

13R3789

**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 NUMBER GS-35F-0251Y. 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 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.

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-0251Y. 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-0251Y. 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-0251Y. , 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-0251Y. ,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) for a term of one (1) year.

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)
- 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).

BE IT FURTHER RESOLVED, that the above-mentioned PnG portion of Five Hundred Five Thousand, Four Hundred Eighty Dollars and No Cents (\$505,480.00) is contingent upon Fiscal Year 2014 Budget Approval.

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.