SINGLE SOURCE AWARD **BID # SS-8192-20**

Subject: GovQA FOIA Services Tracking System and Document Review and Redaction Toolset

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. Period of service is from June 6, 2020 through June 5, 2021. Total not to exceed expenditure in the amount of $70,185.00.

Funding Source: 00111.552104.546620.000000 – To be processed by Purchase Order

Single Source Award To: GovQA, LLC

Price Justification: See attachment

Total Award: $70,185.00 **Requisition #:** PSSS-500076-20

Attachments: Recommendation Memo, Single Source Form, Vendor Letter and Quote

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: Taryn Manser

for 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 _____

FORM GB-113, Revised 12/2007

SS 8192 20

Jacksonville Sheriff's Office

Duval County, Florida

Mike Williams, Sheriff

501 E. Bay Street
Jacksonville, FL 32202

To: Gregory Pease
Chief of Procurement

Thru: Bill Clement, CPA
Chief of Budget

From: Derrick Lewis
Director of Police Services

Subject: Single Source Award – GovQA, LLC

Date: April 02, 2020

The Jacksonville Sheriff's Office is requesting a single source award with GovQA, LLC for GovQA FOIA Service, Payment Connector and Invoicing Module for the period from June 6, 2020 through June 5, 2021. WebQA, Inc., is the single source provider for their licenses and for services related to their product. The not to exceed expenditure amount is $70,185.00. The funding source is 00111.552104.546620.000000. Attached is the single source request, the single source document from WebQA and their quote. The request will be processed through a purchase order.

Please let me know if you need any additional information.

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): JSO/PS/ISM

FUNDING SOURCE: 00111.552104.546620.000000.00000000.00000.0000000

BRIEF DESCRIPTION OF GOODS/SERVICES:

2020 Renwal for GovQA FOIA -Services Tracking System and GovQA Document Review and Redaction Toolset

AMOUNT OF PROJECT (attach quote): $70,185.00

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

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:

WebQA, Inc. does not allow other companies to resell licenses or services related to their product. WebQA, 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. WebQA, Inc. does not allow other companies to resell licenses or services related to their product. We have confirmed this information.

Submitted by: Johnny L. Oldham — Assistant Chief of ISM

(Name) **(Title)**

Date:

Requesting Agency's Director's Signature:

GovQA, LLC

GovQA

900 S. Frontage Rd. - Suite 110
Woodridge, IL 60517

P: (630) 985-1300
E: AccountsReceivables@govqa.com

Quote

Date	Quote #
1/27/2020	1173-200127

Bill To

Jacksonville Sheriff's Office, FL
Finance and Administration
Attn: Accounts Payable
117 W. Duval Street, Suite 375
Jacksonville, FL 32202

Ship To

Jacksonville Sheriff's Office, FL
Finance and Administration
Attn: Accounts Payable
117 W. Duval Street, Suite 375
Jacksonville, FL 32202

Billing Term	Project
6/6/20 - 6/5/21	

Description	Amount
GovQA FOIA Service	59,950.00
GovQA Payment Connector	6,845.00
GovQA Invoicing Module	3,390.00
Price Quote Valid for 60 Days From Date of Issue.	
Total	$70,185.00

This document is confidential and privileged. It is intended for the named addressee only. You may not use it for anyone else. Thank you for your cooperation.

GovQA
900 S. Frontage Road, Suite 110 Woodridge, IL 60517
Phone. 630.985.1300 Fax: 630-985.1310

March 3, 2020

Ms. Katherine Troyer
Jacksonville Sheriff's Office
501 East Bay Street
Jacksonville, FL 32202

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

Dear Ms. Troyer:

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.

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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

William Repole

Chief Operating Officer, GovQA