



City of North Port
FINANCE DEPARTMENT/PURCHASING DIVISION
4970 CITY HALL BLVD
NORTH PORT, FLORIDA 34286
Office: 941.429.7170
Fax: 941.429.7173
Email: purchasing@northportfl.gov



NOTICE OF INTENT TO AWARD A SOLE/SINGLE SOURCE PROCUREMENT

Sole/Single Source No: SS NO. 26-45

Date Posted: November 25, 2025

Written Response Due Date: December 2, 2025

This is not a formal solicitation and there are no submissions required. The proposed contract action is for product or services for which the City intends to negotiate and award with only one contractor/vendor under the authority of and in accordance with Florida State Statute 287.057(5)(c). Any responses received as a result of this Notice of Intent shall be considered solely for the purpose of determining whether to conduct a competitive procurement. Responses will not be considered as proposals, bids, or quotes.

- **DESCRIPTION OF SERVICE/PRODUCT: Software Subscription Renewal Virtual Queuing**
- **AMOUNT** (This is an acquisition with an estimated value of): **\$6758**
- **VENDOR: QTRAC INC**

Interested firms or individuals may identify their interest and capability to respond to the requirement by submitting in writing their name, address, point of contact, telephone number, e-mail, and a statement regarding capability to provide the specified procurement per the attached specifications. Interested firms will be considered only if they respond with clear and convincing documentation that they are capable of meeting or exceeding the requirements stated herein. All responses received within seven (7) calendar days after the date of publication of this synopsis will be reviewed by the City. A determination by the Procurement Manager not to compete this proposed action based on the responses to this notice is solely within the discretion and approval of the Procurement Manager and City Manager.

All sole/single source purchases exceeding the formal threshold indicated in the policies and procedures manual will require Commission Approval.

All responses must be in writing and returned to **ATTENTION: PURCHASING**, City of North Port, 4970 City Hall Boulevard, Suite 337, North Port, Florida, 34286 or by: Fax 941-429-7173, or by e-mail purchasing@northportfl.gov. Note the number of the Sole Source Information inquiry on documentation.

Information regarding this Intent may be viewed and downloaded from DemandStar's website at www.demandstar.com. Links to DemandStar are also available from the City website at www.northportfl.gov. This Notice of Intent is posted on the City FTP site at <https://northportfl.gov/files>. If you have any questions, concerns, or problems accessing this request using the link, please contact Michael White, Contract Administrator I, at 941.429.7174. Request for additional information or clarification regarding the specifications must be sent via facsimile to 941.429.7173 or via email to purchasing@northportfl.gov. No verbal requests will be honored.



Procurement Request

City of North Port

Request

Request Type *

Sole/Single Source/Standardization

Capital? (?) No Yes**PRR-EX (?)** Yes**FY ***

2026

Type code *

Q

Preparer

Cami Magnapera

Pre-Director Approver(s) (?)

	Name
1	Katrina Romano

Department *

DEVELOPMENT SERVICES

Division(s)

BUILDING

Commission Meeting? * Yes No**Commission Override (?)** Yes No**Purchase****Payment Method *** Visa Purchase Purchase Order**Purchase Type *** Single Purchase (current FY)
 Blanket Purchase (current FY)**Purchase SubType *** None Change Order
 Amendment**Description ***

Annual Usage & support fees

Section 2-407 of the City of North Port Procurement Code provides guidelines for determining if good(s) or service(s) is/are a sole/single source. **All Sole/Single source requests will be posted on DemandStar & the City's Purchasing site for seven (7) business days.**

Exemption Explanation (?) *

While we acknowledge that alternative queue-management solutions do exist on the market, remaining with Q-Trac is the option that best supports the City's goals for cost efficiency, operational consistency, and system standardization across departments. Standardization Across the City

Q-Trac has been fully integrated into our existing workflows, staff procedures, and customer-service processes. Maintaining this system allows us to preserve a standardized approach to queue management, ensuring that staff training, reporting, and customer experience remain uniform across all facilities. Transitioning to a different solution would introduce new interfaces, new processes, and increased variability that could negatively affect service quality and disrupt cross-departmental alignment.

Cost Savings and Financial Impact

Although other vendors offer comparable services, switching platforms would require additional expenditures for new hardware, software licensing, configuration, staff retraining, and potential downtime during implementation. These transition-related costs outweigh any marginal differences in pricing between vendors. By remaining with Q-Trac, we avoid unnecessary financial impact and preserve the long-term cost savings associated with an already-established system.

Operational Efficiency and Continuity

Q-Trac is currently functioning efficiently and consistently within our operations. Migrating to a new vendor would interrupt this stability, placing strain on staff and potentially causing delays in customer service while new systems are learned and adopted.

Keeping Q-Trac in place ensures uninterrupted operations, continuity of service, and the ongoing reliability our staff and community expect.

For these reasons; preservation of standardization, avoidance of unnecessary transition costs, and protection of operational efficiency. I recommend the continuation of Q-Trac services rather than initiating a change in vendors. Maintaining this system is the most responsible, cost-effective, and service-focused option for the City.

Steps taken to verify these goods and/or services are not available elsewhere (?) *

While we acknowledge that alternative queue-management solutions do exist on the market, remaining with Q-Trac is the option that best supports the City's goals for cost efficiency, operational consistency, and system standardization across departments.

Other vendors that were contacted (?) *

none. please see comments above.

Grant? *

Yes No

Technology Related? (?) *

Yes Renewal No

Technology type *

Software

Exemption

Reason *

Attach documentation from the manufacturer certifying the vendor selected is the only distributor/dealer/contractor for the products or services in question and/or holds the production, unique capability, copyrights, trademark, and/or patent to the item, and check the following applicable statement(s):

- Patent, copyright or unique design restrictions. (Sole Source)

- Proprietary rights in technical data and/or product formulations (e.g. cleaning compounds, lubricating oils, paint, etc.), which can only be determined through extensive laboratory analysis and examination. (Sole Source)

- Only producer, such as utility supplier or construction material supplier, that will meet the specialized needs of the department or perform the intended function. (Sole Source)

- Direct replacement parts, equipment or supplies that must be compatible with original equipment already installed but available only from the original equipment manufacturer. Most manufacturers have more than one dealer or distributor for their products. When this is the case, competition between dealers and/or distributors may be possible, eliminating the "sole or single source" restriction. (Single Source)

- When tests and/or demonstrations of equipment, supplies, part, etc. under actual operating conditions reveal superior quality, performance, design or other characteristics in a brand product(s), which is available from only one source. Testing must be performed as often as practical. (Single Source)

- Purchases for a brand product are to be made from one selected supplier, even though there are other suppliers that provide similar products. Options, such as pricing, availability, servicing, have been vetted and a supplier has been chosen that best meets the City's needs. (Single Source)

- Maintenance, repair services or warranty which require specialized test equipment, procedures, and technical expertise available only from the original equipment manufacturer or authorized/licensed dealer/field service representative. (Single Source)

- The part(s)/equipment are required to permit standardization and operating efficiencies within the organization and the parts and equipment are only available through a sole or single source. If competition is available, the parts and equipment must be competed. For brand-specific items, quotes should still be obtained. (Standardization)

- Other: None or some of the above apply. Provide detailed justification below.

Explanation *

Switching vendors would affect cost savings, and interrupt efficiency and consistency for the City of North Port.

Supporting backup *

Click the Preview icon or right click link and select open in new tab or window to avoid downloading.

City of North Port - 2025 Renewal.pdf	253.11KB
FW_ QTRAC.pdf	411.14KB

DemandStar

[For Purchasing Division](#)

Date Posted

Sole/Single Source Number	Effective Date	Expiration Date
---------------------------	----------------	-----------------

Purchase Details

Line Items

Item #	Description *	Unit of Measure	Quantity *	Unit Price *	Subtotal
1	Annual usage & support Fees	\$\$	6,758.00	\$1.00	\$6,758.00

Shipping (?) *	Total Charges
\$0.00	\$6,758.00

Accounts

(?)

	Dept *	Account # (?) *	Project #	Amount *
1	BD	135-2700-524.46-01		\$6,758.00

Total Payments

\$6,758.00

Comments to Budget (?)

Additional funds available in 52-50

Backup Attachments



Click the Preview icon or right click link and select Open link in new tab or window to avoid downloading.

Additional Backup

Related NavLine Req, price sheet, quote, drawings, specifications, risk waiver, etc.

2025 QTRAC INC BD BLNKT Q 6752 (PO 51256).pdf	1.25MB
Cami Magnapera Qtrac 1.pdf	213.28KB

Vendor Details

Vendor Information (?)



Except for Emergency purchases, vendor MUST already be setup as a vendor in NaviLine.

Vendor Name *

QTRAC INC

Vendor Number *

8276

Vendor Name CST

Contact

Ken Langford

Vendor Email

kenl@qtrac.com

Remittance Address

27810 AVENUE HOPKINS, VALENCIA, CA 91355

Phone

661-219-3112

Vendor Documentation Current (?) *

Yes No

Risk Documentation Current (?) *

Yes No Waiver Attached

YTD Expenses (?)

Department Inclusive (?) *

\$6,758.00

City Inclusive (?) *

\$6,758.00

Highest Approver (?) *

FD and CM will be skipped on the back end, as needed.

Purchasing Approver

Action History (UTC-05:00)

Submit

by Cami Magnapera 10-31-2024 03:01:40 PM (Start Form)

Send back for edits

by Katrina Romano 10-31-2024 03:19:36 PM (Pre-Director approval)

- The task was assigned to Katrina Romano 10/31/2024 3:01:44 PM

Resubmit

by Cami Magnapera 10-31-2024 03:42:22 PM (Requester resubmit)

- The task was assigned to Kyla Straughan, Katrina Romano, Amy Windisch, Maria Di Pompo, Michele Ross, Karen Nix, Cami Magnapera, Vinnie Mascarenhas, Leslie Vanatti. The due date is: November 14, 2024 3:01 PM 10/31/2024 3:19:38 PM
- Cami Magnapera assigned the task to Cami Magnapera 10/31/2024 3:20:33 PM

Submit

by Katrina Romano 11-01-2024 09:27:42 AM (Pre-Director approval)

- The task was assigned to Katrina Romano 10/31/2024 3:42:24 PM

Approve

by Alaina Ray 11-04-2024 08:28:09 AM (Director Approval)

- The task was assigned to Alaina Ray, Lori Barnes 11/1/2024 9:27:43 AM
- Alaina Ray assigned the task to Alaina Ray 11/4/2024 8:28:04 AM

Approve

by Nicole Brown 11-04-2024 08:35:56 AM (Budget Approval)

- The task was assigned to Heidi Hallas, Nicole Brown, Lisa Herrmann 11/4/2024 8:28:10 AM
- Nicole Brown assigned the task to Nicole Brown 11/4/2024 8:35:01 AM

Reviewed

by Bernice Moen 11-04-2024 10:22:33 AM (Purchasing Specialist)

🗨️ EVER-BLKT-TERM

- The task was assigned to Bernice Moen, Geoff Thomas 11/4/2024 8:35:57 AM
- Bernice Moen assigned the task to Bernice Moen 11/4/2024 10:17:39 AM

Approve

by Alla Skipper 11-04-2024 10:36:26 AM (Purchasing Approval)

- The task was assigned to Alla Skipper, Ginny Duyn, Keith Raney 11/4/2024 10:22:34 AM
- Alla Skipper assigned the task to Alla Skipper 11/4/2024 10:36:16 AM



Procurement Request

City of North Port

Request

Request Type* Capital? (?) PRR-EX (?) FY* Type code*
 Quotes No Yes Yes 2025 Q

Preparer
 Cami Magnapera

Pre-Director Approver(s) (?)

	Name
1	Katrina Romano

Department* Division(s)
 DEVELOPMENT SERVICES BUILDING

Purchase

Payment Method* Purchase Type* Purchase SubType*
 Visa Purchase Purchase Order Single Purchase (current FY) None Change Order
 Blanket Purchase (current FY) Amendment

Description*
 QTrac annual usage and support fees.

Technology Related? (?) * Technology type*
 Yes Renewal No Software

Purchase Details

Line Items

Item #	Description*	Unit of Measure	Quantity*	Unit Price*	Subtotal
1	Annual usage & support fees.	\$\$	6,752.00	\$1.00	\$6,752.00

Shipping (?) * Total Charges
 \$0.00 \$6,752.00

Accounts (?)

	Dept*	Account # (?) *	Project #	Amount*
1	BD	135-2700-524.46-01		\$6,752.00

Total Payments
 \$6,752.00

Comments to Budget (?)

Vendor Details

Vendor Information (?)

Except for Emergency purchases, vendor MUST already be setup as a vendor in Naviline.

Vendor Name* Vendor Number*

QTRAC INC

8276

Vendor Name CST

Contact

Ken Langford

Vendor Email

kenl@qtrac.com

Remittance Address

27810 AVENUE HOPKINS, VALENCIA, CA 91355

Phone

661-219-3112

Vendor Documentation Current (?) *

Yes No

Risk Documentation Current (?) *

Yes No Waiver Attached

YTD Expenses (?)

Department Inclusive (?) *

\$6,752.00

City Inclusive (?) *

\$6,752.00



CITY OF NORTH PORT PROCUREMENT REQUEST FORM
QUOTES - INFORMAL



Please indicate: Visa Purchase Purchase Order

Single Purchase (For current FY) Blanket Purchase (Ongoing purchases for current FY) Change Order Amendment

DEPARTMENT/DIVISION: Development Services NAME OF REQUESTOR: Cami Magnapera

If Applicable: COMMISSION MEETING DATE: _____ AGENDA ITEM NUMBER: _____

A. Please describe all products and/or services to be procured:
(If additional space is needed, please attach a separate memo)
Qtrac Software and Scheduling Services
Annual usage and support fees for virtual queuing and appointment platform.

B. Vendor Information

Vendor Name: Qtrac LLC Vendor Number: 8276
Address: 5885 E Houston St, San Antonio, TX 78220
Contact: Ken Langford Phone: 661.219.3112 Email: kenl@qtrac.com

C. Please attach the following with request:

- Quote comparison spreadsheet
- Written quote request sent to vendors (not applicable to online pricing)
- Documented quote pricing from vendors

Vendor Tracking:
 Check if Vendor Documents Current
YTD Dept Exp. (Inclusive): \$ _____
To be completed by Purchasing:
YTD City Wide Exp. (Inclusive): \$ _____



CITY OF NORTH PORT PROCUREMENT REQUEST FORM QUOTES



PURCHASE DETAILS

Please provide the amount of the purchase for this product or service: \$ 6,752.00

Account # 135-2700-524-46-01 Project # _____ Subtotal \$ 6,752.00
 Account # _____ Project # _____ Subtotal \$ _____
 Account # _____ Project # _____ Subtotal \$ _____
 Account # _____ Project # _____ Subtotal \$ _____

Line Item No.	Description	Unit of Measure	Quantity	Unit Price	Extended Price
1	Qtrac Virtual Queuing and Appointment Platform				\$6,752.00
Shipping (FOB Destination)					
Total					\$6,752.00

Attach Additional Pages if Necessary

I approve the procurement(s) as requested herein

Requesting Department Director: *Joe Barnes* Date: 10/31/24

Budget Administrator: _____ Date: _____

Purchasing: _____ Date: _____

Finance Director (If applicable): _____ Date: _____

Assistant City Manager (If applicable): _____ Date: _____

City Manager (If applicable): _____ Date: _____

VENDOR'S CERTIFICATION FOR E-VERIFY SYSTEM

The undersigned Vendor/Consultant/Contractor (Vendor), after being duly sworn, states the following:

1. Vendor is a person or entity that has entered into or is attempting to enter into a contract with the City of North Port (City) to provide labor, supplies, or services to the City in exchange for salary, wages or other remuneration.
2. Vendor has registered with and will use the E-Verify System of the United States Department of Homeland Security to verify the employment eligibility of:
 - a. All persons newly hired by the Vendor to perform employment duties within Florida during the term of the contract; and
 - b. All persons, including sub-contractors, sub-vendors or sub-consultants, assigned by the Vendor to perform work pursuant to the contract with the City.
3. If the Vendor becomes the successful Contractor who enters into a contract with the City, then the Vendor will comply with the requirements of Section 448.095, Fla. Stat. "Employment Eligibility", as amended from time to time.
4. Vendor will obtain an affidavit from all subcontractors attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien as defined in 8 United States Code, Section 1324A(H)(3).
5. Vendor will maintain the original affidavit of all subcontractors for the duration of the contract.
6. Vendor affirms that failure to comply with the state law requirements can result in the City's termination of the contract and other penalties as provided by law.
7. Vendor understands that pursuant to Florida Statutes, section 448.095, the submission of a false certification may result in the termination of the contract if one is entered into, and may subject the Vendor named in this certification to civil penalties, attorney's fees and costs.

VENDOR: Qtrac Inc. (Vendor's Company Name)

Certified By: Kenneth Langford
Digitally signed by Kenneth Langford
 DN: cn=Kenneth Langford, o=Lavi Industries, ou=Electronic Queuing,
 email=kenl@lavi.com, c=US
 Date: 2024.10.17 06:59:48 -07'00'
 AUTHORIZED REPRESENTATIVE SIGNATURE

Print Name and Title: Kenneth Langford, Sales Operations Manager

Date Certified: 10/17/2024



City of North Port

Human Resources Department
Risk Management
4970 City Hall Boulevard
North Port, FL 34286
Phone: 941.429.7200
Fax: 941.429.7135

Print Form

Date submitted:

This form is NOT used for the purchase of services (vendors coming on site) or any purchases utilizing a piggyback.

Insurance Requirements Waiver Form for Supplies

Primary Department:

Secondary Department:

Requested by / Phone#:

Amount of Purchase:

Provide a DETAILED description of the items being purchased:

Is this an online order (delivered) Is this an in store pick-up

Supplies to be purchased (based on Delivery ONLY) - NO INSTALLATION

- Apparel / Uniforms: *(City must provide artwork/logo and approves proof)*
- Tools for the Trade: Hand tools, weapons, cameras, badges, safety apparatus
- Cleaning Supplies: *Examples of acceptable items include - paper towels, hand soap, toilet paper, cleaning detergent, that do not exceed five (5) gallons per unit*
- Business cards, envelopes, stationary: *(City provides logo/artwork and approves proof)*
- City promotional items: *(City provides logo/artwork and approves proof)*
- Going to local store to purchase items: Hobby Lobby, Lowes, Home Depot, Wal-Mart, Michaels, etc.
- Vehicle / Light or Heavy Equipment *(Cannot use this form if under contract with piggyback)*
- Mechanical Parts for Repairs / Maintenance
- Gym or Fitness Equipment
- Office Supplies
- Computer Software *(No remote access, City purchases and IT installs, maintains and troubleshoots)*
- Back Packs & school supplies
- Professional Memberships

NOTE: As the requester, the Department accepts liability for the submission of this form and the request to waiver insurance requirements. By the submission of this form, it is understood that this is a supply only purchase and that no vendor will be coming on site, installing products, or accessing a computer system remotely.

If you are not sure, it is the responsibility of the requester to submit form 900.1 Insurance Requirements Request Form for risk review at RiskServices@cityofnorthport.com. ALL procurement procedures still apply.

Requester _____ Date _____

All fields must be completed; incomplete forms will be returned to the requester.



City of North Port

Human Resources Department
Risk Management
4970 City Hall Boulevard
North Port, FL 34286
Phone: 941.429.7200
Fax: 941.429.7135

Print Form

Date submitted:

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Cami Magnapera

10/31/2024

Requester

Date

All fields must be completed; incomplete forms will be returned to the requester.



City of North Port - 2025 Renewal

City of North Port

4970 City Hall Boulevard
North Port, FL 34286
United States

Dick Murdock

dmurdock@northportfl.gov
941.429.7263

Reference: 20250109-144907645

Quote created: January 9, 2025

Quote expires: April 9, 2025

Quote created by: Anu Joshi

Customer Success Manager

anuradhaj@qtrac.com

+16612193149

Comments from Anu Joshi

Qtrac Contract Renewal Notice:

Qtrac Virtual Queuing and Appointment Platform

Software Subscription Term: 2/01/2025 - 1/31/2026

Locations: 1

Use Case: Virtual Queuing and Appointments for City of North Port, Florida Building Department.

Notes: For SMS fees, the estimated usage is roughly 100 customers per day. The quote is based on 4 SMS segments per customer, 5 days per week and 4.3 weeks per month, 12 months. An estimate of the carrier fees are also included in the quote. The customer will only be invoiced for actual SMS usage.

As per the renewal terms of your current contract, this contract automatically renews for 12 months on. If you wish to not renew the contract, please send your notice no later than 15 days before the subscription end-date to sales@qtrac.com.

Products & Services

Item & Description	SKU	Quantity	Unit Price	Total
Qtrac Subscription Enterprise Plan 1-5 Locations Modules and Add Ons: Everything Qtrac has to offer including Dedicated Account Manager	SAAS-PLN- ENTP-005	1	\$3,540.00 /year	\$3,186.00 /year after 10% discount
Qtrac SMS Phone Line Maintenance - Monthly Messaging SMS Maintenance - Monthly Amount per Phone Number	MESG-SMS- MAN-MTH	1	\$72.00 / month	\$72.00 / month
Customer SMS Notifications - \$0.0325 per SMS (1 to 5 Locations) \$0.0325 Per Customer SMS Notification	95- QTVR/5/SMS	1	\$3,500.00	\$3,500.00 for 1 year

*Carrier Fees (when applicable):

Qtrac will pass through the exact
charges of any additional carrier
fees set by the
telecommunications carriers.

**SMS messages are calculated per seg-
ment. Generally, most messages use the
standard of GSM-7 encoding, and have
up to 160 characters per segment.

Monthly subtotal	\$72.00
Annual subtotal	\$3,186.00 after \$354.00 discount
One-time subtotal	\$3,500.00
Total	\$6,758.00

Purchase terms

Agreement:

This Order Form is governed by the Qtrac Inc ("Qtrac") Terms of Service as set forth at <https://qtrac.com/tos/> ("Agreement"), which are incorporated herein by this reference, to which Customer hereby agrees and accepts. Capitalized terms used but not defined in this Order Form shall have the meanings provided to them in the Agreement. In the event of any direct conflict between the terms of this Order Form and the terms of the Agreement, then the terms of this Order Form shall control. The person signing on behalf of Customer represents that it has the full authority to execute and bind Customer to this Order Form. Any purchase order terms or similar terms issued by Customer in connection with this Order Form shall have no effect. This Order Form shall only be valid and binding if executed by both parties. This Order Form may be executed in one or more counterparts, each of which is an original, and all of which taken together constitute one single document. Qtrac may reject this order form if it is signed by the Customer after the Customer Signature Deadline listed above regardless of whether the Order Form has been signed by Qtrac.

Renewal Term:

Thereafter, the Order Form shall automatically renew for successive periods of 1 year (each, a "Renewal Term"), unless either Party gives written notice to the other Party of its intention not to renew a minimum of fifteen (15) days prior to the expiry of the Initial Term or the then current Renewal Term, as applicable. The Initial Term and any Renewal Terms shall collectively comprise the "Term." In the event Client provides notice prior to the fifteen (15) day period before the end of the current Term, all fees and costs shall remain the same going into the subsequent Term, with Qtrac reserving the right to modify fees and costs, subject to thirty(30) days' prior written notice. Should Client fail to provide notice of renewal at least fifteen (15) days prior to the expiration of the then-current Term, Client acknowledges that all fees and costs for services shall increase by fifteen percent (15%) upon the commencement of the subsequent Term.

Payment Terms:

Taxes - Fees do not include applicable taxes or import duties. Client shall pay such taxes or duties either directly or when invoiced by Qtrac, or shall supply appropriate tax exemption certificates in a form satisfactory to Qtrac.

Payment - Unless otherwise indicated, Qtrac invoices shall be due and payable to Qtrac within 15 days of receipt of invoice by Client. Any undisputed payment not paid within such 15-day period shall bear interest from the date payment is due until paid at the lesser of either a monthly compounded interest rate of 1.5% (19.56% per annum) or the highest interest rate allowed at law. If a dispute over an invoice is not resolved within 30 days of receipt of such invoice by Client, Qtrac may suspend all services and licensing rights provided for under this Agreement until such dispute is resolved to the mutual satisfaction of the Parties. Client agrees to reimburse Qtrac for all reasonable costs and expenses incurred by Qtrac in enforcing payment.

Payments are to be made by wire transfer or electronic payment through the Automated Clearing House (ACH) to Qtrac according to the terms specified in the applicable Order Form or SOW.

Currency - All monetary amounts in this Agreement shall be in US dollars, unless expressly stated to the contrary.

Credit Card:

Payments made via credit card are charged a 2.75% processing fee.

Shipping:

Shipping price is estimated for budgeting purposes only. The actual shipping price will be pre-paid and added to invoice.

Fee Schedule:

Qtrac's then-current Fee Schedule will be included with any Order Form or SOW encompassing the services and products which are the subject thereof and shall include, as applicable, all software license fees, implementation fees, SMS charges and any other fees chargeable to the Client.

Subscription billing will commence for all Software Licenses at the time of contract start date or License Activation, the earlier of the two. In some cases, Qtrac provides a Grace Period following the contract start date before commencing subscription billing to provide additional time for Client project planning. Any such Grace Period must be set forth in writing, signed by Qtrac, to be enforceable.

Client and Qtrac may work together to determine an Activation Schedule which, when agreed upon, will determine the start of subscription billing for future Software Licenses and off-set costs of delayed Client usage.

Qtrac Plans And Features:

For a detailed description of the features and services included with each Qtrac Plan, please click below:



Consultation Rates:

You understand and agree that if you elect to purchase any products or services from us, you will be required to execute a separate services agreement or purchase order which sets forth and identifies the purchased products or services as well as the corresponding fees, costs and expenses associated with such purchased products or services. Any products or services which are not identified within such services agreement or purchase order are not included in the quoted fees and costs and will be subject to a separate, subsequent written agreement signed by you and us. Our current standard rates for professional services are as follows, with such rates subject to change only upon notice to parties that have active services agreements or purchase orders with us:

Professional Services Resource Hourly Rates:

- Senior Programmer, US Based - \$275.00
- Project Manager, US Based - \$275.00

Signature

The undersigned hereby represents and warrants that they are duly authorized to execute and deliver this Order Form on behalf of their company, and that the company is bound by the terms of this Order Form as set forth herein.

CITY OF NORTH PORT PO

Signature

Date

Printed name

Questions? Contact me



Anu Joshi
Customer Success Manager
anuradhaj@qtrac.com
+16612193149

Qtrac
5885 E. Houston Street
San Antonio, TX 78220
United States

From: [Cami Magnapera](#)
To: [Katrina Romano](#)
Subject: FW: QTRAC
Date: Monday, November 24, 2025 10:30:44 AM
Attachments: [image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[image017.png](#)
[image018.png](#)
[image019.png](#)

FYI...see below regrading Qtrac.

Just keeping you in the loop....

Thank you,



Cami Magnapera

Administrative Services Specialist

4970 City Hall Blvd., North Port, FL 34286

Office: 941-429-7014



From: Michael White <mwhite@northportfl.gov>

Sent: Monday, November 24, 2025 10:19 AM

To: Dick Murdock <dmurdock@northportfl.gov>; Cami Magnapera <cmagnapera@northportfl.gov>

Cc: Purchasing <purchasing@northportfl.gov>; Vicki Edwards <vedwards@northportfl.gov>

Subject: RE: QTRAC

Good Morning Dick,

Completely understandable. Just to clarify: We are not asking the department to change anything, we just want to ensure that this software either can or cannot be obtained through other vendors.

In this case, this would be more of a “standardization”, a procurement that acknowledges that while this product/service is not the only one on the market, switching vendors would affect **cost savings, and interrupt efficiency and consistency for the City of North Port**. Please ensure the justification you provide addresses these topics.

In our efforts to provide uniformity with procurement as much as possible, we are reviewing each and every procurement from every department to ensure we are getting not only the best

deal for the City, but also utilizing the most efficient methods of procurement.

I will be returning this request – please update it from a Quote request to a Sole/Single/Standardization request.

Respectfully,



Michael White

Contract Administrator I
Finance Department – Purchasing Division

4970 City Hall Blvd Ste 337, North Port, FL 34286
O: 941-429-7174



From: Dick Murdock <dmurdock@northportfl.gov>

Sent: Thursday, November 20, 2025 5:23 PM

To: Cami Magnapera <cmagnapera@northportfl.gov>; Michael White <mwhite@northportfl.gov>

Cc: Purchasing <purchasing@northportfl.gov>; Vicki Edwards <vedwards@northportfl.gov>

Subject: RE: QTRAC

Michael,

I seriously doubt Qtrac is the only vendor that offers customer queuing capabilities, but I have not looked into the market to validate that. As you mentioned, we have had the software since 2021, it has been configured for how we want to use it, and it works so well I haven't felt the need to research other options. In fact, I just provided Sarasota County very positive feedback recently when they inquired about queuing software.

Hope that helps,

Dick



Dick Murdock

Business Systems Analyst

4970 City Hall Blvd., North Port, FL 34286
Office: 941-429-7263 Cell: 941-445-2634



From: Cami Magnapera <cmagnapera@northportfl.gov>

Sent: Thursday, November 20, 2025 4:52 PM

To: Michael White <mwhite@northportfl.gov>; Dick Murdock <dmurdock@northportfl.gov>

Cc: Purchasing <purchasing@northportfl.gov>; Vicki Edwards <vedwards@northportfl.gov>

Subject: RE: QTRAC

Good afternoon Michael,

Qtrac is the vendor we have consistently worked with for this service. I've added Dick to this email so he can answer your question below, as he has more direct knowledge of this project.

Dick, please see Michael's email below.

Let me know if you need anything further.

Thank you,



Cami Magnapera

Administrative Services Specialist

4970 City Hall Blvd., North Port, FL 34286

Office: [941-429-7014](tel:941-429-7014)



From: Michael White <mwhite@northportfl.gov>

Sent: Thursday, November 20, 2025 4:39 PM

To: Cami Magnapera <cmagnapera@northportfl.gov>

Cc: Purchasing <purchasing@northportfl.gov>; Vicki Edwards <vedwards@northportfl.gov>

Subject: QTRAC

Good Afternoon Cami,

We are reviewing the procurement request for QTRAC (Formerly LAVI) and noticed that this has been used since 2021 and therefore meets the criteria to be procured via Standardization/Single Source, as opposed to Quotes. However, we wanted to confirm with you the following:

- Is QTRAC the ONLY vendor that provides this product/service? If not the only, perhaps

it may still qualify as a single source.

Please advise with some elaboration on this vendor. Any info is appreciated.

Additionally, in the signature area on the contract, please add the following “City of North Port PO” (see below) to ensure this document cannot be signed.

Signature



CITY OF NORTH PORT PO

Signature

Date

Printed name

Respectfully,



Michael White

**Contract Administrator I
Finance Department – Purchasing Division**

4970 City Hall Blvd Ste 337, North Port, FL 34286
O: 941-429-7174

