

## ADDENDUM A – SHERIFF CLOUD 260049B

THIS ADDENDUM ("Addendum") supplements the Master Agreement ("Agreement") \_\_\_\_\_, made by and between Teleosoft, Inc. ("Licensor"), with its principal place of business located at 96 South George Street Suite 350, York, PA 17401 and Napa County ("Licensee"), with its principal place of business located at 1535 Airport Boulevard Napa, CA 94558, and is effective the later of \_\_\_\_\_, 20\_\_ and the date of the Agreement (the "Effective Date").

The rights, obligations, and liabilities of the parties shall be determined by the above referenced Agreement, and its definitions shall apply to all language used in this Addendum. If there is conflict between this Addendum and the Agreement, the Addendum shall take precedence.

### SECTION A1: HOSTING SERVICES

#### CountySuite™ Cloud Hosting

This Addendum is provided for Napa County and defines the details related to the hosting of the specified CountySuite™ software in an Azure Govt CJIS Compliant Cloud Hosted environment as outlined in Section C: Cloud Hosting Statement of Work.

### SECTION A2: LICENSED SOFTWARE

#### 1. Licensed Software

This Addendum licenses **CountySuite™ Sheriff**, with the functionality described in Section B below, covering Base Product Features and Module Features.

#### 2. No Hardware

No hardware is included as a part of this proposal (e.g., tablets, printers, bar code scanners, label printers, etc.).

#### 3. License Fee

Licensee agrees to pay a one-time fee of \$251,318 for the grant of the License herein. THERE IS NO PER USER FEE.

## SECTION B: PRODUCT FEATURES

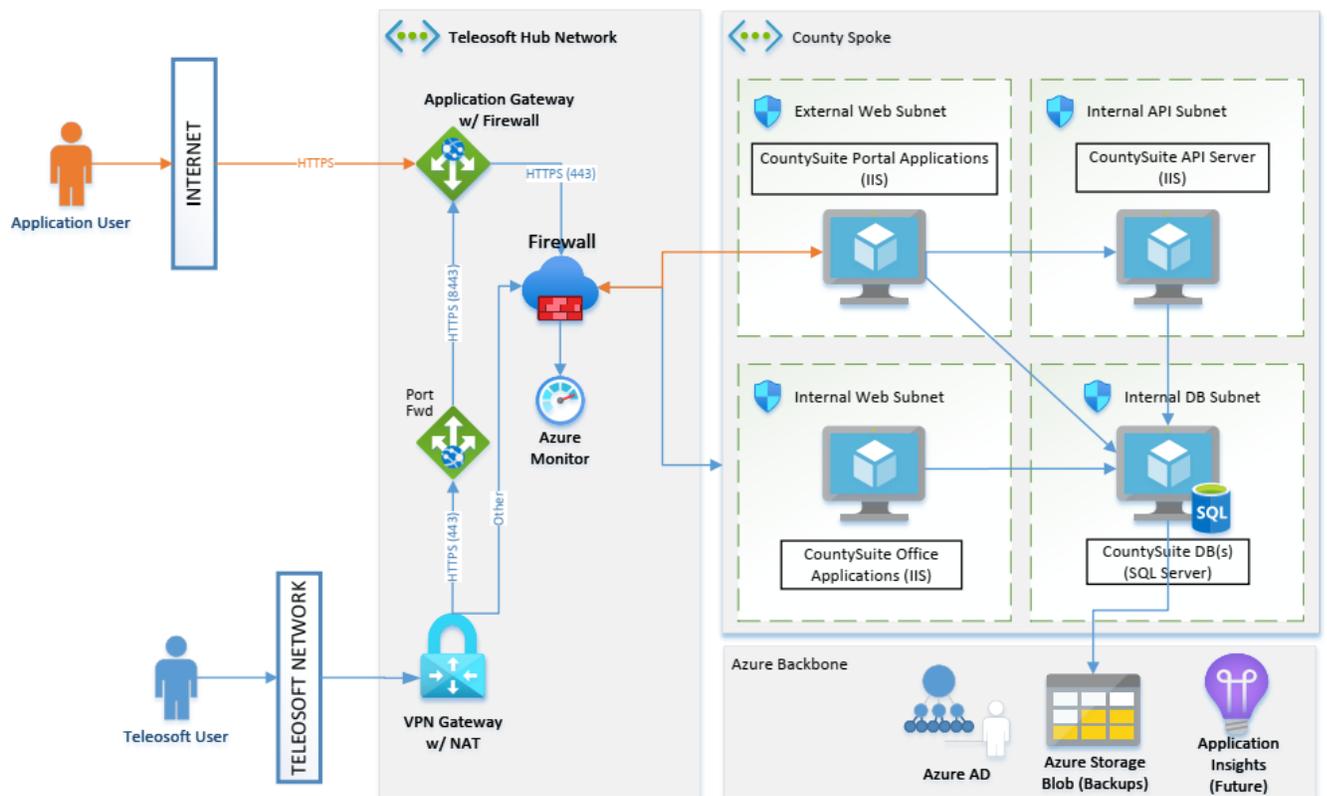
### HOSTING PLATFORM

#### 1. Product Overview

This section provides a summary of the details and work associated with the licensed CountySuite™ Sheriff software referenced below in CountySuite™ Cloud environment.

#### 2. Cloud Architecture

The following diagram outlines the typical architecture for provisioning in the CountySuite™ Cloud environment.



#### Architecture Clarifications

- Direct TCP communication from VPN Gateway to Firewall is limited to Teleosoft access.
- All County network communication will occur over the public internet (shown above) or over a site-to-site connection on the Teleosoft Hub VPN Gateway (depending on communication requirements and/or 3<sup>rd</sup> party integrations).
- Authentication via OAuth:
  - The County is required to obtain an Entra ID tenant and connect it to their existing ADFS in order to use the County’s Microsoft Entra ID as the Identity Provider, which allows user and credential management to remain unchanged.

### 3. Cloud Hosting Benefits & Services

#### AZURE INFRASTRUCTURE

- FedRAMP high, CJIS, PCI, HIPAA & IRS compliant
- VM Infrastructure 7x24x365 Uptime (99.9% SLA)
- Data Security
  - Data at rest
    - VM Disk Encryption
  - Data in motion
    - All web traffic is transmitted using HTTPS and TLS 1.2

#### TELEOSOFT MANAGED SERVICES

- Microsoft Windows Server, SQL Server, and CountySuite™ Patch Management, Inventory, and Change Tracking
- VM backups w/ 30-day retention and redundant copies
- Data backups w/ 1-year retention

Timeframe	RTO	RPO
0-7 days	1 day	4 hours
8-30 days	1 day	1 day
31-365 days	1 day	1 month

## COUNTYSUITE™ SHERIFF

### 1. Technology

- 1.1. Upgrades to the application can be done remotely using Microsoft Azure Deployment Agent and are immediately available to all users
- 1.2. Browser-based interface does not require installs on each user machine
- 1.3. The preferred User Security model is to use the County's Microsoft Entra ID as the Identity Provider, allowing user and credential management to remain unchanged.
- 1.4. Reporting creates PDF documents for reliable printing and emailing (excel export for accounting)
- 1.5. Auditing system tracks every change to data within the system by time and user

## CASE MANAGEMENT

### 2. Unified System

- 2.1. Participant information is shared between cases so names and addresses are not re-entered if they are already in the system.
- 2.2. Each contact can have an unlimited number of addresses which can be used for mailing, serving, and keeping historical information.
- 2.3. When addresses are added (by a deputy, for instance), all cases associated with that contact see the new information immediately
- 2.4. Easily look up an individual and see which Cases / Files are associated with them
- 2.5. An unlimited number of case participants (plaintiffs, defendants, attorneys, etc.) can be associated with each Case
- 2.6. An unlimited number of Files can be associated with each Case
- 2.7. An unlimited number of Services can be associated with each File
- 2.8. An unlimited number of Actions can be associated with each Case, or each File, or each Service
- 2.9. Contact details for all Services include physical characteristics (height, weight scars) and the ability to store pictures and images
- 2.10. Reports pull from information already entered into the system, so there is no need to enter information again (like case numbers, case participants, addresses, etc.)
- 2.11. Activities are contextual (ability to perform certain functions or access reports will be right there within the page you are already on, and where you expect them to be)

### 3. Home Page

- 3.1. Search both Open and Closed Files and Returned Instructions by Case Number, File Number, Participant Name, Property Address, SSN, Check Number, and more
- 3.2. Search results will show in list, or if only one File Number matches, take user to File immediately

- 3.2.1.** Results show File and Service status, and additional data depending on search filter selected
- 3.3.** Search for Services allows immediate jump to add Service Action for field staff (like Trip Ticket Update)
- 3.4.** Notifications show for upcoming events / deadlines
- 3.5.** Quick Links to:
  - 3.5.1.** Receiving (where a File starts)
  - 3.5.2.** Levy Receivables (taking in payments from Debtors)
  - 3.5.3.** Contacts (manage global contacts, like attorneys, vendors, keepers, etc.)
  - 3.5.4.** Accounts (all things financial)
  - 3.5.5.** Batch Printing (for Service Packets, Proof Packets, Writ Returns, etc.)
  - 3.5.6.** Assignment (manage a large office by assigning Files to staff, tracking progress)
  - 3.5.7.** Reports (System and Metric Reports)
  - 3.5.8.** Pending Files (view files entered that are missing service information)

#### **4. Receiving Process**

- 4.1.** Cashiering page(s) all in one page
  - 4.1.1.** Handles multiple locations (but defaults to the Default location for the current user)
- 4.2.** Look up existing Court Cases and/or File Numbers
  - 4.2.1.** Pull in all existing participants/attorneys and the Case Title
  - 4.2.2.** Add new participants if necessary
  - 4.2.3.** Defaults the Requestor (Plaintiff Attorney, or just Plaintiff if pro se), but can be changed
- 4.3.** Look up existing Contacts
  - 4.3.1.** Not just for attorneys
  - 4.3.2.** Add address information immediately (helpful to Receipts, ready to mail)
- 4.4.** Add to existing File, or create a new File
  - 4.4.1.** Select the Requestor from Case Participants
- 4.5.** Can charge for Copies in addition to filing fees
- 4.6.** Add unlimited number of Services
  - 4.6.1.** Use Quantity multiplier to avoid redundant entry
  - 4.6.2.** Checkbox to auto-add Notary fee
  - 4.6.3.** Only show the Waiver choices that are valid for the selected Service category
  - 4.6.4.** Add additional Deposit amount (can be set for a default amount for any Service)
  - 4.6.5.** Auto-adds Eviction service "pairs"
  - 4.6.6.** Capture Service Documents (can be required)
  - 4.6.7.** Capture Waiver Documents (can be required)
  - 4.6.8.** Automatically calculates expected Service Fees
- 4.7.** Add payment information
  - 4.7.1.** Defaults to being paid by the Requestor, but the user can choose any case participant, or enter anyone outside of the case



- 6.2.2. The user can easily jump between the details for all Case Participants without leaving this page
- 6.2.3. The user can set the relationship between participants here (Employer/Employee)
- 6.2.4. A feature is available to substitute an attorney, and capture the appropriate paperwork
- 6.3. Names and aliases can be entered
- 6.4. Additional data such as Email, SSN, State Bar Number and Vendor Number can be added
- 6.5. Warning Notes can be added to the user, which will follow them to any Cases they are associated with
- 6.6. Physical Details can be added to ANY contact (not just for Warrants or TRO)
  - 6.6.1. DOB, Facial Hair, Scars/tattoos, vehicle description, height, weight, driver's license, XREF number, etc.
  - 6.6.2. This includes attachment of photos
- 6.7. Unlimited number of phone numbers
- 6.8. Unlimited number of addresses
  - 6.8.1. Ability to set address as invalid
  - 6.8.2. Ability to exclude address for Services (won't show on the Trip Ticket)
- 6.9. Easily copy entered information (for husband/wife) with the Save As New Contact option
- 6.10. Primary bankruptcy information is connected to the Contact
  - 6.10.1. Only need to enter it once, then affects all Services associated with the Contact
  - 6.10.2. Easily see the list of those Services, and jump to them from this page to enter Service-specific information related to the bankruptcy
- 6.11. Contact History button
  - 6.11.1. Takes user to a page showing ALL files the user is associated with, including role in that File
- 6.12. Print Mailer page
  - 6.12.1. Print a mailer sheet for any contact/address combination right from this page

## **7. Manage Bankruptcies**

- 7.1. Add Filing information (filing date, received date, court, 341 meeting date, etc.)
  - 7.1.1. Capture Bankruptcy documents
- 7.2. Select Trustee (if applicable)
- 7.3. Track Disposition type and date
  - 7.3.1. Capture Disposition documents
  - 7.3.2. Track Closed date
- 7.4. Capture any additional correspondence documents
- 7.5. Once the primary bankruptcy information is added, the user can view all Services associated with this contact that may need additional details added, specific to that Service
  - 7.5.1. User can easily jump to each Service to enter service-specific information about the bankruptcy

## **8. Manage Service-Specific Bankruptcy Information**

- 8.1. All the general information about the bankruptcy DOES NOT have to be re-entered for each Service
- 8.2. Since the bankruptcy is associated with the person, who is specifically a debtor on a particular levy (or eviction), ONLY that particular Service/Levy is affected by the Bankruptcy, NOT the entire File (which could have other active levies where payments can still be received and disbursed)
- 8.3. Enter details about when the Employer/Garnishee was notified, when/if the trustee letter was sent, when the Levy was re-instated, who the Funds should be sent to, and when they were sent
- 8.4. The Bankruptcy Notices are then printed from this page with a single click
- 8.5. A Trustee Letter is captured from this page
- 8.6. An Order Avoiding Lien is captured from this page
- 8.7. Quick links are provided to jump to the Levy Notices page (WG-012, etc.), and the Judgment Ledger (for holding any pending receivables)
- 8.8. A bankruptcy on an eviction will affect the Deputy Services listing, notifying the field staff to halt the eviction, until paperwork is received to allow the eviction to proceed.

## **9. Manage Levy Receivables (Single)**

- 9.1. Type-ahead technology allows the user to enter a Court Case or File Number
- 9.2. Any associated (active) Levies associated with that File are displayed, with the Judgment amount, Garnishee Name and Debtor Name (and the entry date of the Service, to differentiate re-levies)
- 9.3. Details are brought in for the selected Levy
  - 9.3.1. File Closed, Levy Claim, Bankruptcy, Last Received Amount (and list of all past receivables), Levy Status, Levy Modification/Frequency, Judgment Expiration, Current Judgment Balance, all Comments
- 9.4. Funds Available Date defaults to county specifics
- 9.5. Paid By defaults to Employer or Garnishee, depending on whether service is EWO or EOJ
  - 9.5.1. But any case participant can be selected, or a new contact entered
- 9.6. Payment can be placed on Hold if desired
- 9.7. Payment document can be captured
- 9.8. Refund can be auto-queued up for over-payments (Levy Modification, etc.)
- 9.9. MORF (Memorandum of Returned Funds) can be generated from this page (if the check cannot be identified, or other problems exist)
- 9.10. Quick Links to jump to the associated File or Ledger for any entry

## **10. Manage Levy Receivables (Multiple)**

- 10.1. Similar interface to above, but allows the entry of check details for a single receivable
- 10.2. Then type-ahead lookup is used to bring in specific File/Service details
- 10.3. Details are brought in for the selected Levy
  - 10.3.1. File Closed, Levy Claim, Bankruptcy, Last Received Amount (and list of all past receivables), Levy Status, Levy Modification/Frequency, Judgment Expiration, Current Judgment Balance, all Comments

- 10.4. The user then enters the amount applicable for that Levy
- 10.5. Refund can be auto-queued up for over-payments (Levy Modification, etc.)
- 10.6. The total of all entries is constantly recalculated along with the remaining amount (compared to the total check amount)
- 10.7. Once the totals match, all deposits are submitted and entered on the appropriate Judgment Ledgers

## **11. Memorandum of Returned Funds**

- 11.1. User can enter mailing name/address, or choose from case participants
- 11.2. Capture the payment document
- 11.3. Enter check number, date and amount
- 11.4. Choose from several default reasons
  - 11.4.1. Case released/stayed, Case has been Closed, Case is fully Satisfied, Due to Employer Response, EWO Modified, Return Funds to Debtor, etc
- 11.5. Add any other free form notes desired

## **12. Manage File Information**

- 12.1. Track general information such as File Number, Filing Source (counter, mail, e-filed, etc.), Requestor, Received Dates
- 12.2. Badges at the top of the page inform the user of important status information (WRIT RETURNED, WRIT EXPIRED, FILE OPEN, FILE CLOSED, etc.)
- 12.3. If the File is associated with a Writ, the Writ section is visible
  - 12.3.1. Enter the writ category (execution, possession, etc.) and type (money judgment, personal property, real property, etc.)
  - 12.3.2. Enter the Writ Issued Date (expiration is auto-calculated)
  - 12.3.3. Enter judgment type (limited, unlimited, pre-judgment, etc.)
  - 12.3.4. Set whether to Hold the Writ Full Term, and whether this is a Criminal writ
- 12.4. If the File is associated with a Writ, the Judgments section is visible
  - 12.4.1. Add as many Judgments as are necessary for the Writ
  - 12.4.2. This handles Attachment 20 scenarios for Writs of Execution
  - 12.4.3. This handles a multiple-address situation for Evictions
  - 12.4.4. The Judgment section shows the date Entered, Expires (including handling NEVER), the Debtor Names, the Judgment Amount, and the current Judgment Balance
  - 12.4.5. Clicking on the row takes the user to the Judgment Page
- 12.5. Show the list of all Services (Levies) associated with that File
  - 12.5.1. Date Entered, Date Completed
  - 12.5.2. Bankruptcy Active
  - 12.5.3. Service Category
  - 12.5.4. Name and Address of Serve To (or Property Address for Real Property)
  - 12.5.5. Service Status (Successful, Unsuccessful, In Progress, Checked Out by Deputy X, etc.)
  - 12.5.6. Clicking on a Service row takes the user to the Service Page
- 12.6. Show the list of all File Actions

- 12.6.1.** Each File Action row shows the Priority, Entry Date, User name, category, description, and a paperclip to easily launch any attached documents
- 12.6.2.** When a Critical comment has not expired, visiting the File page pops this text up in front of the user and forces a dismissal of the dialog
- 12.6.3.** This list can be filtered to only show entries with documents attached, or vice versa
- 12.6.4.** This list can also be filtered to hide all Accounting-related items (scanned checks, deposits received, etc.)
- 12.6.5.** Clicking on a File Action row takes the user to the File Actions page
- 12.7.** The user can Close a File or Re-Open a File or Delete a File
- 12.8.** The user can generate a Notice of Action Taken (or not Taken)
- 12.9.** The user can generate documents for all Services associated with this File in batch
  - 12.9.1.** Service Packets (Trip Tickets and Service Documents)
  - 12.9.2.** Proof Packets (Proof of Service, Declaration of Diligence)
  - 12.9.3.** Certified Mailers
- 12.10.** The user can generate a Writ Return (if a Writ is associated with this File)
  - 12.10.1.** Prompted to also produce Audit Report (can be defaulted per county)
  - 12.10.2.** Supports Regular and Final and Supplemental Return types
  - 12.10.3.** User can add remarks and pause interest
  - 12.10.4.** File can be auto-closed after Writ Return is generated
- 12.11.** Whenever documents are Printed, they are always attached to a File Action that is auto-created
- 12.12.** However, the user also has the option to Preview the documents, which generates them as a PDF, but does NOT create the associated File Action
- 12.13.** Quick Links to jump to the File Ledger or Judgment Ledger (only for files with Judgments)
- 12.14.** The user has the ability to put the file on hold at any time (permission based) which will prevent money from being disbursed until the hold is removed.

### **13. Manage File Actions**

- 13.1.** The user can add a File Action with a date/time and category, and then add notes and set a priority (and expiration date) for the Action
- 13.2.** The user can capture any document and associate it with the File Action
- 13.3.** When selecting a category, default text can be defined for that category to prevent redundant data entry
- 13.4.** Whenever documents are generated from a File or Service (Notice of Action Taken, Proof of Service, Levy Notices for Modification/Release, etc.) a File Action is always automatically created, and the generated document attached

### **14. Notice of Action Taken**

- 14.1.** Allows the user to generate notices with numerous default text fields added (primarily used for Returned Instructions)
- 14.2.** This includes specific check details so that the user can search even Returned Instructions (from the main page of the application) using the check number

- 14.3.** The user can also choose to add ONLY the text that they have entered without any other text being included (and this text field is UNLIMITED)
- 14.4.** Additionally, the title of the report can be changed (allowing it to be used for just about any type of office communication), but the generic header will still be used
- 14.5.** It is also possible to include the sheriff signature at the bottom of the generated document
- 14.6.** Any case participant and address can be selected as the name/address combination for the mailer
- 14.7.** Documents can be scanned and attached with the Notice of Action Taken Letter that is generated
- 14.8.** When a Notice of Action Taken is generated from within a File, a File Action is created with the generated document attached.

## **15. Manage Judgment Information**

- 15.1.** Enter Creditor (select from list of case participants) and Debtor(s) (select from list of case participants)
  - 15.1.1.** Note that ANY participant can be used as the Creditor or Debtor.
  - 15.1.2.** Case Participants are NOT tagged as Plaintiff/Creditor or Defendant/Debtor when they are added to the case.
  - 15.1.3.** Rather, their role as Plaintiff or Defendant remains with their association to the Case. Their role as Creditor or Debtor remains with their association to the Judgment
  - 15.1.4.** This easily allows cross filings to be handled without the need to re-enter case participants with a different case participant category
- 15.2.** Enter Judgment Entered (or Renewed) Date (limited by the Writ issued Date already entered)
- 15.3.** Set whether or not this is a Sister State judgment (which will hold payments until the user captures the POS from the other office)
- 15.4.** Enter Financial Details
  - 15.4.1.** Entry fields are labeled with the California Writ line numbers
  - 15.4.2.** Entering the Daily Interest amount calculates the APR
  - 15.4.3.** User is warned if the APR exceeds the 10% limit. The application can be configured to allow for decimals above 10.00% to match county preferences
  - 15.4.4.** User is warned if the APR=0% (in case it was left blank in error)
  - 15.4.5.** User is warned if Direct Court Costs are entered (since normally they are blank)
  - 15.4.6.** The Judgment Ledger is initialized with the information entered here
- 15.5.** Enter Property Information
  - 15.5.1.** This can be used with or without the Financial Details (one or both can be entered)
  - 15.5.2.** This is where the address would be entered for an Eviction, or a real property situation
  - 15.5.3.** The user can select from addresses already associated with case participants, to avoid redundant entry
  - 15.5.4.** The user can also enter just a Property Description (and not an address) for a personal property situation
- 15.6.** Quick Links to jump to the Judgment Ledger page (very similar to the debtor ledger you are familiar with), or to add a Creditor Judgment Reduction or Costs After Judgment

## **16. Creditor Judgment Reduction**

- 16.1.** Allows the user to enter the date received, the amount, any notes, and capture the document received
- 16.2.** This can also be used to enter a Creditor Credit Bid, which has the same effect
- 16.3.** The adjustment is added to the Judgment Ledger
- 16.4.** The user is then taken to a page listing all Levies associated with this Judgment so that Notices (WG-012, etc.) can be generated, if desired

## **17. Costs After Judgment**

- 17.1.** Allows the user to enter the date received, the amount, any notes, and capture the document received
- 17.2.** The adjustment is added to the Judgment Ledger
- 17.3.** The user is then taken to a page listing all Levies associated with this Judgment so that Notices (WG-012, etc.) can be generated, if desired

## **18. Manage Judgment Ledger**

- 18.1.** Provide the user visibility into all financial activity pertaining to the process of paying off a judgment
- 18.2.** As such, while it is in Ledger form, not all the rows in the ledger represent actual financial transactions
- 18.3.** The grid will show things like the original judgment amounts, the accruing costs and interest, and even entries that indicate when interest was paused and resumed. Creditor Judgment reductions affect the overall judgment balance but are not financial transactions in themselves.
- 18.4.** The user can quickly see on this page the current Funds Available and the remaining Judgment Balance
- 18.5.** The Daily Interest Rate is calculated and displayed at all times
- 18.6.** A Notification of Account Status report can be generated to provide the debtor payoff specifics
  - 18.6.1.** The system can auto-include any remaining Service fees and a final \$12 fee
  - 18.6.2.** The Notification of Account Status report will highlight the current amount owed based on the payment date specified
- 18.7.** The user can Split money out of incoming credits (to create refunds, etc.), VOID entries, Stale Date entries, Hold entries, Delete entries, and generate an NSF letter (with the appropriate permissions)
- 18.8.** The user can also regenerate receipts at any time
- 18.9.** When payment documents (checks, money orders, etc.) are captured during entry, they appear on the ledger as a paperclip so the user can easily view the PDF at any time
- 18.10.** Clicking on a ledger row provides the user with further details about the entry, including the actual relationship between the credits and debits on the ledger, and how much money may remain in the credit. This is because our system maintains a connection between credits and debits for every amount that is disbursed.
- 18.11.** The user can also edit limited information about the entry

- 18.12.** The user can select only certain entries and then limit the ledger view to only the selected entries (sometimes helpful when trying to determine how credits and debits were apportioned when there was a long delay in between disbursement (maybe due to a Levy Claim, etc.)
- 18.13.** The ledger grid can also be expanded to show the entire ledger (without scrolling within the limited grid window)
- 18.14.** The ledger can be printed (which matches the Audit report format that prints with a Writ Return)
- 18.15.** The ledger can be exported to Excel
- 18.16.** All of the above capabilities can be granularly assigned based on user permissions

## **19. Manage File Ledger**

- 19.1.** Provide the user visibility into all actual financial transactions that take place on the File
- 19.2.** This includes all credit and debit activity, but will NOT include non-financial entries in the way that the Judgment Ledger does
- 19.3.** The user can look at the File Ledger and know exactly the current money balance on the File
- 19.4.** There is no need to enter information on "both" ledgers to make things "balance". Any real money transactions will show on the File Ledger.
- 19.5.** The ledger will show the "Remaining Amount" in any credits on the ledger, allow the user to easily see what is remaining in specific credit payments (like Fee for Services, Deposits, or even Levy Receivables)
- 19.6.** The user can add new Credit or Debit entries to the ledger from this page (an additional Deposit from an Attorney to cover additional costs for a levy, for instance)
- 19.7.** Adding a Vendor Payment (or Keeper payment) is as simple as adding the correct Debit amount and selecting the proper payee from this page
  - 19.7.1.** The system can automatically find and associate the Debit with an available Credit, or the user can choose a specific Credit from the ledger and "split" out the amount they wish to pay the Vendor, or Refund the Creditor, etc.
  - 19.7.2.** The payment will then become part of the next check disbursement run
- 19.8.** The user can Split money out of incoming credits (to create refunds, etc.), VOID entries, Stale Date entries, Hold entries, Delete entries, and generate an NSF letter (with the appropriate permissions)
- 19.9.** The user can also regenerate receipts at any time
- 19.10.** When payment documents (checks, money orders, etc.) are captured during entry, they appear here on the ledger as a paperclip so the user can easily view the PDF at any time
- 19.11.** Clicking on a ledger row provides the user with further details about the entry, including the actual relationship between the credits and debits on the ledger. This is because our system maintains a connection between credits and debits for every amount that is disbursed.
- 19.12.** The user can also edit limited information about the entry
- 19.13.** The user can select only certain entries and then limit the ledger view to only the selected entries (sometimes helpful when trying to determine how credits and debits were apportioned when there was a long delay in between disbursement (maybe due to a Levy Claim, etc.)
- 19.14.** The ledger grid can also be expanded to show the entire ledger (without scrolling within the limited grid window)

**19.15.** The ledger can be printed and/or exported to Excel

**19.16.** All of the above capabilities can be granularly assigned based on user permissions

## **20. Manage Services**

**20.1.** Entry fields adapt depending on whether the page is a Miscellaneous Service, Hearing Date Service, Eviction, EWO or EOJ.

**20.2.** Serve By Dates are auto-calculated as they related to Hearing Dates

**20.3.** Bench Warrant Courtesy letters can be generated, and Bail amounts entered

**20.4.** Ability to select Service Documents

**20.4.1.** Filtered down so only those that are related to the selected Service are shown

**20.4.2.** And documents can now be selected in groups, making common selections easier and faster

**20.5.** Specify the Serve To name/address combination (select from a dropdown list containing case participants)

**20.6.** For an EWO, the Employer associated to the judgment debtor is automatically selected

**20.7.** For an EOJ, the user can select multiple debtors for the selected Garnishee

**20.8.** For a levy, specify additional information, such as who payments should be made to

**20.9.** Show a list of all Service Actions on this service (attempts, final service, cancellation, etc.)

**20.10.** Generate Service packets (Trip Tickets plus Service documents)

**20.11.** Generate Proof of Service

**20.12.** Capture Levy Release, Levy Modification, Garnishee Response

**20.13.** Add Levy Claim and/or Bankruptcy Details for this Service

**20.14.** Other reports that are generated (visible only for the correct Service type)

**20.14.1.** Certified Mailer

**20.14.2.** Request for Employer Return

**20.14.3.** Request for Safe Deposit Box Fees

**20.14.4.** Third Party Notice of Levy

**20.14.5.** Garnishee Demand Letter

**20.14.6.** Eviction Information Letter

**20.14.7.** Eviction Poster

**20.14.8.** Sister-State Bench Warrant

## **21. Manage Levy Claims**

**21.1.** These claims are associated with a particular Levy (Service).

**21.2.** Several claims can be added at the same time, and they do NOT overwrite previous claim information

**21.3.** Can choose whether this is a Claim of Exemption or Third-Party Claim

**21.4.** Allows for entry of all details (Claimant, date received, date notice to creditor mailed)

**21.5.** Notice of Opposition due date is automatically set

**21.6.** Once NOO is received, due date for the Notice of Hearing is set

**21.7.** One NOH is received, then further information about the Hearing results can be captured

- 21.8. A cover sheet, creditor notice, and third-party notice can all be generated
  - 21.8.1. For a Third-Party claim, the appropriate documents are generated based on in/out of state conditions and whether an undertaking is involved.
- 21.9. For an EWO, if the Order Determining indicates a new garnishment frequency and amount, that can be entered directly on this page

## 22. Manage Levy Releases

- 22.1. Capture the document filed that initiated the release
- 22.2. Data entry fields adapt depending on whether or not the levy is an EWO or EOJ
- 22.3. Specify the termination date and possibly “other orders” text to generate the appropriate release notice.
- 22.4. For an EOJ, the user can specify a date when the item can be released from Storage
- 22.5. The appropriate Levy Release notice is generated, based on the information entered

## 23. Manage Levy Modifications

- 23.1. Capture the document filed that initiated the modification
- 23.2. Data entry fields adapt depending on whether or not the levy is an EWO or EOJ
- 23.3. Specify the garnishment frequency and amount (if applicable for an EWO)
- 23.4. Specify the modification date and possibly “other orders” to generate the appropriate WG-012 or EOJ form
- 23.5. The appropriate Levy Modification notice is generated, based on the information entered
- 23.6. Notices can be generated (for things like bankruptcy) without affecting/including any garnishment frequency/amount information
- 23.7. Once a garnishment frequency/amount is entered here, this will affect how Levy Receivables work, and the appropriate details will be captured in a File Action and appear on the Disbursement Verification report.

## 24. Manage Garnishee Response (EWO - Employer Return)

- 24.1. Capture the document that was received, along with the date and any notes
- 24.2. When this document was generated by our application, a barcode is included, and scanning that barcode will take the user to the Levy page to process the response
- 24.3. Track if the employee is:
  - 24.3.1. Not Employed (automatically changes Order status to Not Effective)
  - 24.3.2. Now Employed (provide fields to specify pay period, last period earnings)
  - 24.3.3. On a Leave of Absence, or Undetermined
- 24.4. Specify Order status (Effective, Not Effective, Undetermined)
- 24.5. Track Status of Other Order (if applicable)
  - 24.5.1. Received First On (enter Date)
  - 24.5.2. Has Higher Priority
  - 24.5.3. Capture Copy of Other Order
- 24.6. If Other Order not provided, enter details
  - 24.6.1. Court Name, Address, Court Case Number

**24.6.2.** Levying Office Name, Address, File Number

**24.6.3.** Total Withheld Amount

**24.6.4.** Additional Comments

**25. Manage Garnishee Response (EOJ – Memorandum of Garnishee)**

**25.1.** Capture the document that was received, along with the date and any notes

**25.2.** When this document was generated by our application, a barcode is included, and scanning that barcode will take the user to the Levy page to process the response

**25.3.** Options for Typical Responses (No such account, No funds available, No safe deposit box, Account closed, Nothing to report, Social Security Funds deposited directly into this account, Other party on account)

**25.4.** If Other party on Account, the option is presented to select or add a Third-Party Contact to the levy

**26. Manage Service Actions**

**26.1.** Enter Disposition, Date and Time of Service Action

**26.2.** Entry fields adapt based on the type of Service (show/hide fields like Signed by (3b) Accepted by (5b) or Mailed Date).

**26.3.** Default text is created for the Declaration of Diligence and Proof of Service information, based on the type of Service Disposition selected (Served – Personally, Served – Sub-Service, Served – Business Representative, etc.)

**26.4.** Deputy selection defaults to the current user (if they are in the list), otherwise they can be selected from the dropdown

**26.5.** Capture the Trip Ticket as part of the entry process (or RPS Proof of Service)

**26.6.** Ability to charge no fee, if desired

**26.7.** All required options and variations to support a Summons service (On behalf of, etc.) are supported

**26.8.** For an EWO Service, can generate an Unsuccessful Attempt letter (only visible, if service was unsuccessful)

**27. Manage Real Property Process**

**27.1.** New Real Property Assistant

**27.2.** Now connected to the actual Services!

**27.3.** Walks the user through all steps

**27.4.** Generate all reports, reduced redundant entry

**28. Manage Personal Property Process**

**28.1.** Walks the user through all steps

**28.2.** Track inventory

**28.3.** Generates Sale Notices

**28.4.** Track the sale day process

**28.5.** Generate all reports, reduced redundant entry

## **29. Barcode Scanning**

- 29.1. Can be done from ANY page within the application
- 29.2. Will take the user to the related Service, or to add a Service Action if the Service is not completed
- 29.3. Barcodes are included on Trip Tickets, Employer Return, Garnishee Response, etc.

## **30. Manage Accounts**

- 30.1. Provides a basic view of your "checkbook" (for the escrow account you manage)
- 30.2. View the Account entries (both debit and credit) for any date range
- 30.3. Search and find any check(s) by name, check number, category
- 30.4. Consolidated checks (like Civil Revenue, etc.) can be printed individually
  - 30.4.1. Details reports can be generated for each consolidated check showing all files/services that contributed to the totals
  - 30.4.2. Checks can be printed at any interval (usually end of month) but can be configured to "lock down" monthly, weekly, and even daily
- 30.5. Any check can be printed individually without going through the Disbursement process (with permissions)
- 30.6. Insert VOID entries for damaged checks
- 30.7. For offices with multiple Locations, Accounts can be filtered by Location

## **31. Manage Deposit Verification**

- 31.1. Daily review of all entered money (via Receiving, Ledger, etc.)
- 31.2. Filter by individual cashier and/or Tender Type (can be useful when approving ACH transactions)
- 31.3. For offices with multiple Locations, Deposits can be filtered by Location
- 31.4. Deposits can be VOIDed if they do not match the actual received payment documents, and some information can be corrected and updated prior to final approval on this page (all VOIDS require a journal entry reason)
- 31.5. Deposits can be put on hold by a user with the proper permissions
- 31.6. Deposits can be approved and "Posted to Accounts" at your desired interval (usually daily)
- 31.7. Generate Deposit Ledger reports (can be exported to Excel), grouped by Tender Type or File Type
- 31.8. Generate Account Activity (and Detail) reports for Civil Revenue, Total Receivables, and Total Disbursements, with Prior and Next Day Trial Balance numbers
- 31.9. Receipts can be reprinted by selecting a Deposit
- 31.10. User can be limited to only make changes to their own deposits or allowed to edit all deposits dependent on permissions

## **32. Manage Reconciliation**

- 32.1. Monthly reconciliation with Bank Statement
- 32.2. Shows all Credit and Debit activity that is non-reconciled
- 32.3. For offices with multiple Locations, Reconciliation can be filtered by Location

- 32.4.** Simple check-box interface
- 32.5.** Auto-calculates cleared amounts and compares to entered Statement Balance as items are checked
- 32.6.** Supports import from many banks to reconcile Checks Written (Deposits must be manually reconciled)
- 32.7.** Generate reconciliation summary
- 32.8.** Can always generate a list of Outstanding Checks

### **33. Manage Disbursements**

- 33.1.** A list of all Disbursements can be viewed and filtered, showing the date it was Created, the Funds Available Date, the Finalized Date, the Mailed Date (entered after checks are printed), and any Notes, along with a paperclip allowing you to view the actual check PDF (or check request report) that was produced
- 33.2.** Clicking on a completed Disbursement will allow the user to see a list of all the checks created, as well as edit the Mailed Date
  - 33.2.1.** Batch VOIDS can be done from this interface in the event of printer issues
  - 33.2.2.** A Positive Pay export can be created and uploaded to your bank (several formats supported)
- 33.3.** For offices with multiple Locations, Disbursements can be filtered by Location
- 33.4.** Only one Disbursement (per location) can be In Progress at any one time
- 33.5.** A new Disbursement can be created (if none are In Progress) by defining the Funds Available Date
- 33.6.** The user then initiates the process that identifies all Pending Receivables within the system
  - 33.6.1.** The user can choose to view these credits, which are listed with the Entry Date, File Number, Funds Available Date, Category and Amount
  - 33.6.2.** Our application identifies INDIVIDUAL credits that are available, not the TOTAL amount available within a given File/Levy.
  - 33.6.3.** This allows us to create Creditor Payments for each Receivable, eliminating the need for you to manually SPLIT that check later in the process to maximize the \$12 fees that you can collect
  - 33.6.4.** Credits that are “blocked” (will not be used) are highlighted and the reason is defined (On Hold, Bankruptcy, Active Levy Claim, Levy Ineffective/Invalid, Levy Closed/Terminated, Judgment Expired)
  - 33.6.5.** The user can choose to click on any row and be taken to the ledger for this File, where perhaps the conditions can be resolved, and then the credit can be included
  - 33.6.6.** This view allows regular review of credits that may be held up so that those conditions can be addressed
- 33.7.** The user then initiates the process that creates Pending Checks for review and printing
  - 33.7.1.** This logic involves applying county-specified criteria for minimum check amounts, the ability to combine smaller credits to exceed the minimum check amount, the ability to combine smaller credits with a larger check that is already being printed from that Levy, etc. in order to maximize the number of \$12 fees that can be collected, and minimize the number of checks actually be printed

- 33.7.2.** Additional logic can allow checks below the normal minimum to be printed if there has been no further activity on that File for 180 days (or a specified number of days)
- 33.7.3.** Creditor Payments are created, and the associated \$12 fees are also created, and any other checks (like queued Debtor or Creditor Refunds, Vendor Payments, Keeper Payments, etc.) are all generated into a list of Pending Checks
- 33.7.4.** During this process, and until the Disbursement process is finalized, all the credits utilized are disabled on the individual File and Judgment Ledgers to prevent any changes being made during the check processing
- 33.7.5.** The checks in the Pending Checks list will show the File Number, Payee, Amount, Levy Modification amount, Overpayment amount, and Last Received Amount
- 33.7.6.** Any check can be removed from the list of Pending Checks during the evaluation of the checks
- 33.7.7.** Any check can Edited from the list of Pending Checks, which will allow the check to be Split (any number of times), a \$12 fee to be skipped, etc.
- 33.8.** The user can then work their way through the grid listing of the checks, confirming that all looks correct, and choosing to include/exclude any check from being printed (using a checkbox).
- 33.9.** Clicking on a row will open the Judgment or File Ledger in a new tab, allowing for further research.
- 33.10.** As checks are included / excluded, a count of how many checks will be printed is updated in the Print Checks button
- 33.11.** A Check Verification report can be generated which will list the details of all the checks listed in the Pending Checks grid
  - 33.11.1.** This report includes information about the checks, along with (optionally) a list of the previous 5 checks, and (optionally) any active critical File Actions or disbursement File Actions
  - 33.11.2.** Red flags on this report include things like First Check, Bad Address, Missing Address, Levy Modification details, etc.
- 33.12.** For counties that require a Vendor ID for all payees, a Pending Check will be blocked and highlighted until this condition is corrected
- 33.13.** Checks that are greater than a specified amount will automatically be skipped within the check run until approved by a Supervisor. The supervisor is shown these checks in a list. Clicking on the check will take the user to the File for further review before approval.
- 33.14.** For counties that have a large list of Pending Checks, a Filter field is provided to type in the File Number and find all checks that match the entered value
- 33.15.** For counties that have a large list of Pending Checks, the ability to skip a range of checks can be accomplished by entering a beginning and ending File Number. (If the starting File Number is left blank, all checks up to the ending File Number will be skipped. If the ending File Number is left blank, all checks after the starting File Number will be skipped.)
- 33.16.** When all review has been done, the Print Checks button will assign check numbers, and then present a confirmation dialog which will show the beginning/ending check numbers (which helps to retrieve the proper number of checks from the safe), and it will also generate a report of all checks about to be written (in check number order) for auditor confirmation
- 33.17.** If the user confirms that checks should be printed, the system will either generate a PDF of actual checks (using the specified county check format), or a PDF of a report called a "Check Request Report", which will list all pertinent information about the checks, and can be sent to

the auditor controller (the latter is usually used when the sheriff's office does not print their own checks)

**33.18.** If the user desires to cancel the Disbursement run, the Undo All button will remove all the Pending Checks, and the Disbursement run can even be deleted.

**33.19.** For several counties, we have created a text/XML file formatted for upload to the auditor/controller

**33.20.** Ability to upload to a bank for Positive Pay

#### **34. Manage Invoices**

**34.1.** For offices with multiple Locations, Invoices can be view/created per Location, or across all Locations

**34.2.** Provides a way to simply do Court Billing (and also invoice other offices, if desired)

**34.3.** Selecting the Waiver type (like Waiver – Bill Courts, or Waiver – Billable), and then entering a Date Range will return all the costs that have been queued up during the selected time period

**34.4.** The user can choose to uncheck any of the costs to exclude them from Invoice creation

**34.5.** The user can export the list of all ledger entries for invoicing into excel

**34.6.** For Court Billing, clicking Create New Invoice(s) will create an invoice for each Court associated with the list of costs

**34.7.** For other Billing, clicking Create new Invoice(s) will create a single invoice made up of all the listed costs, addressed to the entity associated with that Waiver category.

**34.8.** A PDF of the Invoice(s) will also be generated which can be mailed

**34.9.** A list view of all Invoices ever created can be filtered by All, Open, Closed

**34.10.** Clicking on any Open invoice will display the particular costs associated with that Invoice.

**34.10.1.** The Invoice can be modified by checking/unchecking any of the costs in the list, and then the invoice can be regenerated

**34.11.** When payment is received, simply click on the related Open invoice, and select the Receive Payment option

**34.11.1.** If the court has chosen not to pay particular costs, simply uncheck those costs in the list

**34.11.2.** Enter the amount of the payment

**34.11.3.** Click the Apply Payment button, and if the payment amount equals the total of all the included costs in the list, then the appropriate deposit will be entered on each ledger to cover the costs

**34.12.** Once payment is received and applied, the invoice is marked as closed

**34.13.** Ability to print a receipt for the payment received that will display the invoice number(s) the payment was applied towards

#### **35. Accounting Reports**

**35.1.** For offices with multiple Locations, Reports can be run per Location, or across all Locations

**35.2.** Reports can be run across any date range, with additional filter/grouping options

**35.3.** All reports can be generated as PDF documents, or exported to Excel

**35.4.** Deposits Approved & Batch Deposits (for mailing to attorneys, creditors, etc.)

**35.5.** Receipts Received & Receipts Voided (also can be grouped by Payer)

- 35.6. Checks Written & Checks Voided
- 35.7. Disbursements grouped by Payee or by File Category
- 35.8. Escrow (Trial Balance) grouped by Payer or by File
- 35.9. File Ledgers by specific File Category, and filtered by Open/Closed File status
- 35.10. Deposits on Hold
- 35.11. Waiver Report
- 35.12. Vendor Report
- 35.13. Pending Refunds
- 35.14. Checks Stale Dated
- 35.15. Escheated Funds
- 35.16. Service Amount Changes

### **36. System Reports**

- 36.1. For offices with multiple Locations, Reports can be run per Location, or across all Locations
- 36.2. Reports can be run across any date range, with additional filter/grouping options
- 36.3. All reports can be generated as PDF documents, and some exported to Excel
- 36.4. Metrics and statistical reports
  - 36.4.1. Files & Services that were Opened and Closed
  - 36.4.2. Attempts & Completed Services
- 36.5. Files Received
  - 36.5.1. Group by File category and/or filtered by File Category
  - 36.5.2. Sort by Date Received or File Number
- 36.6. Active Services
  - 36.6.1. Show only Expired Services
  - 36.6.2. Filter by File and/or Service category
  - 36.6.3. Sort by Expiration Date, File Number, Defendant Name, Service Address, Postal Code
- 36.7. Completed Services
  - 36.7.1. Filter by File and/or Service category
  - 36.7.2. Sort by Served Date, File Number, Defendant Name, Service Address, Postal Code
- 36.8. Temporary Restraining Orders
  - 36.8.1. List of all active Restraining Orders
- 36.9. Levy Claims
  - 36.9.1. List of all active Levy Claims (Claims of Exemption & Third-Party Claims)
- 36.10. Bankruptcy
  - 36.10.1. List of all active Bankruptcies, with the option to also include Closed Bankruptcies

### **37. Manage Notifications / Calendar**

- 37.1. Notifications inform the user of upcoming events or when due dates have expired (things like Writ Expiration, Levy Claim Notice of Opposition Overdue, Third Party Notice sent 15 days ago, Employer Return not received, etc.)

- 37.2.** When used in conjunction with the Assignment module, on the File Manager will be notified about events relating to their Files. Supervisors will be able to see notifications for all File Managers (and clear those notifications globally).
- 37.3.** Users can dismiss a notification, or snooze it for a period of time
- 37.4.** It will remain in the notification queue until dismissed by the user, or the conditions are resolved
- 37.5.** Clicking on the Notification will take the user to the appropriate location to resolve the issue
- 37.6.** Default Location will be set for users when there are multiple locations for a county

## **38. User Management**

- 38.1.** Provide an interface to add or edit system Users
  - 38.1.1.** Define user full name, initials, and login name (no password is needed since the application integrates with Active Directory)
  - 38.1.2.** Set the default search filter for the home page (could be different for users who focus on Orphans' Court, Register of Wills, or Marriage Licenses)
  - 38.1.3.** Associate the user with a full system contact (which can then include phone numbers, email, multiple addresses, etc.)
  - 38.1.4.** Associate the user with a digital signature and / or job title
  - 38.1.5.** Users can easily be disabled (without removing them from historical reporting, etc.)
  - 38.1.6.** For counties with multiple locations, a user can have a default location set, which will default any Location choices to that setting whenever they enter a page
- 38.2.** Assign permissions to a user
  - 38.2.1.** Only a user with the "Manage User Permissions" rights can adjust user permissions
  - 38.2.2.** The list of permissions is presented and can be assigned to the user (or removed from the user)
  - 38.2.3.** Each permission has a description explaining its functionality
  - 38.2.4.** Permission can be copied from an existing user, and then individual permissions can be added or removed as necessary
- 38.3.** Define Roles that group common permissions
  - 38.3.1.** Many offices group users into categories such as Clerk, Senior Clerk, Accounting, etc.
  - 38.3.2.** The application allows the definition of Roles that group certain permissions that would most commonly apply to Users in those departments
  - 38.3.3.** Roles can be assigned to a User, which will then assign all those permissions to that User (and then individual permissions can be removed, and other individual permissions can be added)
- 38.4.** As part of project implementation and data migration, all existing users will be migrated and configured with proper permissions

## **39. Manage Batch Operations**

- 39.1.** Batch Printing of Service Packets
  - 39.1.1.** Filter by File Category, Start & End Date, User, and whether to include already printed Services
  - 39.1.2.** Can individually select/deselect from results
  - 39.1.3.** Generates Trip Tickets (in one PDF) and Service Documents (if applicable, as another PDF)
- 39.2.** Batch Printing of Proof Packets
  - 39.2.1.** Filter by File Category, Start & End Date, User, and whether to include already printed Services
  - 39.2.2.** Can individually select/deselect from results
  - 39.2.3.** Generates Proofs of Service in one PDF, and Return on Writ of Possession for Evictions
- 39.3.** Batch Print of Certified Mailers
  - 39.3.1.** Filter by File Category, Start & End Date, User, and whether to include already printed Services
  - 39.3.2.** Can individually select/deselect from results
  - 39.3.3.** Generates Certified Mailers in one PDF (supports several formats)
- 39.4.** Batch Print Writ Returns
  - 39.4.1.** Filter by File Category, Start & End Date, User, and whether to include Audit worksheet
  - 39.4.2.** Can individually select/deselect from results
  - 39.4.3.** Generates Writ Returns in one PDF
- 39.5.** Batch Close Files
  - 39.5.1.** Filter by File Category, File Number, Court Case Number, Start & End Date
  - 39.5.2.** Results show Aging of File, File Number, Court Case Number, File Category, Opened Date, and how many Services are on the File, and the current Balance on the File Ledger
  - 39.5.3.** Only Files that have all Services completed will be shown
  - 39.5.4.** Can individually select/deselect from results
  - 39.5.5.** Items with a non-zero Balance cannot be selected

#### **40. Manage Deputy Services**

- 40.1.** Auto-selects the deputy name from the dropdown list based on who is logged in (will also allow other deputy names to be selected, but not the default)
- 40.2.** Use barcodes to “check out” Services
  - 40.2.1.** As each Trip Ticket is scanned, the Service is added to the grid assigned to that deputy
  - 40.2.2.** A Service Action is also added to the Service showing that the paperwork is currently checked out and which Deputy has it
- 40.3.** Selecting another deputy name, and re-scanning the barcode will re-assign the paperwork to a new deputy
- 40.4.** Within the grid, the user can click on “Add Action” to be taken to the Service Action page to add an attempt / disposition for the Service.
  - 40.4.1.** However, re-scanning the trip ticket will take the user to the Service Action page directly (and this can be done from anywhere within the application)

- 40.4.2.** Once the Service Action is entered and saved, clicking Close will take the user back to the Deputy Services page
- 40.4.3.** For ease of use, the deputy can also just scan the next trip ticket, which will refresh the Service Action page, but now within the new Service, where the next set of details can be entered (no need to go back and forth to the Deputy Services page)
- 40.4.4.** A copy of the service packet is attached to each service entry within the grid. This enables a deputy with access to a printer to print out service packets from within the field instead of returning to the office for paperwork.
- 40.5.** The grid will show live information regarding Eviction Bankruptcy (warning the deputy to hold off on the restoration, and correspondingly, instructing them to proceed if the internal staff have updated the Eviction Bankruptcy accordingly)
- 40.6.** An Export Addresses function is available to create a text file of all addresses included in the list of Services (including alternate addresses). These can be imported into routing software if desired.
- 40.7.** An Export Services function is available to provide a list of all services assigned to a deputy from within the Deputy Services grid.

## MODULE FEATURES

### PUBLIC ACCESS PORTALS

#### 41. Public Access File Status Listing Portal

41.1. Users can access information by supplying the Court Case Number and associated File Number

41.2. For General Services

41.2.1. Show Case information (court case number, case title, court, attorney, etc.)

41.2.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)

41.3. For Levy Services

41.3.1. Show Case information (court case number, case title, court, attorney, etc.)

41.3.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)

41.3.3. Show Writ Information (Original Judgment Amount, Original Daily Interest, Writ & Judgment Expiration Dates, Writ Return Date)

41.3.4. Show Estimated Amount to Satisfy, Current Daily Interest, any Modification

41.3.5. Show Creditor Fees (deposited, applied, available, refunded)

41.3.6. Show Collection Information (Last Payment Date, Total Payment Received, Last Payout Date, Actual Mailed Date, Total Creditor Payout, Total Debtor Refunds)

41.3.7. Show List of Receivables (Received on Behalf of, Date, Amount,)

41.3.8. Show List of Disbursement (Paid To, Date, Amount, Check Number, Mailed Date)

41.4. File Actions for all service types

41.4.1. File Action comments and document attachments entered into the sheriff application can be set to show for the public (based on setting)

### CONTROLLED ACCESS PORTALS

\*E-Services require the County to establish a relationship with a Payment Processing vendor that utilizes Authorize.net to provide Payment Gateway services.

#### 42. Portal Base Module

42.1. The Portal application interfaces with the existing CountySuite™ Sheriff system, which must already be installed and configured.

42.2. This module provides the foundational technology for all the additional add-on modules described below.

42.3. This page becomes the primary landing page for all users to access the various E-Services available to the public.

42.4. If the Public User Registration and Approval module is available, this page will present users with the opportunity to register as a new user, or login with existing registration information

42.5. Once logged in, additional sites will become available to the public user

42.6. This page will provide links to all publicly accessible sites, without the requirement to login

### **43. User Registration and Approval Module**

- 43.1.** This add-on module includes the ability for users to register with your public portal
- 43.2.** In order to register, users must provide basic information about themselves (name, address, email) and select a username and password, along with answers to several “secret questions” (in order to later reset their password)
- 43.3.** This password is stored encrypted at-rest.
- 43.4.** Users must also agree to basic Terms and Conditions (as defined by your county)
- 43.5.** Once registered, users will receive a confirmation email, which must be responded to before they are able to login
- 43.6.** On the internal User Management site, internal staff have the ability to de-activate any registered user. This can allow the county to charge subscription fees, but then activate or de-activate users based on whether or not their subscription is paid in full.
- 43.7.** For Attorney users
  - 43.7.1.** An attorney must provide their State Bar Number and expiration date, along with the state they are licensed in.
  - 43.7.2.** It is possible to require internal approval before attorney access is allowed, because they will often then have access to additional information.
  - 43.7.3.** It is also possible (and necessary) for internal staff to “map” the attorney to the internal CountySuite™ Contact that is used when associating this attorney to specific cases. This can later allow the attorney to submit Case Filings as themselves, and also to access additional information (like attachments) on Cases where they are an active attorney.

### **44. E-Filing and Approval Module**

- 44.1.** This add-on module requires the Portal base with the Public User Registration Module.
- 44.2.** Once registered, users have the ability to submit Filings to the Sheriff’s office.
- 44.3.** Registered users must create a payment profile using a credit card in order to file.
- 44.4.** Credit Card information is stored in a PCI-compliant warehouse using the Authorize.net Payment Gateway.
- 44.5.** The county may select from a number of Payment Processing vendors that work with Authorize.net
- 44.6.** Multiple Filings can be submitted at one time using a Shopping Cart.
- 44.7.** Users can see a history of their Filings and their current status.
- 44.8.** Once submitted, internal staff use an interface to approve or reject Filings after review of the attached documentation.
- 44.9.** Internal Users can search for filing packets by Order #, Filing Packet #, File Number, or Case Number.
- 44.10.** Once an order is under review by an internal user, any other user who tries to access the order will be provided a warning that the filing is already under review until the filing is no longer in the status of pending.
- 44.11.** Rejected filings generate an email to the user informing them of the reason for the rejection. Those Filings can be re-submitted for a defined period of time.

- 44.12.** Approved Filings generate an email to the user information them of successful processing, and the appropriate Case is created automatically in the internal Sheriff system, with corresponding File, Service(s) and Attachments.
- 44.13.** The county is able to define convenience fees which can be charged in addition to the standard filing fees, and any payment processing fees. Teleosoft does not add any fees for this service.
- 44.14.** An E-Filing Payment Transactions report is available for the county to generate by date range to view all transactions and fees associated with the filings that are received, rejected and approved.

## SECTION C: STATEMENT OF WORK

### PROJECT INITIATION

#### 1. Project Overview

- 1.1. Teleosoft, Inc. shall install the CountySuite™ Software for Napa County, which shall include all Product Features as detailed in Section B of this document.
- 1.2. The software for this installation shall be web-based and shall utilize the Microsoft .NET Framework and Microsoft SQL Server.
- 1.3. No custom product development shall be included as part of this project. Any custom product development needs to be mutually agreed upon and will be subject to a change order.

#### 2. Project Kickoff & Project Plan

- 2.1. Hold Project Kickoff Meeting
- 2.2. Create and Deliver Project Plan

#### 3. Testing Hardware & Software Setup

- 3.1. Set up and configure a Test system on hosted environment including Operating System and Microsoft Entra ID)
- 3.2. Configure IIS Server(s) and SQL Server(s)
- 3.3. Install Azure Release Agent on servers
- 3.4. Test hardware and network connectivity
- 3.5. Install base configuration of CountySuite™ Sheriff on environment

### CASE MANAGEMENT

#### 4. System Analysis & County-Specific Configuration

- 4.1. Conduct Interviews with key personnel identifying Processes and Procedures, Accounting Details, Personnel and User Permissions, and collecting sample papers and reports
- 4.2. Provide backup on server (County IT)
- 4.3. Application Settings (installation details, etc.)
- 4.4. Users and Permissions (user logins, security groups, names and addresses for officials, etc.)
- 4.5. Logos and Digital Signatures (report logos and official signatures)
- 4.6. Category names and descriptions (Files, File Actions, Services, Service Actions, Costs, etc.)
- 4.7. Geography (location details, etc.)
- 4.8. Accounting (default cost amounts, default payees)

4.9. Default generic text (i.e. @deputy name/@ deputy time) used as SuiteTags™ (canned text for commonly typed phrases and for specific actions)

4.10. Business Rules (operating parameters specific to the county)

## **5. Initial Data Migration**

5.1. Develop and test scripts to move all case information, including accounting, from the current system into the new CountySuite™ Sheriff system

5.2. Perform and verify a complete migration from current system to CountySuite™ Sheriff

## **6. Initial Case Management Training**

6.1. All training sessions include Help Documents, complete with screenshots and step-by-step details. The number of sessions required for each type of training will be dependent on the number of county users.

6.2. Identify specific users who will be involved in the validation and verification of the application, and any county-specific enhancements that will be added.

6.3. Identify specific users who will participate in “train-the-trainer” sessions. These would cover the complete functionality of the application to allow this user to later assist in training future employees in the same subjects.

6.4. General user training sessions: Includes all staff and covers general operation of the application.

## **7. Initial Validation of Features, County-Specific Configuration, and Data Migration**

7.1. County validation of data migration and product configuration

7.2. Period of dual entry in CountySuite™ and the current system

7.3. Validate migrated scanned documents and confirm all are attached to the proper File Actions

## **8. Subsequent Training**

8.1. General user training sessions: Includes all staff and covers general operation of the application.

8.2. Accounting training: Specific to the finance staff. This would cover issues like deposit verifications, void, NSF, bank reconciling, check printing and accounting reports

8.3. County-specific enhancement training

## **9. Subsequent Validation of Features, County-Specific Configuration, and Data Migration**

9.1. County validation of data migration and product configuration

9.2. Period of dual entry in CountySuite™ and the current system

9.3. Provide matching Trial Balance report to verify accurate conversion

9.4. Walk through comparative Check Disbursement runs to verify accurate conversion

9.5. Validate individual ledger balances, judgment balances

9.6. County-specific enhancements validation

## **10. Final Validation and Training**

- 10.1.** Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security
- 10.2.** Field Staff training: Specific to the field staff and Supervisors. This would cover the Deputy Services area.
- 10.3.** Administrator training: These classes would cover how to manage security administration, making changes to things like key official names, service categories, and default costs, etc.
- 10.4.** Confirm Go-Live Schedule

## **11. Final Data Migration and Go Live**

- 11.1.** Final production environment configuration and installation of CountySuite™ Sheriff
- 11.2.** Final data migration

## **12. Go Live Support**

- 12.1.** Teleosoft personnel will be on-site to support the launch and assist any users

## **PUBLIC PORTAL**

## **13. System Analysis & County-Specific Configuration**

- 13.1.** Conduct Interviews with key personnel identifying the configuration details
- 13.2.** Application Settings (installation details, etc.)
- 13.3.** Users and Permissions (user logons, security groups, names, and addresses for officials, etc.)
- 13.4.** Logos and Links (landing page logos and Terms & Conditions links)

## **14. Training**

- 14.1.** All training sessions include Help Documents, complete with screenshots and step-by-step details.
- 14.2.** Identify specific users who will be involved in the validation and verification of the application, and any county-specific configuration.

## **15. Validation and Verification**

- 15.1.** Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security
- 15.2.** Confirm Go-Live Schedule

## **16. Public Portal Go Live**

- 16.1.** Final production environment configuration and installation of CountySuite™ Public Access File Status Listing Portal
- 16.2.** Publish site link on Sheriff website and enable access to the public-facing Server.

## **17. Go Live Support**

- 17.1. Teleosoft personnel will be available to support the launch and assist any users

## **CONTROLLED ACCESS PORTAL**

\*E-Services require the County to establish a relationship with a Payment Processing vendor that utilizes Authorize.net to provide Payment Gateway services.

## **18. System Analysis & County-Specific Configuration**

- 18.1. Conduct Interviews with key personnel identifying the configuration details
- 18.2. Obtain Authorize.net account and provide credentials to Teleosoft (County IT)
- 18.3. Application Settings (installation details, etc.)
- 18.4. Users and Permissions (user logons, security groups, names, and addresses for officials, etc.)
- 18.5. Logos and Links (landing page logos and Terms & Conditions links)

## **19. Training**

- 19.1. All training sessions include Help Documents, complete with screenshots and step-by-step details.
- 19.2. Identify specific users who will be involved in the validation and verification of the application, and any county-specific configuration.
- 19.3. Conduct training for internal staff which covers the general operation of the public-facing application, and any internal Approval modules.
- 19.4. Host an optional virtual training session for public users and attorneys.

## **20. Validation and Verification**

- 20.1. Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security
- 20.2. For payment processing, confirm that funds are properly processed and posted to the proper account.
- 20.3. Confirm Go-Live Schedule

## **21. Optional External User Testing**

- 21.1. Identify Attorney's and other public users to test on a public test environment
- 21.2. Capture feedback from users related to product configuration

## **22. Controlled Access Portal Go Live**

- 22.1. Final production environment configuration and installation of CountySuite™ Sheriff E-Services
- 22.2. Publish site link on Sheriff website and enable access to the public-facing Server.

**23. Go Live Support**

**23.1.** Teleosoft personnel will be available to support the launch and assist any users

## Cloud Infrastructure & Software Provisioning

Teleosoft shall be responsible for all aspects of CountySuite™ Sheriff software and CountySuite™ Cloud environment provisioning. This includes infrastructure provisioning (as shown in the cloud architecture diagram above), installation and configuration of all prerequisite software, and any special networking considerations.

A sample list of covered items:

- Windows Server OS (licensing covered in hosting costs)
- SQL Server (licensing covered in hosting costs)
- Internet Information Server
- Acquisition of SSL Certificates
- Domain Name registration
- Coordination with County IT on any Cloud/Local Network configuration
  - Site-to-site VPN configuration
  - 3<sup>rd</sup>-party integrations

### 1. Cloud Resource Capacity & Usage-Based Costs

In the cloud environment, certain resource costs are based on resource capacity and/or usage. As a result, some of the costs included in this proposal are baseline costs that have been estimated for a specific usage amount or resource capacity.

The following are maximum usage allotments/capacities for this proposal:

- Contract allows for a monthly maximum of 5 TB of traffic
- Contract allows for a maximum of 500 GB Total DB active storage
- Total Database Backup storage size (2 TB) & retention period (1 year)
- Compute capacities (VM sizes)

Production usage will be continually monitored to determine if additional capacity is required. County will be notified of any adjusted costs semiannually, and overages will be invoiced along with the annual renewal. Annual renewal rates will also reflect the latest capacities, updated growth estimates, and current Azure pricing.

### 2. Rightsizing

Rightsizing involves matching cloud resources to performance and capacity needs. Teleosoft shall continually monitor key metrics to determine optimal sizing that will contain costs while providing adequate margins around demand loads.

If additional resource costs are identified as necessary during the rightsizing process, County will be invoiced for the additional costs.

### 3. Office Transition (2-Phased Approach)

Teleosoft will work with County IT and the respective offices to successfully transition you from your current software to CountySuite™. This is done using a 2-phased approach:

- Phase 1 is test environment provisioning where all the software is setup on the new servers and user training and validation of the new application software is done. Depending on the office/application, this may include 1 (or more) test migrations where the existing application database is migrated to the new CountySuite™ application DB. In this situation, select office staff will assist with migration database validation. *This can be done during normal business hours.*
- Phase 2 is production launch/go-live. During this phase, final database migration shall be done (where applicable). Additionally, any necessary DNS entries as well as internal links shall be adjusted to point to the new Cloud-hosted environment. *This must be done off hours and shall require coordination between Teleosoft and County IT.*

#### 4. Data Ownership and Cloud Environment Exit Strategy

All data created by and through the CountySuite™ applications (collectively stored as the SQL Databases) is the property of Napa County, with the exception of any CountySuite™ proprietary metadata such as application and system configuration. Access to the data from outside the CountySuite™ applications is possible at any time with a support request; data will be accessible within 3 business days and will be free of any encryption used during normal storage. The transfer of this data will utilize the environment's bandwidth allotment and can incur additional charges if maximum capacities are exceeded.

In the event that this agreement is terminated, the following actions shall be taken:

1. A copy of the most recent SQL Databases shall be provided to County IT or another designated representative. Any existing encryption used in the data at rest shall be removed prior to delivery.
2. All resources exclusively used in the environment shall be deleted, including but not limited to:
  - a. Virtual Machines and/or other cloud compute technologies
  - b. Storage Accounts
  - c. Virtual Networks, subnets and user defined routes
  - d. KeyVaults
3. All resources shared by the environment shall be updated to remove any configuration, including but not limited to:
  - a. Firewalls
  - b. Load Balancers
  - c. VPN Gateways
  - d. Logging and Monitoring solutions
4. All data backups shall be deleted unless specifically requested to retain. Any retention request will be evaluated for feasibility and cost impact.

Any resources and/or data which utilize a soft-delete or delayed-delete mechanism to protect against unauthorized deletion or modification shall be allowed to expire the resource per the given time (for

example, secrets in KeyVault are soft-deleted for 7 days and can be recovered until that period passes, after which the secret is completely deleted).

## SECTION D: MILESTONE & PAYMENT SCHEDULE

Below you will find the CountySuite™ project milestone sequence to provide an overview of how the project will progress. An estimated project timeline will be assessed after Analysis & Design, and a Final Project Plan will be provided. The project timeline will be dependent on multiple factors, including availability of county IT, servers, office, and field staff.

Project Initiation Milestones	Payment Due
<b>1. Contract Signed &amp; Deposit Payment Approved (Includes first year Azure hosting fees)</b> Final Deliverable: Contracts signed and approved	<b>\$106,265</b>
<b>2. Project Kickoff &amp; Project Plan</b> Dependencies: Scheduling stakeholders and Deposit Payment received Final Deliverable: Project Kickoff Meeting and Project Plan	
<b>3. Complete base cloud server setup and validation</b> Deliverables: Provisioned CountySuite™ Cloud Test Environment with CountySuite™ application(s) installed and validation provided	<b>\$8,797</b>
<b>4. Testing Software Setup</b> Dependencies: CountySuite™ Cloud server in place and accessible Final Deliverable: CountySuite™ Sheriff available on Test Environment	<b>\$8,797</b>

Case Management Milestones	Payment Due
<b>5. System Analysis &amp; County-Specific Configuration</b> Dependencies: On-site Review of Process, Receipt of logos, names, fee schedules, and signatures Final Deliverable: CountySuite™ Sheriff configured for county on Test Environment	<b>\$8,797</b>
<b>6. Initial Data Migration</b> Dependencies: Provide backup on server Final Deliverable: Test Environment ready for Initial Training	<b>\$8,796</b>
<b>7. Initial Case Management Training</b> Dependencies: Staff available to train Final Deliverable: Initial training complete	<b>\$8,796</b>
<b>8. Complete pre-production CountySuite Sheriff UAT V &amp; V (verification and validation)</b> Deliverables: CountySuite™ Sheriff Cloud Environment has been validated and CountySuite™ Sheriff software functionality verified through office user acceptance testing sessions	<b>\$8,796</b>
<b>9. Initial Validation of Features, County-Specific Configuration, and Data Migration</b> Dependencies: Staff available to complete Verification and Validation Final deliverable: Test Environment ready for Verification and Validation	<b>\$8,796</b>
<b>10. Subsequent Training</b> Dependencies: Staff available to train	<b>\$8,796</b>

Final Deliverable: Subsequent training complete	
<b>11. Subsequent Validation of Features, County-Specific Configuration, and Data Migration</b> Dependencies: Staff available to complete Verification and Validation Final deliverable: Test Environment ready for Verification and Validation	<b>\$8,796</b>
<b>12. Final Validation and Training</b> Dependencies: Staff available to train Final deliverable: Final training complete	<b>\$8,796</b>
<b>13. Complete production cutover for CountySuite™ Sheriff in the cloud environment</b> Deliverables: <ul style="list-style-type: none"> <li>• Final production database migration from existing on-premises environment to CountySuite™ Sheriff cloud Production environment</li> <li>• County Sheriff Office is using CountySuite™ in production</li> </ul>	<b>\$8,796</b>
<b>14. Final Data Migration and Civil Case Management Go Live</b> Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Sheriff installed and configured on Production Server	<b>\$8,796</b>
<b>15. Case Management Go Live Support</b> Final Deliverable: Go Live on-site support complete	

Public Portal Milestones	Payment Due
<b>16. System Analysis &amp; County-Specific Configuration</b> Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	<b>\$8,796</b>
<b>17. Training</b> Dependencies: Staff available to train Final deliverable: Training complete	<b>\$8,796</b>
<b>18. Validation and Verification</b> Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	<b>\$8,796</b>
<b>19. Public Portal Go Live</b> Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Server	<b>\$8,796</b>
<b>20. Go Live Support</b> Final Deliverable: Go Live support complete	

Controlled Access Portal Milestones	Payment Due
<b>21. System Analysis &amp; County-Specific Configuration</b> Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	<b>\$8,796</b>

<p><b>22. Training</b></p> <p>Dependencies: Staff available to train Final deliverable: Training complete</p>	<p><b>\$8,796</b></p>
<p><b>23. Validation and Verification</b></p> <p>Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation</p>	<p><b>\$8,796</b></p>
<p><b>24. Optional External User Testing</b></p> <p>Dependencies: External Users available to for testing Final deliverable: External User testing complete</p>	
<p><b>25. Controlled Access Portal Go Live</b></p> <p>Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Server</p>	<p><b>\$8,796</b></p>
<p><b>26. Go Live Support</b></p> <p>Final Deliverable: Go Live support complete</p>	

**Annual Maintenance** prorated at Go Live to align renewals with the fiscal year.

## **SECTION E: SOFTWARE MAINTENANCE**

### **1. Scope of Services**

Licensor agrees to perform, and Licensee agrees to accept, the maintenance and support services referred to in the Agreement with respect to the Software.

### **2. CountySuite™ Cloud Hosting Fees**

CountySuite™ Cloud Hosting will be provided for a fee of \$30,870 per year. The first-year hosting fee will be invoiced at contract execution as per milestone #1. The second annual hosting fee will be issued one year from contract execution and will be prorated to align with the fiscal year. Subsequent annual hosting fees will be invoiced thirty (30) days in advance of each fiscal year, due on the fiscal year start. All renewal rates will reflect the latest capacities, updated growth estimates, and current CountySuite Cloud™ pricing.

### **3. Licensed Software Annual Maintenance & Support**

Maintenance and support services for the applications and configuration listed in this Addendum will be provided for a fee of \$18,167 per year. After the first full fiscal year of service, this fee will be adjusted at the beginning of each fiscal year to the then current pricing.

### **4. Invoices**

**4.1.** The first maintenance invoice will be issued at Go-Live, prorated to align with Licensee's fiscal year Invoices.

**4.2.** Subsequent invoices shall be issued annually, thirty (30) days in advance of Licensee's fiscal year.

**4.3.** Invoices shall be due and payable within thirty (30) days after date of invoice.

IN WITNESS WHEREOF, the parties have executed this Addendum by their duly authorized representatives.

LICENSOR: TELEOSOFT, INC.

By  \_\_\_\_\_  
CORY FREGM, CEO

By  \_\_\_\_\_  
JOSH IRWIN, COO

LICENSEE: NAPA COUNTY, a political subdivision of the State of California

By \_\_\_\_\_  
ANNE COTTRELL, Chair of the Board of Supervisors

<p>APPROVED AS TO FORM Office of County Counsel</p> <p>By: S. Darbinian Deputy County Counsel</p> <p>Date: May 29, 2025</p>	<p>APPROVED BY THE NAPA COUNTY BOARD OF SUPERVISORS</p> <p>Date: _____</p> <p>Processed By: _____</p> <p>_____ Deputy Clerk of the Board</p>	<p>ATTEST: NEHA HOSKINS Clerk of the Board of Supervisors</p> <p>By: _____</p>
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