COUNTY OF OSCEOLA
BOARD OF COMMISSIONERS’
COMMITTEE OF THE WHOLE
AGENDA
Tuesday, March 17, 2020
301 West Upton Ave., Reed City, Michigan
2nd Floor, Board of Commissioners’ Room, 9:30 a.m.

NOTE: Claims will be available for review from 9:00 – 9:30 a.m.

1. Meeting Called to Order by Chairperson.
2. Additions or Deletions to the Agenda – Approval of the Agenda.
4. Employee/Board Comments.
6. Consider Payment of Claims.
7. Consider Other Budget Amendments, Cash Transfers, and Journal Register Report from Treasurer.

8. Old Business – Discuss:
   b. Various Items – Susan Vander Pol:
      1. Millage Proposals for C.O.A. and E.M.S.
      2. MMRMA RAP Grant Safety Reimbursement Approval.
      3. Veterans’ Services MVAA FY20 Training Reimbursement Approval.

9. New Business – Discuss:
   a. 9-1-1 Emergency Dispatch Surcharge Proposal – Megan Erickson.
   b. C.O.A. Items – Justin Halladay:
      1. Administrative Assistant Position.
      2. Coronavirus – Information from AAAWM and Recommendations.
   d. Probate/Family Court Items – Kaye Frederick:
      1. LexisNexis VitalChek Payment Solutions Service Agreement.
      2. Child and Parent Legal Representation Grant.
   e. Sheriff Items – Ed Williams:
      1. Six-Month Update.
      2. ICSolutions Agreement Amendment for Video Conferencing.
   f. Various Items – Susan Vander Pol:
      2. Coronavirus – Update, Direction for Staff Time Off and Compensation.

10. Other Business:
11. Employee/Board Comments.
12. Extended Public Comments (Six Minute Limit).

Note: A quorum of the Board of Commissioners may be present at the Committee meetings.

PUBLIC COMMENT: The Committee welcomes public comment. We appreciate your attendance and look forward to hearing any concerns you may have. We request that the following rules of procedure be followed: At the beginning and at the end of each Committee meeting, there is time to receive public comment from the audience. If you wish to address the Committee, we ask that you stand, give your name and present your concern.
If you wish to speak while the Committee is addressing a specific issue, you are asked to make arrangements ahead of time with the Committee Chairperson. No comments or questions will be taken at any other time.
If you should require special assistance in order to attend the meeting, please notify the County Coordinator at (231) 832-6196, twenty-four (24) hours before the posted meeting time, for arrangements to be made.
The Committee meeting was called to order at 9:35 a.m. by Chairman Nehmer.


Also present: Justin Halladay-C.O.A. Director, Brad Halladay-Maintenance Working Supervisor, Ed Williams-Sheriff, Mark Moore-Undersheriff, Rosie McKinstry-Equalization Director, Lori Leudeman-County Treasurer, Heather Gray-Register of Deeds, Susan Vander Pol-County Coordinator, Karen Bluhm-County Clerk and several members of the public.

Motion by Commissioner Emig, seconded by Commissioner Gregory, to approve the agenda as amended. Motion carried.

Brief Public Comment: None.

Employee/Board Comments: None.

Moved by Commissioner Emig, seconded by Commissioner Elkins, to approve the minutes of February 19, 2020 as presented. Motion carried with unanimous voice vote.

Recommended by Commissioner Custer, seconded by Commissioner Gregory, to approve the claims of the County in the amount of $65,631.17. Motion carried was unanimously supported.

Budget Amendments, Cash Transfer and Journal Register Report from Treasurer
Commissioner Custer reviewed the one budget amendment presented.

Recommended by Commissioner Custer, seconded by Commissioner Gregory, to approve the budget amendments as presented. Recommendation was unanimously supported.

C.O.A. Inspection of 602 W. Upton Ave, Reed City Property
Justin Halladay, C.O.A. Director, spoke about the purchase status of the 602 W. Upton Avenue, Reed City property. He advised that Jeremy Beebe, E.M.S. Director, along with Tony Gagliardo, Building Inspector, and Brad Halladay, Maintenance Working Supervisor, did a walk-through of the facility to consider usage of the building. Brad Halladay also shared some insight on solutions to a few possible renovations to the building. Justin Halladay believes Jeremy Beebe, E.M.S. Director, is in agreement to share in the cost of the building purchase and possible renovations. Discussion was held.

E.M.S. Training Room Bids & Health Department Storage Needs
Susan Vander Pol, County Coordinator, advised that if the Board no longer wishes to move forward on the E.M.S. training room project the Board should reject the contractor bids received.

Recommended by Commissioner Gregory, seconded by Commissioner Custer, to reject the bids for the E.M.S. Training Room Project and not enter into a lease with the Health Department for utilization of the Health Department space. Recommendation was unanimously supported.

Millage Proposals for C.O.A. and E.M.S.
Susan Vander Pol, County Coordinator, spoke about the millage proposals for E.M.S. and C.O.A. renewals. Discussion was held, no action taken.

Security Update
Susan Vander Pol, County Coordinator, reported the security in the building has been going well.
**MSU Extension/USDA Annual Statement**

Shari Spoelman-MSU Extension District Coordinator, explained the proposed USDA Annual Statement and asked for approval.

Recommended by Commissioner Gregory, seconded by Commissioner Michell, to approve the USDA Annual Statement as presented and authorize the Chairman to sign. Recommendation was unanimously supported.

**MSU Extension/2019 Annual Report**

Shari Spoelman, MSUE District Coordinator, Jacob Stieg-MSUE 4-H Program Coordinator, Shannon Lindquist-Social-Emotional Health Educator, Renee Sanders-MSUE Nutrition Program Instructor and Robin Eisenga-MSUE Office Manager, were present to provide their 2019Annual Report. Shari highlighted the various programs in the report and thanked the Board for their continue support of their program.

**Register of Deeds Automated Merchant Systems Processing Agreement**

Heather Gray, Register of Deeds, explained the need to change vendors for credit card payments because of on-line services. A brief discussion was held.

Recommended by Commissioner Michell, seconded by Commissioner Custer, to approve the Register of Deeds Automated Merchant Systems Processing Agreement and authorize the Chairman and Register of Deeds to sign the appropriate documents for credit card processing. Recommendation was unanimously supported.

**Clerk and Register of Deeds/Purchase of Copiers**

Heather Gray, Register of Deeds, and Karen Bluhm, County Clerk, explained their needs for new copiers for the departments. They are leases with Konica Minolta. A brief discussion was held.

Recommended by Commissioner Gregory, seconded by Commissioner Emig, to approve the lease agreements and authorize the County Coordinator to issue the purchase order for the Konica copiers for the Register of Deeds and County Clerk offices. Recommendation was unanimously supported.

**Sheriff Department/Mark Moore Vacation Time**

Ed Williams, Sheriff, asked the Board for consideration of paying Undersheriff Mark Moore his unused vacation time earned when he was a Road Sergeant in the union. He explained that when Mark left the union to become the Undersheriff and a non-union employee, he lost that benefit. A lengthy discussion was held.

Recommended by Commissioner Emig, seconded by Commissioner Michell, to pay Undersheriff Mark Moore $1,725.87 for unused union membership vacation time through November 17, 2019 with deductions for taxes and benefits as applicable. Recommendation was supported with five (5) yes votes, and one (1) no vote. Commissioner Nehmer voting no.

**Current Command Retirement Costs Over 12%**

Ed Williams, Sheriff, spoke to the Board about the increase of some employees MERS contribution. He noted the increase in their contribution amount to MERS is causing financial difficulty for them. Discussion was held.

**Part-Time Bailiff Hire**

Ed Williams, Sheriff, asked for the Board to consider allowing him another part-time bailiff for the department and explained why this would be beneficial.

Recommended by Commissioner Emig, seconded by Commissioner Elkins, to approve the addition of one part-time jail court officer. Recommendation was unanimously supported.
MVAA Training Grant Application Update
Susan Vander Pol, County Coordinator, reported the grant application has been submitted and we should have a response soon.

Veterans' Services/Use of County Vehicle for Training
Susan Vander Pol, County Coordinator, advised Board members the staff members in Veterans’ Services need to attend a spring conference in Frankenmuth to keep their certification. They will need to use the County vehicle for overnight travel, which requires Board approval.

Recommended by Commissioner Custer, seconded by Commissioner Michell, to approve overnight travel for the Veterans’ Department staff to attend the April conference in Frankenmuth. Recommendation was unanimously supported.

Third-Party Administrator/RFP’s
Susan Vander Pol, County Coordinator, asked for direction on how the Board wishes to proceed when the RFP’s come back for the Third-Party Administrator. Discussion was held, and the Board wished for them to come back to the Committee of the Whole.

Employee/Board Comment: Tracey Cochran, Payroll/HR Specialist, asked for further direction on what is supposed to be paid to Undersheriff Mark Moore.

Lori Leudeman, County Treasurer, asked where Undersheriff Moore’s pay will be coming from within the budget.

Public Comment: Alan Gingrich, Road Commissioner, reminded Board members of their upcoming meetings with local Townships.

Moved by Commissioner Gregory, seconded by Commissioner Emig, to adjourn at 11:38 a.m. Motion carried.
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Meeting Called to Order by Commissioner Custer at 1:24 p.m.

Members Present: Commissioners Jim Custer and Tim Michell

Members Absent: Commissioner Jill Halladay

Others: County Treasurer Lori Leudeman and County Coordinator Susan Vander Pol

Additions or Deletions – None.

Motion by Commissioner Michell, seconded by Commissioner Custer to approve the agenda. Motion was unanimously supported.

Public Comments - None.

Employee Comments - None.

Motion by Commissioner Michell, seconded by Commissioner Custer to approve the minutes of April 15, 2014. Motion was unanimously supported.

Discussion of County Budgets and Operations

Susan Vander Pol, County Coordinator, handed out printouts of the 2020 budget with 2019 history. Two individual reports were also handed out, one addressing 2020 employee wages and benefits and the other separate department operational expenses. These items were reviewed by the members and Treasurer Lori Leudeman.

Discussion was held on how different funds operate, what types and sources of revenues are received, department operating expenses and effects the State of Michigan funding has on the County. The committee members would like some additional history information on budget expenditures provided for review and to look at possible trends the budgets have had along with health insurances and retirement costs.

Brief discussion was held on correspondence sent to the Board of Commissioners from Susan in October 2019 related to the 2020 budget. A copy of this letter will be emailed to the committee members for discussion at a future meeting.

The next meeting will be held at the call of the Finance Chairperson.

Board Comments – None.

Extended Public Comments – None.

Motion by Commissioner Michell, seconded by Commissioner Custer to adjourn at 2:47 p.m.

Respectfully submitted,

[Signature]

Osceola County Coordinator
WHEREAS, Act 39 of the Public Acts of 1976 expressly authorizes the Board of Commissioners for the County of Osceola to levy taxes and appropriate funds for the purpose of providing activities or services to older persons, being individuals sixty (60) years of age or older of the County; and

WHEREAS, millage funds were previously approved by the electorate in 2014 and 2016 to support the continued operations of senior citizens services through the Commission on Aging of 0.80 of one (1) mill (in 2014) and an additional millage of 0.20 of one (1) mill (in 2016), for a combined total of 1.00 mill as of 2016 for a duration running through 2019; and

WHEREAS, the Board of Commissioners for the County of Osceola seeks to have the voters of the County determine whether or not they will approve a total combined millage of one (1.0) mill for the purpose of supporting continued operations of senior citizens services through the Commission on Aging within Osceola County for a period of six (6) years, 2020 through 2025, inclusive.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

1. That the following proposal be submitted to the qualified voters of the County of Osceola at the Primary Election to be held in said County on Tuesday, August 4, 2020:

   SENIOR CITIZENS SERVICES
   MILLAGE PROPOSAL

For the sole purpose of supporting continued operations of senior citizens services through the Commission on Aging within Osceola County, at the same combined total millage level previously approved by the voters in 2014 and 2016, shall the Constitutional limitation upon the total amount of taxes which may be assessed in one (1) year upon all property within the County of Osceola, Michigan imposed under Article IX, Sec. 6 of the Michigan Constitution be increased by up to one (1.0) mill ($1.00 per $1,000 of Taxable Value) for a period of six (6) years, 2020 through 2025 inclusive?

If approved and levied in full, this millage will raise an estimated $ for supporting continued operations of senior citizens services through the Commission on Aging within Osceola County in the first calendar year of the levy based on taxable value. As required by law, a small portion of the millage may also be disbursed to the Downtown Development Authorities of the City of Evart and Richmond Township.

YES ☐

NO ☐
2. Said proposition shall be stated on the ballots to be prepared and distributed in the matter provided by law.

3. All Public Officials of the County of Osceola, State of Michigan, and all Governmental units thereof, within such time as shall be required by law, be and are directed to perform all acts which shall be necessary to be performed in order to submit the above stated proposition to the duly qualified voters of said County at the Election to be held in said County on Tuesday, August 4, 2020.

4. It is further ordered that a certified copy of said proposition be filed with the County Clerk as required by law.

Ayes

Nays

Absent

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OSCEOLA COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING MILLAGE RENEWAL ELECTION FOR EMERGENCY MEDICAL SERVICES AND CERTIFYING BALLOT LANGUAGE

WHEREAS, County Emergency Medical Services (Ambulance) services are of substantial benefit to the citizens of the County of Osceola; and

WHEREAS, the Board of Commissioners of the County of Osceola deems it necessary and expedient for the County to operate and maintain County Emergency Medical Services (Ambulance); and

WHEREAS, millage funds of up to 1.33 mills were previously approved by the electorate in 2014 for the continued operations of the County Emergency Medical Services (Ambulance), and that millage authorization expired on December 31, 2019; and.

WHEREAS, the Board of Commissioners of the County of Osceola has determined that it is appropriate to submit a millage renewal proposition to the electors of the County to determine whether or not they desire to continue to raise funds for the purpose of the continued operations of the County Emergency Medical Services (Ambulance) by renewing the previously-approved millage of up to 1.33 mills for a period of six (6) years, 2020 through 2025, inclusive.

NOW, THEREFORE, BE IT RESOLVED, that the following question be submitted to a vote of the electorate of Osceola County at the next State Primary Election to be held on August 4, 2020:

COUNTY EMERGENCY MEDICAL SERVICES (AMBULANCE) MILLAGE RENEWAL PROPOSAL

For the purpose of continuing operations of the County Emergency Medical Services (Ambulance) at the same millage level previously approved by the voters in 2014, shall the previous voted increase in the tax limitation imposed under Article IX, Sec. 6 of the Michigan Constitution on general ad valorem taxes within the County of Osceola, Michigan, be continued and renewed, and shall the County be authorized to levy, up to 1.33 mills ($1.33 per $1,000 of taxable value) for a period of six (6) years, 2020 through 2025, inclusive? If approved and levied in full, this millage will raise an estimated $__________ for continuing operations of the County Emergency Medical Services (Ambulance) within Osceola County in the first calendar year of the levy based on taxable value. As required by law, a small portion of the millage may also be disbursed to the Downtown Development Authorities of the City of Evart and Richmond Township.

YES □

NO □
2. Said proposition shall be stated on the ballots to be prepared and distributed in the matter provided by law.

3. All Public Officials of the County of Osceola, State of Michigan, and all Governmental units thereof, within such time as shall be required by law, be and are directed to perform all acts which shall be necessary to be performed in order to submit the above stated proposition to the duly qualified voters of said County at the Election to be held in said County on Tuesday, August 4, 2020.

4. It is further ordered that a certified copy of said proposition be filed with the County Clerk as required by law.

Ayes

Nays

Absent

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March 5, 2020

Susan Vander Pol
Osceola County
301 West Upton Avenue
Reed City, MI 49677

RE:  Grant Funding – Requirements for Reimbursement

Dear Ms. Vander Pol,

I am pleased to inform you that the Risk Avoidance Program (RAP)/Certification and Accreditation Program (CAP) application for your Court Compliance Safety project was approved. The Membership Committee authorized 50% funding up to a maximum of $2,248.50 for your project.

RAP/CAP funds are issued on a reimbursement basis. Payment will be based upon verification received from Osceola County of their payment of the project in full. Please see the attached RAP/CAP Grant Reimbursement Procedure for guidelines on processing your grant payment.

Such documentation is needed in order to verify that the grant allotted is being used for the project described in your application. If your application submission contained the above referenced documentation, please contact MMRMA.

Payment of RAP/CAP funds is contingent upon Osceola County remaining a member of MMRMA and in compliance with the Joint Powers Agreement. Your approved grant reimbursement is valid for six months from the date of this letter. GRANT EXPIRATION: 09/30/2020.

Sincerely,

Cara Ceci, ARM, CPCU
Manager of Risk Management Services

CC/sp

cc: Lighthouse Insurance Group
RAP/CAP GRANT REIMBURSEMENT PROCEDURE

Once RAP/CAP grant funding is approved, the following documents are required for submission to MMRMA in order to process your grant payment:

☐ Copies of all invoices associated with the project. Invoices should provide enough detail to allow for verification of purchases to the specific item(s) for which the grant funds were approved.

☐ Proof of payment associated with each invoice.
  o ACCEPTABLE PROOFS OF PAYMENT INCLUDE:
    ▪ Check: Copy of Cancelled Check indicating Payer, Payee, and amount paid that can be cross-referenced to detailed invoices.
    ▪ ACH/EFT payment: Copy of processed ACH/EFT payment/receipt indicating Payer, Payee, and amount paid that can be cross-referenced to detailed invoices.
    ▪ Credit Card payment: Copy of credit card statement/receipt indicating Payer, Vendor, and amount paid that can be cross-referenced to detailed invoices.
    ▪ PayPal payment: Copy of PayPal statement/receipt indicating Payer, Vendor, and amount paid that can be cross-referenced to detailed invoices.
    ▪ Vendor Receipt: Receipt must indicate Payer, amount paid, and amount paid that can be cross-referenced to detailed invoices.
  o Proofs of payment must match invoice amounts. If multiple payments to a vendor are included in one check or other form of payment, a financial breakdown/reconciliation of individual amounts included with the payment must be provided.
  o INVOICES STAMPED “PAID,” PURCHASE ORDERS, ACCOUNTING SOFTWARE PAYMENT PRINTSCREENS, OR SCREEN SHOTS OF JOURNAL ENTRIES DO NOT CONSTITUTE A PROOF OF PAYMENT.

☐ *Projects Involving Training* In addition to invoices and proofs of payment regarding tuition expenses as indicated above, certificates of completion and test scores (when applicable) must also be submitted.

Such documentation is needed in order to verify that the grant allotted is being used for the project described in your application.

Please send documentation to: Cara Ceci, Manager of Risk Management Services
cceci@mmrma.org
FAX – 734-513-0318
March 9, 2020

Richard Lloyd
Osceola County
240 E. Church St.
Reed City, MI 49677

Dear Mr. Lloyd:

Osceola County has been approved to receive reimbursement from the Michigan Veterans Affairs Agency for FY20 Training.

The final amount of the award will be determined by actual receipts after the completion of training. The following information needs to be submitted to the Michigan Veterans Affairs Agency by Friday, May 1, 2020:

• Completed Expense Reimbursement Form
• MapQuest verified mileage
• Registration receipt
• Lodging receipt
• Meal receipts

If you have any questions, please contact Stefanie MacDonald at 517-284-5225 or by email at macdonalds@michigan.gov.

Sincerely,

Stefanie MacDonald
Training Accountability Analyst
Michigan Veterans Affairs Agency
STATEMENT OF POLICY

Allowance
Paid annual vacations shall be provided for employees as of anniversary date of employment on the basis of the following schedule:

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<td>11 - Eleven working days</td>
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<td>12 - Twelve working days</td>
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<td>15</td>
<td>20 - Twenty working days</td>
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<td>20</td>
<td>25 - Twenty-five working days</td>
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Part-time Employees
Part-time employees are not entitled to any paid vacation. Any absence by part-time employees from work shall be without pay.

Credited
No vacation shall be taken until earned. Vacation will not be accumulative and must be taken within twelve (12) calendar months of the date on which the last day of that year's vacation time was earned, excepting that an employee may carry over from anniversary to anniversary a maximum of five (5) unused days.

An employee's unused vacation days over the maximum carry over of 5 days shall be deemed to be waived by the employee and no compensation shall be paid for the same.
Employee hired on May 8, 1995 will be eligible for five (5) days vacation after midnight May 7, 1996, etc.

An Employee receives 10 vacation days on their anniversary but only uses 7 during the anniversary year. On their anniversary date, they receive ten new vacation days and carry over three for a total of 13 days vacation for the next anniversary year.

An Employee receives 15 vacation days on their anniversary date but only uses 9 days during the following anniversary year. On their next anniversary date, they receive 16 vacation days, they can carry over 5 days, but lose 1 day because of the maximum carry over. The total vacation days for the employee for the new anniversary year would be 21 days.

Preference as to Annual Vacation
Each employee shall have the opportunity to state their preference as to the time for taking annual vacations. Every reasonable effort shall be made to arrange vacation schedules accordingly. The final decision, however, shall rest with the Department Head.

Accrued Vacation at Retirement, Separation or Death of Employee
Vacation earned but unused due an employee at the time of separation or retirement will be paid at the time of payment of salary for the last pay period. In case of death of an employee, salary for vacation earned but unused will be paid to the beneficiary designated, along with other compensation due, if any.

Request for Vacation
Each employee shall be responsible for giving their signed request for vacation to their department head, at least twenty (20) days prior to the proposed vacation period when taking five (5) consecutive days or more vacation days.

Report of Vacation
Report of vacation time taken and sick leave used for each employee shall be submitted by department heads to the County Clerk biweekly on the biweekly payroll voucher forms supplied for that purpose.

No Payment for Vacation not Taken
An employee who does not take a vacation as provided herein, shall not be entitled to any additional compensation, unless provided for in a collective bargaining agreement. An employee will be paid for vacation time not taken at the rate of one hundred percent (100%) of the employee's current rate of pay if that time was unable to be used due to management demands and the employee gave the Employer prior advance notice of the request to use vacation.
Meceola Consolidated Central Dispatch Authority
2020

9-1-1 Emergency Dispatch Surcharge Proposal

WHEREAS, The Meceola Consolidated Central Dispatch Authority has established an emergency telephone service network and dispatch service pursuant to Act 32 of the Public Act of 1986, as amended, and

WHEREAS, the 9-1-1 emergency telephone and dispatch services are of substantial benefit to the citizens of the Counties of Mecosta and Osceola; and

WHEREAS, pursuant to the Emergency Telephone Service Enabling Act, Section 401b(1), being MCL 484.1401b(1), the Mecosta and Osceola County Boards of Commissioners may with voter approval authorize a telephone surcharge of up to $3.00 for each service user, except for users of prepaid wireless communications service, for recurring emergency telephone operation costs and charges; and

WHEREAS, under the Emergency Telephone Services Enabling Act the Counties of Mecosta and Osceola are currently charging $2.25 for each service user; and

WHEREAS, the Meceola Consolidated Central Dispatch Board of Authority believes a monthly telephone surcharge at the level of up to $3.00 for each service user (a $0.75 per month increase) is necessary to provide an adequate and equitable financing mechanism for the needs of the Meceola 9-1-1 Central Dispatch Center.

THEREFORE, BE IT RESOLVED, that the following proposal be submitted to MECOSTA and OSCEOLA Counties to request the following question be placed on the ballot at the Primary Election to be held August 4, 2020.

MECEOLA CONSOLIDATED CENTRAL DISPATCH AUTHORITY
PROPOSITION FOR 9-1-1 EMERGENCY SERVICE SYSTEM FUNDING

Shall the County of Mecosta/Osceola, Michigan, be authorized to assess a charge on all landline, wireless, and voice over internet protocol service users located in Mecosta/Osceola County of up to $3.00 per month to be used exclusively for the funding of 9-1-1 emergency telephone call answering and dispatch services within Mecosta and Osceola Counties, including facilities, infrastructure, equipment and maintenance, and operating costs?

YES [ ] NO [ ]
CERTIFICATION:
The undersigned, being the Director of Meceola Consolidated Central Dispatch Authority, does hereby certify that on the 9th day of March 2020, the Meceola Consolidated Central Dispatch Board of Authority did approve the above Resolution.

Megan Erickson, Director
Meceola Consolidated Central Dispatch Authority
Recommended Resolution

Board of Commissioners Resolution

WHEREAS, the Board of Commissioners supports the submission of an application, titled “Bathhouse Removal and Replacement”, to the Recreation Passport Grant Program for removal and replacement of the existing bathhouse at Crittenden Park; and,

WHEREAS, the proposed application is supported by the Osceola County Parks Commission’s 5-Year Recreation Plan and Current Annual Capital Improvement Plan; and,

WHEREAS, Osceola County is hereby making a financial commitment to the project in the amount of $118,158 matching funds, in cash; and,

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners hereby authorizes submission of a Recreation Passport Grant Program application for $150,000, and further resolves to make available its financial obligation amount of $118,158 of a total $268,158 project cost, during the 2020 fiscal year.
LexisNexis® VitalChek Network Inc.
Payment Solutions Service Agreement

This agreement ("Agreement") is entered into as of 03/17/2020 (the "Effective Date"), by and between LexisNexis VitalChek Network Inc. ("VitalChek") with its principal place of business located at 6 Cadillac Drive, Suite 400, Brentwood, TN 37027 and Osceola County Probate and Family Court ("Customer") with its principal place of business located at 410 W. Upton Ave., Reed City, MI 49677.

WHEREAS, VitalChek is engaged in the business of providing services which expedites the processing of various types of governmental or utility services and facilitates payment by consumers; and,

WHEREAS, Customer wishes to provide consumers who desire to pay for services rendered by Customer, the option of paying for such services using certain credit or debit cards (as more particularly described hereinafter, the "Service");

NOW THEREFORE, in exchange for the mutual consideration set forth herein, VitalChek and Customer do hereby agree as follows:

1. VitalChek shall, at its expense, provide at mutually agreed upon facilities of Customer the hardware and/or software required for the Service, to the extent described on Schedule 1 attached hereto (the "Equipment").

2. VitalChek shall, at its expense and in its sole discretion, train appropriate personnel designated by Customer in the use and operation of the Equipment associated with the Service.

3. VitalChek will make payment to Customer in an amount equal to Customer's charges for all properly authorized requests in connection with services rendered by Customer and which are correctly processed through the Service. Such payments shall be made in a manner acceptable to both Customer and VitalChek.

4. VitalChek will charge the consumer certain service fees for the use of the Service ("Fees"), and will accept payment of such fees through the use of a valid payment method then accepted by VitalChek, which may include, without limitation, Visa, MasterCard, Discover Card or American Express credit card, as well as most major debit cards in VitalChek’s reasonable discretion. The current Fees are detailed on Schedule 2 attached hereto.

5. This Agreement shall be effective as of the Effective Date and shall continue in effect for a period of one (1) year. Thereafter, this Agreement shall automatically renew for successive one year periods. Either party may terminate this Agreement for any reason by providing written notice to the other party to such effect at least sixty (60) days prior to the effective date of termination. Upon termination of this Agreement, the parties will abide by industry security standards as to the security of cardholder data.

6. Each party warrants that it will abide by: (i) the applicable rules, regulations, operating procedures, guidelines and requirements as may be promulgated or amended from time to time by VitalChek, VitalChek’s payment processor(s), VISA USA, Inc., MasterCard International, Inc., Discover, any other applicable card association, and, to the extent such party stores or retains any card information, the Payment Card Industry Data Security Standard, the Visa Cardholder Information Security Program, and the MasterCard Site Data Protection program (collectively, the “Rules”), and (ii) all applicable federal, state, and local laws, ordinances, codes and regulations in the performance of its obligations under this Agreement (collectively, the “Laws”).

7. In conformity with industry security requirements, and in order to maintain the highest level of cardholder data security, VitalChek has instituted, among other policies, Paper and Electronic Media Policies, which are designed to meet or exceed industry security standards (the "VitalChek Policies"). A copy of the VitalChek Policies has been provided to Customer, and Customer agrees to comply with such policies as amended from time to time as well as with appropriate industry accepted security practices for handling non-public personal information. Customer acknowledges and agrees that (i) Cardholder data may only be used for assisting in completing a card transaction or as required by applicable law; (ii) In the event of a breach or intrusion of or otherwise unauthorized access to cardholder data stored within Customer’s systems, Customer will immediately notify VitalChek, and provide VitalChek and/or its processor or the relevant card company access to Customer's facilities and all pertinent records.
to conduct a review of Customer's compliance with the security requirements, as well as fully cooperate with any reviews of facilities and records provided for in this paragraph.

8. Customer will work with VitalChek in order to maintain appropriate business continuity procedures and systems to insure security of cardholder data in the event of a disruption, disaster or failure of any data systems.

9. Customer hereby agrees to protect, indemnify, defend, and hold harmless VitalChek from and against any and all costs, claims, demands, damages, losses, and liabilities (including attorneys' fees and costs) to the extent caused by Customer or its employees. VitalChek agrees to protect, indemnify, defend and hold harmless Customer from and against any from and against any and all costs, claims, demands, damages, losses, and liabilities (including attorneys' fees and costs) to the extent caused by VitalChek, its employees and subcontractors.

10. A party herein will not be liable to the other party or its customers for any delay or failure in its performance of any of the acts required by this Agreement if and to the extent that such delay or failure arises beyond the reasonable control of such party, including, without limitation, acts of God or public enemies, labor disputes, equipment malfunctions, computer downtime, material or component shortages, supplier failures, embargoes, earthquakes, rationing, acts of local, state or national governments or public agencies, utility or communication failures or delays, fire, flood, epidemics, riots and strikes.

11. It is agreed that under this Agreement VitalChek does not transfer, and Customer does not obtain, any patent rights, copyright interest or other right, claim or interest in the computer programs, systems, forms, formats, schedules, manuals or other proprietary items utilized by the Service or provided by VitalChek.

12. Notices provided in association with this Agreement shall be provided in writing to the address of the parties first set forth above, and in the case of notices to VitalChek, with a copy to: Legal Department, 1000 Alderman Drive, MD-71A, Alpharetta, Georgia 30005.

13. EXCEPT AS EXPRESSLY PROVIDED HEREIN, NEITHER VITALCHEK NOR ANY SUPPLIER MAKES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE ANY TERMINAL, ANY EQUIPMENT FURNISHED IN CONNECTION THEREWITH, OR ANY OF THE SERVICES FURNISHED HERUNDER.

14. VitalChek's aggregate liability for any and all losses or injuries arising out of any act or omission of LN in connection with anything to be done or furnished under this Agreement, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, shall never exceed the Fees collected by VitalChek under this Agreement during the 12-month period preceding the date of such loss or injury.

15. The terms of this Agreement represent the full and complete agreement between the parties. They may not be altered or amended except by written instrument, duly executed by the parties.

16. This Agreement shall be construed and enforced in accordance with the laws of the State where Customer is located.

IN WITNESS WHEREOF, the parties do hereby execute this Agreement, intending to be bound by its terms and conditions.

CUSTOMER: LEXISNEXIS VITALCHEK NETWORK INC.

Signature: ________________________________
By: ________________
Title: ________________
Date: ________________

VitalChek
A LexisNexis Company

VCN Payment Solutions Agreement (Q1.13.v2) Confidential Page 2 of 4
Schedule 1
Hardware and Software

<table>
<thead>
<tr>
<th>Item 1</th>
<th>Phone Payment</th>
<th>VPS Web Service</th>
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<td>Item 1</td>
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AUTHORIZATION FOR ELECTRONIC DEPOSIT OF CUSTOMER PAYMENT
(Form must be completed by the Customer. All Fields are mandatory for completed sections.)

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<td>City</td>
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<tr>
<td>Customer Contact Name</td>
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<td>Customer Contact Phone Number</td>
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<td>Additional Emails:</td>
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| Part II: New Enrollments     |  |
| Bank Name                    |  |
| Bank Routing Number (9 digits) |  |
| Account Type (select One)    |  |
| Checking Account             |  |
| Savings Account               |  |

| Part III: Change in Banking Information |  |
| Old Bank Name                       |  |
| Old Bank Routing Number (9 digits)   |  |
| Old Account Number                  |  |

| Part IV: Signature of Customer   |  |
| Signature                        |  |
| Name (printed)                   |  |
| Date                             |  |
| Job Title                        |  |

Please fax completed form to: 866-347-1909 - Attn: Nicole Koreiba
TO: Osceola County Board of Commissioners

FROM: Kaye Frederick, Probate/Family Court Administrator

RE: Child and Parent Legal Representation (CPLR) Grant

DATE: March 10, 2020

Please accept this memo as a request for retroactive approval of the Child and Parent Legal Representation (CPLR) grant. Due to some confusion, this grant was not presented to the Board of Commissioners for approval prior to its inception. The grant cycle for this term is 1/1/2020 to 9/30/2020 at which time the Court will re-apply.

The CPLR grant is to be used to enhance the legal representation for ancillary issues in our court. It will be used to provide various legal representation such as Family Team Meetings, domestic relations proceedings, adoptions and/or guardianship filings, consultations and document drafting. Including any other ancillary legal representation to assist transitions to permanency for children and parents involved in our court and the foster care system.

The budget amount for Appointed Attorneys for the 2020 49th Circuit Court, Juvenile/Family Division is $55,000.00. The approved grant amount is $13,638.00. This will be additional monies which will be expended on attorney bills for our families with children in foster care. Although we have been approved to receive this grant, our budgeted expense will not likely decrease, as this grant will fund extra services, not currently provided by the court.
Federal Title IV-E Funding for Attorneys Representing Parents and Children (LGALs) in Child Protective Proceedings

Numerous national studies and reports have strongly correlated high quality legal representation for children and parents with:

- Increase in party perceptions of fairness;
- Increase in party engagement in case planning, services, and court hearings;
- More personally tailored and specific case service plans and services;
- Increase in visits and parenting time;
- Expedited permanency; and
- Cost savings to state and county government due to reductions of time children spend in foster care.

In January 2017, the federal Children’s Bureau (CB) began encouraging state child welfare agencies and Court Improvement Programs to work together to ensure parents, children, and child welfare agencies receive high quality legal representation.\(^1\) To further this goal, in December 2018, the CB amended the federal Child Welfare Policy Manual to explicitly allow IV-E funding reimbursement to states at the rate of 50% for legal services provided by attorneys representing parents and/or children in foster care related legal proceedings. Previously, only the state title IV-E Agency’s (MDHHS in Michigan) attorney costs were eligible for IV-E funding reimbursement. This historic policy change is a recognition by the federal government that high quality legal representation for children and families in the child welfare system is a national priority and that federal funding is a mechanism to support positive practice change.

States may claim title IV-E administrative costs of legal representation by an attorney for a child and/or a parent of a child placed in foster care, to prepare for and participate in all stages of the foster care proceeding. The goal of expanding IV-E funding to family legal representation is to ensure that reasonable efforts are made to prevent the unnecessary removal of children from their homes; timely achievement of the permanency plan when children must be removed, including return to the home as soon as is safely possible; and to promote the engagement of parents and youth in the development of case service planning to improve compliance with, and increase benefit from, required services.

Grant Program Summary

- Courts will continue to pay for attorney representation for children and parents in child protection proceedings. The court must maintain the current maintenance of effort (MOE) for these services and utilize the grant funds to improve the quality of legal representation to children and parents.

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\(^1\) ACYF-CB-IM-17-02.
In order to be eligible, attorney fees must be connected to a client involved in formal court proceedings where at least one child is placed out of home under the care and supervision of the department.

- The grant would pass through the county’s eligible title IV-E claim for these actual costs. As an example, a county that spends $100,000 in costs and has a 56.22% title IV-E penetration rate would receive $28,110 annually through this grant. (Total costs X penetration rate X 50% federal reimbursement rate.)
- The department will determine each county’s title IV-E penetration rate and will provide the appropriate percentage for monthly invoicing.
- The grant will require monthly invoicing through the department’s EGrAMS system. The department has prepared reporting templates to be used in that process.
- Grantees will be sub-recipients of the department’s Title IV-E Federal Grant.

If your court is interested in becoming a grantee, please complete and submit the attached request for information to MDHHS-IVELRGrant@michigan.gov no later than October 15, 2019. The department is committed to processing the grant requests as quickly as possible in fiscal year 2020.

Courts that have any questions may contact Kelly Wagner at WagnerK@courts.mi.gov or 517-373-8671 or Kelly Sesti at MDHHS at sestik@michigan.gov or 517-492-7305.

Attachment
<table>
<thead>
<tr>
<th>General Information</th>
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<td>Project</td>
<td>CPLR-2020  -  Child and Parent Legal Representation - 2020</td>
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Comment Line:
User Name: KFrederick [K Frederic], Agency: County of Osceola - 49th Circuit Court, Family Division

1/29/20  Signed contract

AMENDMENT No. 2 to the
INMATE TELEPHONE SERVICES AGREEMENT

This Amendment No. 2 to the Inmate Telephone Services Agreement dated 9/23/2014, as previously amended (the "Agreement") is made by and between Inmate Calling Solutions, LLC, d/b/a ICSolutions and Osceola County, Michigan effective as of May 1, 2020 ("Amendment Date").

Whereas, the parties previously amended the Agreement in response to a fee and rate cap Order by the FCC; and

Whereas, the parties now agree as follows:

1. Capitalized terms not expressly defined herein shall have the meaning ascribed thereto under the Agreement.

2. The initial Term of the Agreement is hereby extended to be through September 22, 2025. Thereafter, the renewal terms described under Section 1 of the Agreement shall apply.

3. The Equipment, as more fully described on Exhibit B to the Agreement, is hereby amended to add the following:
   - The Visitor™ Video Visitation System, including:
     - 12 V10 Units
     - 1 Mobile Unit
     - 1 Lobby Unit
     - Video Visitation Registration kiosk

4. The first paragraph of Exhibit D to the Agreement, is hereby replaced with the following:

   "ICS shall pay to County a Commission of 60% of the Adjusted Call Revenue" for all call types generated from County’s Service Locations. For the purpose of the foregoing, "Adjusted Call Revenue" shall mean the gross call revenue for all call types from all Service Locations less an offset of $0.25 per call (the "VVS Offset") Commission

5. Except as amended herein, the Agreement shall remain in full force and effect.

(Remainder of page intentionally left blank. Signature page follows.)
IN WITNESS WHEREOF, the parties hereto have executed this Amendment by their duly authorized representatives effective as of the Amendment Date first set forth above:

Inmate Calling Solutions, LLC
d/b/a ICSolutions

Osceola County, Michigan

(Signature)

(Signature)

(Printed Name)

(Printed Name)

(Title)

(Title)
The Visitor™ Video Visitation System

ICSolutions is pleased to offer The Visitor™, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. The proposed solution is **completely turn-key**, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with The Visitor™ video visitation system (VVS).

The Visitor™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, The Visitor™ can interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the facility's needs.

**FEATURES**

- Dedicated Network, with Secure Firewall
- Power-over-Ethernet
- Web-Enabled Scheduling of All Visits
- Unassisted Connections
- Recording & Archiving
- Live Monitoring
- Visitor Verification
- Redundant Storage
- SINGLE SIGN ON
- Visitor Verification
- Streamlined Controls & Security
- Flexible Rules & Scheduling
--law Library Interface
- Commissary Interface
- JMS Interface
- Electronic Mail Interface
- Inmate Requests/Reporting Interface
- Medical Requests Interface
- Electronic Documents Display

The Visitor™ is a **completely web-based system**, with all administrative functions, data, and recordings accessible online by authorized users using their single sign-on to The ENFORCER® from any internet-connected device.
Our All-In-One Communication System for Osceola County
ICSolutions would like to point out that we will provide you with a completely integrated solution that hosts all inmate voice and video services in one system, The ENFORCER®! Benefits of this all-in-one solution include:

- Authorized County personnel access video visitation and inmate calling data using a single ENFORCER® platform and enter trouble tickets associated with all devices through a single Mantis ticketing system
- Facilities staff use one set of login credentials to access all inmate calling and video visitation information
- Investigative tools — such as The Analyzer link analysis — apply to all inmate calling and video visitation sessions
- Inmates use a single inmate ID/PIN to access inmate calling and video visitation services, as well as any kiosk self-service functions such as commissary ordering, account balance checking, and visitation management
- Public users fund a single prepaid account to pay for any combination of inmate calling and remote video visitation — minimizing funding fees and providing the simplest possible user experience
- There is only one number to call to reach our Technical Services Center — a single point of contact for all of your service needs!
- Mr. Brad Coens is the County's Regional Account Manager and main point of contact for all services under this contract

Remote Visitor Visitation with Revenue Generation Capability
With The Visitor's remote visitation capability, the visitor is not geographically limited. The visitor may decide to travel to the jail and visit from one of the visitor video stations furnished and installed at the Jail, or they may choose to visit from a home or office computer, from any location, if the County desires this feature.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with The Visitor™ iOS or Android app installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions will provide a free downloadable application to facilitate the connection between the visitor's computer and the jail.

System Architecture
The Visitor™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into The ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to The ENFORCER® for ultimate convenience.

Video processing and recording is handled on Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to
deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment will include the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

**Multi-Functional Video Processing & Recording Servers**

The Visitor™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be handled on the Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgresSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with Enterprise-grade SAS drives and redundant gigabit network ports to deliver 99.999% system uptime.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant Enterprise-grade servers. These same servers that process the video visitation sessions will also store the video recordings. Once the inmate and the visitor log in, the visitation processing server will verify a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server will connect the visit at the scheduled start time.

For the on-site video processing and recording storage, ICSolutions installs a rack-mountable, multifunctional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

**Firewall**

ICSolutions will provide the Juniper Networks NetScreen-5GT firewall on-site for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.
Network Architecture
The Visitor™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. ICSolutions will deploy a private, dedicated network that is totally isolated from and will never traverse the County’s network. Because The Visitor™ is a module embedded in The ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting The Visitor™ Video Visitation System is pictured below.

State-of-the-Art IP-Based Video Visitation Stations
ICSolutions will provide multi-functional vPhones to serve as the video visitation system stations for inmates and visitors. The vPhones offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The vPhone: A Multi-Functional Touchscreen Video Visitation Station
The proposed vPhone serves as an all-in-one video visitation station that provides both inmate calling and video visitation on one wall-mounted device. The vPhone comes in either a 10" screen (V10) or a 17-inch screen (V17). The vPhone runs The Visitor video visitation and visitation management module, as well as allowing inmate calls through The ENFORCER®. Because this solution is built right in to The ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a single sign-on for ultimate convenience.
The vPhone supports not only video visitation and inmate calling, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's multi-tasking feature enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering even while they are talking on the phone.

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive e-mails
- Power-over-Ethernet
- Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections grade, IP-based station equipped with a hardened touch screen monitor, high definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks.

Once deployed, The Visitor™ immediately begins to provide value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

Visitor Registration & Scheduling Terminals
The Visitor™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the Lobby. This terminal enables visitors to register and schedule visits on-site. In addition, customers wanting to register or schedule visits can do so off site from any web-enabled device, such as a home computer, tablet, smart phone, etc.
Workstations

Monitoring Workstation
Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Administrative Functions: Control Workstation or Remote Access
For ultimate convenience, The Visitor™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for The ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based The ENFORCER®, authorized users may access The Visitor™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay
Interface with the Jail Management System

The Visitor™ video visitation system will interface with the Jail Management System (JMS) via The ENFORCER®, at no cost to the County! The ENFORCER® will interface with the current Jail Management System (JMS) provider in order for the its database to have a current and the most up to date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because The Visitor™ is a module of The ENFORCER®, this integration will also update the data and restrictions necessary for The Visitor. Depending on the information stored within the JMS, The Visitor™ will be able to automate many controls that are currently performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- **Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Importing inmate and visitor information maintained in the JMS, such as:
  - Approved visitors
  - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
  - Events that may affect inmate availability, such as medical appointments or court dates
  - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- **Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled**
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

Should a scheduled session be cancelled for any reason, The Visitor™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

Interface with Commissary Software

The Visitor™ video visitation stations are capable of interacting and sharing data with other applications via a browser or web service. We are frequently asked to enable interfaces between the video visitation station and third parties, such as the JMS, inmate banking provider, and commissary provider. These interfaces allow inmates to login to his account, check the inmate information provided by the Facility or available within The ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. This eliminates the need for the facility to provide additional specific-use inmate/commissary kiosks separate from the video visitation stations.

All current Keefe Edge kiosk applications are available to be deployed and utilized on The Visitor vPhones. Edge kiosk applications that can be utilized are:

- Commissary Order Entry
Osceola County, MI
Proposal to Provide Video Visitation Services

- Account History Review
- Kites and informal communications with staff information requests
- Grievances
- Message Exchange with family members and friends including viewing and replying to messages (with Access Corrections Secure Mail & Secure Photo Program)

Standard Features of The Visitor®
The Visitor™ video visitation comes with the below standard features:

<table>
<thead>
<tr>
<th>Standard System Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Sign-On</strong></td>
</tr>
<tr>
<td><strong>Web-Enabled Registration and Scheduling</strong></td>
</tr>
<tr>
<td><strong>Comprehensive Visitation Management for all Types of Visits</strong></td>
</tr>
</tbody>
</table>
visits, as well as traditional contact visits, face-to-face, and across-the-glass visits alike, all at no cost to the Facility!

| User-Friendly, Multi-Lingual Website | ICSolutions' easy-to-use public website allows visitors to fund their prepaid account, agree to terms and conditions, register and schedule for visitations, and view the Facility's policies and procedures for visitation. |
| Easy 3-Step Registration and Scheduling | Persons wanting to visit inmates may register and schedule visits remotely at www.icsolutions.com or the Visitor Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate's facility at www.icsolutions.com, which will contain step-by-step instructions on how to register for visits. Registration and scheduling consist of choosing the desired action under "What would you like to do?" after logging in to the customer account; reading and accepting the Facility's visitation rules; filling in all the required fields, such as the visitor's personal information, inmate identity, location, date, time, and any other information required by the facility. At the Facility's option, registrants can also be required to wait for facility staff approval before being able to schedule visits. Privileged visitors must be have their credentials (such as bar number) verified and approved prior to being allowed to have privileged, unrecorded visits. |
| Automatic Email Notifications | Upon the scheduling or cancelation of a visit, The Visitor will automatically email the scheduled visitation details to the visitor. In addition, The Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation or remotely via a browser from any internet-connected device so long as the user has a valid username and password for The ENFORCER®. The system allows authorized users to schedule new visits from the Schedule New Visit screen. To schedule a visit, the user must supply:
- Inmate
- Visitor - populated automatically with the visitors registered with that inmate
- Group - type of visit, such as on-site (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. - populated with only types of visits available for that visitor and inmate
- Day of visit - populated with only dates available in compliance with Facility's policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
- Time of visit - populated with only times available in compliance with Facility's policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule

QuickConnect Feature | The QuickConnect function enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors. The QuickConnect function accommodates any of the following circumstances:
- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite
<table>
<thead>
<tr>
<th>Osceola County, MI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Proposal to Provide Video Visitation Services</strong></td>
</tr>
</tbody>
</table>

**Visitor Account Management**

- The Visitor Accounts screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts. The Visitor™ will indicate if any visitors are Pending Approval. Users can also add and view notes, set suspensions and require visitors to reset their passwords.

**Visitor Suspensions**

- From the individual Visitor Detail, accessible from the Visitor Accounts screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only on-site video visitation or only remote visitor video visitations. In addition, the suspension can be for specific inmate(s) or all inmates.

**Inmate Suspensions**

- From the Inmate Profile screen, authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension.

**Visitor Blacklist**

- The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether they have visitor accounts.

- The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and / or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.

- When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.

**Visitor Profile**

- From the Visitor Profile, authorized users can view a visitor’s visitation status, staff notes, recording settings, and a list of recent visits.

**Visitor Account Class**

- Each visitor is assigned a visitor account class, which will determine various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as “DNR” or unrecorded visitation, requires approval by authorized staff.
### Upcoming Visits Schedule

**Inmates** — Inmates have three ways to receive notification of upcoming visits:

1. Upcoming schedule for the entire housing unit on inmate stations not in use — On the 10” vPhones, the next twelve visits are shown as a default.
2. Voicemail Notification — The Visitor™ will send a voicemail to inmates notifying them that visitations have been scheduled or canceled. Inmates can access the voicemail from any phone using their PIN.
3. Logging into the **Resident Portal** — Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference.

**Visitors** — Visitors can view the upcoming visits from the home page of their customer account, as well as expand the view to see their visitation history and other visitation account information.

**Facility Staff** — Authorized facility staff can view the visitation schedule at any time and identify an inmate’s upcoming visitors. To help ensure compliance with the Facility policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, The Visitor™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no video stations are available. The Visitor™ automatically notifies the visitor by email when a visit is canceled.

### Staff Ability to Modify Visits

Authorized facility staff can modify the visitation schedule at any time through the Visitation Schedule. To help ensure compliance with the Facility’s policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can easily cancel pending or in progress visits with the click of a button. Staff will be required to enter a note to explain the cancellation. The Visitor™ will automatically send an email notification of the cancellation to the visitor.

### Alerts

The alerts function links to the scheduling module and provides alerts for when: a particular visitor has scheduled a visit; a particular inmate has a scheduled visit; a particular visitor visit has connected; a particular inmate visit has connected. The alerts are provided by email. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.

### Adding Notes

Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account.

### Flexible and Customized Visitation Rules

The Visitor™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules. Only the times available according to the system settings, as well as the times with available resources (e.g., video station, inmate availability), are available for visitors to schedule visitations.

### Keep Separates

If the Facility has two or more inmates that cannot be in the same room, The Visitor’s “Keep Separate” feature will accommodate such restrictions to ensure that those inmates do not have visitations scheduled in the same...
visitation area at the same time. Utilizing the same functionality, The Visitor™ is capable of keeping two specific visitors from visiting at the same time. When this feature is used, the schedule automatically makes the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules.

### The Visitor™ Mobile Application
Visitors can visit on-site or remotely, using an off-site desktop or mobile device through our free Windows, Android, or iOS app. The Visitor™ app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal android device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits.

### Touchscreen Technology
The on-site video stations utilize user-friendly, intuitive touchscreen technology, easily navigable even for those unfamiliar with modern technology.

### Visitor Verification
The Visitor™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor. All visits that are denied due to Visitor Verification are designated as such in the Visitation Schedule.

### Live Monitoring
The Visitor™ is delivered with a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen, with a default of up to twenty visits viewed simultaneously. The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded.

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.

The Monitor module enables real-time monitoring of visitation sessions, allowing users to:
- Observe all active visitation sessions for the entire facility
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- **Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature**
- Transmit customized warning message(s) to display on participant’s screens and become part of the recording
- Terminate (cut off) a session due to inappropriate conversation or activity

### 1-Click Instant Disconnect
If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen. After canceling the visit from the live monitoring screen, the authorized user must provide a reason for the disconnection and, with the appropriate access, the Monitoring Officer can even temporarily or indefinitely ban the visitor. All cancellations
Proposal to Provide Video Visitation Services

<table>
<thead>
<tr>
<th>Confidential Visits</th>
<th>Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit. The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number and wait for approval prior to scheduling privileged visits.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officer Messaging</td>
<td>The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link.</td>
</tr>
<tr>
<td>Scheduled Station Shutdown</td>
<td>The Facility has ultimate control over the operation of the video visitation stations with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility’s visitation policy and authorized schedule. Authorized users can schedule when the video visitation stations operate through The Visitor™. Visits will only be available for scheduling when the stations are scheduled to be on.</td>
</tr>
<tr>
<td>Video Visitation Recording</td>
<td>The Visitor™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided by ICSolutions, authorized users can access recorded visits on-site or remotely via secure web connection. The Visitor™ will record all video visitations with visitors who are not marked as “DNR” (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen. The recording setting is automatically applied to the visitor’s visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.</td>
</tr>
<tr>
<td>Do Not Record Options</td>
<td>The traditional Do Not Record option to not record audio or video can be selected as the facility’s global setting for handling these visitors. When this setting has been selected, the Visitation List will include this visit red, but live monitoring or playback will not be available. If the Audio not recorded option is selected as the facility’s global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording. Audio not recorded visits will be included in the Visitation List, and will be selectable to view the video only. These visits will be marked to identify the audio is not recorded with a red band and “Audio not recorded.”</td>
</tr>
<tr>
<td>Search &amp; Download</td>
<td>Authorized users will be able to search visitation data and download and...</td>
</tr>
</tbody>
</table>
Recordings

Exported recorded files can be in MP4 format from the Visitation Records screen. Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visit ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Name
- Station Group
- Visitor Location

Exporting Recordings

Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.

Recording Storage

Video recordings are stored on fault-tolerant Enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers proposed by ICSolutions comprise the same storage solution already in use for large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Keeping Recordings - All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the “Keep Video” function, authorized Facility users can also choose to retain some visitor’s visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.

Secure Access & Roles

With the single sign-on feature offered with The ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through one log in ID and password being assigned a series of account privileges in The ENFORCER® system, as well as The Visitor™ module. When the browser-based GUI is launched, the user must login to the system with a valid username and password. Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.

The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the ITS team’s network monitoring.
staff. Should the Facility wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

**Remote Access**
The Visitor™ is a module of The ENFORCER® system, which is operated through a browser-based GUI (Graphical User Interface). Anyone with a login and password provided by Facility administrators can securely access the system from any computer with internet access and a modern browser as if they were opening a website.

**Reporting Capabilities**
The Visitor™ provides centralized reporting capabilities. Authorized users are easily able to perform detailed searches and run reports immediately and in real time. While our existing search and reporting features are robust, we will be happy to create any reports the Facility needs. Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file.
DATE: March 11, 2020

TO: Board of Commissioners

FROM: Susan Vander Pol, County Coordinator

RE: 2020 Bulk Paper Purchase

Bids have been requested for the purchase of paper supplies as there is a substantial cost savings when the paper supply is purchased in bulk. Five vendors were contacted with four submitting bids. MiDeal pricing was also researched but was higher pricing than three of the bids received.

Each County department is contacted by e-mail and provided a Paper Supply Request Form to see if they wish to participate in the bulk paper purchase. There are thirteen departments participating this year.

The following is a summary of bulk paper supplies purchased over the past ten years:

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Cases</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010:</td>
<td>213</td>
<td>$6,089.88</td>
</tr>
<tr>
<td>2011:</td>
<td>257</td>
<td>$7,430.79</td>
</tr>
<tr>
<td>2012:</td>
<td>229</td>
<td>$6,499.59</td>
</tr>
<tr>
<td>2013:</td>
<td>201</td>
<td>$5,742.55</td>
</tr>
<tr>
<td>2014-2015:</td>
<td>241</td>
<td>$7,506.75</td>
</tr>
<tr>
<td>2016:</td>
<td>219</td>
<td>$6,191.37</td>
</tr>
<tr>
<td>2017:</td>
<td>205</td>
<td>$5,672.47</td>
</tr>
<tr>
<td>2018-2019:</td>
<td>190</td>
<td>$5,437.00</td>
</tr>
</tbody>
</table>

The departments requested a total of 256 cases for the 2020 bulk purchase. A few departments this year did not need to order paper and will use their supply in storage. The County departments are continuing to work to reduce the number of cases of paper ordered by scanning documents, e-mailing, viewing reports online and printing double sided.

For the past fourteen years the Board of Commissioners has approved Integrity Business Solutions, LLC as the bulk paper provider for the County and the company continues to be very accommodating if there are any issues with the products they have sold to us. Their bid is lowest out of all the vendors with purchasing the optional 95 brightness. Integrity will hold their prices for six months and store the paper for us. I would ask you to recommend approving the bid from Integrity Business Solutions in the amount of $7,364.94 for the 2020 bulk paper supply.

Thank you.
## 2020 BULK PAPER VENDOR BIDS

<table>
<thead>
<tr>
<th>PAPER SIZE</th>
<th># OF CASES</th>
<th>SHEETS PER CASE</th>
<th>UNIT PRICE PER CASE</th>
<th>PER SHEET COST</th>
<th>TOTAL COST</th>
<th>VENDOR NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 1/2x11 Copy Paper Letter</td>
<td>250</td>
<td>5000</td>
<td>$29.60</td>
<td>0.0059</td>
<td>$7,400.00</td>
<td>Central Michigan Paper Co.</td>
</tr>
<tr>
<td>20 lb., 96 Brightness</td>
<td>250</td>
<td>5000</td>
<td>$30.49</td>
<td>0.0061</td>
<td>$7,622.50</td>
<td>Integrity Business Solutions</td>
</tr>
<tr>
<td>20 lb., 96 Brightness</td>
<td>250</td>
<td>5000</td>
<td>$31.00</td>
<td>0.0062</td>
<td>$7,750.00</td>
<td>Contract Paper Group, Inc.</td>
</tr>
<tr>
<td>20 lb., 96 Brightness</td>
<td>250</td>
<td>5000</td>
<td>$33.20</td>
<td>0.0066</td>
<td>$8,300.00</td>
<td>Staples Contract &amp; Commercial LLC</td>
</tr>
<tr>
<td>8 1/2x11 3-Hole Punched Letter</td>
<td>6</td>
<td>5000</td>
<td>$31.25</td>
<td>0.0063</td>
<td>$187.50</td>
<td>Central Michigan Paper Co.</td>
</tr>
<tr>
<td>20 lb., 92 Brightness</td>
<td>6</td>
<td>5000</td>
<td>$39.99</td>
<td>0.0080</td>
<td>$239.94</td>
<td>Integrity Business Solutions</td>
</tr>
<tr>
<td>20 lb., 92 Brightness</td>
<td>6</td>
<td>5000</td>
<td>$35.00</td>
<td>0.0070</td>
<td>$210.00</td>
<td>Contract Paper Group, Inc.</td>
</tr>
<tr>
<td>20 lb., 92 Brightness</td>
<td>6</td>
<td>5000</td>
<td>$34.29</td>
<td>0.0069</td>
<td>$205.74</td>
<td>Staples Contract &amp; Commercial LLC</td>
</tr>
</tbody>
</table>

**Total Cases** 256

**Optional Choice by County (only two vendors bid):**

| 8 1/2x11 Copy Paper Letter                      | 250        | 5000            | $28.50              | 0.0057         | $7,125.00   | Integrity Business Solutions       |
| 20 lb., 95 Brightness                           | 250        | 5000            | $31.00              | 0.0062         | $7,750.00   | Contract Paper Group, Inc.         |

### Bidder

<table>
<thead>
<tr>
<th>Bidder</th>
<th>PO's</th>
<th>6 Month Lock-In Price</th>
<th>Shipping</th>
<th>Bid Amount</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Michigan Paper Co., LLC</td>
<td>one PO</td>
<td>yes</td>
<td>none</td>
<td>$7,587.50</td>
<td>Stores paper for one year.</td>
</tr>
<tr>
<td>Integrity Business Solutions, LLC</td>
<td>one PO</td>
<td>yes</td>
<td>none</td>
<td>$7,862.44</td>
<td>Stores paper for one year.</td>
</tr>
<tr>
<td>Integrity Business Solutions, LLC - Optional</td>
<td>one PO</td>
<td>yes</td>
<td>none</td>
<td>$7,364.94</td>
<td>Stores paper for one year.</td>
</tr>
<tr>
<td>Contract Paper Group, Inc.</td>
<td>one PO</td>
<td>yes</td>
<td>none</td>
<td>$7,960.00</td>
<td>40 Case Minimum</td>
</tr>
<tr>
<td>Contract Paper Group, Inc. - Optional</td>
<td>one PO</td>
<td>yes</td>
<td>none</td>
<td>$7,960.00</td>
<td>40 Case Minimum</td>
</tr>
<tr>
<td>Staples Contract &amp; Commercial LLC</td>
<td>one PO</td>
<td>no</td>
<td>none</td>
<td>$8,505.74</td>
<td>Current price at time of delivery.</td>
</tr>
</tbody>
</table>

**Summary:**
- MiDeal pricing through the State of Michigan contract is $31.53 per case (higher than three of the bids).
- Integrity has the lowest bid for purchasing 95 brightness, will lock in their prices for 6 months and stores the paper for us.
- Integrity has been used by the County for over 14 years. Several departments use Integrity for office supplies and they always work with us to keep our prices down.
- Recommend Integrity Business Solutions be awarded the bid.
Osceola County Court House

Claim #: 152531
Policy #: NPP8445174
D/A: January 9, 2020

Claimant: Osceola County Court House
Our Insured(s): John Withrow DBA Big Rapids Professional Cleaning

Enclosed is a release in the amount of $7266.20 in regard to the above-captioned claim. After it has been signed, witnessed and notarized, return it to me by sending to my email address listed below.

Once we receive the signed release, we will issue the settlement check.

Sincerely,

Lucy Fishlock
Property Damage Claims Specialist
DIRECT TELEPHONE NO.: (201) 847-2798
E-MAIL: L.fishlock@westernworld.com
KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of **seven thousand two hundred sixty-six and 20/100** Dollars ($7266.20) to be paid directly to the Service Vendors (add vendors) by Western World Insurance Company, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **John Withrow DBA Big Rapids Professional Cleaning, Western World Insurance Company** and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, actions, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the occurrence, on or about **January 9, 2020**, at or near 301 W Upton Reed City MI 49677.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement between the parties hereto, and that the terms of this release are contractual and not mere recital.

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**ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURANCE COMPANY OR OTHER PERSONS, FILES A STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT, MATERIAL THERETO, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, SUBJECT TO A CRIMINAL PROSECUTION AND CIVIL PENALTIES.**

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**THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT**

Signed, sealed and delivered this ______ day of ______________________, ______

Witness (Signature) (x) Osceola County Court House

Witness (Print Name)

Witness (Address)

Notary: STATE OF ____________________ COUNTY OF ____________________

On this ______ day of ____________________, ______, before me personally appeared ____________________

Who is known to be the person(s) named herein and who voluntarily executed this release.

My term expires ____________________

(Notary Public)