



CONTRACT# ITS/250855

Quote Reference: 0Q0UK0000034KeL0AU

City of Ocala - Combined

Company Information:
City of Ocala - Customer Service Office

Service Order Information:
Quote Created: Jul 25, 2025
Quote Expires: August 29, 2025

Service Order created by:
Matthew Doan
matthew.doan@qlless.com

Main Contact:

Service Order Details:
Subscription Start Date: Aug 15, 2025
Subscription End Date: Sep 30, 2026
Contract terms: 14
Payment Terms: Annually
PO Required: Yes, Before Invoicing
Currency: USD
of Locations:

Contract Signer:

Comments

ITEMS & PRICES

Item / Description	Quantity	List Price	Your Price	Total Price
Tempo Platform Subscription - S GM - Tempo (8/15/2025 - 9/30/2026)	1.00	\$6,332.54	6,332.54	\$6,332.54

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Item / Description	Quantity	List Price	Your Price	Total Price
Tempo Platform Subscription - S CS Tempo (1/10/2026 - 9/30/2026)	1.00	\$4,669.15	4,669.15	\$4,669.15
Tempo PostVisit Pro - S GM - PostVisit Pro (8/15/2025 - 9/30/2026) (this will be activated upon receipt of signed SO and PO)	1.00	\$695.88	695.88	\$695.88
Tempo Live Insights - S GM - Live Insights (8/15/2025 - 9/30/2026)	1.00	\$626.30	626.30	\$626.30
Tempo PostVisit Pro - S CS - PostVisit Pro (1/10/2026 - 9/30/2026) (this will be activated upon receipt of signed SO and PO)	1.00	\$466.92	466.92	\$466.92
Tempo Live Insights - S CS Live Insights (1/10/2026 - 9/30/2026)	1.00	\$259.40	259.40	\$259.40
Totals				\$13,050.19

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

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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.

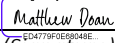
**QLess
Hardware**

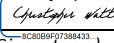
All free-standing kiosks are pre-ordered and customized for each customer. As a result, all kiosk sales are final and are non-refundable. Due to the custom set-up on each free-standing kiosk, the standard delivery window is 8-12 weeks from the payment date. In case of any malfunction of the hardware (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, Inc.

[Customer] CITY OF OCALA

Signed by:

Matthew Doan
(Signature)

DocuSigned by:

Christopher Watt
(Signature)

Name Matthew Doan

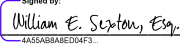
Name Christopher Watt

Title Client Success Associate

Title Chief of Staff

QLess
21 Miller Alley, Suite 210, Pasadena, CA 91105

Approved as to form and legality:

Signed by:

William E. Sexton, Esq.
City Attorney

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QLess

21 Miller Alley, Suite 210, Pasadena, CA 91105

Certificate Of Completion

Envelope Id: 1C08C9ED-668A-4424-9397-1944377D9F65
 Subject: SIGNATURE: PostVisit Notification GRM CSO Agreement - QLess, Inc. (ITS/250855)
 Source Envelope:
 Document Pages: 4
 Certificate Pages: 5
 AutoNav: Enabled
 Envelopeld Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed
 Envelope Originator:
 April Adolf
 110 SE Watula Avenue
 City Hall, Third Floor
 Ocala, FL 34471
 aadolf@ocalafl.gov
 IP Address: 216.255.240.104

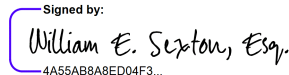
Record Tracking

Status: Original 8/19/2025 11:12:20 AM	Holder: April Adolf aadolf@ocalafl.gov	Location: DocuSign
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: City of Ocala - Procurement & Contracting	Location: Docusign

Signer Events

William E. Sexton, Esq.
 wsexton@ocalafl.gov
 City Attorney
 Security Level: Email, Account Authentication (None)

Signature

Signed by:

 4A55AB8A8ED04F3...
 Signature Adoption: Pre-selected Style
 Using IP Address: 216.255.240.104

Timestamp

Sent: 8/19/2025 11:52:54 AM
 Viewed: 8/22/2025 5:09:41 PM
 Signed: 8/22/2025 5:27:21 PM

Electronic Record and Signature Disclosure:
 Accepted: 9/15/2023 9:02:35 AM
 ID: 313dc6f2-e1d0-44c3-8305-6c087d6cdf0b

Christopher Watt
 cwatt@ocalafl.org
 Chief of Staff
 Security Level: Email, Account Authentication (None)


DocuSigned by:

 8C80B9F07388433...
 Signature Adoption: Pre-selected Style
 Using IP Address: 216.255.240.104

Sent: 8/22/2025 5:27:22 PM
 Resent: 8/28/2025 11:38:33 AM
 Viewed: 8/28/2025 11:39:38 AM
 Signed: 8/28/2025 11:40:27 AM

Electronic Record and Signature Disclosure:
 Accepted: 8/28/2025 11:39:38 AM
 ID: 28e99420-a4ed-4e90-bb41-9eb4f6292c10

Matthew Doan
 matthew.doan@qlless.com
 Security Level: Email, Account Authentication (None)

Signed by:

 ED4779F0E68048E...
 Signature Adoption: Pre-selected Style
 Using IP Address:
 2600:8800:41ac:e700:4d78:db4f:d9ac:732e

Sent: 8/28/2025 11:40:43 AM
 Viewed: 8/29/2025 10:41:55 AM
 Signed: 8/29/2025 10:42:23 AM

Electronic Record and Signature Disclosure:
 Accepted: 8/29/2025 10:41:55 AM
 ID: de80178b-a617-4af3-b7ea-227b6d2cd9c5

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp

Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	8/19/2025 11:52:54 AM
Certified Delivered	Security Checked	8/29/2025 10:41:55 AM
Signing Complete	Security Checked	8/29/2025 10:42:23 AM
Completed	Security Checked	8/29/2025 10:42:23 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Ocala - Procurement & Contracting (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Ocala - Procurement & Contracting:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: contracts@ocalafl.org

To advise City of Ocala - Procurement & Contracting of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at contracts@ocalafl.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Ocala - Procurement & Contracting

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to contracts@ocalafl.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Ocala - Procurement & Contracting

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.