



Legislation Text

File #: 18-0003, Version: 1

**Contract Request Template (Contracts; IGAs; Leases)**

**Date Submitted:** 12-26-17

**Requesting Agency:** Clerk & Recorder & Technology Services  
**Division:**

**Item Title & Description:**

*(Do not delete the following instructions)*

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

**A resolution approving a proposed Third Amendatory Agreement by and between the City and County of Denver and Q-Matic Corporation to extend the term, increase funding for support and maintenance services and add new functionality.**

Adds \$525,000 and 10 months to the contract with Q-Matic Corporation for a new total of \$1 million through 10-31-20 and expands the services for the enterprise customer queuing application, equipment, and professional services agreement (201310119-03). The last regularly scheduled Council meeting within the 30-day review period is on 2-26-18. The Committee approved filing this resolution by consent on 1-2-18.

**Affected Council District(s) or citywide?** Citywide

**Contract Control Number:** 201310119-03

**Vendor/Contractor Name (including any "DBA"):** Q-Matic Corporation

**Type and Scope of services to be performed:**

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

**Location (if applicable):**

**WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):**

**Are WBE/MBE/DBE goals met (if applicable)?**

**Is the contract new/a renewal/extension or amendment?**

**Was this contractor selected by competitive process or sole source?**

**For New contracts**

**Term of initial contract:**

**Options for Renewal:**

**How many renewals (i.e. up to 2 renewals)?**

**Term of any renewals (i.e. 1 year each):**

**Cost of initial contract term:**

**Cost of any renewals:**

**Total contract value council is approving if all renewals exercised:**

**For Amendments/Renewals Extensions:**

**Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?**

***If length changing***

**What was the length of the term of the original contract? 03-15-13 - 12-31-19**

**What is the length of the extension/renewal?**

Ten months

**What is the revised total term of the contract?** 03-15-13 - 10-31-20

***If cost changing***

**What was the original value of the entire contract prior to this proposed change?**

\$475,000

**What is the value of the proposed change?** \$525,000

**What is the new/revised total value including change?** \$1,000,000

***If terms changing***

**Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)**