



ARAPAHOE COUNTY
COLORADO'S FIRST

WAIVER PER PURCHASING POLICIES

WAIVER OF SOLICITATION <input checked="" type="checkbox"/>	WAIVER OF QUOTE <input type="checkbox"/>
SELECT SOURCE <input type="checkbox"/>	FOR INFORMATION ONLY <input type="checkbox"/>

DESCRIPTION OF PROJECT: Replacement of Customer Queuing System

PRICE: \$224,219 ANNUAL MAINTENANCE: \$ 38,142

FIXED ASSET Yes No FIXED ASSET #

COST CENTER (See attached Budget Package Summary Report) G/L IO #

JUSTIFICATION (Provide Vendor name, How were they selected, Why requesting to waive purchasing policy process): Q-Matic Corporation. We are requesting a Waiver of Solicitation for the following reasons:


- 1) Q-Matic is the only company with a product that integrates with DRIVES
- 2) Q-Matic's product is proprietary (See attached sole source letter)
- 3) Q-Matic is regarded as a performing vendor by Denver, Adams, and Douglas Counties.

JUAN GUZMAN  #4710
Requestor Name, Signature & Telephone Number

5/7/2019
Date


Elected Official/Department Head

5/7/2019
Date


Purchasing Manager

5/8/19
Date

Comments: _____

Waiver approved, BoCC Reso #180600. Requestor to proceed with PO Yes No

Requestor to schedule BoCC Drop In & Create Board Summary Report Yes No

Janet Kennedy, Director of Finance (not to exceed \$100,000) Date

BOCC, Chair Date

Per BoCC Resolution #180600 of 10/6/18, Purchasing Manager has authorization for sole approval up to \$100,000 plus exemptions to Contract Extensions

Budget Package Summary Report

25-Clerk & Recorder's Office

Motor Vehicle Queuing System - 5135

Package Review Status: Adopted

Brief Package Description: The Clerk and Recorder's Office is requesting to replace the customer queuing system at the Aurora, Centennial and Littleton Branch Offices. Our existing contract will expire this year and the system assets will reach full depreciation in 2019. We believe it is in the best interest of County taxpayers to solicit a new queuing system that delivers improved functionality, reliability and reporting capabilities.

Department Package Rank: 2

Priority: Medium

Division Responsible: 2525-Motor Vehicle

Summary Financial Impact			
	Ongoing	One-Time	Total
Total Revenue	\$ -	\$ 26,668	\$ 26,668
Total Expenditure	\$ -	\$ 186,668	\$ 186,668
Net Budget Impact	\$ -	(\$ 160,000)	(\$ 160,000)

Link to Align Arapahoe:

Fiscal Responsibility, Service First

Detailed Description:

The Arapahoe County Clerk and Recorder's Office is requesting funds for a new queuing system for customer flow and management for our three large branch offices in Littleton, Centennial and Aurora.

Our current queuing system has been in place since 2014. The system features touch-screen kiosks where citizens may check-in for service, as well as a web-based ticketing system that allows us to call customers to the counter based on their time of arrival, identified need and the skill level of the employee. This system serves our Motor Vehicle, Recording and Elections Divisions.

Our contract with vendor Lavi Industries is set to expire December 31, 2018. The system assets will be fully depreciated and will achieve the end of their 'useful life' by August 2019. Because we have faced considerable issues with the Lavi technology and inadequate service by the vendor during the contract term, we do not feel it is responsible to extend the contract or pursue new equipment with Lavi.

We believe it is in the best interest of the Clerk and Recorder's Office and our citizens to issue a Request for Proposals to identify a more stable and efficient system. Our management team has visited neighboring Adams, Jefferson and Douglas counties to explore queuing systems, and we are confident that we can solicit a system that provides:

- Steadfast functionality;
- Accurate data on transaction counts, wait times and service times;
- Improved presentation on the kiosk screen of the services offered to customers;
- Detailed and efficient reporting capabilities;
- Responsive customer service from the vendor;
- Reliable texting and mobile queuing options; and
- Transparency and fairness in billing practices.

Current licensing costs for the Lavi system include \$28,112 for software and \$12,888 an annual extended hardware warranty, totaling \$41,000 per year.

Based on preliminary research, the estimated expense to purchase a new queuing system is **\$160,000 and is funded with depreciation**, with an annual licensing costs estimated at \$16,000. Our existing system will be fully depreciated in 2019, bringing the total budget request for this package to \$160,000 of Central Services funds.



4/07/2019

To: Whom it may concern

Subject: Sole source confirmation

The line items listed below and the associated Support and Maintenance services are products and services offered under our various government contracts held by Q-MATIC and its partners.

Item Description

Orchestra 7 Software

Intro 17 Kiosk

Intro 5 Ticket Printer

Qmatic Hub

Qmatic Care

Q-MATIC USA is the exclusive provider of Q-MATIC products and services within the United States and the system parts are available only from Q-MATIC USA.

I trust this provides you with the information you needed, if you require any additional documentation please do not hesitate in contacting me.

Yours Sincerely,

Kiran Lachumanna
Vice President - Sales
Qmatic Corporation

Address: 2400 Commerce Avenue
Building 1100, Suite 100
Duluth, GA 30096 USA

Phone: 770-817-4312

Email: Kiran@qmatic.com

Investment Summary

Software	\$91,219.20
Hardware	\$62,859.68
Professional Services	\$58,793.25
2019 Support & Maintenance	\$8,278.92
2019 Hosting & Managed Services	\$3,068.58
TOTAL	\$224,219.63

1/1/2020 to Dec 31, 2020 - Renewal

Software Maintenance	\$16,557.84
Hardware Maintenance	\$15,447.12
Hosting & Managed Services	\$6,137.16
2020 TOTAL	\$38,142.12

Product Details & Bill of Materials

Software

Product code	Product description	Qty	Unit	List price	Net Unit Price	Net total
10115600	Orchestra 7 Platform	90	EA	\$12.00	\$12.00	\$1,080.00
10115620	Appointment Manager – Entry	35	EA	\$58.80	\$58.80	\$2,058.00
10115700	Delivered Services, Outcomes, Marks	90	EA	\$36.00	\$36.00	\$3,240.00
10115640	Counter	73	EA	\$86.40	\$86.40	\$6,307.20
10115643	Concierge	20	EA	\$209.00	\$209.00	\$4,180.00
10115644	Staff Notifications	90	EA	\$27.60	\$27.60	\$2,484.00
10115680	Customer Notification	90	EA	\$27.60	\$27.60	\$2,484.00
10115681	Voice Announcements	90	EA	\$12.00	\$12.00	\$1,080.00
10115682	Media Display	14	EA	\$222.00	\$222.00	\$3,108.00
10115683	Digital Signage	14	EA	\$456.00	\$456.00	\$6,384.00
10115660	Reports	90	EA	\$30.00	\$30.00	\$2,700.00
10115661	Analysis	13	EA	\$564.00	\$564.00	\$7,332.00
10115662	Operations Panel	90	EA	\$54.00	\$54.00	\$4,860.00
10115720	Hardware monitoring	90	EA	\$16.20	\$16.20	\$1,458.00
10115721	Auditing	90	EA	\$18.00	\$18.00	\$1,620.00
10115722	Surface Editor	90	EA	\$7.20	\$7.20	\$648.00

10115723	SAML/LDAP		90	EA	\$18.00	\$18.00	\$18.00	\$1,620.00
10115740	Distributed Operations		5	EA	\$732.00	\$732.00	\$732.00	\$3,660.00
10115685	Context Marketing		90	EA	\$74.40	\$74.40	\$74.40	\$6,696.00
10115620	Management Info Integration		90	EA	\$30.00	\$30.00	\$30.00	\$2,700.00
10115625	Journey Manager – Premium		90	EA	\$258.00	\$258.00	\$258.00	\$23,220.00
10115403	SW Hub Media Player License		5	EA	\$460.00	\$460.00	\$460.00	\$2,300.00

Hardware

Product code	Product description	Qty	Unit	List price	Net Unit Price	Net total
10216100	Qmatic Hub	5	EA	\$682.00	\$682.00	\$3,410.00
10213043	Intro 5	1	EA	\$1,437.50	\$1,221.88	\$1,221.88
10213204	Table Stand Tp/Intro 5-8	1	EA	\$102.35	\$102.35	\$102.35
11040302	Power Cord 3 Pole Iec320-C13 Usa Blk	1	EA	\$16.10	\$16.10	\$16.10
10216110	Intro 17 Generation 2	7	EA	\$5,520.00	\$4,526.40	\$31,684.80
10214251	Floor Pedestal Intro 17	7	EA	\$684.25	\$684.25	\$4,789.75
10214192	Barcode Reader Kit Intro 17 / Vision	7	EA	\$966.00	\$772.80	\$5,409.60
10214186	Barcode Shelf Kit Intro 17	7	EA	\$316.25	\$253.00	\$1,771.00
11040302	Power Cord 3 Pole Iec320-C13 Usa Blk	7	EA	\$16.10	\$16.10	\$112.70
99900564	Bogen 35 Watt Mixer Amplifier - Classic Series UL/CSA	5	EA	\$396.00	\$396.00	\$1,980.00
99900565	Control 12C/T Compact Ceiling Speaker	15	EA	\$68.10	\$68.10	\$1,021.50
99900394	UPS Battery Backup	5	EA	\$110.00	\$110.00	\$550.00
99900559	8-Port Ethernet Switch	5	EA	\$125.00	\$125.00	\$625.00
99900538	HDMI over Cat5 – 4-Port Transmitter	5	EA	\$330.00	\$330.00	\$1,650.00
99900539	HDMI over Cat5 Receiver/Extender	14	EA	\$260.00	\$260.00	\$3,640.00
99900552	HDMI over Cat5 – Terminating Receiver	14	EA	\$187.50	\$187.50	\$2,625.00
10900085	TICKETROLL TP BLACK	5	CAR	\$450.00	\$450.00	\$2,250.00

Professional Services

BA1001	Business Analyst Hourly		20	EA	\$175.00	\$175.00	\$3,500.00
IN9090	Installation		80	EA	\$140.00	\$140.00	\$11,200.00
PM1001	Project Management Services Hourly		60	EA	\$160.00	\$160.00	\$9,600.00
SA1001	Systems Analyst Services Hourly		120	EA	\$175.00	\$175.00	\$21,000.00
SH9090	Shipping & Handling - UPS Ground		1	EA	\$0.00	\$4,873.25	\$4,873.25
TR9087	Trainer Level II Hourly(Web Ex)		20	EA	\$165.00	\$165.00	\$3,300.00

TR9090	Travel Expenses	2	EA	\$2,000.00	\$2,000.00	\$4,000.00
TR9088	Trainer Level I Hourly	10	EA	\$132.00	\$132.00	\$1,320.00
LG0001	English (included with voice unit at no charge)	4	EA	\$0.00	\$0.00	\$0.00

Managed Service

Product code	Product description	Qty	Unit	List price	Net Unit Price	Net total
10999652	Managed Service, Large	6	MON	\$511.43	\$511.43	\$3,068.58
Managed Service TOTAL:						\$3,068.58

Qmatic CARE

Product code	Product description	Qty	Unit	List price	Net Unit Price	Net total
10999611	CARE ORCHESTRA 7 PLUS	6	MON	\$1,394.04	\$1,379.82	\$8,278.92
20999450	CARE Hardware / Replacement	0	MON	\$1,287.26	\$1,287.26	\$0.00
Qmatic CARE TOTAL:						\$8,278.92