



City Council Report

Date: May 20, 2019
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 Development Services Department **(Sole Source) (Citywide)**

Recommendation

Council is requested to approve the award as recommended.

The Development Services and Information Technology Departments and Purchasing recommend awarding a contract to the sole source vendor, CXM Solutions at \$55,664.04.

Background / Discussion

The proposed solution is an expansion of the existing Q-MATIC system used by the Mesa Municipal Court and the main Business Office to provide an electronic means of queuing and/or prioritizing the customers who visit Development Services in the Municipal Building located at 55 N. Center. It will allow the customer to schedule meetings in advance to reduce their wait time in the office and also select the service needed and print a ticket when they walk-in, which will be used to direct the customer to the correct service window when they arrive. This system provides the methodology to record service information, evaluate service time, record services provided, and improve Development Services' overall service delivery.

The main Business Office and the Mesa Municipal Court currently utilize the Q-MATIC system which 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 Arizona.

Purchase Information

Action: Award
Procurement Type: Sole Source
Contract Number: 2019201
Local Consideration: Policy did not apply to this procurement method
Protests Received: None
Funding Source: Development Services Department operating budget

AWARD RECOMMENDATION

Customer Queue Management System for per Contract No. 2019192 and
Quote No. 435071 dated 10//4/2018 (Quote is valid through 6/2/2019)

Software	\$31,710.00
Hardware	\$7,257.50
Services	\$9,833.10
Maintenance	<u>\$3,351.00</u>
Sub Total	\$52,151.60
Estimated Sales Tax (Applicable Items)	<u>\$3,512.44</u>
Total	<u>\$55,664.04</u>