



Jackson County, Missouri

Request for Legislative Action

REQUESTED MEETING DATE: 06/10/2024 **SPONSOR:** Megan L. Marshall

To be completed by the County Counselor's Office:

NUMBER: 21652 **ASSIGNED MEETING DATE:** 06/10/2024

STAFF CONTACT: Tedi Rowland **PHONE:** 816-881-3246

EMAIL: trowland@jacksongov.org

DEPARTMENT: County Clerk's Office

TITLE: A RESOLUTION awarding a contract for the furnishing of appointment management software for use by the Office of the Clerk of the County Legislature to Q-Less Software of Pasadena, CA, as a sole source purchase, at an actual cost to the County in the amount of \$9,450.00.

SUMMARY:

The Office of the Clerk of the County Legislature has a need for appointment management software to provide for reduced waiting times, manage office traffic, and staff scheduling. The County Clerk's Office has been using the Q-less Appointment Management Software as a sole source since 2020 at its downtown Kansas City and Independence locations to provide a convenient on-line system for notary customers to schedule appointments.

Pursuant to section 1030.1 of the Jackson County Code, 1984, the Director of Finance and Purchasing has determined that this software can be obtained from only one source, Q-Less Software of Pasadena, CA, to ensure compatibility with other County software and ease of maintenance.

FINANCIAL IMPACT: NO

YES

Amount	Fund	Department	Line-Item Detail
<u>\$ 9,450.00</u>	<u>001</u>	<u>0201</u>	<u>56663</u>

ACTION NEEDED: AWARD A CONTRACT

ATTACHMENT(S): QLess Quote

Fiscal Note:

This expenditure was included in the Annual Budget.

PC# _____

Date: May 29, 2024

RES # 21652
eRLA ID #: _____

001 General Fund

Cost Center	Spend Category	Program/Grant/Project	Not to Exceed
0201 Legislature - Clerk of the County	56663 Software As A Service		\$ 9,450

APPROVED
By David Moyer at 3:20 pm, May 29, 2024

\$ 9,450

Budget Office



Quote Reference: 0Q0UK000000bDkf0AE

Jackson County, MO Clerk of the County Legislature 2024 Renewal

Company Information:

Jackson County, MO Clerk of the County Legislature
415 E. 12th St 2nd Floor
Kansas City MO
64106 United States

Service Order Information:

Quote Created: May 29, 2024
Quote Expires: June 15, 2024

Service Order created by:

Kristen Becker
kristen.becker@qless.com
(800) 405-4637 x. 1208

Main Contact:

Service Order Details:

Subscription Start Date: May 26, 2024
Subscription End Date: May 25, 2025
Contract terms: 12
Payment Terms: Annually
PO Required: Yes, Before Invoicing
Currency: USD
of Locations:

Contract Signer:

Comments

ITEMS & PRICES

Item / Description	Quantity	List Price	Your Price	Total Price
FlexAppointments - S	1.00	\$9,450.00	9,450.00	\$9,450.00
Totals				\$9,450.00

QLESS STANDARD PURCHASE TERMS:

Governing Terms

This Service Order (the "Service Order") is made as of the date of the final signature below (the "Effective Date"), by and between QLess, Inc. ("QLess") and the Customer listed below ("Customer"). This Service Order is subject to the terms and conditions as set forth in the QLess Software as a Service Agreement (the "**SaaS Agreement**"), executed simultaneously with this Service Order. This Service Order, together with the SaaS Agreement, forms the entire agreement between QLess and Customer governing the services described hereunder. All terms of the SaaS Agreement are incorporated herein by this reference. If any terms of this Service Order conflict with the terms of the SaaS Agreement, the SaaS Agreement shall govern. The terms and conditions can be found at www.qless.com/terms.

The Term of this Service Order will commence on the day of receipt of a fully executed SaaS Agreement between QLess and Customer. Following the initial Term, this Service Order will automatically renew, continuously and indefinitely, for a period equal to the initial Term (each a "Renewal Term") unless Customer notifies QLess via email (to billing@qless.com) at least thirty days (30) prior to the Term end date. If Customer wishes to cancel the auto-renewal less than 30 days prior to the Service Order end date, a fee equal to 1/12 of the Service Order cost will be invoiced.

The Fees associated with the Services provided in this Service Order are due and payable upon the execution of the SaaS Agreement.

Additional Payment Terms

If a PO is required for invoicing purposes, please submit the PO to billing@qless.com, to avoid delayed access to the QLess Services. Payment is due net 30, upon receipt of a fully executed SaaS Agreement and Service Order. Customer will be invoiced in USD and payments are to be remitted in USD. Please direct all billing inquiries to billing@qless.com. All amounts are non-cancellable or non-refundable (except as explicitly provided herein or in the MSA). In the event of a conflict between the terms of this Service Order and the SaaS Agreement and the terms of a Customer PO, the terms of this Service Order and SaaS Agreement shall govern.

QLess Hardware

All free-standing kiosks are pre-ordered and customized for each customer. As a result, all kiosk sales are final and are non-refundable. Due to the custom set-up on each free-standing kiosk, the standard delivery window is 8-12 weeks from the payment date. In case of any malfunction of the hardware (other than free-standing kiosks), Customer is required to notify QLess within 30 days from the receipt of the hardware to remain eligible for replacement or full refund. After thirty days (30) the manufacturer warranty may still be used.

Signatures

QLess, Inc.

[Customer]

QLess

21 Miller Alley, Suite 210, Pasadena, CA 91105

(Signature)

(Signature)

Name

Name

Title

Title
