

RESOLUTION NO. 27289

A RESOLUTION AUTHORIZING CHANGE ORDER NO. 1 WITH ACCELA, INC. RELATIVE TO THE INTEGRATED VOICE RESPONSE (IVR) SYSTEM, IN THE AMOUNT OF SIX THOUSAND FIVE HUNDRED FIVE DOLLARS (\$6,505.00), FOR A REVISED CONTRACT AMOUNT OF ONE HUNDRED THREE THOUSAND SEVEN HUNDRED NINETY-THREE AND 83/100 DOLLARS (\$103,793.83).

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BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CHATTANOOGA, it is hereby authorizing Change Order No. 1 with Accela, Inc. relative to the Integrated Voice Response (IVR) system, in the amount of \$6,505.00, for a revised contract amount of \$103,793.83.

Accela is the licensing and permitting system that is used by Public Works-Land Development and the Treasurer's office. The purpose of this resolution is to upgrade the six year old existing system with newer technology, from the original vendor, with new servers and replace the existing IVR system that is used by Public Works. The upgraded system will provide overall. better productivity and customizations that will benefit both Public Works and the Treasurer's office. The cost will be proportionately split between Public Works and the Treasurer's office.

ADOPTED: October 30, 2012.

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