

Department of Finance Legislative Summary

ORDINANCE NO.: 944-2021

DESCRIPTION: To seek authorization to enter into a Professional Service contract with a vendor who will be required to upgrade the phone system including the IVR and Call Center software that is at or near end of support. The vendor will be required to obtain the software, services, and maintenance to design, develop and maintain an updated telephony and Call Center environment.

VENDOR:

ESTIMATED BUDGET: \$150,000.00

USING DEPARTMENTS: Cleveland Municipal Clerk of Courts