

ORDINANCE 97- 57

An Ordinance accepting a proposal for Constituent Request Tracking System

WHEREAS, the President and Board of Trustees of the Village of Chatham desire to provide services the citizens of Chatham in an efficient and cost effective manner; and

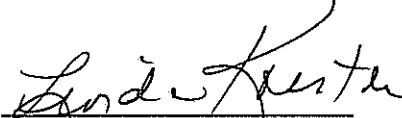
WHEREAS, the demand for services has increased and will continue to increase as the population grows and/or new services are added. The village has grown beyond the manual tracking system currently used.

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Chatham, Sangamon County, Illinois, as follows:

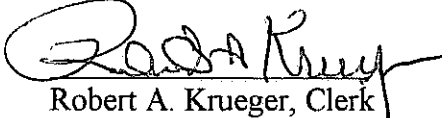
Section 1: That the Constituent Request Tracking product "Our Town 2000" be purchased and the firm of Austin Professional Systems Inc. be retained to assist in implementation of a Constituent Request tracking system. That the total sum expended not exceed twelve dollars (\$12,000).

Section 2: This Ordinance is effective upon its passage and approval.

Passed this 14 day of October, 1997.


Linda L. Koester, President
Village of Chatham

ATTEST:

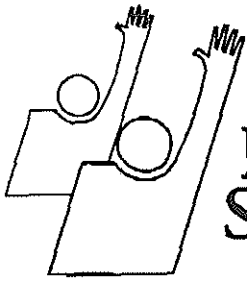

Robert A. Krueger, Clerk

AYES: 6

NAYS: 0

ABSENT:

APPROVED: 10-14-97



Austin Professional Systems, Inc.

September 19, 1997

Del McCord
Administrator
Village of Chatham
116 E. Mulberry Street
Chatham, IL 62629-1358

RE: OurTown2000 (OT2)

Dear Del:

Following our meeting of Wednesday this week, I am pleased to provide the following pricing for fifteen (15) users:

1 st five users	\$5,000 (subject to change)
Ten additional	\$5,000
Program gateway or reformat utility billing file	TBD (requires discussion with municipal MIS department)
Installation and Training	\$1,000 to \$3,000 (depends on number of instructional hours)
Technical Support	Initial price includes free tech support by phone for 60 days for two (2) key users. Ongoing annual maintenance available at various levels depending upon municipal need.

Our knowledge and experience with constituent service has put us on the track to a dynamic IT application for municipalities. We would be pleased to help the Village of Chatham take advantage of advanced technology when designing a work order/constituent service program.

With respect to references, you may wish to contact:

Scott Shirley	DesPlaines Public Works	847-391-5460
Mary McKittrick	Village of Barrington	847-842-5000
Kenneth A. Alderson	Illinois Municipal League	217-525-1220

Respectfully,

David A. Schmidt, Ph.D.
Vice President
DAS/aps