



TO: John McDonough, City Manager

FROM: Noah Reiter, Assistant City Manager

DATE: June 16, 2011 for submission onto the Agenda of the June 21, 2011 City Council Meeting

ITEM: Recommendation for Continuation of Citizen Response Center Services

Background

The City of Sandy Springs' Citizen Response Center ("Call Center") answers approximately 10,000 service request, general inquiry, and receptionist calls per month. Calls are handled by a live operator, 24 hours per day, 7 days per week the majority of which are handled locally by customer service representatives with over a 70% first call resolution rate. While the current operation is satisfying the needs of the community, the City plans to evaluate alternative and more efficient methods of providing information to the public. As such, the Call Center was not included in the recently-completed procurement for general government services; however, the City recognizes the need for and benefit of a single access point for citizen interaction with the City.

Recommendation

In order to maintain continuity of service in the Call Center, staff recommends executing a contract with CH2M Hill for a period of one year, with the ability to terminate the agreement with 30 days' notice after the first four months of operation.

Alternatives

There are no viable alternatives at this point to maintain the existing level of service associated with the Call Center on July 1, 2011.

Financial Impact

Annual cost of \$765,252 (\$63,771 monthly), plus \$11,000 for the first month of phase-in activities.

Attachment

1. Agreement with CH2M Hill for Call Center Services

*City
Manager*



**SERVICE AGREEMENT
Call Center Services**

This Service Agreement (the "Agreement") is made this ___ day of _____, **2011**, by and between CH2M HILL Engineers, Inc., a Delaware corporation (hereinafter referred to as CH2M HILL) , and the City of Sandy Springs, Georgia ("Sandy Springs").

WITNESSETH:

WHEREAS, CH2M HILL is engaged in the business of Call Center services; and

WHEREAS, CH2M HILL wishes to perform Call Center Services for Sandy Springs; and

WHEREAS, Sandy Springs wishes to acquire the services of CH2M HILL for Call Center services for the City of Sandy Springs; and

WHEREAS, CH2M HILL is willing and able to render said services;

NOW, THEREFORE, in consideration of the mutual terms, conditions and covenants set forth herein, the parties hereto agree as follows:

1. **Services.**

CH2M HILL agrees to render services (the "Services") to Sandy Springs as set forth in the Scope of Work attached hereto as Exhibit "A" and incorporated herein by this reference. CH2M HILL agrees to perform the Services at the direction of the department head or, his designee, in the manner and to the extent required by the parties herein, as may be amended hereafter in writing by mutual agreement of the parties.

2. **Compensation.**

a. **Fee.** In consideration for Services, Sandy Springs shall pay to CH2M HILL a fee described in attachment named hereto as Exhibit "B".

b. **Manner of Payment.** CH2M HILL shall, on a monthly basis, prepare and submit to the City Finance Department an invoice. Each invoice shall be paid within fifteen (15) calendar days after submission of an invoice.

3. **Relationship of Parties.**

a. **Independent Contractors.** Nothing contained herein shall be deemed to create any relationship other than that of independent contractor between Sandy Springs and CH2M HILL. This Agreement shall not constitute, create, or otherwise imply an employment, joint venture, partnership, agency or similar arrangement between Sandy Springs and CH2M HILL. It is expressly agreed that CH2M HILL is acting as an independent contractor and not as an employee in providing the Services under this Agreement.

b. **Employee Benefits.** CH2M HILL shall not be eligible for any benefit available to employees of Sandy Springs including, but not limited to, workers' compensation insurance, state disability insurance, unemployment insurance, group health and life insurance, vacation pay, sick pay, severance pay, bonus plans, pension plans, or savings plans.

c. **Payroll Taxes.** No income, social security, state disability or other federal or state payroll tax will be deducted from payments made to CH2M HILL under this Agreement. CH2M HILL shall be responsible for all FICA, federal and state withholding taxes and workers' compensation coverage for any individuals assigned to perform the Services for Sandy Springs.

4. **Term**

This Agreement shall be effective on the date of 12:00 a.m. July 1, 2011 (the "Effective Date"). The term of the vendor's retention pursuant to this Agreement (the "Term") shall commence on the Effective Date for an Initial Term of four (4) months. Following the expiration of the initial term the contract shall automatically renew on a month to month basis for a period not to exceed one year from the Effective Date. Following the Initial Term the City may at its option cancel this Agreement Upon thirty (30) calendar days written notice to Contactor.

5. **Termination.**

Either party shall have the right to terminate this Agreement if the other party is in default of any obligation hereunder and such default is not cured within ten (10) calendar days of receipt of a notice from the other party specifying such default. "Default" shall mean:

- a. If Sandy Springs fails to make payments when due or fails to perform or observe any of its duties or obligations under the terms of this Agreement.

- b. If CH2M HILL fails to perform or observe any of its duties or obligations under the terms of this Agreement;
- c. If either Sandy Springs or CH2M HILL shall have made any warranty or representation in connection with this Agreement which is found to have been false at the time such warranty or representation was made and is materially harmful to the other party.

As set forth in Paragraph 4 above after October 31, 2011, this Agreement may also be terminated by either party by giving written notice thirty (30) calendar days prior to the effective date of termination. If Sandy Springs terminates this Agreement with thirty (30) calendar notice, Sandy Springs shall pay \$30,000 to Contractor. If Sandy Springs terminates this Agreement with sixty (60) calendar days notice, Sandy Springs shall pay \$15,000 to Contractor. If Sandy Springs terminates this Agreement with ninety (90) calendar day notice, Sandy Springs shall not be obligated to Contractor other than the amount of compensation owed for work under this Agreement. Prior to October 31, 2011, this contract may not be terminated for convenience by either party.

If this Agreement is terminated pursuant to this paragraph, CH2M HILL shall be exclusively limited to receiving only compensation for the work performed including the effective date identified in the written termination notice.

6. **Termination of Services and Return of Property.**

Upon the expiration or earlier termination of this Agreement, CH2M HILL shall immediately terminate the Services hereunder and shall deliver promptly to Sandy Springs all property relating to the Services and any Work Product (as defined below), patents or copyrights covered by this Agreement. Work Product shall include, but not be limited to, all hardware and software, written, graphical, and recorded material, and any copies, abstracts or summaries thereof. The list of Work Product is described in Exhibit G.

7. **Standard of Performance and Compliance with Applicable Laws.**

CH2M HILL warrants and represents that it possesses the special skill and professional competence, expertise and experience to undertake the obligations imposed by this Agreement. CH2M HILL agrees to perform in a diligent, efficient, competent and skillful manner commensurate with the highest standards of the profession, and to otherwise perform as is necessary to undertake the Services required by this Agreement, including the requirements set forth in the Georgia Security and Immigration Compliance Act attached hereto as Exhibit "C" and Certification of Sponsor Drug Free Workplace Exhibit "D".

CH2M HILL warrants and represents that it will, at all times, observe and comply with all federal, state, local and municipal ordinances, rules, regulations, relating to the provision of the Services to be provided by CH2M HILL hereunder or which in any manner affect this Agreement.

Sandy Springs agrees to provide all procedures, policies and protocol to Frequently Asked Questions to load into the knowledge base for the Call Center. Sandy Springs shall provide any new protocols in writing to CH2M HILL within fourteen (14) calendar days of the effective date of the new protocols. Sandy Springs shall provide a transition name list and on-call personnel and phone tree list within seven (7) business days from the effective date of the transition name list.

8. **Conflicts of Interest.**

CH2M HILL warrants and represents that:

- a. the Services to be performed hereunder will not create an actual or apparent conflict of interest with any other work it is currently performing; and
- b. CH2M HILL is not presently subject to any agreement with a competitor or with any other party that will prevent CH2M HILL from performing in full accord with this Agreement; and
- c. CH2M HILL is not subject to any statute, regulation, ordinance or rule that will limit its ability to perform its obligations under this Agreement. The parties agree that CH2M HILL shall be free to accept other work during the term hereof; provided, however, that such other work shall not interfere with the provision of Services hereunder.

9. **Insurance.**

CH2M HILL agrees to defend, indemnify and hold harmless the City of Sandy Springs, to the extent allowed by applicable law, from and against any and all claims, losses, liabilities or expenses (including, without limitation, attorneys' fees), to the proportionate extent arising out of any errors, omissions, willful misconduct or negligent acts of CH2M HILL, which may arise, in whole or in part, out of a breach by the Indemnitor of its obligations under this Agreement. CH2M HIL's indemnification, however, shall be limited to the actual amount of any liability of Sandy Springs and not encompass any sums for which Sandy Springs is exempt based upon Georgia municipal immunity statutes. Insurance requirements are attached hereto as Exhibit "E".

Sandy Springs agrees to defend, indemnify and hold harmless CH2M HILL, to the extent by applicable law, from and against any and all claims, losses, liabilities or expenses (including without limitation, attorneys' fees), to the proportionate extent arising out of any errors, omissions, willful misconduct or negligent acts of Sandy Springs, its officials, agents, servants or subcontractors, which may arise, in whole or in part, out of breach by the Indemnitor of its obligations under this Agreement.

10. **Assignment.**

The parties shall not assign this Agreement without the prior express written

consent of the other party.

11. **Notices.**

All notices or other communications required or permitted to be given under this Agreement shall be in writing and shall be deemed to have been duly given when delivered personally in hand, or when mailed by certified or registered mail, return receipt requested with proper postage prepaid, or by a commercial express delivery service (i.e. FedEx) addressed to the appropriate party at the following address or such other address as may be given in writing to the parties:

If to the City: With copies to:

John McDonough, City Manager
7840 Roswell Road, Building 500
Sandy Springs, Georgia 30350

Wendell Willard, City Attorney
Two Ravinia Drive, Suite 1630
Atlanta, Georgia 30346

If to the Contractor:

CH2M HILL Engineers, Inc.

Attn: Director of Contracts
9193 So. Jamaica Street Suite 400
Englewood, CO 80112

With copies to:

CH2M HILL
Corporate Counsel, CH2M HILL OMI
9193 S. Jamaica Street, Suite 400
Englewood, CO 80112

12. **Governing Law and Consent to Jurisdiction.**

This Agreement is made and entered into in the State of Georgia and this Agreement and the rights and obligations of the parties hereto shall be governed by and construed according to the laws of the State of Georgia without giving effect to the principles of conflicts of laws. Venue of any federal action to enforce this Agreement shall be in Northern District Federal Court. Otherwise venue for any action brought hereunder shall be brought in the Superior Court of Fulton County, Georgia.

13. **Waiver of Breach.**

The waiver by either party of a breach or violation of any provision of this Agreement shall not operate or be construed to constitute a waiver of any subsequent breach or violation of the same or other provision thereof.

14. **Severability.**

If any provision of this Agreement is held to be unenforceable for any reason, the unenforceability thereof shall not affect the remainder of the Agreement, which shall remain in full force and effect, and enforceable in accordance with its terms.

15. **Entire Agreement.** This Agreement contains the entire agreement and understanding of the parties with respect to the subject matter hereof, and supersedes and replaces any and all prior discussions, representations and understandings, whether oral or written.

16. **Consequential Damages**

In disputes between Sandy Springs and CH2M HILL, in no event shall either party, its subcontractors or their officers or employees be liable to the other party for any special, indirect or consequential damages, whether such liability arises in breach of contract or warranty, or tort including negligence, strict or statutory liability, or any other cause of action.

17. **Costs and Attorney's Fees.**

If the either party is required to enforce the terms of this Agreement by court proceedings or otherwise due to breach of contract, whether or not formal legal action is required, the prevailing party shall recover its reasonable attorney's fees and costs incurred due to such.

18. **Force Majeure.**

Neither party shall be liable for damages, delay, or failure to perform its obligations under this Agreement if performance is made impractical, abnormally difficult, or abnormally costly, as a result of any unforeseen occurrence, including but not limited to fire, flood, strike, acts of God, failure of third party to cooperate in providing services, or other occurrences, beyond its reasonable control. The party invoking this Force Majeure clause shall notify the other party immediately by verbal communication and in writing of the nature and extent of the contingency within ten (10) business days after its occurrence, and shall take reasonable measures to mitigate any impact of Force Majeure.

If the Force Majeure event shall impact the costs of CH2M HILL, CH2M HILL and Sandy Springs shall utilize the After Hours Pricing described in Exhibit B. Or if Sandy Springs requests additional after hours beyond the hours described in Exhibit A, the After Hours Pricing will be billed to Sandy Springs.

IN WITNESS WHEREOF, the parties have executed this Agreement through their duly authorized representatives.

CITY OF SANDY SPRINGS, GEORGIA

By: _____
John McDonough

Title: City Manager

Approved as to form:

Assistant City Attorney

City Clerk: _____

Attest:

CH2 HILL Engineers Inc

By: _____

Title: _____

EXHIBIT "A"

Scope of Services

Call Center

Hours of Operation: All incoming calls answered with a live voice on a twenty-four (24) hour basis. The call center is staffed Monday through Friday from 7:00 am to 7:00 pm and Saturday from 8:00 am to 5:00 pm. Outside regular business hours, calls are handled by a third-party answering service. Afterhours Work Order Priority 1 service request are handled by "on call" center personnel.

Call Center Functions: Call Center staff shall answer frequently asked questions, and open service requests as needed.

In addition the call center shall provide the following services:

- Receptionist Service – Transfer calls to requested City staff
- Urgent Request Service – Provide dispatch for Priority 1 Work Order requests to Public Works and Code Enforcement.
- Inclement Weather Operations – Provide call center and dispatch services during inclement weather and other emergency situations.
- Police Non-Emergency – Provide first level service for police non-emergency calls. Examples include reception calls and report requests. Citizens who call the call center and require emergency assistance will be instructed to hang up and call 911.
- Municipal Court – Provide overflow call assistance and provide citizens with court date and citation information.
- Protocols are in place and used for handling routine service request as well as for Priority 1 Work Order service requests.

Work Order Management: Sandy Springs shall provide access to CH2M HILL of Sandy Springs' work order system to document and track service requests. CH2M HILL will continue to utilize current Protocols previously established to manage work flow between the call center and City staff. Sandy Springs shall provide any new protocols in writing to CH2M HILL within fourteen (14) calendar days of the effective date of the new protocols. Sandy Springs shall provide a transition name list from its vendors as to the Emergency After-Hours phone tree and new phone list within seven (7) business days from the effective date of these changes. Provided however, should the protocols being implemented exceed changes customary for the ordinary course of business, the parties shall mutually agree upon a reasonable time to implement said protocols.

Reports: The Call Center will provide monthly performance reports to the City. Reports contain information on total call volume, the percentage of call volume handled off site, historical call volume, hourly call volume and departmental call distributions. Reports also include an analysis of the data referenced in the report. The monthly performance report cannot be provided

if access is not provided to the City's software system.

Workload Indicator: Eleven thousand five hundred (11,500) calls per month. In the event the call volume exceeds eleven thousand five hundred (11,500) calls per month for three (3) consecutive months, CH2M HILL will be able to add (1) FTE to the project at the City's expense.

Key Performance Indicator: Eighty (80) percent incoming calls handled within thirty (30) seconds, with ninety (90) percent of the calls answered within sixty (60) seconds during business hours, Quality Assurance (QA) Program, (including monthly citizen quality control surveys), 75% of first call resolution without transferring calls to the City departments and Monthly Summary Reports of call activity.

Exclusion: The call center does not support emergency 911

services. **Customer Service:**

- Surveys: The Call Center conducts telephone surveys monthly as a percentage of total call volume to get feedback from citizens.

Assumptions: This scope of work is based upon the following:

- The performance of the Call Center is based upon certain City Departments providing information which include but are not limited to Information Technology, Municipal Court, Community Development, Finance, Public Works, Communications, Recreation and Parks, Administration, City Management and Police and Fire administration. Should Sandy Springs fail to provide this information for the Sandy Springs' Departments policies and protocols, CH2M HILL shall be limited in its ability to provide first call resolution of 75%.
- The performance of the Call Center is based upon all City departments timely providing system changes, policies, protocols and procedures.
- Ability to have to have inquiry-level access to any information technology software that the City wants the call center to provide to the public.
- Should the City's departments fail to provide this information, Call Center will be limited to the information the City has provided information and may not be able to provide the current rate of 75% of first call resolution without transferring calls to the City departments.
- Prompt resolutions of telephony issues by the City's information technology department. City shall provide a telephony systems issues plan seven (7) business days prior to the implementation of the telephony systems issues plan.

City provide all necessary software, including but not limited to Gba, support of said software, connection lines, T-1 lines, main lines and a total of all necessary licenses up to ten (10) software licenses and including ten (10) terminal service licenses.

EXHIBIT "B"

COST OF SERVICES

Sandy Springs will be billed a monthly fixed cost of \$63,771.00 not to exceed a total twelve month cost of \$765,252.00. During the first month of July 1, 2011 through July 31, 2011, Sandy Springs will be billed an additional \$11,000.00 for transition costs. In the event, more staff time is needed for transition during the next month, Sandy Springs will provide five (5) business day written notice to Contractor before the end of the calendar month to include additional staff time for another month of transition costs of \$11,000.00. If the Sandy Springs does not provide this notice, transition costs and transition staff time will not be assessed to Sandy Springs.

After Hours Services Price:

In the event that Sandy Springs request additional operators for after-hours services outside of the hours specified in Exhibit A, Sandy Springs will be billed on the next month's invoice in the amount of \$60.00 per hour per operator.

**Invoices shall be sent to: City of Sandy Springs Payables
7840 Roswell Road Suite 500
Sandy Springs, Georgia 30350
770.206.1440**

EXHIBIT C

CERTIFICATION OF CONTRACTOR

GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT

I hereby certify that I am a principle and duly authorized representative of _____, ("Contractor"), whose address is _____.

Contractor hereby agrees to comply with all applicable provisions and requirements of the Georgia Security and Immigration Compliance Act of 2006 (the "Act"), as codified in O.C.G.A. Sections 13-10-90 and 13-10-91 and regulated in Chapter 300-10-1 of the Rules and Regulations of the State of Georgia, "Public Employers, Their Contractors and Subcontractors Required to Verify New Employee Work Eligibility Through a Federal Work Authorization Program," accessed at <http://www.dol.state.ga.us>, as further set forth below.

Contractor agrees to verify the work eligibility of all of newly hired employees through the U.S. Department of Homeland Security's *Employment Eligibility Verification (EEV) / Basic Pilot Program*, accessed through the Internet at <https://www.vis-dhs.com/EmployerRegistration>, in accordance with the provisions and timeline found in O.C.G.A. 13-10-91 and Rule 300-10-1-.02 of the Rules and Regulations of the State of Georgia. As of July 1, 2007, the verification requirement applies to contractors and subcontractors with five-hundred (500) or more employees.

Contractor understands that the contractor and subcontractor requirements of the Act apply to contracts for, or in connection with, the physical performance of services within the State of Georgia.

Contractor understands that the following contract compliance dates set forth in the Act apply to the Contract Agreement, pursuant to O.C.G.A. 13-10-91:

On or after July 1, 2007, to public employers, contractors, or subcontractors of 500 or more employees;

On or after July 1, 2008, to public employers, contractors, or subcontractors of 100 or more employees; and

On or after July 1, 2009, to all other public employers, their contractors, and subcontractors.

To document the date on which the Act is applicable to Contractor, and to document Contractor's compliance with the Act, the undersigned agrees to initial one of the three (3) lines below indicating the employee number category applicable to Contractor, and to submit the indicated affidavit with the Contract Agreement if the Contractor has 500 or more employees.

Contractor has:

_____ 500 or more employees [Contractor must register with the *Employment/Eligibility Verification/Basic Pilot Program* and begin work eligibility verification on July 1, 2007];

_____ 100-499 employees [Contractor must register with the *Employment Eligibility Verification/Basic Pilot Program* and begin work eligibility verification by July 1, 2008]; or

_____ 99 or fewer employees [Contractor must begin work eligibility verification by July 1, 2009].

Contractor further agrees to require O.C.G.A. Sections 13-10-90 and 13-10-91 compliance in all written agreements with any subcontractor employed by Contractor to provide services connected with the Contract Agreement, as required pursuant to O.C.G.A. 13-10-91.

Contractor agrees to obtain from any subcontractor that is employed by Contractor to provide services connected with the Contract Agreement, the subcontractor's indication of the employee number category applicable to the subcontractor.

Contractor agrees to secure from any subcontractor engaged to perform services under this Contract an executed "Subcontractor Affidavit," as required pursuant to O.C.G.A. 13-10-91 and Rule 300-10-1-.08 of the Rules and Regulations of the State of Georgia, which rule can be accessed at <http://www.dol.state.ga.us>.

Contractor agrees to maintain all records of the subcontractor's compliance with O.C.G.A. Sections 13-10-90 and 13-10-91 and Chapter 300-10-1 of the Rules and Regulations of the State of Georgia.

CONTRACTOR

Date: _____ Signature: _____

EXHIBIT D
CERTIFICATION OF SPONSOR
DRUG-FREE WORKPLACE

I hereby certify that I am a principle and duly authorized representative of _____, (“Contractor”), whose address is _____
_____, _____, _____, and I further certify that:

- (1) The provisions of Section 50-24-1 through 50-24-6 of the Official Code of Georgia Annotated, relating to the “Drug-Free Workplace Act” have been complied with in full; and
- (2) A drug-free workplace will be provided for Contractor’s employees during the performance of the Agreement; and
- (3) Each Subcontractor hired by Contractor shall be required to ensure that the subcontractor’s employees are provided a drug-free workplace. Contractor shall secure from that subcontractor the following written certification: “As part of the subcontracting agreement with Contractor, _____ certifies to Contractor that a drug-free workplace will be provided for the Subcontractor’s employees during the performance of this Agreement pursuant to paragraph (7) of subsection (b) of the Official Code of Georgia Annotated, Section 50-24-3”; and
- (4) The undersigned will not engage in unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the Agreement.

CONTRACTOR

Date: _____ Signature: _____

Title: _____

EXHIBIT E

INSURANCE REQUIREMENTS

Within ten (10) calendar days of Notice of Award, and at all times that this Contract is in force, the Contractor shall obtain, maintain and furnish the City Certificates of Insurance from licensed companies doing business in the State of Georgia with an A.M. Best Rating A-6 or higher and acceptable to the City covering:

1. Statutory Workers' Compensation Insurance
 - (a) Employers Liability:
Bodily Injury by Accident - \$1,000,000 each accident
Bodily Injury by Disease - \$1,000,000 policy limit
Bodily Injury by Disease - \$1,000,000 each employee

2. Comprehensive General Liability Insurance
 - (a) \$1,000,000 limit of liability per occurrence for bodily injury and property damage Owner's and Contractor's Protective
 - (b) Blanket Contractual Liability
 - (c) Blanket "X", "C", and "U"
 - (d) Products/Completed Operations Insurance
 - (e) Broad Form Property Damage
 - (f) Personal Injury Coverage

3. Automobile Liability
 - (a) \$ 500,000 limit of liability
 - (b) Comprehensive form covering all owned, non-owned and hired vehicles

4. Umbrella Liability Insurance
 - (a) \$1,000,000 limit of liability
 - (b) Coverage at least as broad as primary coverage as outlined under Items 1, 2 and 3 above

5. The City of Sandy Springs, Georgia shall be named on the Certificates of Insurance as additional insured and endorsed onto the policies for Comprehensive General Liability, Automobile

Liability and Umbrella Liability insurance maintained pursuant to this Contract in connection with liability of the City of Sandy Springs arising out of Contractor's operations. Copies of the endorsements shall be furnished to the City prior to execution of the contract. Such insurance is primary insurance and shall contain a Severability of Interest clause as respects each insured. Such policies shall be non-cancelable except on thirty (30) calendar days written notice to the City. Any separate insurance maintained in force by the additional insured named above shall not contribute to the insurance extended by Contractor's insurer(s) under this additional insured provision.

Certificate Holder should read: The City of Sandy Springs, 7840 Roswell Road, Building-500, Sandy Springs, Georgia 30350.

Exhibit F

***Affidavit Verifying Status
for City Public Benefit Application***

By executing this affidavit under oath, as an applicant for a City of Sandy Springs, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, execution of contract or other public benefit as referenced in O.C.G.A. Section 50-36-1, I am stating the following with respect to my application for a City of Sandy Springs license/permit and/or contract for

[Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1) _____ I am a United States citizen

OR

2) _____ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of
Applicant:

Date:

Printed Name:

*Alien Registration number of non-citizens

****PLEASE INCLUDE A COPY OF YOUR PERMANENT RESIDENT CARD, EMPLOYMENT AUTHORIZATION, GREEN CARD, OR PASSPORT WITH A COPY OF YOUR DRIVER'S LICENSE IF YOU ARE A LEGAL PERMANENT RESIDENT (#2).**

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____
20 _____

Notary Public: _____ My Commission Expires: _____

*Note: O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their alien registration number. Because legal permanent residents are included in the federal definition of "alien", legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below:

EXHIBIT G

Work Product to be Returned to Sandy Springs

Monthly Reports

Quality Assurance Summaries

Up to two (2) weeks of recorded phone calls. Note, system only saves data for up to two (2) weeks and then the tapes are reused.

Knowledge Base Data

All physical property for the Call Center is the property of Contractor and will not be returned to Sandy Springs.