



CITY OF ATLANTA

Kasim Reed
Mayor

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

May 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-6544, Customer Service Training Initiative, at Hartsfield-Jackson Atlanta International Airport ("H-JAIA")**. The proponent shall administer a comprehensive sustainable customer service training program which includes; classroom training of service behavior standards, a surprise and delight component and service recovery component.

A **Pre-Proposal Conference** will be held on **Thursday, June 6, 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 and the Office of Contract Compliance available at the conference to discuss this project and to answer any questions. Each Proponent desiring to submit a proposal is encouraged to attend the Pre-Proposal Conference.

The last date to submit questions will be **Tuesday, June 11, 2013, at 5:00 P.M.** Questions may be sent to Mr. **Sherif Yassin, Contracting Officer**, at 404-330-6698 or via email at syassin@atlantaga.gov. Any response made by the City will be provided in writing to all Proponents by addendum.

Your response to this Request for Proposal ("**RFP**") must be received by designated staff of the Department of Procurement at 55 Trinity Avenue, S.W., City Hall, Suite 1900, Atlanta, GA 30303, **no later than 1:59 P.M., on Thursday, June 27, 2013**. Any Proposals received after this time will not be considered and will be rejected and returned.

Request for Proposal

**Project Number: FC-6544, Customer Service Training Initiative at
Hartsfield-Jackson Atlanta International Airport**

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Proponent's names will be publicly read at 2:00 P.M. on the respective due date in Suite 1900, 1st Floor, 55 Trinity Avenue, S.W., City Hall, Atlanta, GA 30303.

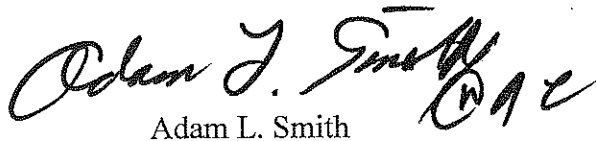
This RFP is being made available by electronic means. If accepted by such means, then the proponent acknowledges and accepts full responsibility to insure that no changes are made to this RFP. In the event of conflict between a version of the RFP in the Proponent's possession and the version maintained by the DOP, the version maintained by the DOP shall govern. The RFP documents may also be obtained from the DOP's Plan Room, City Hall, Suite 1900, 55 Trinity Avenue, S.W., Atlanta, Georgia, 30303, on **Friday, May 17, 2013**, and thereafter, Monday through Friday between the hours of 8:15 A.M.-5:00 P.M.

You are required to email your business name, contact person, address, phone number, fax number and the project number to Mr. **Sherif Yassin, Contracting Officer**, at Syassin@atlantaga.gov, or via facsimile 404-658-7705 and Jessica Boston, Administrative Assistant Senior, via email at jaboston@atlanta.gov, to be placed on the plan holders list.

The City reserves the right to cancel any and all solicitations and to accept or reject, in whole or in part, any and all Proposals 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 that reads "Adam L. Smith". The signature is written in a cursive style and includes a large, stylized initial "A" and "S".

Adam L. Smith

ALS:ssy