



Jackson County, Missouri

Request for Legislative Action

REQUESTED MEETING DATE: _____ **SPONSOR:** Megan L. Marshall

To be completed by the County Counselor's Office:

NUMBER: 21662 **ASSIGNED MEETING DATE:** 06/24/2024

STAFF CONTACT: Karey Schulze **PHONE:** 816-881-3038

EMAIL: KSschulze@jacksongov.org

DEPARTMENT: Collection

TITLE: Authorizing the purchase of Annual Software Maintenance Agreement pursuant to Jackson County Chapter 10, 1031.1, Sole Source, for use by the Departments of Collection and Assessment from Q-Less, Inc. of Pasadena, CA at a total cost to the County of \$16,735.50. This purchase is a sole source due to proprietary software maintenance.

SUMMARY:

The annual software maintenance agreement for the Departments of Collection and Assessment with Q-Less, Inc. needs to be authorized for 2024 renewal period (9/29/24-9/28/25). The software allows taxpayers to login from any location and get an appointment time to come to the Historic Truman Courthouse and will notify them of any changes or updates in appointment times.

Persuant to Section 1030.1 of the Jackson County Code, the software maintenance from Q-Less would be considered a sole source to ensure consistency of services to taxpayers and allow maintenance and updates to the software from the proprietary owner of the software.

FINANCIAL IMPACT: NO

YES

Amount	Fund	Department	Line-Item Detail
<u>\$ 16,735.50</u>	<u>045</u>	<u>1403</u>	<u>56662</u>

ACTION NEEDED: AUTHORIZE

ATTACHMENT(S): Quote: 0Q0UK000000uabt0AA; Sole Source Memo; 2024 Certificate of Compliance



JACKSON COUNTY

Collection Department – Kansas City

415 East 12th Street, Suite 100
Kansas City, Missouri 64106
www.jacksongov.org

(816) 881-3232
Fax: (816) 881-3142

Memo

To: Craig Reich, Purchasing Senior Buyer

From: Karey Schulze, Deputy Director of Collection

cc: Barbara Casamento, Purchasing Administrator
Scott Lakin, Director of Collection

Date: 06/05/24

Re: Q-Less, Inc. annual software maintenance

I am entering an e-RLA for 2024 annual software maintenance for Q-Less software used by the Departments of Collection and Assessment as a sole source purchase. Please see the attached quote for breakdown of \$16,735.50 charge. Funding has been budgeted for 2024 in fund/account: 045-1403-56662-24. Also attached is their Certificate of Compliance for 2024.



Quote Reference: 0Q0UK000000uabt0AA

County of Jackson, MO - Assessments & Collections Renewal Opp 09/28/2024

Company Information:

County of Jackson, MO - Assessments & Collections
415 East 12th Street
Kansas City MO
64106 United States

Service Order Information:

Quote Created: May 31, 2024
Quote Expires: September 28, 2024

Service Order created by:

Lisa Wilt
lisa.wilt@qless.com

Main Contact:

Karey Schulze
kschulze@jacksongov.org

Service Order Details:

Subscription Start Date: Sep 29, 2024
Subscription End Date: Sep 28, 2025
Contract terms: 0
Payment Terms: Annually
PO Required: Yes, Before Invoicing
Currency: USD
of Locations:

Contract Signer:

Karey Schulze
kschulze@jacksongov.org

Comments

ITEMS & PRICES

Item / Description	Quantity	List Price	Your Price	Total Price
Mobile Queuing Platform 2 Way SMS - M	1.00	\$15,412.50	15,412.50	\$15,412.50
Live Dashboard	1.00	\$1,323.00	1,323.00	\$1,323.00

Item / Description	Quantity	List Price	Your Price	Total Price
Totals				\$16,735.50

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

21 Miller Alley, Suite 210, Pasadena, CA 91105

QLess, Inc.

[Customer]

(Signature)



(Signature)

Name


Name

Bob Crutinger

Title

Title

Finance Director

Approved to Form


Jackson County Missouri

Certificate of Compliance



In accordance with Jackson County Code Chapter(s) 6 and 10,
this Certificate of Compliance is hereby issued to:

QLess, Inc.
21 Miller Alley Suite 210
Pasadena, CA 91103
2024 Certificate: 20240424VC929

Issued: 2024-04-24

Expires: 2024-12-31

The above named firm/agency has met the following requirements:

Is duly listed and assessed on the tax rolls of Jackson County, Missouri and is not delinquent in the payment of any taxes due to the County, or did not have on December 31st of the previous year any property subject to taxation by the County

Attests and agrees to Chapter 6 of the Jackson County Code which prohibits discriminatory employment practices and promotes equal employment opportunity by contractors doing business with Jackson County.

Melinda Bolling

Chief Compliance Review Officer
Jackson County Missouri
816-881-3302
compliance@jacksongov.org