SINGLE SOURCE AWARD **BID # SS-10217-21**

Subject: GovQA Public Records Management Platform

Department: Sheriff's Office

Description of Purchase: Recommend approval of single source award to GovQA, LLC for GovQA FOIA Service, Payment Connector, and Invoicing Module for the period from June 6, 2021 through June 5, 2022. Total not-to-exceed expenditure in the amount of $76,100.00.

Funding Source: 00111.552104.546620.000000.0000000.00000.0000000 – To be encumbered by Purchase Order

Single Source Award To: GovQA, LLC

Price Justification: See attachment

Total Award: $76,100.00 **Requisition #:** PSSS-501924-21

Attachments: Single Source Form, Vendor Letter and Quote, Previous Awards

Certification as to Single Source: Derrick Lewis, Director of Police Services, JSO

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

Analyst: Olive Wallace-Cohen

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 _____

Jacksonville Sheriff's Office

MIKE WILLIAMS, SHERIFF

Serve • Protect • Community

To: Gregory Pease
Chief of Procurement

Thru: Bill Clement, CPA
Chief of Budget

From: Derrick Lewis
Director of Police Services

Subject: Single Source Award Request – GovQA FOIA Renewal. #21743

Date: March 18, 2021

We are requesting a single source award with GovQA. GovQA is the Vendor for the GovQA FOIA Service. The renewal is not to exceed expenditure amount of $76,100.00. The funding source is 00111.552104.546620.000000. Attached are the single source request, vendor quote and the single source document from the company. A purchase order will be issued.

Please let me know if you require any additional information. Thank you for your assistance.

SINGLE SOURCE REQUEST

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

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

2021 Renewal for GovQA GovQA Public Records management Platform to allow the public to request Open Records requests via a branded web portal, workflows, document and e-mail templates, reporting and custom dashboard capabilities, fee and time tracking, multiple request types, support, customer service, redaction capabilities, on-line payment, training and hosting.

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

GovQA, Inc does not allow other companies to resell licenses or services related to their product. GovQA Inc. is the sole provider of maintenance and upgrades for its software.

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:

It is an industry standard for the software provider to be the only source for renewal and/or upgrade of their product. GovQA, Inc. does not allow other companies to resell licenses or services related to their product. We have confirmed this information.

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

Request For: ISM (Work Unit) | Support Services (Division) | Services (Dept.)

Requestor: Nancy Fraser (Name) | 5295 (ID #) | 630-6456 (Phone) | 3/15/2021 (Date)

Deliver To Location: 501 E. Bay St. Room 310, Jacksonville FL, 32202 ATTN Nancy Fraser

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	GovQA FOIA Service		1	$ 62,950.00	$ 62,950.00
2	Hosted Data Storage - Overage Fees (for period 6/6/2021 - 6/5/2022)		5	480.00	2,400.00
3	GovQA Payment Module		1	7,190.00	7,190.00
4	Invoicing Module		1	3,560.00	3,560.00
5	Period 6/6/2021 - 6/5/2022				
6					
7	Prior PO#: 603293-20				
8	Prior WO# 259464				
9					
10	WO# 313115				
11					
12					
13					
14	Deliver to ISM				
15	Primary Contact is Agnus Carswell				
				TOTAL REQUEST	$ 76,100.00

Suggested Vendor: GovQA, Inc Vendor Phone: 630-633-7354

Vendor Address / E-mail: 1Cloud Supplier # 21743

RECEIVED 2021 MAR 17 P 2:39 OFFICE OF THE SHERIFF BUDGET & MGMT. DIV.

☐ Proprietary
☑ Sole Source If Proprietary / Sole Source, attach appropriate form and letter from vendor.

Special funding to be used for this purchase?
☐ Loan Pool / Banking Fund
☐ Grant *
☐ Trust Fund * * Enter name and # of Grant or Trust Fund

Justification / Repetitive Request Authorization / Notes:

2021 Renewal of GovQA. Period 6/6/2021 - 6/5/2022. Agnus Carswell is the primary contact.

Approvals:

1. Signature | ID # 6521 | Date 03-15-21
2. Signature | ID # 7612 | Date 03-15-2021
3. Signature | ID # 7453 | Date 3-15-2021
4. Signature | ID # | Date

Required approval level (per General Order 54):
$0 to $2,500 - Assistant Chief or higher
$2,501 to $5,000 - Chief or higher
$5,001 or more - Director or higher

Budget Office Use Only
Index | Subobject
Analyst | Date

P-1532 Rev 2010-09

GovQA, LLC
900 S Frontage Rd Ste 110
Woodridge, IL 60517
US

Quote #: Q-00945-2
On: 2/11/2021, 1:49 PM

GovQA Contact: Marissa Ferenc
Phone: 6306337370
Email: mferenc@govqa.com

Bill To
Jacksonville Sheriffs Office, FL

Ship To
Agnes Carswell
agnes.carswell@jaxsheriff.org
Jacksonville Sheriffs Office, FL

Start Date: 6/6/2021
Subscription Term: 12 Month(s)

Annual Software Subscription Services

Product ID	Qty	Item Description	Unit Price	Extended Price
QA1000	1	Exchange Platform with FOIA Module	$62,950	$62,950
QA2001	5	Additional Hosted Data Storage (TB)	$480	$2,400
QA2002	1	Payments Module Note: Using GovQA-Approved Provider	$7,190	$7,190
QA2003	1	Invoicing Module	$3,560	$3,560
			Annual Software Subscription Services TOTAL:	$76,100.00

GovQA
900 S. Frontage Road, Suite 110 | Woodridge, IL 60517
Phone: 630 985 1300 | Fax: 630-985 1310

March 15, 2021

Jacksonville County, FL Sheriff

RE: Sole Source for the GovQA Exchange Platform from GovQA, LLC

To Whom It May Concern

This letter serves to notify you that GovQA, LLC is the sole source provider of the GovQA Exchange Platform, and specifically, the GovQA FOIA Service component of the platform. This Service includes software and training materials for state and local governments and educational institutions, and helps improve efficiencies, reduce costs and mitigate risk in servicing public records requests. While there are resellers that can, and do, resell GovQA solutions, we don't have any written agreements or registered resellers. Any current customers that user resellers have done so out of a request for convenience. If multiple resellers were to request pricing for this work, they would all receive the same pricing and then potentially add their respective incremental costs.

Servicing over 800 government organizations in North America with an average size of more than 250,000 citizens, the GovQA Exchange Platform is the country's leading platform for Open/Public Records Management as well as other Compliance Management for Subpoenas, Legal Holds, Claims, and Inter-Agency requests.

The GovQA Public Records Management Platform requires only internet access with no hardware to buy or complicated software to learn. It helps government service requesters over multiple channels including web, email, phone, and voicemail, mobile or in person to completely manage all:

- Incoming requests for information and service
- Processing of Public Records: activity distribution, information collection, time tracking and reporting
- Outgoing interactions, notifications and payments

In addition, the GovQA Exchange Platform takes a unique approach, controlled and customized (by user or topic) proactive servicing technologies to reduce and narrow the public records requests by:

- Displaying information that has been previously fulfilled – Request Archive (internal & external)
- Unique proactively displaying information that the public may wish to see – before requests are made. These proactive pages are created by Jacksonville Sheriff for long term issues and allows requesters to "follow" these pages and be notified anytime there is an update.
- Integration with Open Data portals to direct requesters to specific datasets
- Integration with Jacksonville Sheriff website information for immediate delivery of requested information without staff intervention
- Merging similar Public Records requests for management and processing - Duplication Identification

As a distributed department across the state, one unique requirement for Jacksonville Sheriff is the ability to effectively distribute the work of collecting documents from many different departments and offices. GovQA provides a unique "1-2-3" email activity process that allows any Jacksonville Sheriff user to receive a request for information and add documents securely without logging into the application directly.

GovQA
900 S Frontage Road, Suite 110 Woodridge IL 60517
Phone 630 985 1300 Fax 630-985 1310

Other unique attributes of the GovQA Public Records Management Platform include:

- Redacting documents as a flat file within the system, allowing for routing and approval of draft/suggested redactions, auto creating an exemption log and tracking in the audit trail – You can combine documents to provide one paginated packet for more efficient redaction and cleaner delivery to the requester
- Invoicing and Billing is built into the system for tracking material costs as well as actual staff labor costs. Invoices can be produced for deposits as well as installment payments
- Electronic payment options – Integration directly with your existing payment vendor
- Minimal training needs with our Simple Email Attachment interface for casual city staff users
- Linking to existing document management or records management systems.
- Connecting with E-discovery platforms for seamless document retrieval
- Connecting with record archiving platforms for seamless Email and Social Media retrieval
- Flagging and tracking frequent requestors allowing for special rules or processing.
- Optional mobile application for both Jacksonville staff as well as Public Records Requesters

GovQA provides this same suite of software to many Fortune 500 customers as well. This demands that our GovQA applications be highly secure using a single tenant architecture; available in at least 10 different languages; and, continuously enhanced to stay on the leading edge of technology.

Our Microsoft Azure Government Cloud Fortress deployment as well and the GovQA platform itself, meets all CJIS and HIPAA compliance guidelines and is audited by third parties on an annual basis to ensure compliance with these standards. The GovQA platform for your government agency will utilize a unique database instance (single tenant database). Your documents are encrypted at REST and in transit. When required, we can also encrypt your data at any field level. This allows GovQA to be able to additionally manage Inter-Agency Requests. These are requests that are received from external agencies, such as other State Department Agencies that require the highest level of security.

We are committed to frequent releases of new enhancements, webinars, user groups as well as a customer advisory board. We are the first to launch a Peers in Public Records Newsletter currently being distributed across the country.

To the best of our knowledge, no other vendor offers this comprehensive and uniquely integrated web-based service.

Sincerely,

William Repole

Chief Operating Officer, GovQA

SINGLE SOURCE AWARD **BID # SS-0473-19**

Subject: GovQA Public Records Management Platform

Department: Sheriff's Office

Description of Purchase: Recommend approval of single source award to WebQA for GovQA FOIA Service, Payment Connector and Invoicing Module for the period from June 6, 2019 through June 5, 2020. Total not-to-exceed expenditure in the amount of $66,530.00.

Funding Source: SHPS011SSIT-04662 – To be encumbered by Purchase Order

Single Source Award To: WebQA

Price Justification: See attachment

Total Award: $66,530.00 **Requisition #:** N/A

Attachments: Single Source Form, Vendor Letter and Quote, Previous Awards

Certification as to Single Source: Tony Davis, Director of Police Services, JSO

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

Analyst: Taryn Manser

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN

DATE 5/02/19

ACTION OF AWARDING AUTHORITY DATE: 5/2/19

APPROVED DISAPPROVED

OTHER

SIGNATURE OF AUTHENTICATION

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of
Executive Order No. 2015-05

FORM GB-113, Revised 12/2007