

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor’s Legislative Team at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. For any questions please contact Skye Stuart.

**All fields must be completed.*
Incomplete request forms will be returned to sender which may cause a delay in processing.*

Date of Request: 12/18/2017

Please mark one: Bill Request or Resolution Request

1. Has your agency submitted this request in the last 12 months?

Yes No

If yes, please explain:

2. Title: (Include a concise, one sentence description – please include name of company or contractor and contract control number - that clearly indicates the type of request: **grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.**)

Q-Matic Corporation; Contract Amendment #3 is to increase contract dollars to provide and improve the City’s enterprise customer queuing application, equipment and professional services including online appointments for city wide agency use and to update the term end date. This amendment will also transfer oversight of the contract to Technology Services from the originating Clerk and Recorders Office.

3. Requesting Agency: Clerk and Recorder/ Technology Services

4. Contact Person: (With actual knowledge of proposed ordinance/resolution.)

- **Name:** Sara Harmer
- **Phone:** 720-913-4820
- **Email:** sara.harmer@denvergov.org

5. Contact Person: (With actual knowledge of proposed ordinance/resolution who will present the item at Mayor-Council and who will be available for first and second reading, if necessary.)

- | | |
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| ▪ Name: Juan Guzman | Chad Mitchell |
| ▪ Phone: 720-865-8692 | 720-913-4953 |
| ▪ Email: juan.guzman@denvergov.org | chad.mitchell@denvergov.org |

6. General description/background of proposed ordinance including contract scope of work if applicable:

The Office of the Clerk and Recorder (OCR) entered into an agreement with Qmatic Corporation in 2013 as result of a competitive RFP process conducted by Purchasing. Since the RFP process, Excise and License, Community Planning and Development, Motor Vehicle and Treasury have used this solicitation to implement Q-Matic queuing systems within their own departments.

Along with the need for ongoing maintenance and support for all the agencies through 10/31/2020, the catalogue of available products and services related to the queuing application will be amended and updated. There is also contingency built in to the amended dollar amount for additional agencies that may benefit from a customer queuing solution in the future. The benefits gained on this application include, but are not limited to:

- Increase customer service by directing customers to the appropriate customer service representatives
- Online capability to schedule appointments
- Immediate insight into customer satisfaction through survey units
- Ability to run performance reports including reports on customer wait time, transaction time, number of customers served, and summary data of ratings received from customers

The overall goal is to provide a vehicle for agencies to continue to migrate the disparate queuing solutions onto the

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enterprise solution by Qmatic and to have Technology Services provide oversight for the enterprise solution.

****Please complete the following fields:** (Incomplete fields may result in a delay in processing. If a field is not applicable, please enter N/A for that field – please do not leave blank.)

- a. **Contract Control Number:** Clerk-201310119-03
- b. **Contract Term:** March 15, 2013 – October 31,2020; extending from 12-31-19
- c. **Location:** CITYWIDE
- d. **Affected Council District:** CITYWIDE
- e. **Benefits:** Customer facing queuing for services and on-line appointments for advance appointments for City services.
- f. **Contract Amount (indicate amended amount and new contract total):**

Existing contract	\$ 475,000.00
Amended Amount	\$ 525,000.00
Amended Contract Total	\$1,000,000.00

7. **Is there any controversy surrounding this ordinance?** (Groups or individuals who may have concerns about it?) **Please explain.** No controversy surrounding this ordinance. Technology Services is excited to have the contract moved under their purview and have a contracted solution in place.

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