



R. 20589

ORD. 5456

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

General Information

Quote Name Jackson County, MO Clerk of the County  
Legislature (2 locations) Created Date 11/14/2020  
Quote Number 00003294 Expiration Date 1/31/2021  
Email zach.zipay@qless.com

Customer Contact Information

Contact Name Mary Jo Spino AP Contact Name Mary Jo Spino  
Phone (816) 881-3242 AP Contact Phone (816) 881-3242  
Email mspino@jacksongov.org Number  
AP Contact Email mspino@jacksongov.org  
Address

Address Information

Ship To Name Jackson County, MO Clerk of the County Bill To Name Jackson County, MO Clerk of the County  
Legislature Legislature  
Ship To 415 E. 12th Street Bill To 415 E. 12th Street  
Kansas City, MO 64106 Kansas City, MO 64106  
United States United States

Terms

Term of Contract 1 Year Payment Term N 30  
Billing Terms Annual Pre-Pay No  
Subscription Fees Subscription starts upon receipt of admin login Purchase Order  
Required

Quote Line Items

Product	Product Description	Sales Price	Quantity	Subtotal	Discount	Total Price
Account Set-Up and Virtual Training	Initial Kick-Off Call Questionnaire Review Build and QA of environment Welcome Letter with login information for kiosk, monitor, CEC/QM, Reports Training- Foundations and Admin Classes Up to one call for questions, answers during set up Includes: 1 Foundation and 1 Admin Training Session Each additional session is \$500	\$2,500.00	1.00	\$2,500.00	100.00%	\$0.00
Flex Appointments	Click on this link to learn more about Flex Appointments: <a href="https://www.qless.com/features/flexappointments/">https://www.qless.com/features/flexappointments/</a> Basic Flex Appointment Set-up: 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)	\$500.00	24.00	\$12,000.00	25.00%	\$9,000.00

FILED  
DEC 30 2020  
MARY JO SPINO  
COUNTY CLERK



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**Totals & Payment**

Subtotal	\$14,500.00
Discount	37.93%
Grand Total	\$9,000.00
Sales Tax Total	\$0.00
Grand Total New	\$9,000.00

**Package and Training Details**

QLess Training      Virtual Training  
Details

**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

Multiple Location Discount	Applied.
Miscellaneous Notes	Ms. Mary Jo Spino - Clerk of the County Legislature
	Jackson County Courthouse 415 E. 12th Street Kansas City, MO 64106 816-881-3242 816-881-3234 Fax
	Independence Location 201 W. Lexington 2nd Floor Independence, MO 64050 816-881-1626 816-881-4473 Fax
	Hours <u>Except Holidays</u> Monday - Friday 8 a.m. - 4:30 p.m. Independence office closes daily 1-2 p.m.

**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.
- 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 the terms and conditions of the QLess Master License Agreement located at <https://www.qlless.com/terms>



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Customer and QLess Signature

Account Name Jackson County, MO Clerk of the County  
Legislature

Name **Bob Crutsinger**  
Title **Director of Finance and Purchasing**

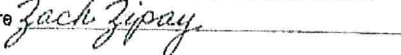
Signature 

Date 1-8-2020

Company Name QLess

Prepared By Zach Zipay

Title Sales Director, Government Sales

Signature 

Date 11/14/2020

APPROVED AS TO FORM

  
County Counselor

ATTEST:

  
Clerk of the County Legislature

**REVENUE CERTIFICATE**

I hereby certify that there is a balance otherwise unencumbered to the credit of the appropriation to which this contract is chargeable, and a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made, each sufficient to meet the obligation of \$9,000.00 which is hereby authorized.

12-17-2028  
Date

  
\_\_\_\_\_  
Director of Finance and Purchasing  
Account No. 040-0201-56661 \$9,000.00