



## Legislation Text

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**File #:** 18-1378, **Version:** 1

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

The proposed solution is an expansion of the existing Q-MATIC system used by the Mesa Municipal Court and will allow the main Business Office to provide an electronic means of queuing and prioritizing the customers who visit the Business Office. This system provides the methodology to record service information, evaluate service time, record services provided, and improve the Business Office's overall service.

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