

**ITEMS REQUIRING BOCC APPROVAL  
5 ITEMS**

**1. ELECTRONIC WAIT LINE MANAGEMENT SYSTEM -- TREASURER'S OFFICE**

**FUNDING -- TREASURER'S OFFICE**

(Request sent to 143 vendors)

RFP #15-0066 Contract

	Alzatex, Inc.	Lavi Industries*	<b>QLess, Inc.</b>	Q-Matic Corporation	Tensator, Inc.
Implementation fees	\$6,000.00	\$10,495.00	<b>\$7,900.00</b>	\$82,108.00	\$8,800.00
Hardware fees	\$62,000.00	\$31,260.00	<b>\$10,900.00</b>	\$42,345.42	\$16,945.36
Software fees	\$50,000.00	\$12,360.00	<b>\$35,000.00</b>	\$36,806.52	\$20,471.98
Training	included	\$2,000.00	<b>included</b>	included	\$2,995.00
Sub-total implementation cost	\$118,000.00	\$56,115.00	<b>\$53,800.00</b>	\$161,259.94	\$49,212.34
1st year maintenance and support	\$15,900.00	\$16,944.00	<b>included</b>	included	\$5,951.00
Recurring annual maintenance and support (years 2 and 3)	\$37,992.00 per year	\$16,944.00 per year	<b>\$35,000.00 per year</b>	\$36,806.52 per year	\$5,951.00 per year
Total three year cost	\$209,884.00	\$106,947.00	<b>\$123,800.00</b>	\$234,872.98	\$67,065.34
No Bids	Heartland Technology Solutions	Open Technologies, Inc.	Best Buy	Take A Number, Inc.	Queue Solutions, LLC
	Synergetic Consulting	Crowd Control DIRECT, Inc.	Allure Global Solutions	VanDyke Software, Inc.	The Sidwell Company
	EDC Systems	Grape City	Globanet	Nexlearn, LLC	Cybertron IT
	Howard Technology Solutions	Perfect Output, LLC & LaserEquipment			

On the recommendation of Kimberly Evans, on behalf of the Treasurer's Office, Tim Kaufman moved to **accept the best proposal from QLess, Inc. for an initial cost of \$53,800.00 and establish contract pricing for maintenance and support for three years for a total cost of \$123,800.00.** Linda Kizzire seconded the motion. The motion passed unanimously.

An electronic wait line management system will allow users to hold a place in line that can be scheduled from anywhere the customer has access to a phone or PC or by a kiosk in each Tag Office location. The system allows the users to reserve a spot in line, or make an appointment for a specific time of day and the system will then notify them via email or text message to return to the office to complete their transaction(s). This system is currently being used in Johnson County with very favorable results.

Note - Tensator, Inc. did not offer a hosted solution, which is the preferred solution to the county. A hosted solution occurs when the vendor houses the software on their own servers and the end user accesses the software from any web-based application. If the county would choose to host the software internally, additional servers would need to be purchased and maintained by county staff.

\*Text messaging is an additional \$0.02 per text.

Question: Can you describe the current system and how this system would enhance what is going on now? Randy Bargdill with the Treasurer's Office answered that the current system is a manual system where a citizen is required to come into the Tag Office and pull a number for their place in line, sometimes having to wait several hours to complete a transaction. With the new automated system, a citizen can reserve an appointment from a mobile phone or PC without having to visit the office first. They can then be notified when they are close to the front of the line and come at that time to avoid long wait times.

Question: What if someone doesn't want to use the system and they go into the Tag Office? Will the people that use the system have priority over that person? Randy Bargdill with the Treasurer's Office answered that those citizens who do not wish to use the automated system will be required to come into the Tag Office and use the kiosk to reserve a place in line. Those using the kiosk would still have the opportunity to leave and return later after an estimated wait time had passed if they chose to, rather than sitting at the Tag Office for an extended period of time.