

REQUEST FOR LEGISLATIVE ACTION

Version 6/10/19

Completed by County Counselor's Office:

Res/~~Ord~~ No.: 20589

Sponsor(s): Charlie Franklin

Date: December 14, 2020

SUBJECT	Action Requested <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance Project/Title: <u>Requesting the approval of Appointment Management Software from Q-Less Software of Pasadena, California as a Sole Source.</u>												
BUDGET INFORMATION <i>To be completed By Requesting Department and Finance</i>	<table border="1" style="width: 100%;"> <tr> <td>Amount authorized by this legislation this fiscal year:</td> <td style="text-align: right;">\$9,000</td> </tr> <tr> <td>Amount previously authorized this fiscal year:</td> <td style="text-align: right;">\$0</td> </tr> <tr> <td>Total amount authorized after this legislative action:</td> <td style="text-align: right;">\$9,000</td> </tr> <tr> <td>Amount budgeted for this item * (including transfers):</td> <td style="text-align: right;">\$9,000</td> </tr> <tr> <td>Source of funding (name of fund) and account code number:</td> <td></td> </tr> <tr> <td>040-0201-56661 CARES Act Fund – Clerk of the Legislature – Software Purchases</td> <td style="text-align: right;">\$9,000</td> </tr> </table> <p>* If account includes additional funds for other expenses, total budgeted in the account is: \$</p> OTHER FINANCIAL INFORMATION: <input type="checkbox"/> No budget impact (no fiscal note required) <input type="checkbox"/> Term and Supply Contract (funds approved in the annual budget); estimated value and use of contract: Department: _____ Estimated Use: _____ Prior Year Budget (if applicable): _____ Prior Year Actual Amount Spent (if applicable): _____	Amount authorized by this legislation this fiscal year:	\$9,000	Amount previously authorized this fiscal year:	\$0	Total amount authorized after this legislative action:	\$9,000	Amount budgeted for this item * (including transfers):	\$9,000	Source of funding (name of fund) and account code number:		040-0201-56661 CARES Act Fund – Clerk of the Legislature – Software Purchases	\$9,000
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PRIOR LEGISLATION	Prior ordinances and (date): 5456, November 30, 2020 Prior resolutions and (date): _____												
CONTACT INFORMATION	RLA drafted by (name, title, & phone): Barbara Casamento, Purchasing Administrator, 881-3253												
REQUEST SUMMARY	Due to the on-going Coronavirus/COVID-19 pandemic, various County Departments have been purchasing Appointment Management Software to encourage social distancing of citizens that need to do business with the County Departments. The software allows citizens to login from any location and get an appointment time to come to the Courthouse and will also notify citizens of any changes or updates in appointments. With a pending purchase by the Clerk's Office for the software, the amount spent in 2020 would be over \$25,000 requiring approval by the Legislature. The other departments utilizing this software are Collections, Courts, and Sheriff's Office. Pursuant to Section 1030.1 of the Jackson County Code, the software from Q-less would be considered a Sole Source to ensure consistency of services to Jackson County citizens and allow maintenance and updates for the Software from the proprietary owner of the software.												
CLEARANCE	<input type="checkbox"/> Tax Clearance Completed (Purchasing & Department) N/A <input type="checkbox"/> Business License Verified (Purchasing & Department) N/A <input type="checkbox"/> Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office) N/A												
COMPLIANCE	<input type="checkbox"/> MBE Goals <input type="checkbox"/> WBE Goals No goals assigned <input type="checkbox"/> VBE Goals												
ATTACHMENTS	Sole Source Memorandum from Michael Erickson, Director of IT												

REVIEW	Department Director: <i>Whitehead for Michael Erickson</i>	Date: <i>12/10/20</i>	
	Finance (Budget Approval): <i>If applicable</i>	APPROVED <small>By Mark Lang at 11:56 am, Dec 09, 2020</small>	Date:
	Division Manager: <i>Whitehead</i>	Date: <i>12/10/20</i>	
	County Counselor's Office: <i>Bryan Council</i>	Date: <i>12/10/20</i>	

Fiscal Information (to be verified by Budget Office in Finance Department)

- This expenditure was included in the annual budget.
- Funds for this were encumbered from the _____ Fund in ____.
- There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.
- Funds sufficient for this expenditure will be/were appropriated by Ordinance #5456
- Funds sufficient for this appropriation are available from the source indicated below.

Account Number:	Account Title:	Amount Not to Exceed:

- This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.
- This legislative action does not impact the County financially and does not require Finance/Budget approval.



Department of
INFORMATION TECHNOLOGY
JACKSON COUNTY, MISSOURI

816-881-3151

415 EAST 12TH STREET, ROOM G-8
KANSAS CITY, MO 64106

TO: BARBARA CASAMENTO, PURCHASING SUPERVISOR

FROM: MICHAEL ERICKSON, DIRECTOR OF IT AND GIS

DATE: DECEMBER 3, 2020

RE: SOLE SOURCE JUSTIFICATION FOR QLESS AND THE QLESS SOLUTION TO WAITING QUEUES.

JACKSON COUNTY, MISSOURI NEEDED A SOLUTION TO LARGE NUMBERS OF TAXPAYERS GATHERING IN VARIOUS OFFICES WAITING TO BE ASSISTED BY COUNTY ASSOCIATES. QLESS HAS A SOLUTION THAT MEETS ALL OF OUR NEEDS AND IT IS PROPRIETARY SOFTWARE. QLESS ALLOWS USERS TO LOGIN FROM THEIR HOMES OR ANY LOCATION TO GET AN APPOINTMENT TO COME INTO THE OFFICE. IT WILL ALSO NOTIFY THEM OF ANY CHANGES OR UPDATES TO THEIR APPOINTMENT. THIS WILL KEEP THE NUMBER OF TAXPAYERS IN THE OFFICE AREAS TO A MINIMUM. QLESS IS THE SOLE-SOURCE FOR THIS APPLICATION.

DEPARTMENTS THAT WILL USE QLESS INCLUDE THE SHERIFF, COLLECTIONS, COURTS AND THE COUNTY CLERK.



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 AP Contact Email mspino@jacksongov.org
 Address

Address Information

Ship To Name Jackson County, MO Clerk of the County Legislature Bill To Name Jackson County, MO Clerk of the County Legislature
 Ship To 415 E. 12th Street Kansas City, MO 64106 United States Bill To 415 E. 12th Street Kansas City, MO 64106 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: https://www.qless.com/features/flexappointments/ 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



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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 Applied.
Discount

Miscellaneous Ms. Mary Jo Spino - Clerk of the County
Notes 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
Except Holidays
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 QLess Terms and Conditions that can be found at <https://www.qless.com/terms/>



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Pasadena, CA 91101
US

Customer and QLess Signature

Account Name Jackson County, MO Clerk of the County
Legislature

Name Mary Jo Spino

Title County Clerk

Signature _____

Date _____

Company Name QLess

Prepared By Zach Zipay

Title Sales Director, Government Sales

Signature *Zach Zipay* _____

Date 11/14/2020 _____