

RESOLUTION NO. _____

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).

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: _____, 2012.

/mms

City of Chattanooga



Resolution/Ordinance Request Form

Date Prepared: 10-12-12 R1

Preparer: Dennis Malone

Department: Public Works

Brief Description of Purpose for Resolution/Ordinance:

Res./Ord. # _____ Council District # _____

N/A

A City Council resolution is requested to approve 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 6 year old existing system with newer technology, from the original vendor, with new servers and replace the existing Integrated Voice Response (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.

Name of Vendor/Contractor/Grant, etc.	<u>Accela</u>	New Contract/Project? (Yes or No)	<u>No</u>
Total project cost \$	<u>103,793.83</u>	Funds Budgeted? (YES or NO)	<u>Yes</u>
Total City of Chattanooga Portion \$	<u>103,793.83</u>	Provide Fund	<u>9086</u>
City Amount Funded \$	<u>103,793.83</u>	Provide Cost Center	<u>K00401 - 761308</u>
New City Funding Required \$	<u>0</u>	Proposed Funding Source if not budgeted	_____
City's Match Percentage %	_____	Grant Period (if applicable)	_____

List all other funding sources and amount for each contributor.

Amount(s)	Grantor(s)
<u>\$4,437.00</u>	<u>Treasurer's Office 4013C - C30004</u>
<u>\$92,851.33</u>	<u>Public Works - I 9086 - K00401 - 761308</u>
<u>\$6,505.00</u>	<u>Public Works - I 9086 - K00401 - 761308</u>

Agency Grant Number _____

CFDA Number if known _____

Other comments: (Include contingency amount, contractor, and other information useful in preparing resolution)

Approved by: _____

DESIGNATED OFFICIAL/ADMINISTRATOR

Reviewed by: FINANCE OFFICE

Please submit completed form to @budget, City Attorney and City Finance Officer

Revised: 1/26/09

City of Chattanooga



Resolution/Ordinance Request Form

Date Prepared: 12-14-11

Preparer: Steve Leach

Department: Public Works

Brief Description of Purpose for Resolution/Ordinance: _____ Res./Ord. # _____ Council District # _____

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 6 year old existing system with newer technology, from the original vendor, with new servers and replace the existing Integrated Voice Response system (IVR) that is used by Public Work. 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.

Name of Vendor/Contractor/Grant, etc.	<u>Accela</u>	New Contract/Project? (Yes or No)	<u>No</u>
Total project cost \$	<u>\$97,288.83</u>	Funds Budgeted? (YES or NO)	<u>NO</u>
Total City of Chattanooga Portion \$	<u>\$97,288.83</u>	Provide Fund	_____
City Amount Funded \$	<u>\$97,288.83</u>	Provide Cost Center	_____
New City Funding Required \$	_____	Proposed Funding Source if not budgeted	_____
City's Match Percentage %	_____	Grant Period (if applicable)	_____

List all other funding sources and amount for each contributor.

Amount(s)	Grantor(s)
Treasurer's Office : \$ 4, 437 4013C.C30004	_____
Public Works - Land Development : \$92,851.33 - Fund 9086 Cost Center: K00401, Account 761308	_____

Agency Grant Number _____

CFDA Number if known _____

Other comments: (Include contingency amount, contractor, and other information useful in preparing resolution)

Approved by: _____

Reviewed by: FINANCE OFFICE

DESIGNATED OFFICIAL/ADMINISTRATOR

Please submit completed form to @budget, City Attorney and City Finance Officer

Revised: 1/26/09



SEP - 4 2012

ck

August 20, 2012
Quote Number - SFDC-06120

Professional Services Summary Table

Product		Net Price
Voxeo AudioCodes PRI		\$4,840.00
Total Voxeo/Audiocodes PRI		\$4,840.00
Professional Services (Optional)	9 hours at \$185.00 per hour	\$1,665.00
Total Optional Professional Services		\$1,665.00

NOTES:

This quote is valid for 60 days. After 60 days, all prices are subject to change. This quote supersedes any previous written or verbal estimate for Install or Professional services. In order to procure the above-mentioned services, please sign below submit a purchase order with the following information:

1. Signature of authorized personnel (if there is a signature line on the purchase order)
2. Estimate Number
3. Date

In order to expedite the process, please submit authorization via e-mail to contractsadmin@accela.com and also fax to the Attn. of Contracts Administration at (925) 407-2722. Please note that if faxing a purchase order, submit the front page of the original purchase order in the mail to Attn: Contracts Administration, Accela, Inc. 2633 Camino Ramon, Suite 120, Bishop Ranch 3, San Ramon, CA 94583.

Payment Terms: Payment of the Voxeo/AudioCodes PRI is due Net 30 days from the shipment date. The optional Professional Services are billable on a Time and Materials basis and are billed monthly as the hours are incurred. Travel time and expenses will be billed as incurred. Travel time will be billed at the \$140.00 per hour. Billing terms for professional services, travel time and expenses are Net 30 days. Payment obligations hereunder are non-cancelable and any sums when paid shall be non-refundable.

Agency will be responsible for payment or reimbursement to Accela, Inc. of any and all federal, state, provincial and local taxes and duties that are applicable, except those based on Accela's net income. If Agency is exempt from certain taxes, Agency will provide Accela with an appropriate certificate of exemption.

If the Agency requires additional on-site assistance, a separate estimate will be provided.

Any additional third party hardware or software required for connectivity to the Agency's PBX is not included. Please contact your PBX vendor for such products and services.

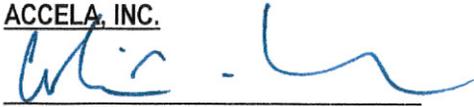
The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed.

Alternate Terms Disclaimed: The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

ACCEPTANCE

Accepted By:

ACCELA, INC.



Authorized Signature

Colin M. Samuels

Name - Type or Print

Asst. Corp. Secretary

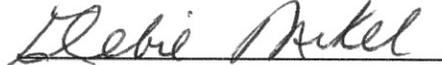
Title

30 August 2012

Date

Accepted By:

City of Chattanooga, TN



Authorized Signature

Debie Mikel

Name - Type or Print

Technical MANAGER - Public Works

Title

9-7-12

Date

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

/mms

**City of Chattanooga
Change Order Request Form**

PO #: 513400

Increase PO ** Reason: To purchase a Voxeo Audio Codes PRI Card and to add a contingency amount of \$10,000.00

Decrease PO ** Reason: _____

** Council approval date (required for Increase or Decrease to PO): _____

Buyers: Change in distribution without changing a line must have the original account distribution added to the additional information box []. This is the only audit trail since the system does not consider this a revision.

Reopen PO Reason: _____

Close PO Reason: _____

Description	UOM	Quantity	Price	Fund	Dept	Cost Ctr	Account	Wk Lochn	Activity
Additional Purchases (Audio Support)		1	\$ 6,505.00	9086	K	K00401	761308		
Contingency		1	\$ 10,000.00	9086	K	K00401	761308		

Additional Information:

The addition of the Voxeo Audio Codes PRI Card is required to work with the existing Nortel Phone System to connect the voice lines to the IVR (Integrated Voice Response) that is used for contractors to check and schedule inspections.

The addition of this line item in addition to a contingency will increase the original contract amount from \$97, 288.83 to \$113, 793.83


Debbie Mikel 9-17-12
 DEBIE MIKEL, PUBLIC WORKS IT MANAGER


DONALD L. NORRIS, DEPUTY ADMINISTRATOR

Shepherd Deborah

From: Mikel Debie
Sent: Monday, August 27, 2012 3:54 PM
To: Shepherd Deborah
Cc: Norris Lee; Hilbert Gary; Park Mickey; Wentz, Corey
Subject: Accela PO 513400- Accela Upgrade-Change Order \$6,505
Attachments: 8-27-12 Accela Chg order AUDIOCODES CARD.pdf

Please issue a change order to increase the contract amount by \$6,505 for a Voxeo Audio Codes PRI card & installation/configuration support of the card.

This card is required as an addition to the original contract for the IVR system that was included in the original contract.

The equipment required was reviewed by our IS/Telecom dept & was missed in the configuration that was reviewed to support the exiting Nortel system & the future Avaya phone system.

This additional card is required to work with the existing Nortel phone system to connect the voice lines to the IVR (Integrated Voice Response) – that is used for contractors to check & schedule inspections.

The Voxeo Audio Card can also be used when the new Avaya System replaces the Nortel phone system.

IS- Corey has been involved in all of the communications with Accela in this additional piece to support the IVR System & approved this as a needed requirement.

Debie Mikel, Technical Information Manager
City of Chattanooga-Public Works Dept
1250 Market St, Suite 2100
Chattanooga, TN 37402

423-643-6030
mikel_d@chattanooga.gov

**City of Chattanooga
Change Order Request Form**

PO #: **513400**

Increase PO ** Reason: To purchase a Voxeo Audio Codes PRI Card and to add a contingency amount of \$10,000.00

Decrease PO ** Reason: _____

** Council approval date (required for Increase or Decrease to PO): _____

Buyers: Change in distribution without changing a line must have the original account distribution added to the additional information box []. This is the only audit trail since the system does not consider this a revision.

Reopen PO Reason: _____

Close PO Reason: _____

Description	UOM	Quantity	Price	Fund	Dept	Cost Ctr	Account	Wk Lochn	Activity
Additional Purchases (Audio Support)		1	\$ 6,505.00	9086	K	K00401	761308		
Contingency		1	\$ 10,000.00	9086	K	K00401	761308		

Additional Information:

The addition of the Voxeo Audio Codes PRI Card is required to work with the existing NorTel Phone System to connect the voice lines to the IVR (Integrated Voice Response) that is used for contractors to check and schedule inspections.

The addition of this line item in addition to a contingency will increase the original contract amount from \$97, 288.83 to \$113,793.83


 DEBBIE MIKEL, PUBLIC WORKS IT MANAGER
 09/17/12


 DONALD L. NORRIS, DEPUTY ADMINISTRATOR

Shepherd Deborah

From: Mikel Debie
Sent: Monday, August 27, 2012 3:54 PM
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IS- Corey has been involved in all of the communications with Accela in this additional piece to support the IVR System & approved this as a needed requirement.

Debie Mikel, Technical Information Manager
City of Chattanooga-Public Works Dept
1250 Market St, Suite 2100
Chattanooga, TN 37402

423-643-6030
mikel_d@chattanooga.gov



August 20, 2012
Quote Number - SFDC-06120

SEP - 4 2012

OK

Professional Services Summary Table

Product		Net Price
Voxeo AudioCodes PRI		\$4,840.00
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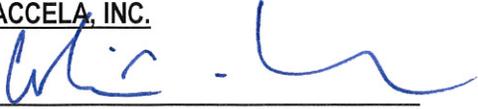
The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed.

Alternate Terms Disclaimed: The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

ACCEPTANCE

Accepted By:

ACCELA, INC.



Authorized Signature

Colin M. Samuels

Name - Type or Print

Asst. Corp. Secretary

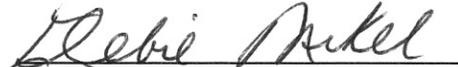
Title

30 August 2012

Date

Accepted By:

City of Chattanooga, TN



Authorized Signature

Debie Mikel

Name - Type or Print

Technical Manager - Public Works

Title

9-7-12

Date