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**CITY COUNCIL AGENDA ITEM**

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**TO:** Mayor & City Council

**DATE:** June 2, 2011

**FROM:** John McDonough, City Manager

**AGENDA ITEM:** Recommendation for Continuation of Citizen Response Center Services

**MEETING DATE:** For Submission onto the June 7, 2011, City Council Regular Meeting Agenda

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**BACKGROUND INFORMATION:** (Attach additional pages if necessary)

See attached:

Memorandum  
Agreement

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**APPROVAL BY CITY MANAGER:**                     JFM                     APPROVED

\_\_\_\_\_ NOT APPROVED

**PLACED ON AGENDA FOR:**           6/7/2011          

**CITY ATTORNEY APPROVAL REQUIRED:** (  ) YES (  ) NO

**CITY ATTORNEY APPROVAL:**                     [Signature]                    

**REMARKS:**

TO: John McDonough, City Manager

FROM: Noah Reiter, Assistant City Manager

DATE: June 1, 2011 for submission onto the Agenda of the June 7, 2011 City Council Meeting

ITEM: Recommendation for Continuation of Citizen Response Center Services

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## **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 the calls 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. The contract guarantees an initial term of four (4) months and then continues on a month to month basis with the ability for either side to terminate the agreement with 30 days written notice. The ultimate term of the agreement cannot exceed one year.

## **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).

## **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 (hereinafter referred to as CH2M HILL) , and the City of Sandy Springs ("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, indicating work performed and expenses incurred during the applicable previous time period, together with such supporting documentation as

may be required by Sandy Springs. Each compliant invoice shall be paid within thirty (30) 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 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) days written notice to Contactor, without further obligation.

**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) 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) days prior to the effective date of termination. 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 and appropriately documented to and including the effective date identified in the written termination notice.

5. **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.

6. **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.

7. **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.

8. **Proprietary Information**

CH2M HILL acknowledges that it may have access to and become acquainted with confidential and other information proprietary to Sandy Springs including, but not limited to, information concerning Sandy Springs, its operations, customers, citizens, business and financial condition, as well as information with respect to which CH2M HILL has an obligation to maintain confidentiality (collectively referred to herein as "Proprietary Information"). CH2M HILL agrees not to disclose, directly or indirectly, to anyone or to use or to allow others to use, for any purpose whatsoever, any Proprietary Information of any type, whether or not designated confidential or proprietary, acquired in the course of performing under this Agreement. The obligations of CH2M HILL under this section shall survive the termination of this Agreement.

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) which may arise, in whole or in part, out of a breach by the Indemnitor of its obligations under this Agreement. Insurance requirements are attached hereto as Exhibit "E".

10. **Assignment.**

CH2M HILL shall not assign this Agreement without the prior express written consent of Sandy Springs. Any attempted assignment by CH2M HILL without the prior express written approval of Sandy Springs shall at Sandy Springs' sole option terminate this Agreement without any notice to CH2M HILL of such termination.

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, 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:**

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

With copies to:

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

**If to the Contractor:**

CH2M HILL Engineers, Inc  
9193 So. Jamaica Street Ste-400  
Englewood, CO 80112

With copies to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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.

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.

**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:

CH2M HILL Engineers, Inc

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date of Execution \_\_\_\_\_

## EXHIBIT "A"

### Scope of Services

Services shall begin at 12:01 a.m. on July 1, 2011 and shall continue until June 30, 2012 11:59 p.m.

#### 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:** Staff shall utilize the City's work order system to document and track service requests. Protocols have been established to manage work flow between the call center and City staff. Escalation procedures are in place to ensure that service levels are met.

**Reports:** The call center provides 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.

**Quality Assurance Program:** Provide a quality assurance program to monitor and score calls against established quality objectives. Performance evaluations (Agent Scorecards) are used to train and coach Customer Service Representatives as well as to continuously improve service delivery.

**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) 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. The surveys are conducted and the results are used to provide continuous improvement to the City.
- Customer Service Training: Contractor's employees will have completed the Contractor's Customer Service Training Program. Contractor's employees will also attend semi-annual customer service and refresher training as component of quality assurance program.

**Workload Indicator:** Monthly QA surveys from customers, semi-annual training for call center staff and QA Program for Customer Service Representatives.

**Key Performance Indicator:** Customer Survey Results (Need "Good" or four (4) rating eighty (80) percent of the time. QA is about continuous improvement to provide optimum customer service. Internal protocols require that Customer Service Representatives (CSR's) be rated monthly on a Scorecard based upon a 100 point scale. Contractor's employees who fall below a 90% compliance score will be counseled and re-trained as needed.

**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.
- The performance of the Call Center is based upon all City departments proving 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. Parties will need to prepare a telephony systems issues plan.

**EXHIBIT "B"**

**COST OF SERVICES**

**Monthly fixed cost of \$63,771.00 not to exceed a total twelve month cost of \$765,252.00.**

**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: \_\_\_\_\_

Title: \_\_\_\_\_

**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 10 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, and its subcontractors and affiliated companies, their officers, directors, employees 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 and their affiliated companies and their officers, directors and employees 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) 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.

***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 for 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:

\_\_\_\_\_