SUBJECT: CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTORS OFFICE

BID #: SC-0640-13 **OPEN DATE: 9/18/2013**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT – FIVE (5) YEARS FROM DATE OF AWARD WITH A ONE (1) YEAR RENEWAL OPTION

AGENCY: TAX COLLECTOR

BASIS OF AWARD: ALL OR NONE

NUMBER OF BIDS INVITED: 6 **NUMBER RECEIVED:** 4 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to utilize the first (1) and only one (1) year renewal option with NEMO-Q, Inc for the customer queuing system for the Tax Collectors Office. Period of service will be from October 1, 2018 through September 30, 2019. Total estimated annual expenditure not-to-exceed $24,327.00 for a revised total award not-to-exceed $536,286.00.

Funding Source: TCSG017-03410- To be executed by formal contract amendment through the Office of General Counsel (Contract 9948).

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2018. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated.

Attachments: Recommendation Memo; Vendor Letter; Previous Awards

Analyst: _____ CHELSEY FLEMING

RESPECTFULLY SUBMITTED: _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: DEBRA DORAN, CHIEF FINANCIAL OFFICER, DUVAL COUNTY TAX COLLECTOR

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

DUVAL COUNTY TAX COLLECTOR

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

DUVAL COUNTY
TAX COLLECTOR

231 E. FORSYTH ST., SUITE 200
JACKSONVILLE, FLORIDA 32202-3356

TO: Gregory Pease, Chief of Procurement

FROM: Debra Doran, Chief Financial Officer, Duval County Tax Collector Debra Doran
Kevin Rock, Director of Administrative Services, Duval County Tax Collector

SUBJECT: Contract Amendment COJ Contract #9948/Award SC-0640-13

DATE: September 18, 2018

The City of Jacksonville, representing the Duval County Tax Collector, is currently under contract (Contract #9948) with Nemo-Q, Inc. for a Customer Queuing System. The Tax Collector recommends, with concurrence from the vendor, exercising the one year renewal option, extending the contract to September 30, 2019, and increasing the maximum indebtedness by $24,327.00 for a not-to-exceed amount of $536,286.00 (total for Tax Collector $294,673.00). This will be the third amendment to Contract #9948.

Please let us know if you need additional information.

NEMO-Q
4023 West University Drive, Building B
McKinney, TX 75071
972-347-1766 phone
972-347-1768 fax
www.nemo-q.com

September 17, 2018

Mr. Kevin Rock
Director of Administrative Services
Duval County Tax Collector's Office
231 E Forsyth St, Room 300A
Jacksonville FL 32202

Dear Mr. Rock:

This letter certifies that NEMO-Q, Inc., located in McKinney, Texas, is the only entity in the United States and Canada authorized to sell, distribute, service and or warranty NEMO-Q proprietary software and hardware.

The 2018/2019 NQ warranty amount for Duval County is $24,327.00. Please let us know if there is any additional documentation you need regarding NEMO-Q services. We truly appreciate your business.

Sincerely,

Michael Bruner
National Sales Director

SUBJECT: **CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTOR'S OFFICE**

BID# SC-0640-13 OPEN DATE: **2013-09-18**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT:

SERVICE CONTRACT - FIVE (5) YEARS FROM DATE OF AWARD WITH A ONE (1) YEAR RENEWAL OPTION

AGENCY: **TAX COLLECTOR**

BASIS OF AWARD: **ALL OR NONE**

NUMBER OF BIDS INVITED 6 NUMBER RECEIVED 4 OTHER

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:

Recommend approval to increase the piggyback award with NEMO-Q, Inc. in the amount of $3,650.00 for Building Inspection Division for an extended warranty to cover parts and labor. Period of service is from October 1, 2016 through September 30, 2017. Total revised estimated annual expenditure in the amount of $511,959.00 (total for Building Inspection - $34,525.00).

Funding Source: PDBZ159AD-04938 - To be executed by formal contract amendment #2 through the Office of General Counsel. (Contract 9948A)

Attachments: Recommendation Memo, Vendor Quote and Previous Awards

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2016. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated.

BUYER: ANNETTE BURNEY

RESPECTFULLY SUBMITTED: GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: **Thomas H. Goldsbury, Chief, Building Inspection Division**

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)

ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING 0 DATE: 7-21-16

Teresa R. Eichan

OTHER:

James R. McCall

ACTION OF AWARDING AUTHORITY DATE: 7/22/16

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-103, Revised 12/2007

140499

SUBJECT: CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTOR'S OFFICE

BID# SC-0640-13 OPEN DATE: 2013-09-18

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT:

SERVICE CONTRACT - FIVE (5) YEARS FROM DATE OF AWARD WITH ONE (1) YEAR RENEWAL OPTIONS

AGENCY: TAX COLLECTOR

BASIS OF AWARD: ALL OR NONE

NUMBER OF BIDS INVITED 6 NUMBER RECEIVED 4 OTHER 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:

Recommend approval to increase the award with NEMO-Q Inc. in the amount of $3,580.00 for Building Inspection Division. The increase is for an extended warranty to cover parts and labor for the BID's Queuing System from October 1, 2015 through September 30, 2016. Total revised estimated annual expenditure in the amount of $508,309.00

Funding Source: PDBZ159AD-04938 - To be executed by formal contract amendment #1 through the Office of General Counsel (Contract #9948A)

Attachments: Recommendation Memo, Vendor Quote and Previous Awards

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2015. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated

BUYER: ANNETTE BURNEY RESPECTFULLY SUBMITTED: GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Thomas H. Goldsbury, Chief, Building Inspection Division

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)

ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING _____ DATE: 07/16/15

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE: 7/17/15

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-108, Revised 12/2007

SUBJECT: **CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTOR'S OFFICE**

BID #: SC-0640-13 OPEN DATE: **9/18/2013**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT - FIVE (5) YEARS FROM DATE OF AWARD WITH ONE (1) YEAR RENEWAL OPTION

AGENCY: **TAX COLLECTOR**

BASIS OF AWARD: **ALL OR NONE**

NUMBER OF BIDS INVITED: **6** NUMBER RECEIVED: **4** OTHER: **0**

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Subject bid was awarded to NEMO-Q, Inc. on 10/10/2013, in the amount of $270,346.00 through executed contract 9948, and approval was granted on 6/27/2014 to the Building Inspection Division to piggyback the current award in the amount of $27,295.00 to be executed by a separate formal contract though the Office of General Counsel.

Recommend approval for the Clerk of the Circuit and Count Court to piggyback the current Tax Collector award to NEMO-Q, Inc. in the amount of $207,088.00 to provide a customer queuing system to be executed by a separate formal contract through the Office of General Counsel.
Period of service shall be from date of the executed contract through September 30, 2018 with one (1) year renewal option.
Total revised maximum indebtedness to the City not-to-exceed $504,729.00.

Funding for this award is to be encumbered by account CLCL016-06403 to be executed by formal contract through the Office of the General Counsel.

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2014. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated.

Attachments: Recommendation Memo, Agency Approval, Vendor Quote, Previous Award

BUYER: KATHERINE NASWORTHY

RESPECTFULLY SUBMITTED GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: **KRYSTAL WATSON, CHIEF ADMINISTRATIVE OFFICER**

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING ____ DATE: 07/17/14

OTHER: ____

ACTION OF AWARDING AUTHORITY DATE 7/18/14

APPROVED ____ DISAPPROVED ____

OTHER ____

SIGNATURE OF AUTHENTICATION ____

Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 2013-04

SUBJECT: CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTOR'S OFFICE

BID# SC-0640-13 OPEN DATE: 9/18/2013

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT:

SERVICE CONTRACT - FIVE (5) YEARS FROM DATE OF AWARD WITH ONE (1) YEAR RENEWAL OPTION

AGENCY: TAX COLLECTOR

BASIS OF AWARD: ALL OR NONE

NUMBER OF BIDS INVITED 6 NUMBER RECEIVED 4 OTHER 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:

Recommend approval for the Building Inspection Division to piggyback the current Tax Collector contract awarded to NEMO-Q, Inc.in the amount of $27,295.00 to provide a customer queuing system. Period of service is from date of executed contract through September 30, 2018 with a one (1) year renewal option. Total revised expenditure in the amount of $297,641.00.

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2014. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated.

Funding Source: PDBZ159AD-06427 - to be executed by formal contract amendment through the Office of General Counsel.

Attachments: Recommendation Memo, Agency Approval, Vendor Quote, Previous Award

BUYER: ANNETTE BURNEY RESPECTFULLY SUBMITTED: GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Calvin Burney, Sr., Director, Planning and Development Department

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)

ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING _____ DATE: 6/26/14

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE: 6/27/14

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION Karen Bowling

Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 2013-04

Revised 12/2007

SUBJECT: CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTOR'S OFFICE

BID# SC-0640-13

OPEN DATE: 9/18/2013

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT:

SERVICE CONTRACT - FIVE YEARS FROM DATE OF AWARD WITH A ONE YEAR RENEWAL OPTION

AGENCY: TAX COLLECTOR

BASIS OF AWARD: ALL OR NONE

NUMBER OF BIDS INVITED 6 NUMBER RECEIVED 4 OTHER 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:

RECOMMEND APPROVAL OF AWARD TO NEMO-Q TO PROVIDE A CUSTOMER QUEUING SYSTEM FOR THE DUVAL COUNTY TAX COLLECTOR'S OFFICE. PERIOD OF SERVICE IS FROM DATE OF AWARD THROUGH SEPTEMBER 30, 2018 IN THE AMOUNT OF $270,346.00.

FUNDING SOURCE: TCSG017-06403

ATTACHMENTS: RECOMMENDATION MEMO, BID SPECIFICATIONS, TABULATION

BUYER: ANNETTE BURNEY

RESPECTFULLY SUBMITTED: GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: SHERRY HALL, CAO, DUVAL COUNTY TAX COLLECTOR

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)

ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING _____ DATE: 10/10/13

OTHER: _____

ACTION OF AWARDING AUTHORITY

DATE: 10/10/13

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 2013-04

FORM GB-108, Revised 12/2007

QWS3270X 9/20/2018 12:40 PM
FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 09/20/2018
LINK TO: ACCOUNT SUMMARY INQUIRY 12:40 PM

FISCAL MO/YEAR : 12 2018 CURRENCY CODE :
INDEX CODE : TCSG017 GENERAL OPERATIONS
SUBOBJECT : 03410 CONTRACTUAL SERVICES
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	SEPT 2018	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	.00	336,752.56	336,752.56
EXPENDITURES	7,039.95	179,100.21	179,100.21
ENCUMBRANCES	-7,039.95	93,856.35	93,856.35
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	.00	63,796.00	63,796.00

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

G014 - RECORD FOUND