



City Council Report

Date: December 10, 2018
To: City Council
Through: Michael Kennington, Chief Financial Officer
From: Edward Quedens, Business Services Director
Matt Bauer, Procurement Administrator
Subject: Purchase of a Customer Queue Management System (Addition) as requested by the Business Services Department **(Sole Source) (Citywide)**

Recommendation

Council is requested to approve the award as recommended.

The Business Services, Information Technology Departments and Purchasing recommend awarding a contract to the sole source vendor, CXM Solutions at \$44,551.56.

Background / Discussion

The main Business Office located at 55 N Center St. provides service to over 9,000 customers monthly. The current customer service process is to stand in a single line and wait to be called to one of eight service windows. This process is inefficient for managing the Business Office's volume of customers and the different types of service they have come in for. The current process lacks the ability to provide even basic statistics such as total people served; average wait time; average length of interactions; interaction processing time; number of agents available for service; peak traffic time, and the ability to properly assign customers who require Spanish speaking assistance.

The proposed solution is an expansion of the existing Q-MATIC system used by the Mesa Municipal Court and will allow the Business Office to provide an electronic means of queuing and/or prioritizing the customers who visit the Business Office. It will allow the customer to select the service needed and print a ticket, which will be used to direct the customer to the correct service window. This system provides the methodology to record service information, evaluate service time, record services provided, and improve the Business Office's overall service.

In addition, the system will help manage the customer flow when the Arizona Department of Revenue begins to share space in the Business Office area in February 2019. The Q-MATIC system will enable customers from both areas to be assisted in the most efficient manner and not cause confusion as to which line or area they will need to visit to conduct their business.

CXM Solutions is the sole source reseller and service provider of Q-Matic solutions in the state of Arizona.

Purchase Information

Action: Award

Procurement Type: Sole Source

Contract Number: 2019095

Local Consideration: Policy did not apply to this procurement method

Protests Received: None

Funding Source: Business Services Department operating budget

AWARD RECOMMENDATION

Customer Queue Management System per Contract No. 2019095

Software	\$16,275.00
Hardware	\$13,974.75
Services	\$9,166.51
Maintenance	<u>\$3,238.40</u>
Sub Total	\$42,654.66
Estimated Sales Tax (Applicable Items)	<u>\$1,896.90</u>
Total	<u>\$44,551.56</u>