

INFORMATION TECHNOLOGY

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Item 13
05-31-16

May 23, 2016

To: Dee F. Bruemmer, County Administrator

From: Matt Hirst, Information Technology Director
Barb Vance, Treasurer's Office Operations Manager

Subject: Treasurer's Office Queueing System Upgrade

Scott County has requested and received a Statement of Work and quote for a software upgrade from Qmatic Corporation to Orchestra One, the customer queueing application, currently used by the County Treasurer's Office.

Orchestra One was originally purchased and installed in 2003. The project was originally a part of the Treasurer's Office move to the Administrative Center. The current upgrade is a software only upgrade and will leverage current hardware components which include the lobby kiosk, large entry display and eight small counter displays.

The Scott County Treasurer's Office served over 55,000 customers last year. Orchestra One will allow the Treasurer's Office to continue to serve this high volume of customers with current server and desktop operating system software.

It is recommended that the Board approve the Statement of Work and quote for a software upgrade from Qmatic to Orchestra One in the amount of \$30,896.14 which includes the cost of software maintenance for Orchestra One in the amount of \$2,604.08 for FY' 17.

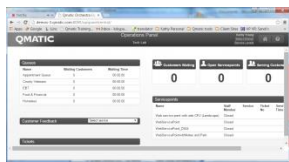
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QMATIC

Scott County, Treasurer's Office

Statement of Work

Status
Preliminary
Interim
✓ Final
Post



This Statement of Work is designed to identify all the goals and objectives of your Qmatic system. It is broken down into sections to be completed through the course of the sales cycle. Once approved and an order is accepted, Qmatic will provide an **implementation team** who will work with you on the design details via a tool we refer to as the System Configuration Document (SCD). The SOW will be the launching pad for the SCD and the guidelines for the project team to follow.

Qmatic requests your acknowledgement of this SOW in the Final Phase to confirm we have collected agreed upon scope and requirements prior to moving into the design, development and deployment of your Qmatic system.









Updates:

Primary	Date	Updated Sections			Comments
		I	II	III	
Brandon Davis	4/14/16	✓	✓	✓	
Matt Hirst	5/18/16	✓	✓	✓	
Barb Vance	5/18/16	✓	✓	✓	
		✓	✓	✓	Indicate FINAL when appropriate

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I: Preliminary

a. Contact Information

Qmatic	Client
Qmatic Corporation 2400 Commerce Avenue, Building 1100, Suite 100, Duluth, GA 30096 Telephone: 770-817-4250, Fax: 770-817-4594	Scott County, Treasurer's Office 600 West Fourth Davenport, IA 52801-1104 Note: this is primary address/contacts. Multiples site project details can be found in Facilities/Installation Scope.
Account Manager	Primary POC
 Brandon Davis	 Barb Vance
 770-817-4318	 (563) 326-8747
 404-78801131	
 Brandon.davis@qmatic.com	 Barb.vance@scottcountylowa.com

b. Objectives

While a Qmatic system provides each of the following, the needs identified below with **either a check mark or priority number** are Scott County, Treasurer's Office primary objectives from this project.

✓	Objective	Description
✗	Reduce wait times	E.g. Reduce wait time to ## minutes or percent of current.
✗	Improve customer experience	E.g. reduce stress of customer; improve customer survey/feedback; provide more information
✗	Active management of resources	E.g. Benchmark and analyze resource performance to improve productivity (recognition, training, evaluations, resource needs). Identify best practice needed for resource assignments/scheduling. Accomplished through reports, dashboards, displays, alerts etc.
✗	Manage process analysis/integration	E.g. Improved reporting/dashboard; analyze trends in services provided. Provide analysis and/or deployment of integration needs of CFM with other processes and/or systems.
✗	Improve IT Management of CFM	E.g. Automate current manual system; centralize multiple systems; update technology; reduce IT structure costs
✓	Migrate to latest software	E.g. Migrate to Solo or Orchestra from Q-Win

c. Milestones and Durations

Final project target dates are defined in Phase II Timeline, the below are standard milestones and durations for most Qmatic projects.

Milestone	Target Timeline
Project kick off: System Configuration call with Project Lead	30 days post PO receipt- Request a AUG 1st Install
System Configuration Document (SCD) finalized	30-45 days post project kick off
Equipment Shipped	30-45 days post project kick off
Software installation and configuration	5-10 days post SCD finalization
Installation	5-10 days post software installation & config
Training	Target at completion of installation
Go Live	Target at completion of training
Acceptance	Target 2 weeks post go-live

Production Support	With Acceptance
--------------------	-----------------

d. Basic Customer Flow

Checked items ✓ are included/expected in Scott County, Treasurer's Office Qmatic customer flow. Items indicated with an X are available through Qmatic but are not part of the scope of this project. Items identified as license* or customization* may require quote itemization.

Pre Arrival (check as many as apply)			
✗	Customer gets in queue via on line remote check in (license*)	✗	Customer can make a Qmatic appointment on line via Scott County, Treasurer's Office website. (license*)
✗	Customer can make Qmatic appointment by calling Scott County, Treasure's Office. (license*)	✗	Customer can make a Qmatic appointment on site with Scott County, Treasure's Office staff.
✗	Customer receives confirmation code or bar code for appointment on remote check in via:		
✗	On line confirmation	✗	Email confirmation (from web site)
✗		✗	SMS confirmation (license*)
✗	Show wait time and/or count on Scott County, Treasure's Office website (license*)		
✗	Customized functionality in pre-arrival (customization*): <u>enter description</u> , for example integration with another system		
Arrival (check as many as apply)			
✓	Customer arrives and selects the service they are here for (self-serve) at a kiosk or ticket printer.	✗	Customers go to Scott County greeter/ info/ receptionist to be put in queue (may include a line)
✗	Customer arrives for appointment (in Qmatic) or remote check in by entering confirmation code	✗	Customer arrives for appointment (in Qmatic) or remote check in by scanning bar code confirmation
✓	Customer receives a one ticket upon arrival	✗	Customer receives <i>multiple</i> tickets upon arrival
✓	Visit will start with one service (can be transferred to additional service after being called)	✗	Customer may start with multiple services (via reception module). When multiple services are associated with the visit, they are called in the order entered.
✗	Tickets have bar code for scanning		
✗	Customer receives text message (license* & service provider requirements)		
✗	Custom functionality (customization*): <u>enter description</u> , for example additional information beyond selected service, logic based on WT, adding multiple services		
Queuing Waiting			
✗	Customer receives a SMS prior to being called (requires SMS license)		
✓	Wait time starts accruing at the point of entry		
✓	Tickets in queue can be viewed via the counter, reception or Ops Panel queue list.		
✓	Show tickets in queue in customer facing display (customization*) <u>show average on kiosk</u>		
✗	Custom functionality (customization*): <u>enter description</u> , for example alerts, scanning tickets		
Serving			
✓	Staff call NEXT customer using their individual	✓	networked PC/tablet
✗		✗	Qmatic keypad
✓	Staff can call customer visits out of queue (aka cherry picking)		
✓	When a ticket is called, the current service wait time stops and transaction time begins.		
✓	When a ticket is called, it is		
	Displayed on	✓	On LCD TV monitor(s)
		✓	LED Main Displays
		✗	Standard: ticket # & service point
		✗	Other custom (customization*)
		✗	LED Info/Directional displays
			Describe:
		✓	LED counter displays (Standard ticket #)
	Announced via	✓	Automated voice
		✓	English
		✗	Additional languages (#)
		✗	Chime
		✗	None
		✗	New recordings (customization*)
✗	After a customer is called forward, he or she may need to be seen by another Scott County resource. As a result, the customer takes a seat again until his or her service is called. Transaction time ends for the current service and wait time begins to accrue for the next service at this time.		
✓	When the next client is called OR the ticket is ended OR it is transferred to another queue, the transaction time ends.		
✗	Custom functionality (customization*): <u>enter description</u> , for example scanning tickets to transfer queue, integrating with another system, etc		

Post Serving			
<input checked="" type="checkbox"/>	Client provides feedback via	<input checked="" type="checkbox"/> Expressia	<input checked="" type="checkbox"/> Tablet (requires Expressia license)
<input checked="" type="checkbox"/>	Custom functionality (<i>customization*</i>): <u>enter description</u> For example scanning ticket bar code to transfer from "hold" queue back to queue called from profile		
<input checked="" type="checkbox"/>	Reports can be run from	<input checked="" type="checkbox"/> Any networked PC	<input checked="" type="checkbox"/> From server (only) <input checked="" type="checkbox"/> From PC/ SOLO
<input checked="" type="checkbox"/>	Custom reports (<i>customization*</i>)		

e. Client / Project Status

Checked items are included/expected in Scott County, Treasurer's Office this project. Options with an are not applicable or included in the scope of this project.

<input checked="" type="checkbox"/> New Client	<input checked="" type="checkbox"/> Existing Qmatic customer		
Currently using <u>enter description</u> For example, Rope line, paper tickets, none (new facility), other vendor(name)	<input checked="" type="checkbox"/> Update Existing System	<input checked="" type="checkbox"/> Add on Existing Branch	<input checked="" type="checkbox"/> Add new branch(es)
	Current SW:		<input checked="" type="checkbox"/> New Software/ Features
	Primary Qmatic ID#:		<input checked="" type="checkbox"/> New Hardware / location(s)
	SLA/SMA:	<input checked="" type="checkbox"/> Current	<input checked="" type="checkbox"/> Expired

(Notes: Small add-ons and Relocations can use the 2.x SOW template)

Timeline scope parameters:

This project is

- Independent of any of other effort
 Part of new construction
 Part of a IT upgrade
 Tied to a remodel

This project has

- Has a budget (FY) deadline of : **no deadline**
 Must be invoiced
 Must be delivered
 Must be installed *
 Must be in production use *
- *Exceptions to section c timelines for install/go-live require special approval as they impact other scheduled projects

This project includes

- Number of sites
 Includes a pilot site
 To be deployed in one phase
 To be deployed in multiple phases

The application (and Qmatic remote access) will be

- On Network
 Off network

The Qmatic software platform to be provided:

Application Name	Version (specify if not "latest")
Orchestra	Latest

f. Special notes

Optional additional notes regarding this project/order

Customer will be reusing their (8) LED D924A Matrix Displays (Counter) and (1) LED D972A Matrix Display (waiting area) . I need to find out from the customer if they want to continue to use the (8) KT2143 Counter Terminals or use PC's.

If this is an existing client, important existing customizations are identified for potential redevelopment effort.

Need to find out from customer was there any customization done with their current Q-Win Platform.

If a site visit was done, comments/pictures from that can be included here. No site visit was completed

If there is anything that is TBD at preliminary quote time, it can be noted here, but it either needs to be called out in the quote as additional \$\$\$ may be required post analysis OR removed from the SOW completely by point of final submission.

II: Interim

This project includes software, hardware and services. The scope and requirements of each is outlined in this section. In addition, specific IT requirements, on site visits and training and facilities scope are identified in this section.

g. Facilities/Installation Scope

This project is to include and limited to installation of hardware and/or software at the following Scott County, Treasure’s Office locations. **Site ID** = Qmatic site ID# if already a Qmatic client. **# of SP** = number services points or counter-window-offices, that interact with customers face to face via Qmatic.

Site Name	Site ID	Address	# of SP	Target install
Scott County, Treasurer’s Office		600 West Fourth Davenport, IA 52801-1104	n/a	1

Are there any **special needs** at any of these locations? **x** indicates this is not expectation of this project.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Off hours installaton required | <input checked="" type="checkbox"/> Weekend installation required |
| <input checked="" type="checkbox"/> Historic landmark | <input checked="" type="checkbox"/> Ceilings higher than 12” and/or not drop ceiling |
| <input checked="" type="checkbox"/> Zoning restrictions | <input checked="" type="checkbox"/> Conduit for lo-volt wiring |
| <input checked="" type="checkbox"/> Union Labor required for lo-volt wiring | <input checked="" type="checkbox"/> Walls are NOT drywall/stud construction |
| <input checked="" type="checkbox"/> Security clearance for Qmatic on-site technician and/or trainer | <input checked="" type="checkbox"/> Training/Certification required for Qmatic on site technician and/or trainer |
| <input checked="" type="checkbox"/> Hardhat required | <input checked="" type="checkbox"/> Steel toed shoes required |
| <input checked="" type="checkbox"/> Safety glasses required | <input checked="" type="checkbox"/> Ladder provided by CLIENT |

Expected time period (enter number of weeks or x if N/A)

User Acceptance Testing (UAT) Pilot Site Rollout deadline

h. Hardware Scope

Please refer to your quote for full list of hardware. **Check mark ✓** or **quantity** number indicates this is provided by CLIENT or Qmatic. If Scott County, Treasurer’s Office existing Qmatic hardware is to be used in upgrade/expansion, it is included under Provided by CLIENT. **x** indicates this is available but not part of this Qmatic project. Refer to **section g** for sites listed.

Site 1		Site 2		Site 3		Site 4		Hardware				
CLIENT	Qmatic	CLIENT	Qmatic	CLIENT	Qmatic	CLIENT	Qmatic					
✓	x	Same for all						Servers and network see IT Scope				
x	✓							Touch screen ticket printing kiosk(s)				
x	✓							Ticket printers	x	Touch-screen	✓	Buttomed
x	x							Scanner(s)	x	Kiosk Scanner	x	Freestanding Scanner
x	x							LCD (TV) monitor(s)				
x	✓							LED (dot matrix) displays				
✓	x							Networked Workstation PC at each service point				
x	✓							Qmatic keypads at each service point				
x	✓							Automated voice and AMP or Chime				
								Speakers	x	Drop Ceiling	x	Wall/exterior mounted

i. Software Configuration and Programming Scope

The following are approximate counts and will be further defined with the Implementation Team. Quantities more than 10% above these may incur additional costs or affect the project timeline. x or 0 indicates this is available but not part of this Qmatic project.

#	Approximate or average				
5	Number of service queues offered (both as ticketed options and to transfer to)				
8	Number of front end users per site using Qmatic – One front counter and the rest are back office.				
2	Number of Manager/Supervisors per site managing customer flow management				
	Number of Report/Analysis user if different from Manager/Supervisors				
	Number of touch screens (kiosk or ticket printer) – per location				
9	Number of different digital signage layouts				
x	Custom interfaces and/or functionality (Detailed Dev Request required with approved project)				
	<table border="1"> <tr> <td>x</td> <td>Scott County provided mockup</td> <td>x</td> <td>Qmatic provided samples of standard</td> </tr> </table>	x	Scott County provided mockup	x	Qmatic provided samples of standard
x	Scott County provided mockup	x	Qmatic provided samples of standard		
x	Custom reports (Detailed Dev Request required with approved project)				
	<table border="1"> <tr> <td>x</td> <td>Scott County provided mockup</td> <td>x</td> <td>Qmatic provided samples of standard</td> </tr> </table>	x	Scott County provided mockup	x	Qmatic provided samples of standard
x	Scott County provided mockup	x	Qmatic provided samples of standard		
x	Qmatic software will integrate with	(list vendor and/or application to be integrated with)			
x	Install includes the following non-Qmatic software or hardware.	(list vendor and/or SW-HW version/model)			
If this is multi-department/facility system, will the different units have ability to see each other's queues and transfer a customer to the other unit OR will they only see and have access only to their individual unit?					
	Multiple units: x Operate separately	✓ Move customers from one to another	x N/A		
With Orchestra Enterprise, reporting includes multiple units, regardless of above design. Multiple Orchestra One or SOLO systems can only Operate separately.					

j. Site Visits and Training Scope

A standard new/update install includes an on-site technician for installation and training in one visit. The following **options** are also available. The number of each to be included in this project's quote. . x indicates this is available but not part of this Qmatic project.

Qty	Optional site visits and training to be included						
✓	Technician pre-install facility walk through						
✓	Local technician required (scheduled based on availability)						
x	Business Analyst site visit – review current and best practice configuration for Scott County, Treasure's Office						
✓	UAT training						
	<table border="1"> <tr> <td>✓</td> <td>Interactive Webinar on Scott County, Treasure's Office server (no local hardware)</td> <td>✓</td> <td>Webinar on Qmatic demo (no local hardware)</td> <td>✓</td> <td>On site with local hardware</td> </tr> </table>	✓	Interactive Webinar on Scott County, Treasure's Office server (no local hardware)	✓	Webinar on Qmatic demo (no local hardware)	✓	On site with local hardware
✓	Interactive Webinar on Scott County, Treasure's Office server (no local hardware)	✓	Webinar on Qmatic demo (no local hardware)	✓	On site with local hardware		
✓	Go live training and support						
	<table border="1"> <tr> <td>✓</td> <td>On site with install with end users</td> <td>x</td> <td>Train the Trainer(s)</td> </tr> </table>	✓	On site with install with end users	x	Train the Trainer(s)		
✓	On site with install with end users	x	Train the Trainer(s)				
x	Separate hardware/testing installation and go live visit						
✓	Post go live webinar (recommended for Reporting focus and/or user questions post go live)						
✓	Admin/IT training (webinar option)						
✓	Scott County will have access to the Qmatic training portal for the duration of their action Support and Maintenance agreement						

k. IT Scope

A ✓ indicates this is required for this project and who is supplying it. An ✗ indicates this is either not required or not supplied by this party.

To be provided by	Client	Qmatic	Comments
App & Reporting Software	✗	✓	
Application server	✓	✗	
Database	✓	✗	✓ SQL ✗ Oracle
Database server	✓	✗	
Reporting server	✗	✗	
TEST environment	✗	✗	<i>Optional</i> separate environments provided by Scott County may require additional Qmatic resources to install.
Backup Servers	✗	✗	
Network connections	✓	✗	Static IPs required for Qmatic devices
Standard networked PC workstations	✓	✗	Scott County approved browser:

IT requirements shared with Scott County, Treasurer's Office (if any of the above are provided by Scott County, Treasurer's Office)

Date _____ Provided to _____

Qmatic **remote access** to servers and branch hubs is strongly recommended. Without remote access, Qmatic Support & Maintenance costs can be affected. Hosted preference is TeamViewer but other client provided applications can be used.

Remote access will be Client provided VPN Hosted Other None

Other – explain...

System will be On secured WAN On LAN only Off network

Users will use Local Accounts Active Directory (LDAP)

Orchestra Enterprise Centralize model Distributed model N/A

l. Qmatic Care Support Model

Qmatic provides 24/7 support for the duration of your active Qmatic Care agreement. While end users may contact Qmatic directly, larger clients often have a local resource that acts as the first line support to both manage questions or issues with their staff and to provide immediate on site assistance.

✓ indicates this is expectation of Scott County, Treasure's Office; ✗ indicates it is outside of scope or N/A.

First line support (who will users go to first when have a question or issue with Qmatic system)	
✓	Designated local Scott County, Treasurer's Office subject matter expert or supervisor (to be identified after project kick off) to Qmatic Support Desk
✗	Centralized Scott County, Treasure's Office Help/Support individual or team to Qmatic Support Desk
✗	End users to Qmatic Support Desk
✗	Scott County, Treasurer's Office standard Support flow model is included in final SOW.

m. Services Scope

The following ✓ services are to be provided as part of this project by the respective teams once the project/order is approved to proceed. ✗ indicates this is either not required or not supplied by this party.

Provided by		Services
CLIENT	Qmatic	
✓	✗	Provide floor plan of area Qmatic system to be installed
✗	✓	Provide layout of Qmatic devices and wiring to be installed
✓	✓	Installation of application software on server(s). If Qmatic, remote access required.
✓	✓	Participate in kick off meeting, communications through course of project and turn over to Support after acceptance.
✓	✓	Participate in <i>weekly</i> project meetings and communication updates (PM & SA hours to reflect)
✗	✓	Provide and review the SCD with Scott County, Treasurer’s Office describing all aspects of the project and system
✓	✓	Provide business process information and needs for the System Configuration Document (SCD).
✓	✗	If existing Qwin client, provide existing qsys.ini file
✓	✓	Will engage stakeholders in review and approval of SCD and implementation of solution. Sign-off on the SCD is required prior to configuration.
✗	✓	Provide mockups of all surfaces (touch-screens, digital signage layout).
✗	✓	Install hardware and software and configure solution to specifications of the SCD
✓	✓	Database table configuration (Qmatic script provided). NOTE Scott County, Treasurer’s Office DBA or Qmatic database administrator access required.
✓	✗	Installation of standard power outlets and network drops (Qmatic to provide layout drawings identifying locations after project kickoff)
✗	✓	Installation of proprietary Qmatic devices on site (see below exceptions)
✗	✗	Installation of low-voltage wiring. NOTE in some areas this requires Union labor (Qmatic is not a Union shop). In some construction/remodel jobs, the client prefers to run the wiring prior to closing up walls/ceilings and prior to Qmatic arrival.
✗	✗	Provide structural integrity and installation of mounting hardware to walls or floors including: TVs, floor stands, wall mounts for kiosks and ticket printers).
✗	✗	Provide TV cable box/feed to the location of the cinematic device – if applicable
✗	✗	Develop customizations (see Software Configuration and Programming Scope)
✗	✗	Develop integration with _____
✓	✓	Confirm Shipping Address and receipt of shipment
✓	✓	Ship “ground” unless Scott County, Treasurer’s Office agrees to cover cost of expedited shipping.
✓	✓	Confirm, cut-over, Installation, training and go-live dates
✗	✓	Complete testing
✗	✓	Preliminary testing (may be software only; may be in client or Qmatic environment)
✗	✓	End to End Testing (with local hardware)
	✓	Provide Training (see Site Visits and Training section for more details)
✓	✗	Signoff on Installation upon completion.
✗	✓	Annual software support provides Qmatic support desk access, software upgrades, service packs and training portal access. See IT Scope for additional details on SLA/SAM model.
✗	✓	Hardware maintenance covers replacement of any faulty Qmatic devices.
✓	✓	Provide IT support for installation and cut-over activities. <ul style="list-style-type: none"> ○ Supporting any issue or problem with Port Security or settings. ○ Support any issue or problem with data transmission throughput settings: Network hardware devices data transmission throughput required to be fixed 100mbps full duplex. ○ Support any issue or problem with Switch network settings. For sites with a Kiosk the network settings

		must be configured to accept two MAC addresses from the Kiosk.
✓	✓	Access is/will be granted to computers/home area (secured closets or com rooms).

III: Final Approval

n. Assumptions, Risks and Considerations

A ✓ indicates this is applicable to this project and Qmatic and Scott County, Treasurer’s Office understand and agree. An × indicates it is not applicable to this project.

×	This is a budgetary quote and subject to change. Changes greater than +/- ___% in either cost or line item details will require a formal change order.
✓	The quote(s) associated with this project are final and any changes will require a change order that may impact costs and/or timelines.
×	In the case of a “pilot” installation, payment will be expected with acceptance of the system at that location regardless of future rollout.
×	Additional sites or branches can be added to the system. Funding will be required for hardware and additional licenses on the existing application.
✓	Qmatic and Scott County, Treasurer’s Office will each provide a single point of contact/Project Manager to facilitate project deployment.
×	Special licenses or permits are required related to the building/construction.
✓	Project includes ONE site visit for installation, testing and training <u>unless otherwise indicated</u> in the quote and Facilities/Installation Scope section of this SOW. Additional visits will require change request approval.
×	Scott County, Treasurer’s Office self install will be supported by Qmatic hours identified in the final quote. Hours above this either provided remotely or on site will be billable.
✓	Scott County, Treasurer’s Office agrees to signoff on System Configuration Document prior to Qmatic beginning configuration of solution or on site installation and/or training.
×	Installation of hardware will be conducted during normal business hours unless agreed upon in writing before project kickoff and identified in Facilities and installation section of this SOW
×	Ceiling heights are expected to be no more than 12 feet and have accessibility for cable runs
×	Project start date is a minimum of 30 days from the PO receipt date.
×	No known State or County labor requirements that would negatively impact the timeline or cost of the project. If such requirements are determined after project kick off the Qmatic Project Manager will initiate a change order for Scott County, Treasurer’s Office to approve
×	Unless identified minimum 60 days in advance, there are no known ‘under construction’ concerns at the site location that are expected to impact project installation.
×	Travel costs resulting from unanticipated requirements causing delay/postponement in the installation will be charged to the client.
✓	Scott County, Treasurer’s Office will confirm install and training go-live dates. Any deviations from agreed dates requested by Scott County, Treasurer’s Office after airfare is purchased will result in additional charges incurred by Scott County, Treasurer’s Office.
✓	Scott County, Treasurer’s Office may request minor configuration changes up to two weeks after go-live. Minor changes are defined as requiring no more than 4 total hours of Qmatic resources.
✓	Scott County, Treasurer’s Office will leverage standard reports, workstation, and management information modules. Customizations to such are considered out of scope for this project.
✓	Should Scott County, Treasurer’s Office request modifications to functionality of the Orchestra application, unless otherwise noted in writing and agreed to by both parties (see quote and software scope section of this SOW), Qmatic and Scott County, Treasurer’s Office agree this request is out of scope of this Statement of Work.
✓	Each of the locations (see Facilities/Installation Scope section) follow similar in processes and offer similar

	services and as such will leverage the same branch types in Orchestra. If the Scott County, Treasurer's Office should determine significant differences are required between locations Scott County, Treasurer's Office and Qmatic agree to scope the effort and determine if there is a material impact to the project.
✘	Any software connectors (API licenses) that are required that are not on the order will require a change request in order to have it added to the scope of work.
✓	Scott County, Treasurer's Office will provide remote access to application and database servers for implementation and post-go live support
✓	Qmatic agrees to follow Scott County, Treasurer's Office security requirements for remote support. Remote access to be provided at no cost to Qmatic.
✓	Scott County, Treasurer's Office expects to handle all power, data, and ports.
✓	Existing QWin client will provide current QSYS.INI file, list of current assets, and serial number of interface or license keys of the current software.
✓	Scott County, Treasurer's Office is aware that when using Qmatic media equipment that 1 unit equals 1 form of content with multiple TV's.
✓	Post installation Support will be provided per the terms of the standard Qmatic Support and Maintenance Agreement. Your Qmatic Account Manager or Project Manager can provide a copy of the standard Support and Maintenance Agreement per Scott County, Treasurer's Office request. There will be a turn over from the Implementation Team to Production Support approximately two (2) weeks post go live. Until that time, Scott County, Treasurer's Office primary point of contact will remain the Qmatic PM/Implementation team. Reference Qmatic Care Support Model section for additional details.

o. Success Criteria

A successful project meets all of the requirements include within this Scope of Work and allows us to obtain a final Scott County, Treasurer's Office signoff, providing closure to project. Requirements added or changed beyond this SOW will be managed via Change Request and will not delay acceptance of the project/system as defined in this SOW.

p. Delay Provision

Delays are considered out of scope and must be agreed upon by both parties and may result in additional charges and formal change request procedures. If Scott County, Treasurer's Office delays are encountered while Qmatic personnel are on site Scott County, Treasurer's Office acknowledges additional fees for services may be necessary to complete the project. If delays required Qmatic Technician to return to the site to complete the implementation Scott County, Treasurer's Office acknowledges additional travel expenses will be incurred.

q. SOW Acceptance

Qmatic and Scott County, Treasurer’s Office agree that the success of the Customer Experience Management system is dependent on delivering within the parameters defined within this Statement of Work (SOW). Hardware, software, functionality and services requested but not defined within this SOW are subject to impact costs and/or timelines of the deliverables. If the event changes are required outside the scope defined in this SOW, the terms in section IV are acknowledged.

Qmatic will provide a project team who will work with Scott County, Treasurer’s Office to design the specifics of this system within the scope defined here. This requires Scott County, Treasurer’s Office Project Manager, business experts and IT to collaborate with the Qmatic team.

The primary contact for Scott County, Treasurer’s Office will be Barb Vance for the implementation of this project. Qmatic will contact this person within 30 days of receipt of Purchase Order to initiate project kickoff.

The primary contact for **Qmatic** will be (TBD) for the implementation of this project (subject to change).

The above noted contacts will be responsible for identifying additional stakeholders to involve for each respective team.

Costs and itemized deliverables are approved in Quote	BLD-222016-SCOTTCOUNTYTRE	02-16-2016
	Reference number	Date

The below signature confirm the content of this SOW covers all expectations of the Qmatic system to be delivered.

Brandon L. Davis

Qmatic Representative – Signature

5/18/2016

Region Sales Executive

Qmatic Representative – Title

Date

By authorizing the purchase of this Qmatic solution, through either a purchase order or a credit card payment, you acknowledge that Scott County, Treasurer’s Office has read and agrees to the scope of this project to be bound to the description within this Statement of Work.

Customer – Signature

Customer – Title

Date

Phase IV : Post

r. Monitoring and Controlling

With any project there may come a point in the project where changes to the plan may be required or be unavoidable. When an issue arises that requires deviation from original project scope, Qmatic will work together with Customer to create an effective, mutually acceptable solution.

All changes are managed using our proven Change Management Plan. This plan incorporates the forms, process and responsibilities for each party for this activity. The purpose of the Change Management Plan is to:

- Ensure that all changes to the project are managed and tracked
- Assess all requests for change and identify their impact on the project
- Identify, define, evaluate and track changes through to completion
- Coordinate all changes across the entire project and to all stakeholders
- Update project plans to reflect the approved change request impacts (scope, cost, schedule, resource)
- Communicate the resolution of change requests to all stakeholders
- Provide documentation to review changes and their effects at project closure for lessons learned
- If changes to the original scope of the project are mandated, it is the responsibility of the Project Manager to make sure documentation that outlines the change is created and reviewed. When implementing larger projects, a separate change control board may be created to facilitate processes such as issue resolution and change control.
- Changes or additions to the Statement of Work deliverables shall be resolved, documented and approved by both Qmatic and the customer prior to engaging in the change.

**Q-MATIC Corporation****2400 Commerce Ave., Building 1100, Suite 100
Duluth, GA 30096**

ver. 27.8.5

Organization: Scott County Treasurer's Office	Date: February 18, 2016
Customer Name: Barb Vance	Expires On: May 18, 2016
Address: 902 West Kimberly Road	Rep: Brandon Davis
City/State/Zip: Davenport/IA/52806	Phone: 404-788-1131
Phone: 563-326-8793	Fax:
Fax:	Email: Brandon.davis@qmatic.com
Email: Barb.vance@scottcountyiowa.com	BRANCHES: 1
	Quote #: BLD-222016-SCOTTCOUNTYTR

RE: Assumption-customer will provide server.

QTY	GP Part #	DESCRIPTION	LIST	PER UNIT	PRICE
ORCHESTRA ONE SOFTWARE					
ORCHESTRA ONE CORE					
10	10115300	Orchestra ONE User License	\$510.19	\$408.15	\$4,081.52
1	10115301	Orchestra ONE Base License	\$6,174.32	\$4,939.46	\$4,939.46
ORCHESTRA ONE OPTIONS					
1	10115315	Orchestra ONE Digital Signage	\$3,360.00	\$2,688.00	\$2,688.00
1	10115323	Orchestra ONE Management Information Connector	\$1,702.72	\$1,362.18	\$1,362.18
Q-MATIC HUB					
1	10216100	Qmatic Hub	\$1,245.00	\$747.00	\$747.00
Qmatic HUB Firmware Lincese					
1	10115401	Hub Network Gateway License	\$425.00	\$255.00	\$255.00
TP TICKET PRINTERS					
1	99900578	Intro 5 Reception	\$2,990.27	\$1,935.00	\$1,935.00
1	900085	TP Thermal Tickets (24 rolls @ 2,000 tickets per roll)	\$450.00	\$405.00	\$405.00
HARDWARE					
1	112014	Qmatic Main Connection Box	\$180.00	\$108.00	\$108.00
1	112018	Qmatic Power Connection Box	\$150.00	\$90.00	\$90.00
1	99900576	Qmatic Audio	\$2,069.00	\$1,439.00	\$1,439.00
1	HW9024L	Hardware, Signage and Cabling Lite	\$333.00	\$300.00	\$300.00
1	100932	Qmatic Power Supply PS5A	\$210.00	\$178.50	\$178.50
1	99900394	Open Market Item, Non GSA - UPS Battery Backup	\$110.00	\$106.70	\$106.70
1	99900013	Open Market Item, Non GSA - 4-Port Ethernet Switch	\$80.00	\$77.60	\$77.60
SERVICES					
13	PM1001	Project Management Services Hourly	\$158.00	\$142.20	\$1,848.60
17	SA1001	Systems Analyst Services Hourly	\$165.00	\$148.50	\$2,524.50
2	TR9088	Trainer Level I Hourly	\$132.00	\$118.80	\$237.60
26	IN9090	Installation	\$132.00	\$118.80	\$3,088.80
1	TR9090	Open Market Item, Non GSA - Travel and Expenses		\$1,750.00	\$1,750.00
1	SH9090	Open Market Item, Non GSA - Shipping & Handling - UPS Ground		\$129.60	\$129.60
MAINTENANCE					
1	HW7000	Q-MATIC CARE+ (months 1-6 included, charges for months 7-12)		\$398.69	\$398.69
1	SW7000	Q-MATIC CARE Starts Day One		\$2,205.39	\$2,205.39
SOFTWARE SUBTOTAL					\$13,071.15
HARDWARE SUBTOTAL					\$5,641.80
SERVICES SUBTOTAL					\$7,699.50
MAINTENANCE SUBTOTAL					\$2,604.08
TRAVEL SUBTOTAL					\$1,750.00
SHIPPING SUBTOTAL					\$129.60
TAX SUBTOTAL					\$0.00
GRAND TOTAL					\$30,896.14

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

June 2, 2016

APPROVING TREASURER'S OFFICE QUEUEING SYSTEM UPGRADE

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The purchase of an upgrade to the Treasurer's Office queueing system application, Orchestra One, from Qmatic Corporation in the amount of \$30,896.14 is hereby approved.

Section 2. This resolution shall take effect immediately.