

**CITY COUNCIL
ATLANTA, GEORGIA**

13-R-3677

A RESOLUTION BY COUNCILMEMBER C. T. MARTIN AUTHORIZING THE MAYOR OR HIS DESIGNEE TO ENTER INTO A COOPERATIVE PURCHASING AGREEMENT FC-7003 WITH ONLINE SOLUTIONS, LLC D/B/A CITIZEN SERVE PURSUANT TO ARTICLE X, SECTION 2-1601 ET. SEQ. OF THE CITY OF ATLANTA CODE OF ORDINANCES, UTILIZING THE STATE OF FLORIDA FIRE MARSHAL DIVISION CONTRACT NUMBER D0147-1887 TO PROVIDE FOR ANNUAL LICENSES FOR THE ACCESS AND USE OF CITIZEN SERVE SOFTWARE, SUPPORT, AND MAINTENANCE ON BEHALF OF THE DEPARTMENT OF FINANCE, OFFICE OF REVENUE IN THE AMOUNT OF ONE HUNDRED AND TWO THOUSAND DOLLARS AND NO CENTS (\$102,000.00) YEAR ONE, WITH ANNUAL CITIZEN SERVE SUBSCRIPTION RENEWALS, BASED ON THE CURRENT LICENSE REQUIREMENTS, ESTIMATED AT FORTY-FIVE THOUSAND DOLLARS AND NO CENTS (\$45,000.00) PER YEAR THEREAFTER AND FOR ON AN INITIAL ANNUAL SUBSCRIPTION OF ONE YEAR WITH THE OPTION FOR AN ADDITIONAL THREE (3) YEARS, UPON MUTUAL CONSENT OF THE PARTIES; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM THE FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBERS LISTED HEREIN; AND FOR OTHER PURPOSES.

Review List:

Atlanta City Council	Completed	10/23/2013 6:35 PM
Finance/Executive Committee	Pending	
Mayor's Office	Pending	

HISTORY:

10/21/13	Atlanta City Council	REFERRED WITHOUT OBJECTION
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RESULT:	REFERRED WITHOUT OBJECTION	Next: 10/30/2013 1:00 PM
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RESULT:	REFERRED WITHOUT OBJECTION	Next: 10/30/2013 1:00 PM
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Certified by Presiding Officer	Certified by Clerk
Mayor's Action <i>See Authentication Page Attachment</i>	

LEGISLATION HISTORY – BLUE BACK

**A RESOLUTION
BY FINANCE/EXECUTIVE COMMITTEE**

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WHEREAS, the City of Atlanta ("City") desires to purchase a professional egovernment software and service solution to support revenue operations for business licensing, occupational tax payment processing and account management software services and provide updated technologies that will more efficiently and effectively respond to the needs of the City and the public in a customer friendly and cost saving manner; and

WHEREAS, the current mainframe system, Business License Information System ("BLIS"), serves as the system of record for more than \$100 million in governmental revenues or 20% of operating revenues; and

WHEREAS, the current mainframe system was implemented in 1993, is antiquated and inflexible requiring extensive workflow processes, manual and paper based operations, batch payment processing, with no integration capabilities, with web based applications and other software, whose service and maintenance is outsourced and costly; and

WHEREAS, the current mainframe system is limited in its ability to meet the resource needs of the City to optimize revenue collection for business license application, billing, payment, review and renewal; and

WHEREAS, a 21 st century business license information platform is a technical solution that serves as a single, multifunctional, browser-based application with automation supporting real time web based access for monitoring and enforcement, online payment processing, to support Business License administration by incorporating advanced technologies with strategies and seamless software interfaces, dynamic workflows and streamlined processes to enhance revenue generating activities; and

WHEREAS, CitizenServe is a technical solution that will replace the outdated legacy application, that will provide greater internal access for related regulated entities including, but not limited to, the Office of Buildings/Zoning; Public Safety/Police and Revenue/License Inspections to support in revenue discovery and license enforcement; and

WHEREAS, the CitizenServe technologies provide integration with the City's current ERP system of record, provide enhanced reporting, data protection, disaster recovery and business continuance assurance; and

WHEREAS, CitizenServe enables the City to incorporate a online citizen portal that will increase service for citizens, provide efficiency and cost savings for the City and enable greater transparency for our citizens relative to businesses operating in the City; and

WHEREAS, pursuant to the City of Atlanta Code of Ordinances Procurement and Real Estate Section § 2-1606, the Chief Procurement Officer may procure supplies, services, or construction items through contracts established by the purchasing division of a State where such contracts and contractors substantially meet the requirements of this article; and

WHEREAS, the Chief Financial Officer and the Chief Procurement Officer recommend utilizing the State Of Florida Fire Marshal Division's contract with Online Solutions, LLC d/b/a CitizenServe to provide for an e-business software solution to support revenue operations including but not limited to licensing, payment processing and management software services; and

WHEREAS, the City desires to contract with Online Solutions, LLC d/b/a CitizenServe for services, including but not limited to annual licenses for the access and use of their ebusiness software solution, CitizenServe; and

WHEREAS, the agreement and contract terms to employ CitizenServe technology is based on user subscriptions that include project management, data migration, systems integration, unlimited training user support, and administrative support; and

WHEREAS, the Chief Financial Officer and the Chief Procurement Officer recommend the City engage Online Solutions, LLC to pilot the business license renewals using the Citizen Serve solution based on an annual subscription for one year with the option for an additional three (3) years, upon mutual consent of the parties; and

WHEREAS, the cost of the program will be \$102,000 year one, with annual Citizen Serve subscription renewals, based on the current license requirements, estimated at \$45,000 per year thereafter.

THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES that the Mayor is authorized to enter into a cooperative purchasing agreement with Online Solutions, LLC d/b/a CitizenServe to pilot the business license renewals using the CitizenServe solution based on an annual subscription for one year with the option for an additional three (3) years, upon mutual consent of the parties with a cost of the program shall be \$102,000 year one, with annual CitizenServe subscription renewals, based on the current license requirements, estimated at \$45,000 per year thereafter.

BE IT FURTHER RESOLVED, that all contracted work will be charged to and paid from 1001 (General Fund) 100101(DOF Chief Financial Officer) 5212001 (Consulting and Professional Services) 1320000 (Chief Executive).

BE IT FURTHER RESOLVED, that the Chief Procurement Officer IS directed to prepare an appropriate agreement for execution by the Mayor.

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, executed by the Mayor, attested to by the Municipal Clerk and delivered to Online Solutions, LLC.

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