



# RESOLUTION No. 25-526

## OF THE BOARD OF SUPERVISORS OF THE COUNTY OF NEVADA

### **RESOLUTION AUTHORIZING THE EXECUTION OF AMENDMENT NO. 2 TO THE AGREEMENT WITH TELEOSOFT, INC. FOR SERVICES RELATED TO ESTABLISHING A PUBLIC PORTAL INTERFACE THAT WILL FACILITATE ONLINE CIVIL SERVICES AND PAYMENT, RESULTING IN AN INCREASE TO THE CONTRACT AMOUNT BY \$70,433.40, INCREASING THE MAXIMUM NOT-TO-EXCEED AMOUNT TO \$140,220.40 AND APPROVING THE RELATED BUDGET AMENDMENT (4/5 AFFIRMATIVE VOTE REQUIRED)**

WHEREAS, Sheriff's Offices are required by law to serve civil process paperwork; and

WHEREAS, the Sheriff's Office and Information Systems implemented the Teleosoft, Inc. software solution (CountySuite:Sheriff) in Fiscal Year 2015/16 via Resolution 15-471 for civil service processes; and

WHEREAS, on June 25, 2024, the Board of Supervisors approved a new four-year agreement for licensed software maintenance via Resolution 24-324 at a maximum, not-to-exceed amount of \$67,287.00; and

WHEREAS, on August 6, 2024, the Board of Supervisors approved Amendment No.1 to the agreement, which incorporated Addendum B – Server Migration specifying support services for migrating the CountySuite:Sheriff software to a new server and increased the maximum, not-to-exceed amount by \$2,500.00 from \$67,287.00 to \$69,787.00; and

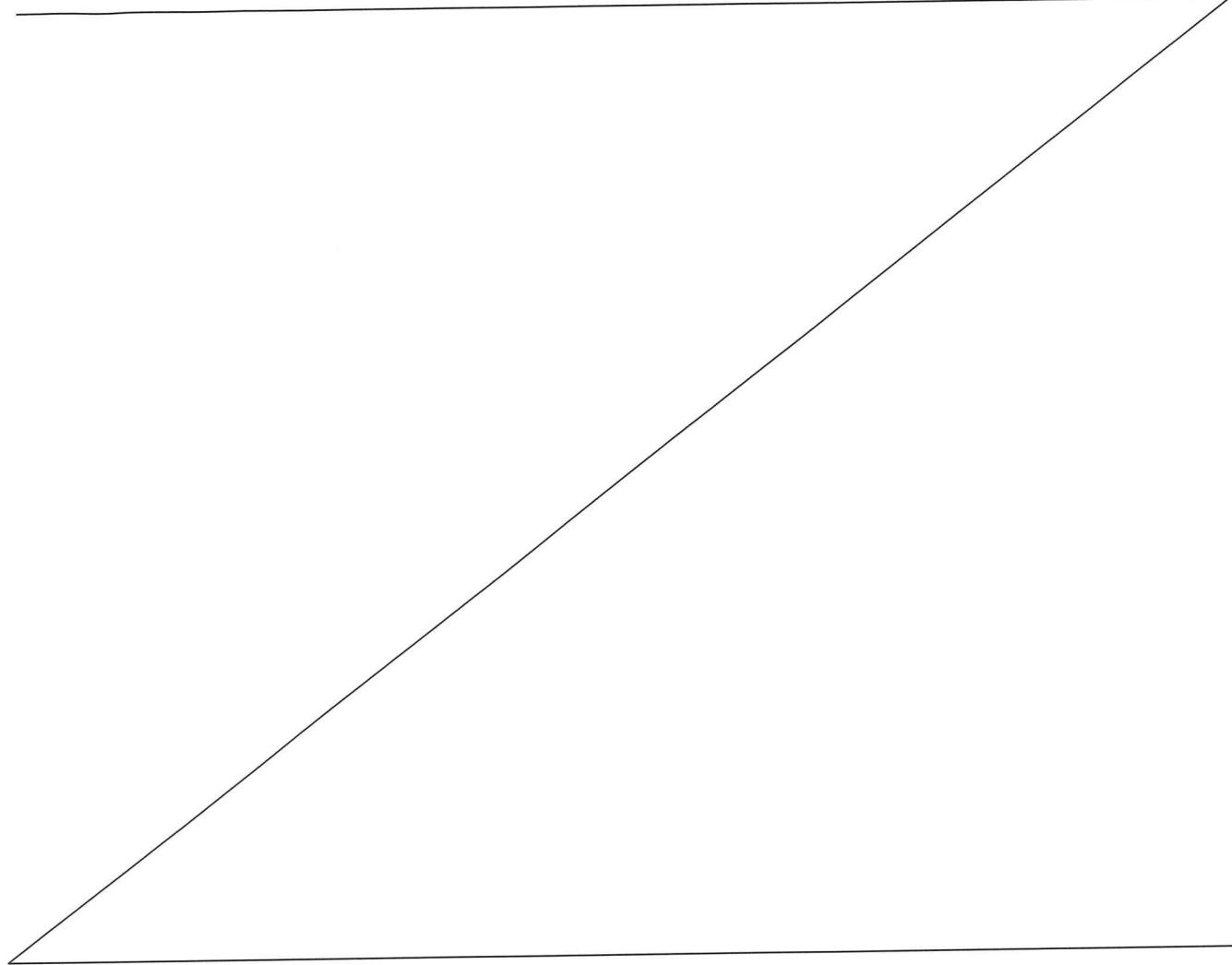
WHEREAS, the Sheriff's Office and Teleosoft, Inc. desire to amend the agreement to incorporate Addendum B – Portals specifying implementation services for adding a public portal to CountySuite:Sheriff software so that the public will be able to request services, submit documentation, and pay online for civil services; and

WHEREAS, Amendment No. 2 will increase the maximum not-to-exceed amount by \$70,433.40, from \$69,787.00 to \$140,220.40.

THEREFORE, BE IT HEREBY RESOLVED by the Nevada County Board of Supervisors, of the County of Nevada, State of California, that the Chair of the Board of Supervisors is hereby authorized to execute, on behalf of the County of Nevada, Amendment No. 2 to the Agreement for Licensed Software Maintenance with Teleosoft, Inc. and County of Nevada for use and maintenance of civil process software for four years at a new maximum amount of \$140,220.40, and directs the Auditor-Controller to amend the Sheriff's Office Fiscal Year 2025/26 budget as follows:

#### Increase

1168	20201	151	1000	550700	\$30,000.00
1171	20201	151	1000	550700	\$26,046.00
0101	20201	151	1000	474000	\$56,046.00
0101	20201	151	1000	521475	\$56,046.00



PASSED AND ADOPTED by the Board of Supervisors of the County of Nevada at a regular meeting of said Board, held on the 18th day of November 2025, by the following vote of said Board:

Ayes: Supervisors Heidi Hall, Robb Tucker, Lisa Swarthout, Susan Hoek, and Hardy Bullock.

Noes: None.

Absent: None.

Abstain: None.

Recuse: None.

ATTEST:

TINE MATHIASSEN  
Chief Deputy Clerk of the Board of Supervisors

By:

Heidi Hall, Chair

**AMENDMENT NO 2 TO AGREEMENT WITH**  
Teleosoft, Inc.

**THIS AMENDMENT** is executed this 18 day of November 2025 by and between Teleosoft, Inc. and COUNTY OF NEVADA. Said Amendment will amend the prior agreement between the parties entitled Agreement for Licensed Software Maintenance executed on June 25, 2024 by Resolution No. 24-324, as amended.

**WHEREAS**, the parties desire to amend their agreement to allow or provide for services related to establishing a public facing portal to support online civil services and payment as detailed in Addendum B.

**NOW, THEREFORE**, the parties hereto agree as follows:

1. This amendment shall be effective as of November 18, 2025.
2. The total not to exceed amount will be increased by \$70,433.40 for a total of \$140,220.40.
3. That Addendum B – Portals shall be incorporated into the Agreement.
4. That in all other respects the prior agreement of the parties shall remain in full force and effect except as amended herein.

APPROVED AS TO FORM:  
COUNTY COUNSEL

By: Jennifer Walters, Deputy County Counsel  
Jennifer Walters, Deputy County Counsel | 12/01/2025 08:41:20 PST

COUNTY OF NEVADA

By: Heidi Hall |  
Heidi Hall (11/25/2025 10:29:35 PST)  
Honorable Heidi Hall  
Chair, of the Board of Supervisors

ATTEST:

By: Julie Patterson Hunter  
Julie Patterson Hunter (12/01/2025 08:03:47 PST)  
Chief Deputy Clerk of the Board of Supervisors

CONTRACTOR: Teleosoft, Inc.

By: Josh Irwin  
Josh Irwin (11/19/2025 13:24:44 EST)

## **ADDENDUM B - PORTALS**

THIS ADDENDUM ("Addendum") supplements the Agreement for Licensed Software Maintenance ("Agreement") dated 7/25/2024 made by and between Teleosoft, Inc. ("Licensor"), with its principal place of business located at 96 South George Street Suite 350, York, PA 17401 and Nevada County ("Licensee"), with its principal place of business located at 950 Maidu Avenue Nevada City, CA 95959 and is effective the later of \_\_\_\_\_, 20 \_\_\_ and the date of the Agreement (the "Effective Date").

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

### **SECTION A: LICENSE**

#### **License**

This proposal is for a perpetual, non-assignable, non-exclusive right and license to use. This is an enterprise site license. THERE IS NO PER USER FEE. Users are limited to employees of Nevada County, California. Public-facing pages such as those accessed via CountySuite™ Online Portal are not limited to County employees.

Licensing covers CountySuite™ Sheriff, with the functionality described in Section B below, covering Base Product Features and Module Features.

#### **License Fee**

Licensee agrees to pay a one-time fee of \$49,362 for the grant of the License herein. THERE IS NO PER USER FEE.

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

## SECTION B: PRODUCT FEATURES

### COUNTYSUITE™ SHERIFF

#### 1. Technology

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

### MODULE FEATURES

#### PUBLIC ACCESS PORTALS

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

- 2.1. Users can access information by supplying the Court Case Number and associated File Number
- 2.2. For General Services
  - 2.2.1. Show Case information (court case number, case title, court, attorney, etc.)
  - 2.2.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)
- 2.3. For Levy Services
  - 2.3.1. Show Case information (court case number, case title, court, attorney, etc.)
  - 2.3.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)
  - 2.3.3. Show Writ Information (Original Judgment Amount, Original Daily Interest, Writ & Judgment Expiration Dates, Writ Return Date)
  - 2.3.4. Show Estimated Amount to Satisfy, Current Daily Interest, any Modification
  - 2.3.5. Show Creditor Fees (deposited, applied, available, refunded)
  - 2.3.6. Show Collection Information (Last Payment Date, Total Payment Received, Last Payout Date, Actual Mailed Date, Total Creditor Payout, Total Debtor Refunds)
  - 2.3.7. Show List of Receivables (Received on Behalf of, Date, Amount,)
  - 2.3.8. Show List of Disbursement (Paid To, Date, Amount, Check Number, Mailed Date)
- 2.4. File Actions for all service types
  - 2.4.1. File Action comments and document attachments entered into the sheriff application can be set to show for the public (based on setting)

#### CONTROLLED ACCESS PORTALS

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

### **3. Portal Base Module**

- 3.1.** The Portal application interfaces with the existing CountySuite™ Sheriff system, which must already be installed and configured.
- 3.2.** This module provides the foundational technology for all the additional add-on modules described below.
- 3.3.** This page becomes the primary landing page for all users to access the various E-Services available to the public.
- 3.4.** If the Public User Registration and Approval module is available, this page will present users with the opportunity to register as a new user, or login with existing registration information
- 3.5.** Once logged in, additional sites will become available to the public user
- 3.6.** This page will provide links to all publicly accessible sites, without the requirement to login

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

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

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

- 5.1.** This add-on module requires the Portal base with the Public User Registration Module.
- 5.2.** Once registered, users have the ability to submit Filings to the Sheriff’s office.
- 5.3.** Registered users must create a payment profile using a credit card in order to file.

- 5.4.** Credit Card information is stored in a PCI-compliant warehouse using the Authorize.net Payment Gateway.
- 5.5.** The county may select from a number of Payment Processing vendors that work with Authorize.net
- 5.6.** Multiple Filings can be submitted at one time using a Shopping Cart.
- 5.7.** Users can see a history of their Filings and their current status.
- 5.8.** Once submitted, internal staff use an interface to approve or reject Filings after review of the attached documentation.
- 5.9.** Internal Users can search for filing packets by Order #, Filing Packet #, File Number, or Case Number.
- 5.10.** Once an order is under review by an internal user, any other user who tries to access the order will be provided a warning that the filing is already under review until the filing is no longer in the status of pending.
- 5.11.** Rejected filings generate an email to the user informing them of the reason for the rejection. Those Filings can be re-submitted for a defined period of time.
- 5.12.** Approved Filings generate an email to the user information them of successful processing, and the appropriate Case is created automatically in the internal Sheriff system, with corresponding File, Service(s) and Attachments.
- 5.13.** The county is able to define convenience fees which can be charged in addition to the standard filing fees, and any payment processing fees. Teleosoft does not add any fees for this service.
- 5.14.** An E-Filing Payment Transactions report is available for the county to generate by date range to view all transactions and fees associated with the filings that are received, rejected and approved.

## **SECTION C: STATEMENT OF WORK**

### **PROJECT INITIATION**

#### **1. Project Overview**

- 1.1.** Teleosoft will install the CountySuite™ software for Nevada County, including all Product Features as detailed in Section B of this document.
- 1.2.** The software for this installation is web-based and utilizes the Microsoft .NET Framework and Microsoft SQL Server.
- 1.3.** No custom product development is included as part of this project. Any custom product development must be mutually agreed upon and will be subject to a change order.

#### **2. Project Kickoff & Project Plan**

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

#### **3. Provision Cloud environment**

- 3.1.** Set up and configure an environment
- 3.2.** Configure IIS Server(s) and SQL Server(s)
- 3.3.** Install Azure Secure Installation Agent on servers
- 3.4.** Test network connectivity
- 3.5.** Install base configuration of CountySuite™ Portals on environment

### **PUBLIC PORTAL**

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

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

#### **5. Training**

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

#### **6. Validation and Verification**

- 6.1.** Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security

- 6.2.** Confirm Go-Live Schedule

## **7. Public Portal Go Live**

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

## **8. Go Live Support**

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

## **CONTROLLED ACCESS PORTAL**

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

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

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

## **10. Training**

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

## **11. Validation and Verification**

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

## **12. Optional External User Testing**

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

**13. Controlled Access Portal Go Live**

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

**14. Go Live Support**

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

## SECTION D: MILESTONE & PAYMENT SCHEDULE

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

Project Initiation Milestones	Payment Due
<b>1. Contracts Signed &amp; Deposit Payment Approved</b> Final Deliverable: Contracts signed and approved	\$14,808
<b>2. Project Kickoff &amp; Project Plan</b>  Dependencies: Scheduling stakeholders and Deposit Payment received Final Deliverable: Project Kickoff Meeting and Project Plan	
<b>3. Testing Hardware &amp; Software Setup</b>  Dependencies: County environment in place and accessible Final Deliverable: CountySuite™ Sheriff available on Test Environment	\$3,456

Public Portal Milestones	Payment Due
<b>4. Public Portal System Analysis &amp; County-Specific Configuration</b>  Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	\$3,456
<b>5. Public Portal Training</b>  Dependencies: Staff available to train Final deliverable: Training complete	\$3,456
<b>6. Public Portal Validation and Verification</b>  Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	\$3,456
<b>7. Public Portal Go Live</b>  Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Environment	\$3,455
<b>8. Public Portal Go Live Support</b>  Final Deliverable: Go Live support complete	

Controlled Access Portal Milestones	Payment Due
<b>9. Controlled Access Portal System Analysis &amp; County-Specific Configuration</b>  Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	\$3,455
<b>10. Controlled Access Portal Training</b>  Dependencies: Staff available to train	\$3,455

Final deliverable: Training complete	
<b>11. Controlled Access Portal Validation and Verification</b>  Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	<b>\$3,455</b>
<b>12. Controlled Access Portal Optional External User Testing</b>  Dependencies: External Users available to for testing Final deliverable: External User testing complete	<b>\$3,455</b>
<b>13. Controlled Access Portal Go Live</b>  Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Environment	<b>\$3,455</b>
<b>14. Sheriff Controlled Access Portal Go Live Support</b>  Final Deliverable: Go Live support complete	

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

## **SECTION E: SOFTWARE MAINTENANCE**

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

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

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

Maintenance and support services for the applications and configuration listed in this Addendum will be provided for a fee of \$6,684 per year. After the first full fiscal year of service, this fee will be adjusted at the beginning of each fiscal year to the then current pricing.

### **3. Invoices**

- 3.1.** The first maintenance invoice will be issued at Go-Live, prorated to align with Licensee's fiscal year Invoices.
- 3.2.** Subsequent invoices shall be issued annually, thirty (30) days in advance of Licensee's fiscal year.
- 3.3.** Invoices shall be due and payable within thirty (30) days after date of invoice.

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

**Licensor:**

Teleosoft, Inc.

**Signed:**



**Print:**

Josh Irwin (11/19/2025 13:24:44 EST)

**Title:**

Chief Operating Officer

**Licensee:**

Nevada County, CA

**Signed:**



**Print:**

Heidi Hall (11/25/2025 10:29:35 PST)

**Title:**

Chair, Board of Supervisors

**Signed:**

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