

**INFORMATION TECHNOLOGY**

400 West Fourth Street  
Davenport, Iowa 52801-1104

Ph: (563) 328-4100 Fax: (563) 326-8669  
www.scottcountyiowa.com



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May 8, 2020

To: Mahesh Sharma, County Administrator

From: Mike Fennelley, County Treasurer  
Matt Hirst, Information Technology Director

Subject: Approval of Customer Queueing Application Upgrade

Scott County has requested and received a quote for an upgrade to the current County customer queueing application, Qmatic. This upgrade would leverage previous investments the County made in Qmatic software and hardware.

This customer queueing upgrade project would include:

- An upgrade to the latest version of Qmatic software
- Professional services for installation of the cloud hosted Software as a Service (SaaS)
- Professional services for system configuration
- Training
- Appointment Scheduling
- Transition to cloud hosted software from current on-premise perpetually licensed solution

One-time costs for the project are \$18,289. Yearly costs are not to exceed \$9824.43.

The quote summary for this application upgrade is attached.

It is recommended that the Board retroactively authorize the Assistant County Administrator/HR Director to sign a 5 year agreement with Qmatic with one-time costs of \$18,289 and annual costs not to exceed \$9824.43.

Scott County Information Technology currently budgets approximately \$2600 annually for software maintenance for Qmatic software.

Enc. (1)

Cc: Barb Vance, Treasurer Operations Manager  
Mary Thee, Assistant County Administrator/HR Director

## OFFICE OF THE COUNTY ADMINISTRATOR

600 West Fourth Street  
Davenport, Iowa 52801-1003

Office: (563) 326-8702  
Email: [admin@scottcountyiowa.com](mailto:admin@scottcountyiowa.com)  
[www.scottcountyiowa.com](http://www.scottcountyiowa.com)



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Kirk Lyle  
2875 Breckinridge Boulevard  
Suite 100  
Duluth, GA 30096

Dear Mr. Lyle,

This letter serves as notification that Scott County, Iowa, a county government organization, is accepting Quote Number KOK\_SCTY\_05052020 for software, annual maintenance, professional services, SMS Gateway and Cloud Hosting, Total Year 1 Costs of \$28,113.43. Due to the nature of COVID-19 and the County's response to the pandemic and social distancing recommendations, this purchase qualifies as an emergency purchase under the county's purchasing guidelines. As discussed, the County is preparing to implement this solution by June 1, 2020. Formal contract approval will be forwarded to the County Board of Supervisors on May 14, 2020.

If you have any questions, please contact us for further information.

Sincerely,



Mary J. Thee  
Assistant County Administrator/Human Resources Director  
563-326-8740

David Farmer, CPA, MPA  
Director of Budget and Administrative Services.  
563-326-8651

Matt Hirst  
Information Technology Director  
563-328-3261



**Quote Number:** KOL\_SCTY\_05052020

**Expiration:** 7/31/2020

**Organization:** Scott County Treasurers Office

**Customer Name:** Barb Vance

**Email:** Barb.Vance@scottcountyiowa.com

**Description:**

Upgrade current system to Orchestra 7 system with Appointment scheduling. 2 new branches will be configured to utilize appointments only.

**Assumptions:**

- Qmatic to provide Hosted Solution with full Managed Services with a 5 year commitment from the client.
- Quote has proposed "Medium" size AWS Servers for this system. (3 locations / 32 users) Future expansions in users, functionality, appointment resources, or number of locations may change the need for larger Servers in the future and would have to be quoted.
- Qmatic to provide 32 User Licenses
- Qmatic to provide Concierge and Mobile Ticket Services.
- Qmatic to provide Customer Notifications via SMS. Emails will be sent for appointment confirmations only.
- Client will receive 250,000 text messages per year. Overages are \$.03 per text. Client may purchase additional messages mid year if needed to avoid overages.
- No hardware is included in this solution
- This proposal assumes all work will be done remotely. No onsite services are included in this proposal
- Qmatic to provide all necessary implementation services, configuration, Project Management, Systems Analysts, and Remote Training
- Community Service and Records offices will be utilizing appointment scheduling only. No queueing will be provided on the 2<sup>nd</sup> or 3<sup>rd</sup> floor.
- This price quote includes annual maintenance for new software functionality only. Costs shown here will be added to the current annual maintenance costs upon renewal.
- This project is to upgrade the system, and add Appointments, Texting, and Mobile Ticket only. Changes to services, queues, or profiles are not in scope.

**Costs:**

- **Software** **\$8,794.00 one time fee**
    - Addition of 2 agencies to the system for appointments only, No queueing
    - Upgrade current system Orchestra 7 –32 Total unique name users
      - 30 user licenses for Treasury
      - 1 Generic user for Community Service
      - 1 Generic user for Recorder
    - New Appointment Scheduling System
      - Up to 32 available appointments per time slot
    - New Mobile Ticket Functionality
  
  - **Annual Maintenance Increase** **\$1,507.32 per year**
  - **Professional Services** **\$9,495.00 one-time fee**
  - **SMS Gateway Fees: 250,000 SMS** **\$5,000.00 per year**
  - **Cloud Hosting** **\$3,317.11 per year\***  
*(10% discount on hosting applied only with a 5 year commitment.)*
- Total Year 1 costs.....\$28,113.43**

## **QMATIC STANDARD TERMS & CONDITIONS**

### ***Acceptance of Order***

Acceptance of any order is subject to credit approval and acceptance of the order by Qmatic. If Customer's credit becomes unsatisfactory to Qmatic, Qmatic reserves the right to terminate upon notice to Customer and without liability to Qmatic.

### ***Pre-Payment***

A minimum down payment of 40% of the total purchase price of the system is required. Installations will not be scheduled until receipt of down payment.

### ***Prices and Shipments***

Unless otherwise quoted, prices shall be those in effect at time of shipment which shall be made F.O.B. shipping point prepaid and bill.

### ***Delay in Delivery***

Qmatic is not to be accountable for delays in delivery occasioned by force majeure or other circumstances beyond Qmatic's reasonable control.

### ***Installation***

All installations will be scheduled in advance and with the consent of Customer. Customer will pay \$1,200 plus travel expenses per installer/per day should the premises not be ready when the installer arrives.

### ***Invoicing***

Title of hardware passes to the customer upon delivery according to FOB shipping terms and will be invoiced at that time.

Qmatic will invoice all software fees upon acceptance of installation. In a multiple site rollout, this equals the first site accepted. Qmatic will invoice all services (1) upon completion of project or (2) if implementation time is longer than one month, services and expenses will be invoiced monthly according to completed sites.

### ***Payment terms***

Invoice terms are 1% 20 days net 30 days. We reserve the right to charge a monthly interest rate of 1.5% on all invoices past due.

### ***Taxes***

Taxes will be imposed upon invoicing and will be added to the purchase price unless Qmatic has a valid tax exemption certificate on file. Quoted taxes are subject to changes at the time of invoicing.

### ***Cancellation***

If customer cancels the order prior to installation for any reason, customer will be responsible for any services performed and any products received at the time of cancellation. Customer may not cancel order post installation.

### ***Rescheduling***

Customer may incur a rescheduling fee if Customer reschedules the installation within two (2) weeks prior to the scheduled install date. The maximum fee will total not more than 5% of the purchase order. The customer shall also pay all expenses Qmatic cannot recover due to the rescheduling.

### ***Return of Goods***

Hardware items for credit must be returned within 14 days of receipt and are subject to prior approval and a 25% restocking fee. Returns on software items are not accepted.

## **Maintenance**

### **Software - Qmatic Care**

Qmatic Care will start the first day of the month after software acceptance. If you have not purchased Software maintenance and/or Help Desk support, you will be required to pay separately for individual updates and support on a per-incident basis.

### ***Extended Hardware Warranty - Qmatic Care +***

Qmatic will provide a six (6) month original warranty on Qmatic hardware and the manufacturer's warranty on third party hardware. The hardware warranty start day will be the 1st day of the month after installation; extended warranty starts six (6) months after. Third party hardware such as TV's, Computers, Servers, Tablets and accessories is not covered by Qmatic Care +.

In the event, a customer requests hardware to be shipped and subsequently delays installation for more than 30 days, the hardware portion of the system will be invoiced and, the warranty will commence at the date of invoice.

### ***Changes to Statement of Work (SOW)***

Should either Customer or Qmatic desires to change the SOW during the project, the following will occur:

- Qmatic will document the request in writing (via a Change Request Form);
- An authorized representative from the Customer and Qmatic will negotiate the impact of the requested change on the work to be performed under this order;
- The terms of the change (the Change Request Form) will be added as an addendum to the order, and the change will take effect upon signature of the amendment by both the Customer and Qmatic.

## **TELEVISIONS AND LARGE MONITORS**

Qmatic is not responsible for mounting or hanging TVs/Monitors. The customer is required to make all arrangements for mounting any TVs/Monitors prior to the arrival of a Qmatic Installation Technician and the installation of the Qmatic system. In rare instances, guidance from Qmatic personnel is required. Qmatic is happy to oblige and offer advice on TV placement if arranged in advance.

## **ADDITIONAL LABOR RATES OUTSIDE OF INSTALLATION**

Additional labor rates outside of installation are billable at Qmatic standard rates.

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

May 14, 2020

APPROVING CUSTOMER QUEUEING APPLICATION UPGRADE

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

Section 1. The authority of the Assistant County Administrator/HR Director to sign an agreement for five (5) years of Qmatic customer queueing cloud hosted software in an amount not to exceed \$9,824.43 annually and one-time implementation costs of \$18,289 is hereby approved.

Section 2. This resolution shall take effect immediately.