



# Information and General Services Department

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Information Systems  
Geographic Information Systems  
Facilities Management

Emergency Services  
Central Services  
Cable Television

Purchasing  
Airport  
Library

## NEVADA COUNTY BOARD OF SUPERVISORS Board Agenda Memo

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**MEETING DATE:** July 9, 2019  
**TO:** Board of Supervisors  
**FROM:** Steve Monaghan, Chief Information Officer  
**SUBJECT:** Resolution Approving a Contract between the County of Nevada and QLess for Virtual Queuing Services in the maximum not to exceed \$36,450 for a term of July 1, 2019 through June 30, 2022

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**RECOMMENDATION** Adopt the Resolution.

**FUNDING:** Funding for these services is included in the FY-19/20 budgets for the Health and Human Services Agency and Community Development Agency. No budget amendment is required, and there is no further impact on the general fund.

**BACKGROUND** The County is responsible to serve the public in various locations with large volumes of business such as the Child Support Office, Public Health and Building and Planning Departments. While the County strives to be responsive in the fastest manner possible, customers are often uninformed as to where their position is line and when they will be assisted.

The Information and General Services – Information Services (IS) Division collaborated with the Health and Human Services Agency (HHS) to identify a virtual queuing system to better inform clients where they are in line. This system also notifies the clients of which window to approach for assistance when their number is called. QLess was the selected vendor and awarded a contract for services in the HHS lobby areas.

This year the Community Development Agency (CDA) has experienced an increase in customer traffic with additional permitting and project review demands. IS worked with Building and Planning departments to review the same virtual queuing system currently in use in the HHS lobby. The Departments decided to install the system for the lobby area in the CDA.

To maximize better pricing and minimize contract management the Purchasing Division recommended combining these services into one inclusive contract. In accordance with the Administrative Code, the recommended award amount exceeds the Purchasing Agent’s authority. Therefore, your Board’s approval is required to proceed with the award of contract with QLess in the maximum amount of \$36,450 for a term of July 1, 2019 through June 30, 2022

**Item Initiated by:** Desiree Belding  
**Approved by:** Steve Monaghan  
**Submittal Date:** June 14, 2019