

RESOLUTION NO. 26941

A RESOLUTION AUTHORIZING A SOFTWARE UPGRADE BY ACCELA FOR NEW SERVERS AND INTEGRATED VOICE RESPONSE (IVR) SYSTEM TO BE USED BY THE DEPARTMENT OF PUBLIC WORKS-LAND DEVELOPMENT OFFICE AND THE CITY TREASURER'S OFFICE, FOR AN AMOUNT OF NINETY-SEVEN THOUSAND TWO HUNDRED EIGHTY-EIGHT AND 83/100 DOLLARS (\$97,288.83).

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CHATTANOOGA, TENNESSEE, That it is hereby authorizing a software upgrade by Accela for new servers and Integrated Voice Response (IVR) system to be used by the Department of Public Works-Land Development Office and the City Treasurer's Office, for an amount of \$97,288.83.

Accela is the licensing and permitting system used by the Department of Public Works-Land Development Office and the City Treasurer's Office. The existing system is six years old. The upgraded system will provide overall productivity and customizations that will benefit both offices. The cost will be proportionately split between both offices.

ADOPTED: December 20, 2011

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