



CITY OF ATLANTA

SUITE 1900

55 TRINITY AVENUE, SW

ATLANTA, GA 30303

(404) 330-6204 Fax: (404) 658-7705

Internet Home Page: www.atlantaga.gov

Kasim Reed
Mayor

DEPARTMENT OF PROCUREMENT
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP
Chief Procurement Officer
asmith@atlantaga.gov

September 17, 2013

ATTENTION INTERESTED PROPONENT:

Your firm is hereby invited to submit to the City of Atlanta (the "City"), Department of Procurement (the "DOP"), a Proposal for **Project Number: FC-6851, Quality Customer Service Representatives**. This solicitation will require the successful Proponent to operate and manage the Customer Service Representative Program and Airport Information Call Center Program.

A **Pre-Proposal Conference** will be held on **Tuesday, October 1, 2013, at 2:00 P.M., at the Hartsfield-Jackson Technical Support Campus, 1255 South Loop Road, College Park, Georgia 30337**. The purpose of the Pre-Proposal Conference is to provide Proponents with detailed information regarding the Procurement process and to address questions and concerns. There will be representatives from the Department of Aviation, Risk Management, Office of Contract Compliance, and the Ethics Office available at the conference to discuss this project and to answer any questions. Attendance to the Pre-Proposal Conference is strongly encouraged.

The last date to submit questions will be **Friday, October 4, 2013, at 5:00 P.M.** Questions may be sent to **Jaamal Jennings, Contracting Officer**, via email at jmjennings@atlantaga.gov, or facsimile at 404-658-7705. Questions will be responded to in the form of an addendum.

Your response to this Request for Proposals ("**RFP**") must be received by designated staff of the Department of Procurement at 55 Trinity Avenue, City Hall, Suite 1900, Atlanta, GA 30303, **no later than 1:59 P.M., on Wednesday, October 16, 2013**. Any proposals received after this time will not be considered and will be rejected and returned.

Proposals will be publicly opened and read at 2:00 P.M. on the respective due date in Suite 1900, 1st Floor, 55 Trinity Avenue, City Hall, Atlanta, GA 30303.

Request for Proposal

Project Number: FC-6851, Quality Customer Service Representatives

September 17, 2013

Page 2

If you have any questions regarding this project, please contact **Jaamal Jennings, Esq., Contracting Officer**, at 404-865-8565, or by email at jmjennings@atlantaga.gov. Any questions regarding the procedures for purchasing a copy of the document or obtaining a copy of the plan holder's list should be directed to Jessica Boston, Administrative Assistant Senior, at 404-330-6903, or by e-mail at jaboston@atlantaga.gov.

The City reserves the right to cancel any and all solicitations and to accept or reject, in whole or in part, any and all bids when it is for good cause and in the best interest of the City.

Thank you for your interest in doing business with the City.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam L. Smith". The signature is written in a cursive style with a large initial "A".

Adam L. Smith

ALS:jmj