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"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Clerk of the Circuit & County Courts
DUVAL COUNTY
JACKSONVILLE, FLORIDA 32202

JODY PHILLIPS
CLERK OF THE CIRCUIT AND COUNTY COURT

May 21, 2021

To: Gregory Pease, Chief of Procurement

Thru: Jennifer Spinelli, Chief Financial Officer

From: Austin Eler, Purchasing Manager

Subject: Addendum to Increase - Maintenance Renewal – Qless, Inc.

The Clerk of the Circuit and County Courts is requesting an increase to contract purchase agreement POA-70157-20, contract #10724 for the renewal of annual maintenance for the Qless queueing system for the period of 6/25/2021 through 6/24/2022 in the amount of $32,400.00. The total renewal cost is $34,650.00, however the line item of premium maintenance has already been encumbered on the contract purchase order via SS-0588-19 Amendment #1.

The revised POA-70157-20 agreement amount shall be $80,500.00 and the revised Contract #10724(SS-0588-19) agreement amount shall be $496,600.00.

The funding source will be split between county funding and state funding. $5,890.50 will be encumbered from 00192.311002.546620.000000.00000000.000000.0000000. The remaining $28,759.50 will be encumbered using state funding not available through 1Cloud. The Clerk's office will issue a purchase order internally for the state funding portion.

The period of service per the contract runs through 7/24/2023, however the Clerk's office originally only encumbered an amount equal to maintenance for one year. This was decided because this system was anticipated to only be used for one year due to COVID-19. The Clerk's office has decided to continue use of the Qless system, and as such will need to add an increase each year through 7/24/2023 for annual maintenance.

Attached: Qless 4.8.21 Renewal.pdf

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

QLESS

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

General Information

Quote Name	Duval County Clerk of the Court Renewal 2021	Created Date	4/8/2021
Quote Number	00003824	Expiration Date	6/25/2021
Email	kristen.becker@qless.com		

Customer Contact Information

Contact Name	Gerald Cates	AP Contact Name	Gerald Cates
Phone	904-255-1852	AP Contact Phone Number	904-255-1852
		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

Terms

Term of Contract	1 Year	Payment Term	N 30
Billing Terms	Annual	Purchase Order Required	
Subscription Fees	Subscription starts upon receipt of admin login		

Quote Line Items

Product	Product Description	Sales Price	Quantity	Subtotal	Total Price
2-way SMS Interactive Queuing Package	2-way SMS Interactive Queuing QLess iOS and Andriod Apps: Customer Facing Interface Home Kiosk: User Web Join On-site Kiosk: Customer Facing Interface On-site Monitor: Customer Facing Display Customer Engagement Center (CEC): Staff User Interface Command Center (Account Configuration Tool): Staff Interface QLess Historical Reports & Analytics Ticket Printing Enabled (Requires Ticket Printer) Basic QLess Support Level Configuration Per Location: Queues per location: 1-10 Transaction Types/Service Results: 1-12 Per Queue Service Results: 30 Per Queue Custom Fields: Unlimited Client Branding within Customer Facing Kiosk and Monitor: Basic Client Logo CSS: No special design requirements for Kiosk or Monitor or CSS Style Sheet is provided by the customer.	$1,250.00	12.00	$15,000.00	$15,000.00
Calendar Integration | GOV	2-way calendar integration for Office 365 Click on this link to learn more about Flex Appointments: https://www.qless.com/features/flexappointments/ Basic Flex Appointment Set-up:	$50.00	12.00	$600.00	$600.00

QLESS

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

Flex Appointments	Up to 5: # of Resources (Ex: Agent 1, Counselor, Dr. Jones) Up to 5: Transaction Types (Ex: graduation check, immunization, permit application) Up to 5: Resource Types (Ex: Advisor, Agent, Representative)	$1,250.00	12.00	$15,000.00	$15,000.00
Live Dashboard	This is a real-time analytics tool providing key performance statistics, throughout the day, across the organization using QLess.	$50.00	12.00	$600.00	$600.00
Premium Support & Maintenance *Already paid for.	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	9.00	$2,250.00	$2,250.00
QLess API Access	API Access - over 125 RESTful web service APIs offering precise control over queue management, customer experience, monitoring, and reporting.	$50.00	12.00	$600.00	$600.00
SMS Survey	Ability to send to a short survey via SMS upon completion of service	$50.00	12.00	$600.00	$600.00

Totals & Payment

Subtotal	$34,650.00
Discount	0.00%
Grand Total	$34,650.00
Sales Tax Total	$0.00
Grand Total New	$34,650.00

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)

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

Miscellaneous Notes

Renewal Terms:

6/25/2021 to 6/24/2022

*The Premium Support & Maintenance for the Clerk of Courts has already been accounted for in contract #10724 so the increase will only be for $32,400.00!

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

QLESS

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

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	Kristen Becker
Name	Gerald Cates	Title	Senior Account Manager
Title	IT Director	Signature	Kristen Becker
Signature		Date	4/8/2021
Date			

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

6/4/20
DATE

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

DATE 7/25/19

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