



Board Summary Report

File #: 24-675

Agenda Date: 12/10/2024

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To: Board of County Commissioners

Through: Joan Lopez, Clerk and Recorder

Prepared By:

Karl Herrmann, Deputy Clerk and Recorder

Subject:

Extension of Agreement for Customer Queuing Solution

Purpose and Request:

The purpose of this request is to request board support to extend the agreement for services with Q-Matic Corporation through December 2029. The Board approved adding this to the consent agenda at their meeting on December 2, 2024.

Background and Discussion: Qmatic has been a valuable solution provider with C&R since 2019. The current agreement is set to expire December 2024. C&R is requesting to extend the agreement for services for an additional 5 years through December 2029. Q-Matic has been a high-performing vendor with strong product and customer support. The contract extension is for annual maintenance and support, and includes all software licensing and hardware costs. Furthermore, it also freezes our annual costs through December 2029 without any annual increases. Q-Matic provides a best-in-class customer queuing solution, including online appointment booking, robust reporting, customer feedback and self-check in. In summary, Q-Matic is a reliable, cost effective solution that continues to meet our business needs.

Fiscal Impact: Projected to be covered through annual operating budget, which includes a one-time cost of \$4,780 for workflow configuration updates and annual maintenance of \$57,820.

Alternatives: C&R could evaluate other solution providers, but the replacement costs associated with software licensing, new hardware, and implementation costs would significantly exceed the costs associated with this proposal. If no action was taken, C&R would no longer be able to operate through appointment offering and

that would increase customer wait times, contribute to employee burnout and increase overtime costs.

Alignment with Strategic Plan:

- Be fiscally sustainable
- Provide essential and mandated service
- Be community focused

Concurrence: N/A