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 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***

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

August 31, 2020

To: Gregory Pease, Chief of Procurement

Thru: Jennifer Spinelli, Deputy Chief Financial Officer

From: Austin Eler, Senior Specialist - Purchasing

Subject: Addendum to Increase – Qless, Inc. Premium Support & Maintenance

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The Clerk of the Circuit and County Courts is requesting an addendum to increase the expenditure amount of SS-0588-19 by $12,000.00 from $452,200.00 to $464,200.00 to add four years of premium level support and maintenance to the agreement at a rate of $3,000.00 per year.

To be encumbered using 00192.311002.546030.000000.00000000.00000.0000000.

Attached: Qless Premium Support & Maintenance Quote
SS-0588-19 GGAC Award – Clerk of Courts to Utilize Contract.pdf

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

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

General Information

Quote Name	Duval County Clerk of Court- Premium Support	Created Date	8/26/2020
Quote Number	00003132	Expiration Date	9/30/2020
Email	stacia.wilkins@qless.com		

Customer Contact Information

Contact Name	Gerald Cates	AP Contact Name	Gerald Cates
Phone	9046137810	AP Contact Phone Number	904-255-1852
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
		Bill To	501 W. Adams Street, Suite 1012 Jacksonville, FL 32202

Terms

Term of Contract	1 Year	Payment Term	N 30
Billing Terms	Annual	Purchase Order Required	

Quote Line Items

Product	Product Description	Sales Price	Quantity	Subtotal	Total Price
Premium Support & Maintenance	20% of Annual Licensing ($3,000 Minimum) Access to Knowledge Base SLA with faster resolution time Online, Phone with Zendesk Talk and Email Support	$250.00	12.00	$3,000.00	$3,000.00

Totals & Payment

Subtotal	$3,000.00
Discount	0.00%
Grand Total	$3,000.00
Sales Tax Total	$0.00
Grand Total New	$3,000.00

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)

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

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

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/

Customer and QLess Signature

Account Name	Duval County Clerk of Court	Prepared By	Stacia Wilkins
Name	Gerald Cates	Title	Senior Account Manager
Title	IT Director	Signature	_____
Signature	_____	Date	_____
Date	_____		

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 ✓ 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