CITY OF ATLANTA
OFFICE OF THE INSPECTOR GENERAL
LADAWN BLACKETT
INTERIM INSPECTOR GENERAL

INDEPENDENT PROCUREMENT REVIEW DIVISION

Independent Procurement Review Report

TO: Atlanta City Council

DATE: August 26, 2026

The purpose of this report is to communicate the results of the following solicitation.

Procurement Type: Cooperative Agreement

The Department of Atlanta Information Management (AIM) requested to enter a cooperative agreement for the project and scope shown below. Cooperative agreements join the City with the terms and conditions of agreements conducted by or on behalf of another public procurement unit. This solicitation piggybacks a NASPO ValuePoint contract.

Solicitation#	CP/PS/DAIM/2606-1260245
Project Name:	Managed Service Provider (MSP)
Estimated Dollar Amount:	$28,500,000
Term:	Through October 31, 2029, with no renewal options
Recommended Awardee's:	Computer Aid, Inc. Guidesoft, Inc dba Knowledge Services OST, Inc. UWork, Inc. dba Covendis
DOP Responsive Bidders:	Computer Aid, Inc. Guidesoft, Inc dba Knowledge Services OST, Inc. UWork, Inc. dba Covendis
All Bidders:	Computer Aid, Inc. Guidesoft, Inc dba Knowledge Services OST, Inc. UWork, Inc. dba Covendis

Observations and Responses

The review yielded no observations.

Alternative Procurement Timeline	Date
Solicitation Requested	9/22/2025
Designation Memo Date	6/17/2026
IPro Review Requested	8/4/2026
IPro Auditor Assigned	8/4/2026
DOP Awarded Project	7/14/2026
Award Letter Sent to IPro	8/4/2026
IPro Draft Report Shared	8/20/2026
DOP Responses Received	N/A
IPro Final Report Shared	8/20/2026
IPro Report Attached to Legislation	8/26/2026
Legislation Passed	9/8/2026

Methodology

The Independent Procurement Division reviews the following stages of the procurement process:

- Initiation
- Solicitation
- Responsive Review
- Evaluation
- Award

In accordance with Atlanta City Charter Article 8, Section 8-107, and Section 2-1604 of the Atlanta Code of Ordinances, the Independent Procurement Review Division of the Office of the Inspector General must review all solicitations with an aggregate value of $1,000,000 or greater seeking approval by the Atlanta City Council, for file completeness, conflicts of interest, and other areas of perceived deficiency; must review all cooperative purchase agreements and piggyback contracts with an aggregate value greater than $1,000,000; and may conduct discretionary reviews of any value.