SINGLE SOURCE AWARD **BID # SS-0588-19**

Subject: Queuing Software for the Duval County Tax Collector

Department: Duval County Tax Collector

Description of Purchase:
Subject Single Source Award was awarded on July 25, 2019 to QLess, Inc. (contract #10724) in the amount of $416,100.00.

Recommend approval to allow Duval County Clerk of Courts to utilize contract #10724 due to the COVID-19 pandemic. Estimated expenditure amount not-to-exceed $36,100.00. Total revised award mount not-to-exceed $452,200.00. Period of service shall be date of award through July 24, 2023 with two (2) two (2) year renewal options.

Funding Source: 10602-122001-534100-0000-00001621-0000-00000 – to be executed by formal contract amendment through the Office of General Counsel.

Single Source Award To: QLess, Inc.

Price Justification: See attachment

Total Award: $452,200.00 **Requisition #:** N/A

Attachments: Agency Memos, Supplier Letter & Quote, Previous Award

Certification as to Single Source: Allison Luker, Chief Financial and Administrative Officer, Clerk of Courts

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: David Klages

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Clerk of the Circuit & County Courts
DUVAL COUNTY
JACKSONVILLE, FLORIDA 32202

RONNIE FUSSELL
CLERK OF THE CIRCUIT AND COUNTY COURT

May 26, 2020

To: Gregory Pease, Chief of Procurement

Thru: Allison Luker, Chief Financial and Administrative Officer

From: Austin Eler, Senior Specialist
Angel Van Sickle, Manager to the Clerk

Subject: QLess - Piggyback of Single Source Contract Number 10724

The Clerk of the Circuit and County Courts is requesting an emergency piggyback award of the Tax Collector's Office: Contract 10724 with QLess. Contract 10724 was awarded to QLess as Single Source award SS-0588-19.

QLess is the provider of cloud-based queuing software utilized in government and private industry. QLess will provide the clerk's immediate appointment needs due to the COVID-19 Pandemic and the continuing of services while limiting lobby occupancy for customers. In addition, QLess will allow various options in the future to minimize customer service and lobby wait time, and an app supported in IOS and Android Systems.

Funding Source: The total expenditure is estimated at $36,100.00; quote attached for breakdown. Funding will be encumbered using state funding as defined in FS 28.37(5).

Attached:
- Single Source Request Form
- Sole Source Letter - QLess
- Quote – QLess for Clerk of Court
- Tax Collector Contract 10724

501 West Adams Street, Suite 2350
Jacksonville, Florida 32202
Telephone: 904-255-2097 Facsimile: 904-255-2157

Jim Overton, Duval County Tax Collector

To: Greg Pease, Chief, Procurement Division
From: Debra Doran, Chief Financial Officer, Duval County Tax Collector
Kevin Rock, Chief Business Support, Duval County Tax Collector
Date: Tuesday, May 27, 2020
RE: Piggyback – Clerk of Court utilization of SS-0588-19, Contract #10724

The Duval County Tax Collector utilized SS-0588-19 to procure queuing software and entered into contract #10724 with QLess, Inc October 2, 2019. The contract is effective for four years and has two (2) two-year renewal options. The Clerk of Courts has requested our approval to piggyback on this contract and the Duval County Tax Collector concurs.

Please let us know if additional information is requested or required.

Duval County Tax Collector's Office
231 E. Forsyth Street, Room 208, Jacksonville FL 32202
Phone: (904)630-1838 Email: taxcollector@coj.net

May 22nd, 2020

Duval County Clerk of Courts
501 W Adams Street, Suite 1012
Jacksonville, FL 32202
904-255-1852

RE: Notice to "Piggyback" City of Jacksonville Contract

This Notice by QLess, Inc. allows Duval County Clerk of Courts to "Piggyback" the *"City of Jacksonville, for and on behalf of Duval County Tax Collector MSA"* signed between QLess and the City of Jacksonville on December 19, 2019. The Terms and Conditions contained in said MSA agreement and its addendums apply to any purchased Subscriptions and Services between QLess and Duval County Clerk of Courts.

This Notice does not obligate Duval County Clerk of Courts to purchase QLess software services. This Notice supersedes all other terms and conditions between said parties. Any further changes would require agreement between both parties.

Best Regards,

Charlie Meyer

Charlie Meyer
Vice President of Sales

QLESS

Company Address 150 S Los Robles Ave.
Pasadena, CA 91101
US

General Information

Quote Name	Duval County, FL - Clerk of Courts	Created Date	5/21/2020
Quote Number	00002573	Expiration Date	7/31/2020
Email	zach.zipay@qless.com		

Customer Contact Information

Contact Name	Gerald Cates	AP Contact Name	Mr. Gerald Cates
Phone	(904) 613-7810	AP Contact Phone Number	9046137810
Email	gerald.cates@duvalclerk.com	AP Contact Email Address	gerald.cates@duvalclerk.com

Address Information

Ship To Name	Duval County Clerk of Court	Bill To Name	Duval County Clerk of Court
Ship To	501 W Adams Street Jacksonville, FL 32202 United States	Bill To	501 W Adams Street Jacksonville, FL 32202 Jacksonville, FL 32202 United States

Terms

Term of Contract	4 Years	Payment Term	N 30
Billing Terms	Prepaid Annually	Pre-Pay	No
Set up and Training	Prepay upon signing of SO	Purchase Order Required	
Subscription Fees	Subscription starts upon receipt of admin login		

Quote Line Items

Product	Product Description	Sales Price	Quantity	Subtotal	Total Price
Account Set-Up and Virtual Training	Initial Kick-Off Call Questionnaire Review Build and QA of environment Welcome Letter with login information for kiosk, monitor, CEC/QM, Reports Training- Foundations and Admin Classes Up to one call for questions, answers during set up Includes 2 training sessions Each additional session is $500	$2,500.00	1.00	$2,500.00	$2,500.00
2-way SMS Interactive Queuing	2-way SMS Interactive Queuing QLess iOS and Andriod Apps: Customer Facing Interface Home Kiosk: User Web Join On-site Kiosk: Customer Facing Interface On-site Monitor: Customer Facing Display Customer Engagement Center (CEC): Staff User Interface Command Center (Account Configuration Tool): Staff Interface QLess Historical Reports & Analytics Ticket Printing Enabled (Requires Ticket Printer) Basic QLess Support Level	$1,250.00	12.00	$15,000.00	$15,000.00

Company Address 150 S Los Robles Ave.
Pasadena, CA 91101
US

Package	Configuration Per Location: Queues per location: 1-10 Transaction Types/Service Results: 1-12 Per Queue Service Results: 30 Per Queue Custom Fields: Unlimited Client Branding within Customer Facing Kiosk and Monitor: Basic Client Logo CSS: No special design requirements for Kiosk or Monitor or CSS Style Sheet is provided by the customer.				
Flex Appointments	Click on this link to learn more about Flex Appointments: https://www.qless.com/features/flexappointments/ Basic Flex Appointment Set-up: Up to 5: # of Resources (Ex: Agent 1, Counselor, Dr. Jones) Up to 5: Transaction Types (Ex: graduation check, immunization, permit application) Up to 5: Resource Types (Ex: Advisor, Agent, Representative)	$1,250.00	12.00	$15,000.00	$15,000.00
Live Dashboard	This is a real-time analytics tool providing key performance statistics, throughout the day, across the organization using QLess.	$50.00	12.00	$600.00	$600.00
QLess API Access	API Access - over 125 RESTful web service APIs offering precise control over queue management, customer experience, monitoring, and reporting.	$50.00	12.00	$600.00	$600.00
SMS Survey	Ability to send to a short survey via SMS upon completion of service	$50.00	12.00	$600.00	$600.00
Calendar Integration | GOV	2-way calendar integration for Office 365	$50.00	12.00	$600.00	$600.00
Single Sign-on Integration (SSO) | 0 - 100 Users	Single sign-on provides your staff with the ability to sign into Queue Manager and CEC with their organizational credentials. SSO up to 0 - 100 employee sign-on SAML integration (set up included) QLess only authenticates using SAML. Our identity provider is Auth0. SSO is supported for both Queue Manager (QM) and CEC. SSO requires that your staff members have an account in our system as well.	$100.00	12.00	$1,200.00	$1,200.00

Totals & Payment

Subtotal	$36,100.00
Discount	0.00%
Grand Total	$36,100.00
Sales Tax Total	$0.00
Grand Total New	$36,100.00

Package and Training Details

QLess Training Details	Virtual training

QLess Support Options & Miscellaneous Notes

Miscellaneous Notes	2 locations: Main location is very large. -22 departments satellite location-beach blvd is small.

BASIC SUPPORT - Included at no charge

Company Address 150 S Los Robles Ave.
Pasadena, CA 91101
US

- Access to Knowledge Base
- Phone and Email Support

PREMIUM SUPPORT - 20% OF ANNUAL LICENSE FEES ($3,000 Minimum)

- 20% of Annual Licensing ($3,000 Minimum)
- Access to Knowledge Base
- SLA with faster resolution time
- Online, Phone with Zendesk Talk and Email Support

Mr. Gerald Cates - Assistant to the Clerk – IT Director
Duval County Clerk of Courts
501 W Adams Street, Suite 1012
Jacksonville, FL 32202
Office Phone (904)255-1852

*As we discussed yesterday, please send me a revised quote removing the limits on services etc.
-QLess agrees to no limits on the amounts of Services, Queues, Transaction types per Location/Departments - As far as pricing goes and will not be charged more if exceeded the quote limitations.

*Also, we would like language allowing us three, one year renewal options. This should match with the Tax Collector contract.
-QLess agrees.

*We would also like a separate letter on company letterhead agreeing to all the Duval County Clerk of Court to piggyback on the Tax Collector's contract.
- QLess agrees and will send.

Terms and Conditions

TERMS & CONDITIONS:

1. The customer agrees to allow QLess to promote that you are a customer of QLess.
2. The customer is responsible for providing electricity, Internet access, a computer, and a QLess-supported browser at each point of service.
3. Payable upon receipt
4. The launch is defined as the Delivery of the standard QLess solution along with the admin login.
5. In the QLess iOS and Android Apps, customers have to be provided the ability to request priority and trade places with another customer
6. To avoid interruption of service, the contract will auto-renew for successive terms (1-time fees excluded) until canceled in writing at least 90 days in advance of the end of the then-current term.
7. Rates above include account setup, initial configuration & training.
8. This Service Order outlines the project and all the deliverables by QLess. It supersedes all prior agreements or discussions with the company.
9. Unless otherwise noted, client subscription will begin upon receipt of the Engineering welcome letter and when admin access is granted or continued. This shall also constitute the renewal date upon completion of the subscription term. In exceptional instances where renewal invoicing is delayed while services are still active, any lapsed invoicing periods will be retroactively applied, and the renewal date will remain as aforementioned.
10. This contract is subject to QLess Terms and Conditions that can be found at https://www.qless.com/terms/

Company Address 150 S Los Robles Ave
Pasadena, CA 91101
US

Customer and QLess Signature

Account Name	Duval County Clerk of Court	Company Name	QLess
Name	Gerald Cates	Prepared By	Zach Zipay
Title	IT Director	Title	Sales Director, Government Sales
Signature	_____	Signature	Zach Zipay
Date	_____	Date	5/21/2020

SINGLE SOURCE AWARD **BID # SS-0588-19**

Subject: Queuing Software for the Duval County Tax Collector

Department: Duval County Tax Collector

Description of Purchase:
Recommend approval of single source award to QLess, Inc. for the purchase of queuing software to minimize the wait times of customers in the lobby. Period of service is four (4) years from date of award with two (2) two-year renewal options. Estimated expenditure amount not to exceed $416,100.00.

Funding Source: TCSG017-06427 and 06403 – to be executed by formal contract through the Office of General Counsel.

Single Source Award To: QLess, Inc.

Price Justification: See attachment

Total Award: $416,100.00 **Requisition #:** N/A

Attachments: Agency Memo, Single Source Form, Vendor Letter & Quote

Certification as to Single Source: Debra Doran, Chief Financial Officer, Tax Collector

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: David Klages

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

Teresa R Eichner
CHAIRMAN

7/25/19
DATE

James R. McCain

ACTION OF AWARDING AUTHORITY DATE: 7/25/19

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Brian Hughes
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No: 2019-02

FORM GB-113, Revised 12/2007