



## Legislation Text

File #: 20-1214, Version: 1

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

**Date Submitted:** 10-23-20

**Requesting Agency:** Technology Services  
**Division:**

**Subject Matter Expert Name:**

Name: Joe Saporito

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#### 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 Fourth Amendatory Agreement between the City and County of Denver and Q-MATIC Corporation to extend the term, increase the maximum contract amount and amend a provision for continual use and support of queuing software and hardware.**

Amends a contract with Q-Matic Corporation by adding \$231,711.35 for a new total of \$1,231,711.35 and three years for a new end date of 10-31-23 for queuing software and hardware supporting multiple City Agencies (TECHS-202056143). The last regularly scheduled Council meeting within the 30-day review period is on 12-7-20. The Committee approved filing this item at its meeting on 11-3-20.

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

**Contract Control Number:** TECHS-202056143

**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 Q-Matic Corporation in 2013 as result of a competitive RFP process conducted by Purchasing. Since the RFP process, Clerk and Recorder, Excise and License, Community Planning and Development, Motor Vehicle, Elections, Denver Animal Shelter and Treasury have used this contract to implement Q-Matic queueing systems and are now all on the same Enterprise system. The contract was originally managed by OCR but as more Agencies adopted these technologies, the contract is now managed by Technology Services.

Along with the need for ongoing maintenance and support for all using Agencies through 10/31/2023, the catalogue of available products and services related to the queueing system has been amended and updated. There is also contingency built into the amended dollar amount for additional Agencies that may benefit from a customer queueing solution in the future. The benefits gained from using this system 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

Technology Services has been successful in providing a contractual vehicle for Agencies to continue to migrate from their disparate queueing solutions onto the enterprise solution by Q-Matic and to have Technology Services provide technical oversight.

**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?**

Competitive process

**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?**

3/15/2013 - 10/31/2020

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

3 years

**What is the revised total term of the contract?**

3/15/2013 - 10/31/2023

***If cost changing***

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

\$1,000,000

**What is the value of the proposed change?**

\$231,711.35

**What is the new/revised total value including change?**

\$1,231,711.35

***If terms changing***

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