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"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

DUVAL COUNTY TAX COLLECTOR

www.coj.net/tc
taxcollector@coj.net

Jim Overton
TAX COLLECTOR

231 E. FORSYTH ST., SUITE 100
JACKSONVILLE, FLORIDA 32202-3356

TO: Gregory Pease, Chief of Procurement

FROM: Debra Doran, Chief Financial Officer, Tax Collector

Kevin Rock, Director of Administrative Services, Tax Collector

SUBJECT: Sole Source Award for Tax Collector Queuing System

DATE: July 9, 2019

Please take appropriate action to issue contract for the Duval County Tax Collector to partner with QLess, Inc regarding the queuing solution provider at all Tax Collector Offices.

QLess is the provider of cloud-based queueing software utilized in government and private industry. QLess utilizes various channels to minimize the wait times of customers in the lobby. The QLess solution provides a single point of contact for appointments, traditional in-office queue solutions, call ahead queue, mobile apps visible to all constituents, web-site support for displaying different data points, and on-going training and support.

The proposed contract terms for services will be four years from the effective date with (2) two-year renewal options. Payment terms will be as follows:

25% - At contract execution
25% - First office go-live
50% - All offices operational

The proposed project has an estimated cost of $416,100.00 to the City of Jacksonville.

The Tax Collector's Office has used due diligence in verifying that QLess is the only vendor that can provide the mobile apps for IOS and Android that seamlessly integrate into the queueing solution.

Attached, please find the following:

- Single Source Request

Thanking you in advance for considering our request.

SINGLE SOURCE REQUEST

Pursuant to the City of Jacksonville Procurement Code § 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.

REQUESTING AGENCY (DEPT./DIVISION): Duval County Tax Collector

FUNDING SOURCE: TCSG017

BRIEF DESCRIPTION OF GOODS/SERVICES:

REQUEST FOR QLESS TO BECOME THE QUEUING VENDOR USED BY THE DUVAL COUNTY TAX COLLECTOR. QLESS WILL ALLOW CUSTOMERS TO WAIT FOR THEIR SERVICE AT HOME OR AT THE OFFICE, SENDING NOTIFICATIONS WHEN THEY ARE NEARING THE FRONT OF THE LINE. QLESS ALSO PROVIDES APPOINTMENTS, WEB-SITE INTEGRATION, AND MOBILE APPS

AMOUNT OF PROJECT (attach quote): $416,100.00

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

QLESS WILL PROVIDE AN ALL-INCLUSIVE QUEUING SYSTEM TO THE DUVAL COUNTY TAX COLLECTOR FOR ALL OF ITS BRANCHES MODULES INCLUDE. CLOUD BASED VIRTUAL QUEUE, INTERNAL APPLICATION FOR OFFICE STAFF, SMS FUNCTIONALITY, APPOINTMENT SYSTEM, CUSTOMIZABLE WEB SITE INTEGRATIONS, MOBILE APPLICATIONS FOR IOS AND ANDROID PLATFORMS, INTEGRATION WITH EXISTING MOTOR VEHICLE NETWORK

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

QLESS IS THE ONLY QUEUING PROVIDER TO OFFER MOBILE APPLICATIONS FOR IOS AND ANDROID DEVICES. TAXPAYERS WILL BE ABLE TO SEARCH ALL TAX COLLECTORS OFFICES, SELECT AN OFFICE BASED UPON LOCATION OR ANTICIPATED WAIT TIME, JOIN THE QUEUE FROM THE MOBILE APP. THE MOBILE APP ALSO HAS THE CAPABILITY TO TRACK THE LOCATION OF THE CUSTOMER AND RECOMMEND ADDING TIME BASED UPON ESTIMATED ARRIVAL.

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

THE DUVAL COUNTY TAX COLLECTOR ASSERTS THAT WE HAVE RESEARCHED THE AVAILABILITY OF OTHER SOURCES FOR THIS SERVICE AND FOUND NO OTHER SOURCES.

Submitted by: DEBRA DORAN — CHIEF FINANCIAL OFFICER

(Name) — **(Title)**

Date: 7/2/19

Requesting Agency's Director's Signature: Debra Doran

July 12, 2019

Mr. Kevin Rock,

The City of Jacksonville requires a mobile (iOS and Android applications) and on-site wait management system.

Some of your needs require the following:

- SaaS (100% hosted – no local servers or client software at the base)
- Web Based (uses standard web browsers to access software) Ex: IE, Firefox, Chrome
- Text Messaging (SMS) interface
- The only vendor to have the iOS & Android free consumer apps to join the line remotely.
- Citizens are automatically re-notified if they do not immediately respond
- iOS Concierge App that runs native on iPads
- Protection of citizen privacy by only displaying partial phone numbers to employees
- System automatically calculates and displays forecast wait for each individual citizen
- Citizens can join the line from their phone using text, web url, app, or kiosk.
- Easy to find replaceable of the shelf hardware that works with QLess Software
- System can automatically summon the next citizen in line to save time
- Citizens may leave the line at any time (L)
- Citizens can then also re-join the line in the spot where they left (J)

While there are many other features available, to our knowledge, QLess is the ONLY vendor providing all these features and functionality in the marketplace.

Best regards,

Mr. Zach Zipay, MBA
Sales Director, QLess
Tel. +1 404.353.7046
Zach.Zipay@qless.com

Every Minute Spent Standing in Line Is a Minute Lost to your Citizens.

QLESS

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

General Information

Quote Name	Duval County Tax Collector	Created Date	7/8/2019
Quote Number	00001523	Expiration Date	9/30/2019
Account Owner	Jerry Darakjian		
Email	zach.zipay@qless.com		

Customer Contact Information

Contact Name	Kevin Rock	AP Contact Name	Kevin Rock
Phone	(904) 630-1464	AP Contact Phone Number	(904)630-7593
Email	krock@coj.net	AP Contact Email Address	krock@coj.net

Address Information

Ship To Name	Duval County Tax Collector	Bill To Name	Duval County Tax Collector
Ship To	231 E Forsyth St. Room 300A Jacksonville, FL 32202 32202 United States	Bill To	231 E Forsyth St. Room 300A Jacksonville, FL 32202 United States

Terms

Term of Contract	4 Years	Payment Term	30 Days
Billing Terms	Prepaid	Pre-Pay	Yes
Set up and Training	Pre pay upon signing of SO	Hardware	Pre pay upon signing of SO
Subscription Fees	Pre pay upon signing of SO	Terms Special Instructions	Prepay for 4 years of SaaS service. All services are included in the quote that QLess offers.

Quote Line Items

Product	Product Description	Sales Price	Quantity	Subtotal	Total Price
Account Set-Up and On-Site Training	Includes 1 day on-site (travel costs included) each additional day $1,000 Includes 1 Virtual Training session if needed Additional Virtual Training sessions $500 Virtual queuing (printed tickets optional) Analytics/Reporting Kiosk, Monitor, QManager Software Components Support & Command Center (includes Configuration tool for managers) Two-way SMS Text Notifications Customers can ask for more time, ask for	$7,500.00	1.00	$7,500.00	$7,500.00

Name	Kevin Rock	Prepared By	Zach Zipay
Title	Director of Administrative Services	Title	Sales Director, Government Sales
Signature	_____	Signature	Zach Zipay
Date	_____	Date	7/8/2019

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

Government - Interactive / Remote Mobile Queueing Package	updates, and leave the queue Remote Kiosk (links to your website so customers can get in line from home/work) iOS & Android Apps Concierge App for iPad (used by Greeter or Managers) Access to API's Flex-Appointments Dashboard	$925.00	432.00	$399,600.00	$399,600.00
Q-Stick for Monitor	QStick for Monitor (Highly Recommended for Monitor)	$1,000.00	9.00	$9,000.00	$9,000.00
Support & Maintenance - Premium Support	20% of Annual Licensing ($3,000 Minimum) Access to Knowledge Base SLA with faster resolution time Online, Phone with Zendesk Talk and Email Support	$0.00	4.00	$0.00	$0.00

Totals & Payment

Subtotal	$416,100.00
Discount	0.00%
Grand Total	$416,100.00
Sales Tax Total	$0.00
Grand Total New	$416,100.00

Package and Training Details

QLess Training Details: QLess has included 2 days of ONSITE training/walkthrough training included. We have a local resource in Orlando who can do the visit. She is very knowledgable on the QLess backend and rollout.

QLess Support Options & Miscellaneous Notes

BASIC SUPPORT - Included at no charge

- 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

Miscellaneous Notes:

Kevin Rock
Director of Administrative Services
Duval County Tax Collector's Office
231 E Forsyth St. Room 300A
Jacksonville, FL 32202
Phone: (904)630-7593

ALL QLESS services are included.
-Apps, Text, Web, APIs, SMS survey.

All software, QSticks are included.
Premium Support included.

Name	Kevin Rock	Prepared By	Zach Zipay
Title	Director of Administrative Services	Title	Sales Director, Government Sales
Signature		Signature	Zach Zipay
Date		Date	7/8/2019

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

Terms and Conditions

TERMS & CONDITIONS:

1. 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: Delivery of the standard QLess solution along with admin login.
5. QLess staff-facing interfaces require Adobe Flash (available for free for most popular computing platforms -check with your QLess rep for details).
6. In the QLess iOS and Android Apps, customers have to be provided the ability to request priority and trade places with another customer
7. 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.
8. Rates above include account setup, initial configuration & training.
9. This Service Order outlines the project and all the deliverables by QLess. It supersedes all prior agreements or discussions with the company.
10. Unless otherwise noted, client subscription will begin upon receipt of 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 are delayed while services are still active, any lapsed invoicing periods will be retroactively applied, and the renewal date will remain as aforementioned.
11. This contract is subject to QLess Terms and Conditions that can be found at https://www.qless.com/terms/

Name	Kevin Rock	Prepared By	Zach Zipay
Title	Director of Administrative Services	Title	Sales Director, Government Sales
Signature		Signature	Zach Zipay
Date		Date	7/8/2019

QWS3270X 7/11/2019 10:35 AM
FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 07/11/2019
LINK TO: ACCOUNT SUMMARY INQUIRY 10:35 AM

FISCAL MO/YEAR : 10 2019 CURRENCY CODE :
INDEX CODE : TCSG017 GENERAL OPERATIONS
SUBOBJECT : 06427 COMPUTER EQUIPMENT
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	JULY 2019	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	391,100.00	391,100.00	391,100.00
EXPENDITURES	.00	.00	.00
ENCUMBRANCES	.00	.00	.00
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	391,100.00	391,100.00	391,100.00

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND

QWS3270X 7/11/2019 10:35 AM
FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 07/11/2019
LINK TO: ACCOUNT SUMMARY INQUIRY 10:35 AM

FISCAL MO/YEAR : 10 2019 CURRENCY CODE :
INDEX CODE : TCSG017 GENERAL OPERATIONS
SUBOBJECT : 06403 OFFICE EQUIPMENT
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	JULY 2019	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	123,155.00	756,703.82	756,703.82
EXPENDITURES	.00	8,662.00	8,662.00
ENCUMBRANCES	.00	.00	.00
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	123,155.00	748,041.82	748,041.82

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND