

CITY OF CHICAGO
 DEPARTMENT OF PROCUREMENT SERVICES
 ROOM 403, CITY HALL, 121 N. LA SALLE ST.

S. S. R. B.

DATE 7/1/08 JNCP Form Rev _____

APPROVED 5-0

CONDITIONALLY APPROVED _____

RETURN TO DEPT. _____

DISAPPROVED _____

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT

For contract(s) in this request, answer applicable questions in each of the 4 major subject areas below in accordance with the Instructions for Preparation of Non-Competitive Procurement Form on the reverse side.

Request that negotiations be conducted only with Q-MATIC CORPORATION for the product and/or services described herein.
 (Name of Person or Firm)
 This is a request for X (One-Time Contractor Requisition # _____ copy attached) or _____ Term Agreement or
 _____ Delegate Agency (Check one). If Delegate Agency, this request is for "blanket approval" of all contracts within the
 _____ (Attach List) Pre-Assigned Specification No. _____
 _____ (Program Name) Pre-Assigned Contract No. _____

COMPLETE THIS SECTION IF AMENDMENT OR MODIFICATION TO CONTRACT

Describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change, as applicable. Attach copy of all supporting documents. Request approval for a contract amendment or modification to the following:

Contract #- _____ Company or Agency Name: _____
 Specification #- _____ Contract or Program Description: _____
 Mod. #- _____ (Attach List, if multiple)

Myron Schreiber 312-747-7336 Myron N. Schreiber Department of Water Mgmt. 6/20/08
 Originator Name Telephone Signature Department Date

Indicate SEE ATTACHED in each box below if additional space needed:

<p><input checked="" type="checkbox"/> PROCUREMENT HISTORY</p> <p>Upgrading existing Q-Matic System purchased thru sole source contract on 6/3/94.</p>
<p><input checked="" type="checkbox"/> ESTIMATED COST</p> <p>The estimated cost for the upgrade is \$18,526.80 plus extended service warranty of \$4,035 per year totaling \$30,631.80 (See attached quotes).</p>
<p><input checked="" type="checkbox"/> SCHEDULE REQUIREMENTS</p> <p>In order to maintain our customer service traffic flow, this upgrade is necessary to assist and continuously operate our Bureau of Customer Service.</p>
<p><input checked="" type="checkbox"/> EXCLUSIVE OR UNIQUE CAPABILITY</p> <p>Existing equipment initially installed by Q-Matic. Upgrade of existing equipment is cost efficient and would expedite immediate service and avoid delays of work productivity. Further delays will jeopardize our customer service demands/needs.</p>
<p><input type="checkbox"/> OTHER</p>

APPROVED BY: [Signature] 6/23/08 [Signature] 7/1/08
 DEPARTMENT HEAD OR DESIGNEE DATE BOARD CHAIRPERSON DATE

FILE COPY

INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT FORM (Rev. 5/04)

If a City Department has determined that the purchase of supplies, equipment, work and/or services can not be done on a competitive basis, a sole source justification must be prepared on this "Justification for Non-Competitive Procurement Form" in which procurement is requested on a non-bid or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. All applicable questions in each Subject Area below must be answered. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. Also attach a complete CPAC Project Checklist, and any other required forms (see Other #1, below). The Board will not consider justifications with incomplete information documentation

PROCUREMENT HISTORY (INCLUDING FUTURE PROCUREMENT OBJECTIVES)

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement. (Attach copy of notices and list of sources contacted)
4. Describe all research done to find other sources. (List other cities contacted, companies in the industry contacted, professional organizations, periodicals and other publications used).
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, why not?

ESTIMATED COST{tc "ESTIMATED COST"}

{tc ""}

1. What is the estimated cost for this requirement (or for each contract, if multiple awards contemplated)? What is the funding source?
2. What is the estimated cost by fiscal year, if the job project or program covers multiple years?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (ie. budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc).
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

SCHEDULE REQUIREMENTS{tc "SCHEDULE REQUIREMENTS"}

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

EXCLUSIVE OR UNIQUE CAPABILITY{tc "EXCLUSIVE OR UNIQUE CAPABILITY"}

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, other factors make this person or firm exclusively or uniquely qualified for the project. Attach copy of cost proposal and scope of services.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experience of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models, etc. possess. Is compatibility with existing equipment critical from an operational standpoint? Explain why.
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data? Attach documentation verifying such.
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer.

MBE/WBE COMPLIANCE PLAN

1. All submissions must contain detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a complete C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site.

OTHER{tc "OTHER"}

{tc ""}

1. Explain other related considerations and attach all applicable supporting documents (an approved Information Technology Strategy Committee (ITSC) form, an approved Request for Individual Contract Services form, etc.)

REVIEW AND APPROVAL{tc "REVIEW AND APPROVAL"}

{tc ""}

This form must be signed by both the Originator of the request and approved by the Department Head or authorized designee. After review and final disposition from the Board, this form will be stamped to indicate the final disposition and signed by the Chairperson of the Board of authorized designee. {tc "This form must be signed by both the Originator of the request and approved by the Department Head or authorized designee. After

review and final disposition from the Board, this form will be stamped to indicate the final disposition and signed by the Chairperson of the Board of authorized designee." }

**CITY OF CHICAGO
 PURCHASE REQUISITION**

Copy (Department)

DELIVER TO: C01 333 S. STATE ST. - ROOM 410 CHICAGO, ILLINOIS 60604 Chicago, IL	REQUISITION: 38865 PAGE: 1 DEPARTMENT: 88 - DEPARTMENT OF WATER MANAGEMEN PREPARER: Maryjane B Javier NEEDED: APPROVED: 6/17/2008
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REQUISITION DESCRIPTION
 NEW SOLE SOURCE CONTRACT FOR CUSTOMER FLOW MANAGEMENT SYSTEM.

SPECIFICATION NUMBER: 66831

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST							
1	5508086420	1.00	Each	1,000.00	1,000.00							
	CUSTOMER FLOW MANAGEMENT SYSTEM - UPGRADE SOFTWARE TO CURRENT VERSION											
	SUGGESTED VENDOR:											
	REQUESTED BY: Felicia L Rawlings											
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR		Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000		1,000.00
	LINE TOTAL:											1,000.00
2	5508086055	1.00	Each	627.90	627.90							
	CUSTOMER FLOW MANAGEMENT SYSTEM - HARDWARE INTERFACE											
	SUGGESTED VENDOR:											
	REQUESTED BY: Felicia L Rawlings											
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR		Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000		627.90
	LINE TOTAL:											627.90
3	5508086202	1.00	Each	1,799.70	1,799.70							
	CUSTOMER FLOW MANAGEMENT SYSTEM - TICKET PRINTER FIRMWARE UPGRADE											
	SUGGESTED VENDOR:											
	REQUESTED BY: Felicia L Rawlings											
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR		Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000		1,799.70
	LINE TOTAL:											1,799.70
4	5508086015	1.00	Each	435.40	435.40							
	CUSTOMER FLOW MANAGEMENT SYSTEM - BRANCH LICENSE											
	SUGGESTED VENDOR:											
	REQUESTED BY: Felicia L Rawlings											
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR		Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000		435.40
	LINE TOTAL:											435.40

Where a commodity is for a particular or unique use other than standard quality, grades, color, size or other characteristics, give details of how it will be and for what purpose.
 Requisitions prepared incorrectly will be returned to the using department.

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REQUISITION DESCRIPTION

NEW SOLE SOURCE CONTRACT FOR CUSTOMER FLOW MANAGEMENT SYSTEM.

SPECIFICATION NUMBER: 66831

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
5	5508086110	1.00	Each	348.60	348.60
CUSTOMER FLOW MANAGEMENT SYSTEM - MANAGEMENT PORTAL REPORTS MODULE					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	348.60
LINE TOTAL:											348.60

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
6	5508086045	24.00	Each	309.00	7,416.00
CUSTOMER FLOW MANAGEMENT SYSTEM - FRONT OFFICE / BACK OFFICE UPGRADE					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	7,416.00
LINE TOTAL:											7,416.00

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
7	5508086170	1.00	Each	1,544.90	1,544.90
CUSTOMER FLOW MANAGEMENT SYSTEM - SUITE SERVER TYPE A					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	1,544.90
LINE TOTAL:											1,544.90

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
8	5508086152	1.00	Job	1,050.00	1,050.00
CUSTOMER FLOW MANAGEMENT SYSTEM - SOFTWARE CONFIGURATION					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	1,050.00
LINE TOTAL:											1,050.00

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REQUISITION DESCRIPTION
 NEW SOLE SOURCE CONTRACT FOR CUSTOMER FLOW MANAGEMENT SYSTEM.

SPECIFICATION NUMBER: 66831

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
9	5508086184	1.00	Job	525.00	525.00
CUSTOMER FLOW MANAGEMENT SYSTEM - SYSTEM CONFIGURATION CALL (OFF SITE PHONE CONSULT)					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	525.00
LINE TOTAL:											525.00

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
10	5508086400	1.00	Day	651.00	651.00
CUSTOMER FLOW MANAGEMENT SYSTEM - TRAINING, STARTUP, UP TO 4 HOURS					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	651.00
LINE TOTAL:											651.00

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
11	5508086186	1.00	Job	3,128.00	3,128.00
CUSTOMER FLOW MANAGEMENT SYSTEM - SYSTEM INSTALLATION					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	3,128.00
LINE TOTAL:											3,128.00

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
12	5508086500	1.00	Year	0.00	0.00
CUSTOMER FLOW MANAGEMENT SYSTEM - 1 YEAR FULL WARRANTY					

SUGGESTED VENDOR:

REQUESTED BY: Felicia L Rawlings

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	0.00
LINE TOTAL:											0.00

**CITY OF CHICAGO
 PURCHASE REQUISITION**

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REQUISITION DESCRIPTION

NEW SOLE SOURCE CONTRACT FOR CUSTOMER FLOW MANAGEMENT SYSTEM.

SPECIFICATION NUMBER: 66831

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST								
13	5508086505	3.00	Year	4,035.00	12,105.00								
CUSTOMER FLOW MANAGEMENT SYSTEM - 3 YEARS EXTENDED SERVICE WARRANTY													
SUGGESTED VENDOR:						REQUESTED BY: Felicia L Rawlings							
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.		
1	008	0200	0882030	0140	220140	W402	00000000	000000	00000	0000	12,105.00		
LINE TOTAL:											12,105.00		
REQUISITION TOTAL:											30,631.50		

DPS PROJECT CHECKLIST

For DPS Use Only
 Date Received _____
 Date Returned _____
 Date Accepted _____
 CA/CN's Name _____

IMPORTANT: PLEASE READ AND FOLLOW THE INSTRUCTIONS FOR COMPLETING THE PROJECT CHECKLIST AND CONTACT THE APPROPRIATE UNIT MANAGER IF YOU HAVE ANY FURTHER QUESTIONS. ALL INFORMATION SHOULD BE COMPLETED, ATTACH ALL REQUIRED MATERIALS AND SUBMIT FOR HANDLING TO THE DEPARTMENT OF PROCUREMENT SERVICES, ROOM 403, CITY HALL, 121 N. LASALLE STREET, CHICAGO, ILLINOIS 60602.

GENERAL INFORMATION:

Date: 06/23/08
 REQ No.: 38865

Contact Person: Mary Jane Javier
 Tel: 747-1685 Fax: 747-7078 E-mail:mjavier@cityofchicago.org

Specification No.: (if known): 66831
 PO No.: (if known):

Project Manager: Felicia Rawlings
 Tel: 745-0581 Fax: E-mail:felicia.rawlings@cityofchicago.org

Modification No.: (if known):

Previous PO No.: (if known):

Project Description: NEW SOLE SOURCE CONTRACT FOR CUSTOMER FLOW MANAGEMENT SYSTEM.

FUNDING:

- City: Corporate Bond Enterprise Grant* Other
 State: IDOT/Transit IDOT/Highway Grant* Other
 Federal: FHWA FTA FAA Grant* Other

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	OBJT	PROJECT	RPTG	\$ DOLLAR AMOUNT
1/13	008	0200	088	2030	0140	W402	220140			

Estimated Value \$30,631.80

*IF GRANT FUNDED, A COPY OF THE APPROVED GRANT AND APPLICATION ARE REQUIRED and any other Terms and Conditions that may apply.

SCOPE STATEMENT:

Attached is a Detailed Scope of Services and/or Specification

IMPORTANT: THIS IS A CRITICAL PORTION OF YOUR SUBMITTAL. IN ORDER FOR DPS TO ACCEPT YOUR SUBMITTAL YOU MUST COMPLETE THE SPECIFIC SCOPE REQUIREMENTS AS SET FORTH IN THE SUPPLEMENTAL CHECKLIST FOR THAT UNIT.

The following is a general description of what should be included in a Scope of Services or Specification:
 A clear description of all anticipated services and products, including: time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable City ordinance or state/federal regulation or statute.

TYPE OF PROCUREMENT REQUESTED (check all that apply):

NEW REQUEST

- Blanket Agreement
 Standard Agreement
 Small Orders

MOD/AMENDMENT

- Time Extension
 Vendor Limit Increase
 Scope Change/Price Increase/Additional Line Item(s)
 Other (specify):

FORMS: Requisition Special Approvals Non-Competitive Review Board (NCRB)

CONTRACT TERM: Requested Term (number of months):

PRE BID/SUBMITTAL REQUIREMENTS:

Requesting Pre Bid/Submittal Conference? Yes No Requesting Site Visit? Yes No



MEMORANDUM

City of Chicago
Richard M. Daley, Mayor
Department of Water Management

John F. Spatz, Jr.
Commissioner
Bureau of Administrative Support

Beverly J. Ingram
Deputy Commissioner

DePaul Center, Suite 410
333 South State Street
Chicago, Illinois 60604
(312) 747-7030
(312) 747-7078 (FAX)

<http://www.cityofchicago.org/watermanagement>

Finance Section
(312) 747-8112
(312) 747-7078 (FAX)

Human Resources
(312) 747-7898
(312) 747-0620 (FAX)

Information Technology
(312) 747-7042
(312) 747-8123 (FAX)

Labor/Employee Relations
(312) 747-8037
(312) 747-0838 (FAX)

Payroll Section
(312) 747-7932
(312) 747-0228 (FAX)

Procurement Section
(312) 747-0871
(312) 745-4588 (FAX)

TO: Montel Gayles
Chief Procurement Officer
Department of Procurement Services

FROM: John F. Spatz, Commissioner
Department of Water Management

SUBJECT: Sole Source Procurement – Q-Matic Corporation
Upgrade – Customer Flow Management System
Requisition Number 38865

DATE: June 23, 2008

The Department of Water Management Bureau of Customer Service is requesting a sole source contract with Q-Matic Corporation for the installation, configuration and upgrade of our existing Customer Flow Management System. The existing Customer Flow Management System was initially purchased thru a sole source contract with Q-Matic Corporation in June of 1994. Currently, the existing system is not operational and needed to assist and organize our Bureau of Customer Service with customer traffic flow. Furthermore, the Department of Water Management found it more cost efficient to upgrade our existing system verses purchasing a new system.

In addition, the upgraded system will allow our Bureau of Customer Service to manage customer flow from numerous strategic points such as reception area, front office counters and back office. The system upgrade will also be tailored to link each service point, transfer customers to other stations, select and prioritize categories of service and assist in generating reports on wait times, service times and performance.

We would therefore, like to request your consideration for a sole source contract with Q-Matic Corporation for the installation, configuration and upgrade of our existing Customer Flow Management System. Attached for your review and consideration is requisition # 38865, DPS checklist, justification for non-competitive procurement, detailed specifications and a quote from Q-Matic Corporation.



Thank you in advance for your immediate attention.

cc: Julie Hernandez-Tomlin
Beverly Ingram
Myron Schreiber
Gloria Birden
Felicia Rawlings
Judy Martinez
Gustavo Giraldo
Monica Cardenas
James Bracewell
File



95 Underwood Road
Fletcher, NC 28732

QUOTE

Organization: City of Chicago; Department of Water	Date: April 25, 2008
Customer Name:	Rep: JGW
Address: 333 S. State Street	Phone: 828-329-2922
City/State/Zip: Chicago, IL 60604	Fax: 828-209-1100
Phone: 312-745-0581	Email: john.wordingham@q-matic.com
Fax: 312-747-7078	
Email: felicia.rawlings@cityofchicago.org	Quote #: jgwcp-001-042808-v1

: Upgrade of Q-Matic System to Q-Matic Suite - Web based Customer Flow Management System.

QTY	PART #	DESCRIPTION	LIST	PER UNIT	PRICE
SOFTWARE					
1	QSU9060	Q-Win™ Upgrade Software to Current Q-Win™ Version	\$1,429	\$1,000.30	\$1,000.30
Q-MATIC SUITE SOFTWARE					
1	QSU1100	Q-MATIC Suite™ Branch License	\$622	\$435.40	\$435.40
1	QSU2004	Option - Q-MATIC Suite™ Management Portal Reports Module	\$498	\$348.60	\$348.60
4	QSU9001	User - Q-MATIC Suite™ Front Office/Back Office Upgrade from Q-MATIC Next	\$309	\$309.00	\$7,416.00
INTERFACE					
1	QMS9000	Q-WIN Hardware Interface for QS	\$897	\$627.90	\$627.90
COMPUTER HARDWARE					
1	PC9074A	Q-MATIC Suite Server Type A	\$2,207	\$1,544.90	\$1,544.90
BP TICKET PRINTERS					
1	BP28UG	Ticket Printer Firmware Upgrade	\$2,571	\$1,799.70	\$1,799.70
SERVICES & LITERATURE					
1	CS9068	Software Configuration	\$1,050	\$1,050.00	\$1,050.00
1	SCC001	System Configuration Call - Off Site Phone Consult	\$525	\$525.00	\$525.00
1	TR9085	Startup Training - Up To 4 Hours	\$651	\$651.00	\$651.00
1	IN9090	Installation		\$3,128.00	\$3,128.00
1	SH9090	Shipping & Handling		\$68.10	\$68.10
SOFTWARE SUBTOTAL					\$9,200.30
RDWARE SUBTOTAL					\$3,972.50
RVICES SUBTOTAL					\$5,422.10
AND TOTAL					\$18,594.90

**Terms for credit must be returned within 30 days of receipt and are subject to prior approval and a 25% restocking fee.
Purchase orders should be faxed to 828-209-1100**

Terms: Net thirty (30) days, 1% Discount 20 days
Quote valid for sixty (60) days
Quote Number: jgwcp-001-042808-v1
Warranty Period: 6 Months

F.O.B. Origin - Place of Origin Fletcher, NC
Tax ID: 36-3545811
CAGE Code: 03PV1
DUNS: 18-915-8629

Applicable sales or use tax will be added to the invoice. If you are exempt, please mail exemption certificate with your purchase order.

ADDITIONAL CHARGES MAY APPLY FOR EXPEDITED SHIPPING, CONDUIT, SPECIAL PERMITS AND LICENSING, CONTRACTORS, OR WEEKEND/HOLIDAY LABOR

Quote Form: 24.4



Q-MATIC Corporation
95 Underwood Road
Fletcher, NC 28732

Purchase Order Instructions for Procurement Department

To help expedite the order, the following items should appear on the purchase order. Any purchase order that does not include all of the following may result in the order being delayed.

- Bill to Address
- Ship to Address
- Purchase Order number
- Purchase Order dollar amount
- Quote number clearly marked on Purchase Order
- Itemized list of equipment
- Net terms 30 days
- Delivery date marked 8 weeks (min.) after issue of Purchase Order date or do not list a delivery date on Purchase Order.
- Contact Name and Phone Number for the Purchase Order
- Shipping FOB ORIGIN or DESTINATION PREPAY FREIGHT AND ADD

PLEASE FAX ALL PURCHASE ORDERS TO 828-209-1100

Thank You,
Q-MATIC Sales Support

Quote:



**Q-MATIC CORPORATION
EXTENDED LIMITED WARRANTY**

This Extended Warranty shall be offered prior to the expiration date and effective for one (1) year (365 consecutive days). However, either party may terminate this agreement, effective upon the delivery of written notice of such termination to the other party. If the other party becomes insolvent or is generally not paying its debts as such debts come due, then Q-MATIC reserves the right to terminate the agreement. Termination of the agreement must be delivered to the other party no less than sixty (60) days prior to the effective date of such termination. In the event of termination of this agreement, Q-MATIC will continue to make available to the Customer, at the going price rate, parts/components, supplies and other materials to keep the Q-MATIC queuing system operational and functioning.

The price in effect for renewals of your Extended Warranty may not be equal to the preceding year's warranty and may be adjusted to reflect current labor and material costs. By authorizing the purchase of a maintenance agreement, either through a purchase order or a credit card payment, you acknowledge that you have read and agree to be bound by its terms and conditions. You also confirm that the equipment covered by the warranty is presently in use, or could be in use, and is in good working order.

Please note that where your previous period of Warranty or Extended Warranty coverage has been allowed to lapse you will be required to pay an additional 15% discontinuity fee or you may choose to have your new agreement backdated to the expiration date of your previous coverage.

**APPENDIX A
MODIFICATIONS**

- * Category and button name changes
- * Priority changes
- * Management screen changes
- * Report design changes
- * Work station script changes
- * Script changes to include:

Ticket Text	Calendar Text	Q-NET Script
Display Text	Web Text	Card Reader Script
E-Mail Text	Staff Text	System Database Script
Pager Text	Alarm Text	Category Script
Video Text	Voice Text	Multi-Interface Script
Information Display Text	Button Script	

Account Name _____
 By: _____
 Title: _____

Q-MATIC CORPORATION
 By: Michelle Gorman
 Title: Warranty Sales

Site # : **94315**
 COSTS: Annual: \$ 4,035
 Quarterly: \$ 1,110

Warranty Period: TBD
 * This Extended Limited Warranty is subject to change without notice.
 Q-MATIC is a registered trademark of Q-MATIC Corporation.



**Q-MATIC CORPORATION
EXTENDED LIMITED WARRANTY**

Ms. Felicia Rawlings
City of Chicago; Department of Water
333 S. State Street
Chicago, IL 60604

For the period indicated, Q-MATIC Corporation will provide the following:

Service visits as necessary to maintain proper system functionality. This assumes that Customer personnel, prior to requesting a service call, have checked all power plugs and system connections and attempted repair with guidance from phone support.

Q-MATIC will be responsible for the replacement of faulty system parts/components via overnight delivery within the continental United States. Due to special handling requirement, shipment of kiosks may take up to four (4) days. All shipments to Alaska and Hawaii may require extra time. Customer must return faulty units to Q-MATIC Corporation within thirty (30) days. Q-MATIC Corporation will pay for the return shipping cost of the faulty parts/components returned within thirty (30) days, by providing an authorized return label. The Customer is to attach the label to the equipment being returned. Outside of the thirty (30) day return period, the Customer will be billed for the return of said faulty parts/components. Q-MATIC Corporation does not provide any additional warranties, other than the original manufacturers warranty, for televisions and/or plasma displays. Q-MATIC reserves the right to change the list of third party equipment eligible for coverage at any time.

Q-MATIC Corporation's technical support personnel are available to the Customer via phone, fax, and e-mail, Monday through Friday 8:30 a.m. to 8:00 p.m. Eastern time. We offer unlimited telephone consultation and trouble-shooting during these hours plus pager service for emergencies outside the specified time. When submitting problems or questions to Q-MATIC's technical support team, we ask that the Customer provides company name, site number, contact name, telephone number and e-mail address. This information assists the Q-MATIC technician in providing the high-quality technical support to which our customers are accustomed.

During the term of this Extended Warranty, Q-MATIC Corporation agrees to provide both the labor and the material necessary to repair or replace system parts as necessitated by normal usage. Incidents of damage or loss resulting from misuse or perils such as fire, theft, water damage, lightning acts, earthquakes, damage resulting from improper use, or other events outside the control of Q-MATIC Corporation are not covered. Any damage or malfunction caused by the use of non-Q-MATIC supplies, unauthorized or incompatible parts, components, or modifications to the system will cause this Extended Warranty to be null and void.

Q-MATIC Corporation will be responsible for repairing existing system software should any bugs and/or glitches occur in the software. Operating system upgrades, software upgrades or modifications (see Appendix A) are not included in the Extended Warranty but may be purchased for an additional charge. Q-MATIC must be notified before any changes/upgrades are made to the operating system. Upgrades are: a change of software version, adding additional users and/or adding additional features.

Q-MATIC's liability under this agreement is limited to the repair or replacement of the Q-MATIC product, whichever is appropriate. Q-MATIC is not responsible for any loss of profits, loss of use, interruption of business, nor for indirect, special, incidental or consequential damages of any kind whether under this agreement or otherwise.

Service calls under this Extended Warranty will be made during normal business hours. A verbal purchase order number must be provided by the Customer prior to dispatching service for the above-stated incidents not covered by the Extended Warranty. Service provided for incidents not covered by this Extended Warranty will be billed at the rate of \$100 per hour (hours billed = hours spent on site plus travel time) and any additional expenses incurred. Service provided for incidents not covered by this Extended Warranty and outside normal business hours will be billed at the rate of \$150 per hour, plus any additional expenses incurred. All service repairs performed under this Extended Warranty will be guaranteed for a period of thirty (30) days.

PROCESSING REQUEST - Purchasing Requisition

TO: Procurement
FROM: Margarita Alvarez
DATE: 06-24-2008
RE: CONTRACT PROCESSING

- 1. () Request Renewal of Contract # __ for __ months.
Budgeted Amount \$ _____
Current Contract Expires: _____
- 2. () Request New Blanket for:
Budgeted Amount \$ _____
- 3. () Request One-Time Purchase # _____
Budgeted Amount: \$ _____

Fill in information below for choice A, B or C above

Quantity Required: **VARIOUS**

Description: **NEW SOLE SOURCE CONTRACT FOR CUSTOMER FLOW MANAGEMENT SYSTEM.**

Item #:

Spec. # **66831**

Justification:

Requisition : **38865**

Comments:

- 4. () Request Extension of Contract for months.
Current Contract Expires: _____
- 5. () Request Increase and or Vendor Limit of Contract # in the Amount of \$ _____ for usage until contract is in place.
Current Contract Expires: _ _
- 6. () Contract should not be renewed.

-
- | | | | |
|----------|---------------------|----------|----------------------|
| 1. (X) | CPAC Check List | 4. () | Spec |
| 2. (X) | Hard Copy of Req. | 5. () | OTHER (SPECIFY) |
| 3. (X) | Commissioner Letter | 6. (X) | SOLE SOURCE CONTRACT |

Approved and Date:

MA
Sent to Procurement