





TO: Mayor and City Council

FROM: John McDonough, City Manager

DATE: May 28, 2014 for submission on the Consent Agenda of the June 3, 2014  
City Council Meeting

ITEM: Consideration of Issuance of Task Order to Faneuil for Call Center Services

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### **Background**

City Council approved the issuance of a Contract and Partial Year One Task Order to Faneuil, Inc. for Call Center Services at the November 17, 2013 City Council meeting in the amount of \$225,268.99. This Task Order covered the period of January 1, 2014 – June 30, 2014.

### **Discussion**

During FY2014, Faneuil has performed the services required under the contract and associated Task Order. For the proposed services during FY2015, which begins on July 1, 2014, the not to exceed Task Order price for a full 12-month period is \$450,537.98.

### **Recommendation**

Staff recommends the issuance of a Task Order to Faneuil in the amount of \$450,537.98.

### **Attachment**

Task Order for Call Center Services for Faneuil.

**CITY OF SANDY SPRINGS  
GENERAL GOVERNMENT SERVICES  
TASK ORDER**

<b>Title:</b>	Call Center	<b>Task Order Number:</b>	CC-FY14-01
<b>Applicable CLIN:</b>	0001, 0007, 0008	<b>Issue Date:</b>	
<b>Period of Performance:</b>	January 1, 2014 – June 30, 2014		
<b>Requirements (SOW Reference):</b>	WBS 5.0 <sup>1</sup>		
<b>Workload</b> <i>(specified by City)</i>			
<b>Item and Quantity</b>			
<b>Call Center Operations (WBS 5.0)</b>			
Answer and process approximately 130,000 calls for service annually			
<b>Deliverables</b> <i>(specified by City)</i>			
For all WBS elements under Call Center, the Contractor shall be required to produce documents including, but not limited to, reports, correspondence in all forms (written, e-mail, etc.), plans and updates, as required in the ordinary course of business or as directed by the City Manager. Refer to Section J, Attachment 1, Part 4.0 of the Solicitation for specific information.			
<b>Performance Metrics</b> <i>(completed by Offeror)</i>			
<ul style="list-style-type: none"> <li>• <b>80% of all calls will be answered within 30 seconds and 90% of all calls will be answered within 60 seconds during business hours.</b></li> <li>• <b>Minimum 65% first call resolution of all calls received during business hours.</b></li> </ul>			
<b>Special Considerations</b>			
<b>Key personnel:</b>	<i>Tony Dorris, Call Center Manager; William Kiiskila, Team Lead</i>		
<b>City-Furnished Property:</b>	N/A		
<b>Travel:</b>	A cost reimbursable item, as approved by the City pursuant to CLIN 0007 of the General Government Services Base Contract.		
<b>Training:</b>	A cost reimbursable item, as approved by the City pursuant to CLIN 0008 of the General Government Services Base Contract. For purposes of this Task Order, the Contractor shall include in its cost calculations the amount of \$5,000 for training.		
<b>Other:</b>	Other cost reimbursable items, as approved by the City pursuant to CLIN 0008 of the General Government Services Base Contract.		
<b>Level of Effort and Fixed Price</b> <i>(completed by Offeror)</i>			
<b>Contract Labor Categories</b>	<b>FTE</b>	<b>FBR<sup>2</sup></b>	<b>Labor Category Price</b>
Call Center Manager	1.0	\$ 49.68	\$ 103,334.40
Team Lead	1.0	\$ 37.76	\$ 78,534.14
Customer Service Representative	5.0	\$ 25.83	\$ 268,669.44
		Premium for overtime and shift differential	\$ -----
<b>Total FTE:</b>	<b>7.0</b>	<b>Total Fixed Price:</b>	<b>\$ 450,537.98</b>

<sup>1</sup> WBS references are to the General Government Services Statement of Work (SOW) attached to this Task Order

<sup>2</sup> See Section B.5 of the Base Contract for not to exceed fully burdened labor rates.

<b>Issued To:</b>	<i>Faneuil</i>
<b>City of Sandy Springs Approval:</b>	<i>Authorized signature</i>
<b>Date:</b>	
<b>Attest:</b>	

**ATTACHMENT 1  
TASK ORDER**

**STATEMENT OF WORK**