending	

LEGISLATION HISTORY – BLUE BACK

Certified by Presiding Officer	Certified by Clerk
Mayor's Action <i>See Authentication Page Attachment</i>	

**A RESOLUTION
BY FINANCE/EXECUTIVE COMMITTEE**

A RESOLUTION BY FINANCE/EXECUTIVE COMMITTEE 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: PTAE0 Project and Grants (“PnG”): PnG 05111397 (311 CALL CENTER).

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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

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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).

Submitted to Council: _____ (date)
Legislative White Paper

Committee of Purview: Finance/Executive Committee

Caption

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.

Council Meeting Date: July 1, 2013

Legislation Title: ADDITION OF FY14 FUNDING TO 311 TRAINING CONTRA

Requesting Dept.: DIT / Mayor's Office Innovation Delivery Team

Contract Type: Services

Source Selection: Cooperative Purchase

Bids/Proposals Due: N/A

Invitations Issued: N/A

**Number of Bids/
Proposals Received:** N/A

Bidders/Proponents: N/A

Background: The ATL311 Customer Relationship Management (CRM) System will require training and end-user adoption support services for approximately 2000-3000 employees and staff before system deployment in the consolidated Customer Service Center (CSC).

The procurement vehicle was approved and adopted by Council in May 2013, but with phased funding due to a dependency for a second phase of funding on the FY14 budget. With the approval of the FY14 budget, this legislation authorizes the identified second phase of funding in the previous resolution 13-R-3150.

Fund Account Center/Source of Funds: PTAEO Project and Grants (“PnG”): PnG 05111397
(311 CALL CENTER)

Fiscal Impact: \$505,480.00

Term of Contract: One Year

Method of Cost Recovery: N/A

Approvals:

DOF:

DOL:

Prepared By: Kristin Wilson / Myesha Good

Contact Number: 404-330-6266 / 404-865-8950

(Do Not) 13-2-3159

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
- 1ST ADOPT 2ND READ & REFER
- PERSONAL PAPER REFER

ADOPTED BY COUNCIL MAY 20 2013

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

First Reading

Committee
 Date
 Chair
 Referred To

Committee

Date

Chair

Action

Other

Members

Refer To

FINAL COUNCIL ACTION

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

CERTIFIED

CERTIFIED
 MAY 20 2013
 ATLANTA CITY COUNCIL PRESIDENT

CERTIFIED
 MAY 20 2013
 Municipal Clerk

MAYOR'S ACTION

APPROVED

MAY 20 2013

WITHOUT SIGNATURE BY OPERATION OF LAW

CITY COUNCIL
ATLANTA, GEORGIA

13-R-3150

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

Attachment: 311 SONA Funding Phase 2 Resolution Packet (13-R-3299 : 311 Call Center: Training SONA Networks Funding Phase 2)

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

Attachment: 311 SONA Funding Phase 2 Resolution Packet (13-R-3299 : 311 Call Center: Training SONA Networks Funding Phase 2)

(Do Not Write Above This Line)

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FINANCE/EXECUTIVE COMMITTEE

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- 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

Date

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Refer To

Committee

Date

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Refer To

Committee

Date

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Refer To

Committee

Date

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

MAYOR'S ACTION