



## Legislation Details (With Text)

**File #:** 19-0558

**Type:** Contract      **Status:** Agenda Ready  
**In control:** City Council

**On agenda:** 5/20/2019

**Title:** Purchase of a Customer Queue Management System (Addition) as requested by the Development Services Department (Sole Source) (Citywide)

This 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 customers who visit Development Services. The system records service information, evaluates service times, and records services provided, which will help to increase efficiencies and overall service delivery.

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

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Council Report

Date	Ver.	Action By	Action	Result
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