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

Subject: Queuing Software for the Duval County Tax Collector

Department: Clerk of the Circuit Court, Duval County

Description of Purchase:
Recommend approval to utilize the first of two (2) two-year renewal options with QLess, Inc., for Queuing Software for the Duval County Tax Collector. Period of service will be from July 25, 2023 through July 24, 2025. The requested total expenditure not-to-exceed $77,629.50. The revised total award expenditure not-to-exceed $574,229.50.

Funding Sources: 00192.311002.546620.000000.00000000.00000.0000000 and State of Florida funding not available through 1Cloud, to be executed by formal contract amendment #3 (City Contract #10724) through the Office of General Counsel and process by purchase order(s).

Single Source Award To: QLess, Inc.

Price Justification: See attachment

Total Award: $574,229.50 **Requisition #:** N/A

Attachments: Agency Memo, Supplier Quote, Previous Awards

Certification as to Single Source: Jennifer Spinelli, Chief Financial Officer, Clerk of the Circuit Court, Duval County

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

Analyst: Ruben Ola

FOR: Dustin Freeman, 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 _____

JODY PHILLIPS
CLERK OF THE CIRCUIT COURT
DUVAL COUNTY, FLORIDA

May 15, 2023

To: Dustin Freeman, Chief of Procurement

Thru: Jennifer Spinelli, Chief Financial Officer

From: Angel Van Sickle, Senior Manager

Subject: Q-Less, Inc. SS-0588-19; Contract Release 642335-22.
Request to Utilize the first of two – two year renewal options

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The Clerk of the Circuit and County Courts is requesting to utilize the first of two, two-year renewal options. Master Services Agreement 10724 period of service will be July 24, 2023 through July 24, 2025. The maximum indebtedness shall be increased in the amount of $77, 629.50, paid with annual payments of $38,814.75. This increases the maximum indebtedness to $574,229.50. The funding source will be split between county and state funding sources. The allocation shall be as follows:

2023-2024:

$11,256.27 will be encumbered from 00192.311002.546620.000000.00000000.000000.000000. The remaining $27,558.47 will be encumbered using state funding not available through 1cloud. The clerk's office will issue the purchase order.

2024-2025:

$11,256.47 will be encumbered from 00192.311002.546620.000000.0000000.000000.0000000. The remaining $27,558.47 will be encumbered using state funding not available through 1cloud. The clerk's office will issue the purchase order.

Attached: QLess Reference: 0Q04S000009vdASAQ
OGC Contract 10724 Amendment #2

QLESS®

Quote Reference: 0Q04S0000009vdASAQ

Duval County Clerk of the Court 2023 & 2024 2 Year Options

Company Information:
Duval County Clerk of Court
501 W Adams St
Jacksonville, FL,
32202, United States

Quote Information:
Quote Created: Apr 18, 2023
Quote Expires: July 31, 2023
QLess Account ID: 3861664281

Quote created by:
Kristen Becker
kristen.becker@qless.com

Accounts Payable:
Accounts Payable Duval County Clerk of Court
purchasing@duvalclerk.com

Main Contact:
Sheri Pristupa
angel.vansickle@duvalclerk.com

Contract Signer:
Angela Vansickle
angel.vansickle@duvalclerk.com

Quote Details:
Subscription Start Date: Jun 25, 2023
Subscription End Date: Jun 24, 2025
Payment Terms: Annually
PO Required: Yes, Before Invoicing
Currency: USD
# of Locations: 1

Comments
This is a 2 year (paid ANNUALLY) quote with annual payments of $38,814.75. A 2.5% discount has been included for a 2-year commitment.

PRODUCTS & SERVICES:

Product ID	Payment Type	Quantity	Sales Price	Subtotal	Discounts (if applicable)	Total Price
Mobile Queuing Platform 2 Way SMS - M	Subscription Fee	2.00	$15,750.00	$31,500.00	2.50%	$30,712.50

Product ID	Payment Type	Quantity	Sales Price	Subtotal	Discounts (if applicable)	Total Price
FlexAppointments - M	Subscription Fee	2.00	$15,750.00	$31,500.00	2.50%	$30,712.50
Live Dashboard	Subscription Fee	2.00	$630.00	$1,260.00	2.50%	$1,228.50
API Access	Subscription Fee	2.00	$630.00	$1,260.00	2.50%	$1,228.50
Premium Support	Subscription Fee	2.00	$3,150.00	$6,300.00	2.50%	$6,142.50
SMS Survey	Subscription Fee	2.00	$900.00	$1,800.00	2.50%	$1,755.00
Daily Reports	Subscription Fee	2.00	$3,000.00	$6,000.00	2.50%	$5,850.00
					Total Contract Value:	$77,629.50

QLESS STANDARD PURCHASE TERMS:

QLess Subscription
This Order Form (the "Order Form") is made as of the date of the final signature below (the "Effective Date"), by and between QLess, Inc. ("QLess") and "account name" ("Customer"). This Order Form, together with the Terms of Service, forms the entire agreement between QLess and Customer governing the services referenced below (collectively, the "Agreement").

The Subscription Term of this order form will commence on the day of receipt of the account set-up and log-in information to the QLess portal or sixty-days (60) from the Effective Date whichever occurs earlier. The sixty-day (60) commencement date provides, QLess and Customer, adequate time for the account set-up and implementation of QLess services.

Delays due to account set-up, hardware delivery, training dates, or live launch of the service do NOT affect the Commencement Subscription Date.

Initials: _____

Implementation, Account Set-up and Training services, to ensure QLess is properly set-up, tested and deployed, begin on the Effective date and extend up to sixty-days (60) from the Effective date. Training may be scheduled after sixty-days (60) from the Effective date. Initial Account Setup services after the initial sixty-day (60) period will be invoiced at $175 per hour.

Billing will occur on the Subscription Date or sixty-days (60) days after the Effective Date, whichever occurs sooner, for the full value of the Subscription and Implementation Services described above plus any applicable taxes.

10724
Amd #2

SECOND AMENDMENT TO ADDENDUM
TO
MASTER SERVICES AGREEMENT
BETWEEN
QLESS, INC.
AND
THE CITY OF JACKSONVILLE

THIS SECOND AMENDMENT to Addendum to Master Services Agreement for the purchase of queuing software (the "Services") is made and entered into this 8 day of July, 2021, by and between the CITY OF JACKSONVILLE, FLORIDA, a municipal corporation existing under the Constitution and laws of the State of Florida (the "Customer"), and QLESS, INC., a foreign profit corporation authorized to do business in the State of Florida with principal place of business at 150 South Los Robles, Suite 900, Pasadena, California 91101 ("QLess").

WHEREAS, effective October 2, 2019, the parties made and entered into the Master Services Agreement (City Contract No. 10724) and an Addendum to Master Services Agreement (the "Addendum")(together the "Agreement"); and

WHEREAS, on June 5, 2020, Customer's General Governmental Awards Committee and the Mayor approved an amendment to the Addendum to allow the Duval County Clerk of Courts to utilize City Contract No. 10724 for the Services due to the COVID-19 pandemic; and

WHEREAS, the Addendum has been amended once previously; and

WHEREAS, said Addendum should be amended further to increase the award by an amount not to exceed $32,400.00 for a one-year renewal of standard service for the period of service from date of contract execution through July 24, 2023, with two (2) two-year renewal options remaining, thus increasing the maximum indebtedness by $32,400.00 to a new total maximum indebtedness not to exceed $496,600.00, with all other provisions, terms, and conditions of said Addendum remaining unchanged; now therefore

IN CONSIDERATION of the Agreement and of the mutual covenants hereinafter contained and for other good and valuable consideration acknowledged by the parties to be sufficient, the parties agree to amend said Addendum as follows:

1. The above-stated recitals are accurate, true, and correct and are made a part hereof and are incorporated herein by this reference.

2. Section 3 of said Addendum is amended to increase the award by an amount not to exceed $32,400.00 from date of contract execution through July 24, 2023, with two (2) two-year renewal options remaining, thus increasing the maximum indebtedness by $32,400.00 to a new total maximum indebtedness not to exceed $496,600.00, and as amended shall read as follows:

3. As required by Section 106.431, *Ordinance Code*, the Customer's total maximum indebtedness for all products and services under the Agreement shall be a fixed monetary amount not to exceed FOUR HUNDRED NINETY-SIX THOUSAND SIX HUNDRED AND 00/100 DOLLARS ($496,600.00) for the four-year term of the Agreement, subject to the availability of lawfully appropriated funds.

SAVE AND EXCEPT as expressly amended in and by this instrument, the provisions, terms, and conditions of said Agreement shall remain unchanged and shall continue in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Second Amendment to said Addendum as of the day and year first above written.

ATTEST:

By _____
James R. McCain, Jr.
Corporation Secretary

CUSTOMER OR JACKSONVILLE

By _____
Lenny Curry
Mayor

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

WITNESS:

By _____
Signature

_____
Type/Print Name

_____
Title

QLESS INC.

By Kristen Becker
Signature

Kristen Becker
Type/Print Name

Client Success Manager
Title

Encumbrance and funding information for internal City use:

Account.....00192.311002.546620.000000.00000000.00000.0000000

Purchase Order.....

Amount.....$5,890.50

TOTAL MAXIMUM INDEBTEDNESS $496,600.00

The above-stated amount is the maximum fixed monetary amount of the foregoing contract. It shall not be encumbered by the foregoing contract. It shall be encumbered by one (1) or more subsequently issued purchase orders that must reference the foregoing Contract. All financial examinations and funds control checking will be made at the time such purchase orders are issued.

In accordance with Section 24.103(e), *Ordinance Code*, I do hereby certify that there is an unexpended, unencumbered and unimpounded balance in the appropriation sufficient to cover the foregoing agreement; provided however, this certification is not nor shall it be interpreted as an encumbrance of funding under this Contract. Actual encumbrance[s] shall be made by subsequent purchase orders, as specified in said Contract.

Director of Finance
City Contract #10724, 2nd Amendment

Form Approve:

Office of General Counsel

GC-#1437889-v1-QLess_10724_Amd#2_Addendum.docx

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

Subject: Queuing Software for the Duval County Tax Collector

Department: Duval County Clerk of Courts

Description of Purchase:
Subject Single Source was awarded on 7/25/19 to QLess, Inc. (contract #10724) in the amount of $416,100.00. Permission for the Clerk of Courts to utilize the contract and increase it by $36,100.00 approved on 6/5/20; increase in the amount of $12,000.00 for premium service for the Clerk of Courts approved on 9/4/20.

Recommend approval to increase award by $32,400.00 for one-year renewal of standard service for the Duval County Clerk of Courts. Revised expenditure amount for the Duval County Clerk of Courts not-to-exceed $80,500.00. Total revised award amount not-to-exceed $496,600.00. Period of service will be date of contract execution through July 24, 2023 with two (2) two (2) year renewal options.

Funding Source: 00192.311002.546620.000000.00000000.00000.0000000 ($5,890.50); remainder to be funded by the State of Florida (not available through 1Cloud), executed by formal contract amendment through the Office of General Counsel, and processed via Purchase Order.

Single Source Award To: QLess, Inc.

Price Justification: See attachment

Total Award: $496,600.00 **Requisition #:** N/A

Attachments: Agency Memo, Supplier Quote, Previous Awards

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"

Teresa R. Eisen
CHAIRMAN

DATE 5/27/2021

ACTION OF AWARDING AUTHORITY DATE: 6/1/21

APPROVED ✓ DISAPPROVED

OTHER

SIGNATURE OF AUTHENTICATION

FORM GB-113, Revised 12/2007

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

Subject: Queuing Software for the Duval County Tax Collector

Department: Duval County Clerk of Courts

Description of Purchase:
Subject Single Source was awarded on 7/25/19 to QLess, Inc. (contract #10724) in the amount of $416,100.00. Permission for the Clerk of Courts to utilize the contract and increase it by $36,100.00 approved on 6/5/20.

Recommend approval to increase award by $12,000.00 to add four years of premium level support and maintenance for the Duval County Clerk of Courts. Revised expenditure amount for the Duval County Clerk of Courts not-to-exceed $48,100.00. Total revised award amount not-to-exceed $464,200.00. Period of service will be date of award through July 24, 2023 with two (2) two (2) year renewal options.

Funding Source: 00192.311002.546030.00000.00000.0000.00000 – 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: $464,200.00 **Requisition #:** N/A

Attachments: Agency Memo, Supplier Quote, Previous Awards

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 9/03/20

ACTION OF AWARDING AUTHORITY DATE: 9/4/20

APPROVED ✓ B.H. 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

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: 11801.311001.564030.00000.00000.0000.00000 – 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

For Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE*** 6/4/20

ACTION OF AWARDING AUTHORITY DATE: 6/5/20

APPROVED ✓ BH 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

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