

**CITY OF ATLANTA  
ADVERTISEMENT FOR BID**

Please be advised that sealed Bids for **FC-8953, IT Service Management Project** will be accepted by the Department of Procurement (“DOP”), Suite 1900, 55 Trinity Avenue, S.W., City Hall South, Atlanta, Georgia 30303-0307, on **Wednesday, June 8, 2016**. All bids submitted must be sealed, and time stamped in no later than 2:00 p.m. on the stated date.

**\*\*ABSOLUTELY NO BIDS WILL BE ACCEPTED AFTER 2:00 P.M.\*\***

Bids will be publicly read at 2:01 p.m. on the respective due date in Suite 1900, at the above address.

**SCOPE OF WORK:** The City’s DOP, on behalf of The Department of Atlanta Information Management (“AIM”), is seeking bids from qualified bidders to implement Information Technology Service Management Solution to replace existing and disparate systems (Numara and Heat) as well as IT processes which does not satisfy the organization’s business need in terms of IT service delivery.

A **Pre-Bid Conference** will be held on **Monday, May 30, 2016, at 11:00 a.m.**, at 55 Trinity Avenue, Suite 1900, City Hall South, and Atlanta, Georgia 30303. The purpose of the Pre-Bid Conference is to provide the bidders with information regarding the project and to address any questions and concerns. There will be City representatives from The Department of Atlanta Information Management will be present to discuss the scope of services, The Office of Contract Compliance to address the Equal Business Opportunity and Equal Employment Opportunity Requirements, The Ethics Office to address the Ethical Guideline for Contracts and The Office of Risk Management to address any bonding/insurance requirements. Bidders are strongly urged to attend the Pre-bid Conference to obtain general information regarding the solicitation document.

General instructions, plans and/or specifications for submitting bid packages for this project will be available for review/purchase at a cost of **\$100.00** as of **Wednesday, May 18, 2016** between the hours of 8:15 a.m. - 5:00 p.m., in the DOP’s Plan Room, Suite 1900, 1st Floor, 55 Trinity Avenue, S.W., City Hall South, Atlanta, Georgia. Payment for the documents represents production costs; therefore, payment is non-refundable.

**This Bid is being made available by electronic means. If accepted by such means, then the Bidder acknowledges and accepts full responsibility to insure that no changes are made to the Bid. In the event of conflict between a version of the Bid in the Bidder’s possession and the version maintained by DOP, the version maintained by the DOP shall govern.**

You are required to email and confirm receipt of your business name, contact person, address, phone number, fax number and the project number to Mr. Clinton L. Johnson, Contracting Officer, at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov), to be placed on the Plan Holders List. Failure to do so will prevent you from receiving any addenda that are issued and may deem you non-responsive.

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If you have any questions regarding this project, please contact Mr. Clinton L. Johnson, Contracting Officer, at (404) 330-6099, or by e-mail at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov). Any questions regarding the procedure for purchasing a copy of the document or obtaining a copy of the plan holders list should be directed to the Plan Room at (404) 330-6024.

The City reserves the absolute right to reject any and all Bids and to waive any technicalities.