ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by **9 a.m. Friday.** Contact the Mayor's Legislative team with questions

Date of Request: 7/15/2026

1. **Please mark one:** ☐ **Bill Request** **or** ☒ **Resolution Request**

2. **Does this directly impact property within .5 miles of the South Platte River? (Check map HERE)** ☐ **Yes** ☒ **No**

3. **Does this item fall under XO 66 (Prop 123) requiring it to skip Mayor-Council? Yes No**

4. **Do you need to request a Waiver Request for this item? Yes No**

5. **Type of Request:**

☒ **Contract/Grant Agreement** ☐ **Intergovernmental Agreement (IGA)** ☐ **Rezoning/Text Amendment**

☐ **Dedication/Vacation** ☐ **Appropriation/Supplemental** ☐ **DRMC Change**

☐ **Other:**

6. **Title:** (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request**,** etc.)

Amends a contract with Q-Matic Corporation to add $275,569.13 for a new total of $750,569.13 and to extend two years for a new end date of 10-31-2028 for continual use and support of the Q-Matic Queue Management software, citywide (TECHS-202369652/TECHS-202685147-02) .

7. **Requesting Agency:** Technology Services

8. **Contact Person:**

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Spencer Thornber	Name: Joe Saporito
Email: spencer.thornber@denvergov.org	Email: joseph.saporito@denvergov.org

9. **General description or background of proposed request. Attach executive summary if more space needed:** (who, what, why)

Qmatic provides Denver's departments with a customer journey management platform that organizes how residents are welcomed, queued, and served across both walk-in and appointment-based visits. The solution combines self-service check-in (via kiosk, web, or mobile), virtual queuing that lets residents wait remotely rather than standing in line, and appointment scheduling. Behind the scenes, the system routes each visitor to the appropriate service point or staff member based on the type of transaction requested, helping departments balance workload across counters and reduce bottlenecks during peak periods such as tax deadlines or license renewal cycles.

Departments Currently Using the Qmatic Solution

- Clerk and Recorder
- Excise and License
- Elections
- DMV and Tax
- Community Planning and Development
- Animal Shelter

Beyond the resident-facing experience, Qmatic gives department leadership real-time visibility into service levels through dashboards and reporting that track wait times, service duration, staffing utilization, and visit volume by location and service type. This data supports evidence-based staffing decisions and helps departments demonstrate service-level performance to leadership

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____ Date Entered: _____

and the public. For a multi-department, multi-location government operation like Denver's, the platform standardizes the customer experience across very different service types while giving each department the flexibility to configure its own service flows, forms, and notifications.

Approval of this amendment will allow these Agencies to continue using the Qmatic system.

10. **City Attorney assigned to this request (if applicable):** Andrew Riester

11. **City Council District:** Citywide

****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > $500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Standard Expenditure contract exceeding $500,000

Vendor/Contractor Name (including any dba's): Q-Matic Corporation

Contract control number (legacy and new): Original TECHS-202369652-02
This amendment TECHS-202685147-02

Location: N/A

Is this a new contract? ☐ **Yes** ☒ **No** **Is this an Amendment?** ☒ **Yes** ☐ **No** **If yes, how many? Second**

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Current Term: 10/1/2023 – 10/1/2026 Proposed term: 10/1/2023 – 10/31/2028 Duration: 5 years

Contract Amount (indicate existing amount, amended amount and new contract total):

Current Contract Amount (A)	*Additional Funds (B)*	*Total Contract Amount (A+B)*
$475,000	$275,569.13	$750,569.13

Current Contract Term	*Added Time*	*New Ending Date*
10/1/2023 – 10/1/2026	Two Years	10/31/2028

Scope of work:

Vendor will continue to support the Queueing Management software according to our Service Level Agreement. This includes vendor monitoring of the application as well as issue resolution assistance to ensure the application is functioning at its maximum performance.

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Was this contractor selected by competitive process? Yes **If not, why not?**

Has this contractor provided these services to the City before? ☒ **Yes** ☐ **No**

Source of funds: Technology Services Operational Funds

Is this contract subject to: ☐ **W/MBE** ☐ **DBE** ☐ **SBE** ☐ **XO101** ☐ **ACDBE** ☒ **N/A**

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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