



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

General Information

Quote Name	Nueces County, TX - Tax Assessor/Collector Offices	Created Date	6/4/2020
		Expiration Date	8/31/2020
Quote Number	00002703		
Email	zach.zipay@qless.com		

Customer Contact Information

Contact Name	Kevin Kieschnick	AP Contact Name	Mr. Kevin Kieschnick
Phone	(361) 888-0307	AP Contact Phone Number	(361) 888-0307
Email	kevin.kieschnick@co.nueces.tx.us	AP Contact Email Address	kevin.kieschnick@co.nueces.tx.us

Address Information

Ship To Name	Nueces County Tax Office	Bill To Name	Nueces County Tax Office
Ship To	901 Leopard Street Rm 301 Corpus Christi, TX 78401 United States	Bill To	901 Leopard Street Rm 301 Corpus Christi, TX 78401-3602 United States

Terms

Term of Contract	1 Year	Payment Term	N 30
Billing Terms	Annual	Pre-Pay	No
Set up and Training	Prepay upon signing of SO	Terms Special Instructions	50% COVID discount on Setup
Subscription Fees	Subscription starts upon receipt of admin login	Purchase Order Required	<input type="checkbox"/>

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	50.00%	\$1,250.00
	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					



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2-way SMS Interactive Queuing Package	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.	\$750.00	24.00	\$18,000.00	50.00%	\$9,000.00
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)	\$250.00	24.00	\$6,000.00	50.00%	\$3,000.00
Live Dashboard	This is a real-time analytics tool providing key performance statistics, throughout the day, across the organization using QLess.	\$50.00	24.00	\$1,200.00	10.00%	\$1,080.00
QLess API Access	API Access - over 125 RESTful web service APIs offering precise control over queue management, customer experience, monitoring, and reporting.	\$50.00	24.00	\$1,200.00	10.00%	\$1,080.00

Totals & Payment

Subtotal	\$28,900.00
Discount	46.68%
Grand Total	\$15,410.00
Sales Tax Total	\$0.00
Grand Total New	\$15,410.00

Package and Training Details

QLess Training
Details Virtual Training

QLess Support Options & Miscellaneous Notes

<p>BASIC SUPPORT - Included at no charge</p> <ul style="list-style-type: none"> • Access to Knowledge Base • Phone and Email Support <p>PREMIUM SUPPORT - 20% OF ANNUAL LICENSE FEES (\$3,000 Minimum)</p> <ul style="list-style-type: none"> • 20% of Annual Licensing (\$3,000 Minimum) • Access to Knowledge Base • SLA with faster resolution time • Online, Phone with Zendesk Talk and Email Support 	<p>Miscellaneous Notes</p> <p>-2 physical locations going live.</p> <p>-2 very tiny locations can be added at a later time for no charge. These locations will be software only, 1-2 staff users and about 20-25 customers per day. Walk in only.</p> <p>Per Kevin K. Zach – #1. The primary large location which currently has 10 windows for Automobile and 4 currently for tax is the Nueces County Courthouse. #2. The Robstown Location has 4 service</p>
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windows.

2 additional locations, no charge, tiny/software only.

-The Bishop and Port Aransas locations each have 1 employee and 1 work station.

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/>

Customer and QLess Signature

Account Name	Nueces County Tax Office	Company Name	QLess
Name	Kevin Kieschnick	Prepared By	Zach Zipay
Title	Tax Assessor Collector	Title	Sales Director, Government Sales
Signature	_____	Signature	_____
Date	_____	Date	_____