

ITEMS REQUIRING BOCC APPROVAL

August 12, 2021

(2 ITEMS)

1. CONTRACT AMENDMENT TO QLESS, INC. -- TREASURER'S OFFICE

FUNDING -- TREASURER'S OFFICE

(Contract Amendment)

RFP #15-0066

Contract #4171-11	QLess, Inc.		
	Extend the current contract through September 23, 2026		
	Quantity (Years)	Item Price	Item Total
2-way SMS Interactive Queuing Package (annual)	5	\$36,750.00	\$183,750.00
Discount (4.90%)	5	-\$1,800.75	-\$9,003.75
TOTAL			\$174,746.25

On the recommendation of Josh Lauber, on behalf of the Treasurer's Office, Anna Meyerhoff moved to **accept the amendment to extend the contract with QLess, Inc. through September 23, 2026**. Jennifer Blasi seconded the motion. The motion passed unanimously.

In 2015, a Request for Proposal was issued for a Virtual Waiting Line Management System. A virtual wait line allows users to obtain a place in line from any smart device (cell phone, tablet, PC) or from a kiosk which is located in each of the two (2) Tag Office locations. The system allows the user to secure a spot in line and to receive SMS text updates as to their estimated wait time. Additionally, the system allows limited interaction for the customer to request more time (in the event they are not ready when summoned), to receive a status update, or to exit the line.

Due to positive feedback and usage, the county is requesting an additional renewal of five (5) years of continued usage.

Questions and Answers

Tim Myers: Do you know what the price of this contract is in relation to the price of last five (5) year contract?

Randy Bargdill: It's the same contract as far as maintenance goes and it's at the same price of \$35,000.00 a year, which is what we gave back when we first purchased the system. These funds are going to be paid out of the technology funds so it won't be general fund dollars financing it.

Russell Leeds: Do you have any idea how many calls are processed through this virtual wait line on an annual basis?

Randy Bargdill: There is typically around 300 - 350 people a day who utilize this system. Toward the end of the month there could be up to 800 people a day.

Russell Leeds: I've used the system and found it to be very helpful. I assume that's what your experience is.

Randy Bargdill: There's positive feedback on this. During the COVID time, we took it down for about 30 days or so and there was public outcry and they wanted it back on. So it's very popular. Johnson County stepped away from it for a little while trying to get more of an appointment based software and they ended up going back to QLess. So it's very popular in the industry.

Russell Leeds: Are you here as a voting member or simply as a representative of the Treasurer's Office on this item?

Randy Bargdill: Just a representative of the Treasurer's Office.

BOARD OF BIDS AND CONTRACTS AUGUST 12, 2021

**2. STRYKER LIFEPAK & LUCAS SERVICE PLAN -- EMERGENCY MEDICAL SERVICES (EMS)
FUNDING -- EMERGENCY MEDICAL SERVICES (EMS)**

(Single Source)

#21-2042 Contract

	Stryker Sales Corporation		
	Quantity (Each)	Price	Annual Total
LifePak Service Plan 10/1/2021 - 9/30/2022	40	\$1,584.00	\$63,360.00
LifePak Service Plan 10/1/2022 - 9/30/2023	40	\$1,584.00	\$63,360.00
LifePak Service Plan 10/1/2023 - 9/30/2024	40	\$1,584.00	\$63,360.00
Total			\$190,080.00
LUCAS Service Plan 10/1/2021 - 9/30/2022	7	\$1,272.00	\$8,904.00
LUCAS Service Plan 10/1/2022 - 9/30/2023	7	\$1,272.00	\$8,904.00
LUCAS Service Plan 10/1/2023 - 9/30/2024	7	\$1,272.00	\$8,904.00
Total			\$26,712.00
Grand Total			\$216,792.00
Discount (15%)			-\$32,518.80
Grand Total after Discount			\$184,273.20

On the recommendation of Josh Lauber, on behalf of Emergency Medical Services, Tim Myers moved to **accept quote from Stryker Sales Corporation (Stryker) for the contracted rates listed above.** Anna Meyerhoff seconded the motion. The motion passed unanimously.

The service agreement from Stryker will provide EMS the diagnostics and repairs needed for all Stryker LifePak (monitors and defibrillators) and LUCAS Compression Systems (chest compression devices). Many of these repairs must comply with the Food and Drug Administration (FDA) guidelines and be performed by an FDA authorized service technician from the manufacturer. Failure to follow these FDA protocols on repairs could place liability on EMS and the county for any potential equipment failures during critical patient care.

In the Spring of 2020, the county submitted a CARES request for 40 new LifePak 15's and seven (7) LUCAS III Devices. The county took delivery of all devices in September 2020 and these new pieces of equipment all came with a one year, manufacturer's warranty that covered all maintenance and services.

EMS currently has 40 of the Stryker LifePak 15s in service, deploying one (1) in each ambulance and Community Response Vehicle (CRV), two (2) in each of EMS supervisors' vehicles. The LifePak 15s are a biphasic monitor/defibrillator that is used in emergency cardiac patient care. The LifePak 15s will allow for 12 - Lead EKG acquisition and interpretation, synchronized cardioversion (for treating unstable fast rhythms like supraventricular tachycardia or atrial fibrillation), external pacing (for post-cardiac arrest, bradycardia, and/or heart-block patients), monitor oxygen saturation, CO2 output for intubation, and blood pressure.

EMS also has seven (7) of the LUCAS Chest Compression Systems, one (1) in each of EMS supervisors' vehicles and also one (1) each on the Community Response Vehicles (CRV). The system is used to provide consistent, high quality automated chest compressions (CPR) for extended periods of time during critical cardiac patient care.

This agreement will provide service and maintenance repairs for all EMS LifePak monitors/defibrillators and LUCAS chest compression devices. The service agreement will include 24/7 technical support, loaner devices, onsite preventative maintenance inspection/service, battery, and support device replacement. It will also provide FDA reporting on device failures and detailed service reports on all repairs. The agreement also provides discount on all supporting equipment and any future upgrades needed on all devices.

Questions and Answers

Russell Leeds: These were purchased with CARES Act money. However you had similar devices and service at the same time so your budget has sufficient dollars to continue maintaining these like it had previously?

Paul Gibson: Correct. We've actually had a service agreement on all of our Lifepaks dating back to 1999. It really reinforces the fact, especially on the FDA reporting. That's something that protects not only the county but the patient as well. It's been very beneficial. The contract spells out \$184,000.00 and we pay it in three (3) year increments of \$61,000.00 and some change. We do have the money in our budget for that outside of what was provided through CARES.