



Travis County Commissioners Court Agenda Request

Meeting Date: December 16, 2014

Prepared By/Phone Number: Lori Clyde/44205

Elected/Appointed Official/Dept. Head: Cyd Grimes

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 2 to Contract 4400000956 (H.T.E. Contract No. CM070169LC), Q-Matic Corporation, for an Upgrade to the Customer Flow Management System.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

In 2007 a contract was awarded to Q-Matic Corporation for a Customer Flow Management System. During the last two tax seasons, the current version of the software experienced problems with system slowdowns and had to be rebooted often in order to handle the volume of customers entering the lobby. The Tax Office has been notified by Q-Matic Corp. that the current software is no longer being upgraded with new features. Q-Matic Corp. will continue to support the existing system but any modifications and/or upgrades are not available. At this time the Tax Office recommends upgrading to the current version of Q-Matic's software, Ensemble while utilizing most of the existing hardware.

The total cost of this upgrade is \$43,363.66. Beginning November 1, 2015, the total maintenance cost for the legacy hardware and the upgraded system will be \$13,096.60.

- **Contract Expenditures:** Within the last 12 months \$3,170.70 has been spent against this contract.
- **Contract Modification Information:**
 - Modification Amount: \$43,363.66
 - Modification Type: Upgrade
 - Modification Period: Beginning December 16, 2014

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a pdf to agenda@co.travis.tx.us by Tuesdays at 5:00 p.m. for the next week's meeting.

➤ **Funding Information:**

SAP Funds Reservation #: 300001391

Funding Account(s):

Comments:

Lori Clyde

From: Stan Wilson
Sent: Monday, August 11, 2014 3:52 PM
To: Lori Clyde
Cc: Kitten Bellerose; Angela Johnson
Subject: Q-Matic Contract Modification

The Tax Office needs to modify the Q-Matic Corp. contract to upgrade the current software. During the last two Tax peaks (2012/2013) we have experienced software problems with the system slowing down and having to be rebooted in order to maintain the volume of customers entering our lobby. We have also been notified by Q-Matic Corp. that the current software we are using is no longer being supported to upgrade with any new features. Q-Matic Corp. will continue to maintain the system but any modifications or upgrades are not available. We are requesting to be upgraded to Ensemble.

The funds for this upgrade will come from Fund Center: 1080070001 Commitment Item: 510070.

If you need any additional information let me know. Thanks for your attention to this matter.

Stanley J. Wilson
Associate Deputy
Revenue Management
Travis County Tax Office
512/854-4917 Off
512/289-5349 Wk Cell
512/854-5868 Fax

MODIFICATION OF CONTRACT NUMBER: 4400000956 (CM070169LC) SFW:MNT Customer Flow Mgmt SystemPAGE 1 OF 6 PAGES

ISSUED BY: PURCHASING OFFICE 700 LAVACA, SUITE 800 AUSTIN, TX 78701	PURCHASING AGENT ASST: Lori Clyde TEL. NO: (512) 854-9700 FAX NO: (512) 854-9185	DATE PREPARED: October 7, 2014
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ISSUED TO: Q-Matic Corporation 2400 Commerce Avenue Building 1100, Suite 100 Duluth, GA 30096	MODIFICATION NO.: 2	EXECUTED DATE OF ORIGINAL CONTRACT: February 20, 2007
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ORIGINAL CONTRACT TERM DATES: <u>February 7, 2007 – April 30, 2009</u>	CURRENT CONTRACT TERM DATES: <u>November 1, 2014 – October 31, 2015</u>
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FOR TRAVIS COUNTY INTERNAL USE ONLY:Original Contract Amount: \$ 55,613.48 Current Modified Amount \$104,533.07.**DESCRIPTION OF CHANGES:** Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

All terms and conditions of the above-referenced document (the “Contract”) apply unchanged to Travis County’s purchase of the goods and services listed in the attached Price Quote (the “Price Quote”). The Price Quote is attached as Attachment A of this Modification.

References in the Contract to goods or services that are interchangeable, analogous, or identical to goods or services in the Price Quote are also references to the goods or services in the Price Quote.

This Modification incorporates the Qmatic Support and Maintenance Agreement. It is attached as Attachment B of this Modification. Qmatic has offered Travis County a special waiver for a period of one year on the annual maintenance cost for the legacy hardware beginning November 1, 2014 through October 31, 2015. As such, the annual maintenance cost for this first year will not include the costs of the legacy hardware maintenance and, instead, will be as reflected in Attachment A. After the warranty period for the upgraded system, the annual maintenance cost, including the legacy hardware, will be \$13,096.60.

To the extent of any conflict between the terms and conditions of this Modification, its attachments, and the Contract, the Contract’s terms and conditions will prevail.

Note to Vendor:

- Complete and execute (sign) your portion of the signature block section below for all copies and return all signed copies to Travis County.
 DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: _____	<input type="checkbox"/> DBA
BY: _____ SIGNATURE	<input type="checkbox"/> CORPORATION
BY: _____ PRINT NAME	<input type="checkbox"/> OTHER
TITLE: _____ ITS DULY AUTHORIZED AGENT	DATE: _____

TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ CYD V. GRIMES, C.P.M., TRAVIS COUNTY PURCHASING AGENT	

TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE	

**Q-MATIC Corporation**

**2400 Commerce Ave., Building 1100, Suite 100
Duluth, GA 30096**

ver. 27.7.1

Organization:	Travis County Tax Office	Date:	May 2, 2014
Customer Name:	Stan Wilson	Expires On:	October 31, 2014
Address:	5501 Airport	Rep:	Kiran Lachumanna
City/State/Zip:	Austin, TX 78767	Phone:	323-481-8535
Phone:	512-854-9031	Fax:	
Fax:	512-854-5868	Email:	kiran@qmatic.com
Email:	stan.wilson@co.travis.tx.us	Quote #:	KKL-47-050214UG-V4

**RE: Upgrade Qwin to Ensemble solution. Current voice unit is not supported by Ensemble and is being replaced below with Choral. Includes Choral, Speakers x 3, Amplifier (note the old voice unit had a built in that will not work with this), on site installation and training. Application / DB server will be provided by the client (VM)
This is for the upgrade of software. Additional equipment has been split out on another quote per client request.**

QTY	GP Part #	DESCRIPTION	PER UNIT	PRICE
ENSEMBLE VIRTUA				
1	10115101	Ensemble Virtua Base License	\$5,603.58	\$5,603.58
1	10115114	Ensemble Virtua Analysis	\$1,944.00	\$1,944.00
54	10115100	Ensemble Virtua User License	\$380.70	\$20,557.80
HARDWARE				
1	117030	Qmatic Choral Automatic Announcer	\$950.00	\$950.00
3	99900257	Open Market Item, Non GSA - Drop Ceiling Speaker Assembly (includes ceiling tile	\$43.00	\$129.00
1	99900564	Open Market Item, Non GSA - Bogen 35 Watt Mixer Amplifier - Classic Series UL/CSA	\$360.00	\$360.00
1	HW9024	Open Market Item, Non GSA - Hardware, Signage and Cabling	\$600.00	\$600.00
SERVICES				
16	PM1001	Project Management Services Hourly	\$135.00	\$2,160.00
24	SA1001	Systems Analyst Services Hourly	\$135.00	\$3,240.00
2	TR9088	Trainer Level I Hourly	\$112.50	\$225.00
29	IN9090	Installation	\$112.50	\$3,262.50
1	TR9090	Open Market Item, Non GSA - Travel and Expenses	\$1,750.00	\$1,750.00
0	SH9090	Open Market Item, Non GSA - Shipping & Handling (UPS Ground)	\$82.36	\$0.00
LANGUAGE SERVICES				
1	LG0001	Open Market Item, Non GSA - English (included with voice unit at no charge)	\$0.00	\$0.00
MAINTENANCE				
1	HW-MAINT	Q-MATIC Hardware Maintenance - (6% of Hardware List Price, months 1-6 included, charges for months 7-12)	\$118.75	\$118.75
1	SW-MAINT	Q-MATIC Annual Software Maintenance Program - Starts Day One	\$4,552.34	\$4,552.34
SOFTWARE SUBTOTAL				\$28,105.38
HARDWARE SUBTOTAL				\$2,039.00
SERVICES SUBTOTAL				\$10,637.50
MAINTENANCE SUBTOTAL (Starts on first day of 6th month) Annual rate is 4425.88				\$2,581.78
TAX SUBTOTAL				\$0.00
GRAND TOTAL				\$43,363.66



Qmatic Support and Maintenance Agreement

Because your Customer or Patient Flow Management solution is such a critical part of your daily operations, it has been designed and developed with careful thought, structured planning, meticulous development and customized implementation to suit the needs of your particular environment. From concept to delivery, Qmatic solutions are nurtured by experienced people who have been working to provide our clients these solutions for over 30 years.

A Qmatic Support and Maintenance Agreement helps you maintain your investment as well as provide coverage for the unplanned and unexpected. Our services preserve the integrity and reliability of your solution, and free software version releases and service packs ensure that you are always operating with the latest features and functions. We work to eliminate obstacles and minimize unforeseen costs with quality support that ensures first priority handling and reduced fees that make it affordable to protect your interests.



SOFTWARE

Qmatic Software Support & Maintenance Agreement

Unlimited Telephone Support

Access our toll-free Technical Support Center between the hours of 7am - 8pm ET, Monday - Friday, as well as after hours and weekend on call support for severity one issues. The Technical Support Team provides remote diagnostic testing, troubleshooting, and verification of proper software setup. The team can also assist with navigating application menus and analyzing customer flow data and management reports.

Priority Case Handling

Clients on a Support and Maintenance Agreement receive care prior to those without an agreement.

Unlimited Access to Qmatic Support Portal

Receive unlimited access to the Qmatic Support Portal. Clients can report issues using this online system and track the status until resolution. The support portal includes access to 24/7 web support.

Guaranteed Service Levels

With a Support and Maintenance Agreement guaranteed service

levels are in place and absolute response and resolution times are assured based on problem severity. Ask us for a Service Level table for details.

Free Service Packs & New Releases Keep You Current

Receive all new Qmatic software version releases and patches as part of your Support and Maintenance Agreement. Know that you will always operate with the latest features and functions. Patches are provided via download. Please note: professional services and training are not provided for new software releases as part of the Support and Maintenance Agreement.

Unlimited Access to Qmatic Training Portal

Receive unlimited access to the Qmatic Training Portal. This easy-to-use tool provides instructional videos, in-depth end-user documentation and quick reference guides, and is a cost-effective way to educate new employees as well as provide refresher training to existing staff.

Two Remote Refresher Training Webinars

Two remote refresher training webinars are included per year. Led by a member of the Qmatic Training Team, topics include interpretation of management screens and statistical reports, plus system backup procedures. Other areas of interest can be discussed with the training team. Remote access for the Qmatic Trainer is required.

Reduced Fees for Additional Training Webinars or Onsite Training

When additional staff training is needed for optimum use of your Qmatic CFM system, instruction can be provided remotely via webinars or on-site training. Led by a member of the Qmatic Training Team, a review of system configuration and capabilities are covered, including interpretation of management screens and statistical reports, plus system overview basics. Additional topics can be discussed with the training team.

HARDWARE

Qmatic Hardware Extended Warranty

Reduced Fees for Onsite Optimization

To ensure your Qmatic CFM system is functioning at maximum efficiency for your operation, a Certified Qmatic Consultant will provide an on-site optimization assessment. The best-priced fees for this service are available only with a Support and Maintenance Agreement.

Non-Production Software

Prior to deployment into the field, many IT best practices include regression testing to verify any changes to configuration or to test new releases in non-production environments. In addition, many clients wish to have a dedicated training environment for their staff. Under the Qmatic Support and Maintenance Agreement, Ensemble and Orchestra customers are entitled to software licenses for up to two non-production environments. Professional services not included.

Software Escrow

Should your IT-policy require your software suppliers to provide the source code under an Escrow account, Qmatic can arrange for this at an additional charge. Please contact us for details.

Secure your investment against unplanned breakdowns for years to come – let Qmatic carry the risk of unpredictable repairs.

Extended Warranty Benefits

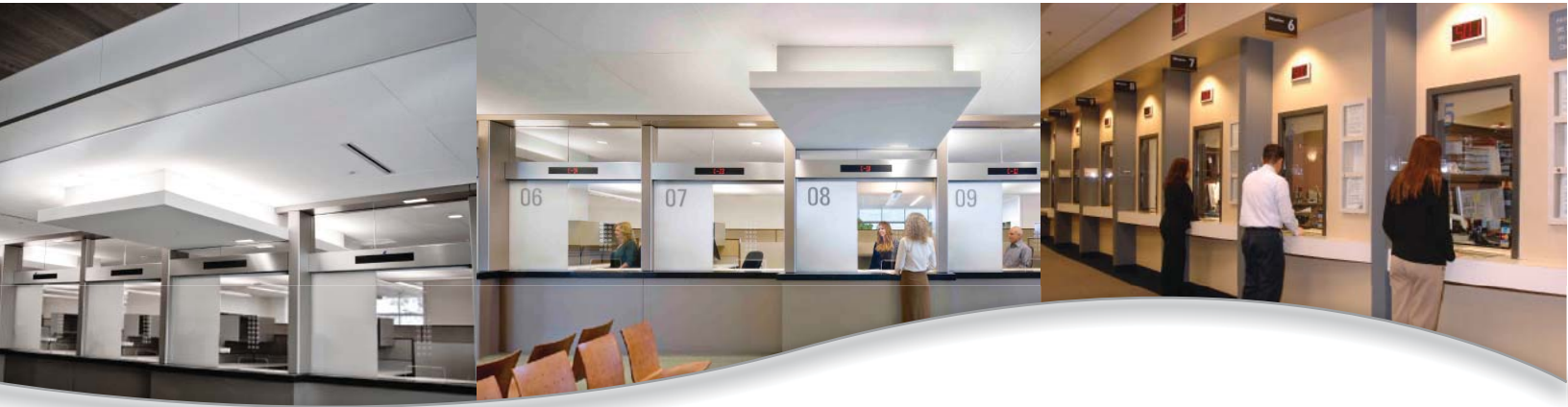
- Guaranteed system compatibility with newer hardware versions for the full duration of the agreement
- Improve forecasting of overall life cycle costs
- Avoid annual variations in spare parts and repair costs
- Peace of mind
- Minimize downtime

Qmatic's Extended Warranty coverage ensures a top-notch client experience. Depending on the case, Qmatic will send a Technician to your location(s) to address the issue or replace the equipment in question via expedited delivery. With an Extended Warranty, direct repair/replacement costs are completely covered.

With the Extended Warranty you get:

- Free access to new firmware releases
- Onsite repair service where required
- Priority client Technical Support
- Qmatic Certified Technician with hands-on experience with Qmatic products
- Technical Support Monday-Friday, 7am - 8pm ET and after hours and weekend emergency support
- Express delivery replacement for failed equipment
- Same or newer condition for hardware replacement





QMATIC

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Duluth, GA 30096

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