



Town of Miami Lakes Memorandum

To: Honorable Mayor & Councilmembers

From: Edward Pidermann, Town Manager

Subject: Visitor Management System – As Needed

Date: October 20, 2020

Recommendations:

It is recommended that the Town Council authorize the Town Manager to piggyback General Services Administration (“GSA”) contract GS-35F-209CA with QLess, Inc. in accordance with Section 7 of the Town’s Procurement Ordinance 17-203, for visitor management software on an as-needed basis in an amount not to exceed budgeted funds

Background:

The Town of Miami Lakes (“Town”) Building Department experiences long lines and waiting times. In order to alleviate foot traffic and provide the best customer service to its residents, the Town’s Building Department staff desires to implement a visitor management software.

QLess is a cloud-based software that advances the delivery of services to residents by eliminating lines with “virtual queues.” QLess allows residents to join a line via website, phone call, text, mobile app, or an on-site kiosk. Residents are able to choose the type of service they want, and the system then shares the expected wait time, allowing residents to manage their time accordingly. QLess also allows Town staff to schedule appointments, manage lines, and even steer residents to less busy times of the day in order to deliver the most efficient and timely service to the residents.

The General Services Administration (“GSA”) awarded the contract to QLESS, Inc. with an initial term of March 15, 2015 through March 14, 2025.

After researching the options available to the Town, Procurement recommends piggybacking General Services Administration (“GSA”) contract GS-35F-209CA with QLESS, Inc. under Section 7 of Ordinance 17-203, as it will satisfy our needs effectively, while minimizing administrative costs associated with issuing a separate solicitation.