

**CONTRACT FOR COURT COLLECTION SERVICES**

**STATE OF TEXAS**

**PANOLA COUNTY**

THIS CONTRACT is made and entered into by and between PANOLA COUNTY acting herein by and through its governing body, hereinafter called Client, and Graves Humphries Stahl, LTD. hereinafter called GHS.

**I.**

Client agrees to retain and does hereby retain GHS to provide collection services for Panola County Justice of the Peace Courts 1 and 2 ("Collection Services") for the collection of delinquent court fines, fees, court costs, restitution, debts and accounts receivable and other amounts in accordance with Article 103.0031, Texas Code of Criminal Procedure (hereinafter referred to in this Contract as "Fines and Fees"). GHS shall perform such Collection Services in accordance with GHS's Proposal dated November 28, 2017, submitted in response to Client's Request for Proposals (RFP) for Justice of the Peace Courts 1 and 2 Collection Services issued November 5, 2017, and the terms and conditions of this Contract. In the event of a conflict between the terms of GHS's Proposal and this Contract, the terms of this Contract shall prevail.

This Contract supersedes all prior oral and written agreements between the parties, and can only be amended if done so in writing and signed by all parties. Furthermore, this Contract cannot be transferred or assigned by either party without the written consent of all parties.

**II.**

For purposes of this Contract all Fines and Fees shall be referred to GHS when determined to be delinquent as provided for in Article 103.0031, Texas Code of Criminal Procedure. GHS shall obtain case information for collection of Fines and Fees from Client's current case management system (provided by NET Data and known as ICON) daily. The referral date shall be the date on which GHS obtains such information. Client will provide GHS with electronic FTP and TELNET access to the information necessary to collect the Fines and Fees that are subject to this Contract through adequate ports and bandwidth necessary. GHS shall bear all costs, if any, related to data conversion to make Client's current case management system (provided by NET Data and known as ICON) compatible with that of GHS's.

### III.

GHS shall require defendants to remit all payments and correspondence directly to the respective Justice of the Peace Court that has assessed or levied the Fines and Fees being collected pursuant to this Contract. GHS reserves the right to return all accounts not collected within one (1) year of referral by Client, as well as any accounts identified as being in bankruptcy. Upon return of these accounts, neither party will have any obligation to the other party with respect to the returned accounts.

### IV.

For the collection of Fines and Fees, Client agrees to pay GHS, as compensation for the Collection Services provided the following fees:

- 1) Thirty percent (30%) of the imposed Fines and Fees on all adjudicated offenses regardless of the date of the offense as provided by Article 103.0031, Texas Code of Criminal Procedure.
- 2) Thirty percent (30%) of the imposed Fines and Fees on all Unadjudicated offenses occurring after June 18, 2003 as provided by Article 103.0031, Texas Code of Criminal Procedure.
- 3) In the event any Fines and Fees are disposed of through the performance of community service, credit for jail time served, or the discretionary removal of fines and fees pursuant to Article 45.0491, Texas Code of Criminal Procedure, no compensation shall be paid to GHS.

Client shall have no obligation to pay GHS for Collection Services from any County funds other than the thirty percent (30%) collection fee authorized to be added by Client to the Fines and Fees pursuant to Article 103.0031, Texas Code of Criminal Procedure.

All Fines and Fees collected under this Contract shall be remitted by the defendant directly to the corresponding Justice of the Peace Court. Any Fines and Fees received by GHS shall be delivered to Client immediately in the form received without being deposited in GHS's bank account. Client shall pay over to GHS on a monthly basis by check the compensation due to GHS under this Contract for Collection Services.

### V.

GHS agrees to use its best efforts in accordance with the terms and conditions of this Contract and of GHS's Proposal submitted in response to Client's RFP to collect the delinquent accounts turned over to it and to provide advice to Client on the delinquent accounts as requested by Client. GHS shall perform the Collection Services in a professional and courteous manner and shall comply with all applicable Federal, State and local laws, and orders, regulations, and policies of the Client.

**VI.**

This Contract shall commence on the 5<sup>th</sup> day of APRIL, 2018, and be in effect for a period of five (5) years after which it shall automatically renew for one (1) year terms on an annual basis unless either party provides written notice of nonrenewal at least ninety (90) days prior to the end of the initial or a subsequent term.

Either party to this Contract shall have the right to terminate this Contract, without cause, by giving the other party ninety (90) days written notice of termination. In the event of termination pursuant to this or the preceding paragraph, GHS shall have an additional six (6) months from the date of the notice of termination to complete work on all cases turned over to GHS prior to the notice of termination.

Should either party wish to terminate for a material breach of the Contract, that party agrees to provide written notice of termination and to offer a reasonable period of time not to exceed ninety (90) days to cure the breach prior to such termination.

Client is operated and funded on a January 1 to December 31 fiscal year. Client reserves the right to terminate, without liability to Client, any contract (or renewal option) for which funding has not been appropriated by the Panola County Commissioners Court.

**VII.**

All information supplied by Client to GHS shall be kept confidential and not disclosed to parties other than GHS's employees and defendants on a need-to-know basis for the purpose of contract performance. GHS shall implement and maintain reasonable procedures, including taking any appropriate corrective action, to protect from unlawful use or disclosure any "sensitive personal information" (as that term is defined in Section 521.002(a)(2) of the Texas Business and Commerce Code) collected or maintained by GHS in carrying out its obligations under this Contract.

Client is subject to the Texas Public Information Act, Texas Government Code Chapter 552. GHS shall immediately notify Client and provide a copy of any public information request received.

**VIII.**

GHS shall make available to Client during normal business hours all of its records relating to GHS's performance of this Contract, including but not limited to, collections, accounts, and collection activity, for examination and audit.



**IX.**

This Contract is made and is to be interpreted under the laws of the State of Texas. Venue for any disputes involving this Contract shall be in the appropriate courts in Panola County, Texas.

**X.**

GHS shall not perform any Collection Services or be entitled to any compensation under this Contract unless and until GHS provides to Client a certificate of insurance evidencing the insurance required in Appendix A of the RFP.

**XI.**

In the event that any provision(s) of this Contract shall for any reason be held invalid, illegal or unenforceable, the invalidity, illegality or unenforceability of that provision(s) shall not affect any other provision(s) of this Contract, and it shall further be construed as if the invalid, illegal or unenforceable provision(s) had never been a part of this Contract.

**XII.**

In consideration of the terms and compensation herein stated, GHS hereby accepts its retention by the Client and undertakes performance of this Contract as set-forth above.

**XIII.**

This Contract is executed on behalf of Client by the presiding officer of its governing body who is authorized to execute this instrument by order heretofore passed and recorded in its minutes.

This Contract may be executed in any number of counterparts, and each counterpart shall be deemed an original for all purposes. Signed facsimiles shall be binding and enforceable.

WITNESS the signature of all parties hereto on the dates indicated below.



PANOLA COUNTY

By: Lee Ann Jones  
Title: County Judge  
Date: 4-10-18

GRAVES HUMPHRIES STAHL, LTD.

By: [Signature]  
Title: President  
Date: 4/5/2018



## VENDOR ACKNOWLEDGEMENT FORM

### JUSTICE OF THE PEACE COURTS 1 AND 2 COLLECTION SERVICES

The undersigned hereby certifies that she/she understands the Request for Proposal, has read the document in its entirety and that the prices contained in this Proposal have been carefully reviewed and are submitted as correct. Vendor further certifies and agrees to furnish any or all products/services upon which prices are extended at the price offered, and upon conditions contained in the Request for Proposal.

The following information must be filled out in its entirety for the proposal to be considered.

Company Name: GHS, Ltd.

Federal Tax Identification Number: 20-4587976

Address of Principal Place of Business: 1110 Enterprise Dr.

Sulphur Springs, TX 75482

Phone/Fax of Principal Place of Business: 903-885-0818      903-885-1604

	Phone	Fax
Phone Fax Address, Phone and Fax of Majority Owner Principal Place of Business:		
	same	

	Phone	Fax
Name of Authorized Representative:	<u>William J. Moser</u>	

Printed Name	
<u>Wm. J. Moser</u>	<u>11/28/2017</u>
Signature	Date

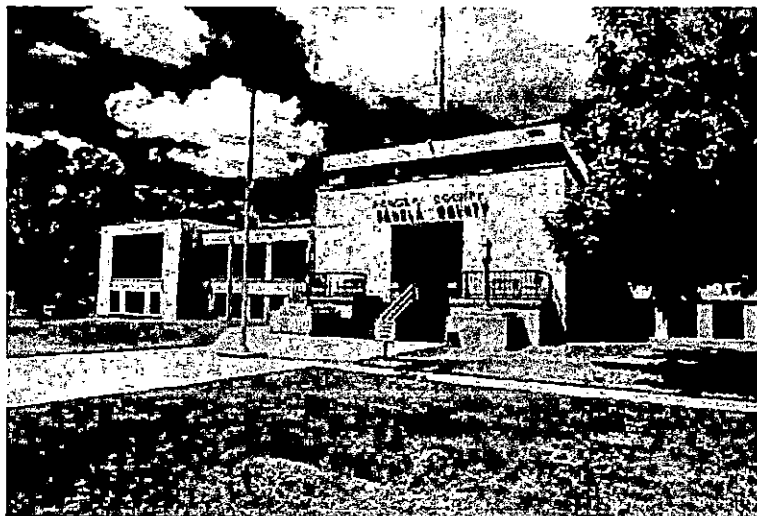
E-Mail Address of Representative: netmoser@bellsouth.net

PLEASE INCLUDE THIS COMPLETED PAGE AS THE FIRST PAGE OF YOUR SUBMITTAL.

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd



JUSTICE OF THE PEACE  
COURTS 1 AND 2  
COLLECTION SERVICES

November 28, 2017



## Table of Contents

1. Offeror Qualifications
2. Collection Procedures
3. Collection Staffing & Systems
4. Monthly Activity Reports
5. Financial Information
6. Conflict of Interest Questionnaire
7. Certificate of Interested Parties
8. Insurance Certificate

November 28, 2017



Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 1

# OFFEROR QUALIFICATIONS

November 28, 2017

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



To: Panola County  
Lee Ann Jones, County Judge  
110 S. Sycamore, Room 216-A  
Carthage, TX 75633

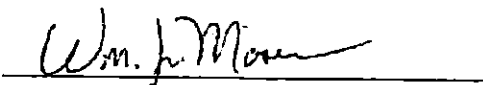
Re: Justice of the Peace Courts 1 and 2 Collection Services

Thank you for your time and courtesy in considering this proposal. We appreciate your need for good planning, quality services and strong support. The enclosed material should give you a better understanding of our company and the products and services that we offer. We acknowledge receipt of the published Request for Proposal. Our response to your Request for Proposal follows.

GHS, Ltd. offers a modern and comprehensive system developed specifically for municipal and county governments. As you may be aware, these systems are currently installed in over 85 Texas counties and operating with great success.

We are proud of our reputation for putting the customer first in every aspect of our business. We feel that this attitude is one of the most important contributors to our success and to the success of the customers we serve.

If you have any questions or need any additional information, please don't hesitate to give me a call at 318-207-1218 or Jeff Gloor at 817-205-5171. Again, thank you for your consideration. We look forward to building a successful relationship with you and Panola County.



William J. Moser, Marketing Manager  
netmoser@bellsouth.net

NET Data Corporation - 800.465.5127 - 1110 Enterprise Lane Sulphur Springs, TX 75482

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## Executive Overview

Choosing the right computer software can be one of the most critical decisions you make as an elected official. NET Data understands the importance of automation for county government. In government today, you are likely faced with reduced budgets and increased workloads while still trying to maintain a high level of customer service to the taxpayers. We can deliver you the type of office automation that will enable you to meet the challenges you face today.

Software that simply mirrors your business is not enough. We take the time to understand the flow and structure of your business. Most important we realize that each office is unique, so what we offer you, first and foremost, is the ability to listen.

Our record of providing quality solutions has earned us the respect of IBM. IBM has recognized NET Data by selecting us an IBM Authorized Agent, Application Specialist, and Industry Remarketer. Additionally, NET Data has received various achievement awards for quality performance.

### Application Software

NET Data applications utilize the latest in application development technology. Our applications have been carefully designed to deliver user productivity, while maintaining the kind of quality audit trails you depend on for day-to-day accountability.

Our family of products will help you control your business and serve your customers better. All our application software systems adhere to strict programming standards, providing consistency across our product line. We are constantly enhancing application software to deliver you the best solution with today's technology.

The NET Data systems are specifically designed to help your people be more productive to provide information when and where you need it, to keep your business running smoothly.

GHS was started on the idea that NET Data could provide collection services to current customers at no charge. Providing judicial software for Justice of the Peace offices for over 30 years placed

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



NET Data in a unique position to develop a product for municipal courts and county governments and merge it with standard collection procedures to develop a fully integrated collections solution.

GHS is owned and operated by the same individuals as NET Data, David Graves, Tory Humphries, and Scott Stahl. They have continued the tradition of quality product, quality customer service to GHS, surrounding themselves with programming and support expertise producing a complete judicial management service to Justice of the Peace offices across Texas.

GHS Collections department is fully staffed with individuals speaking directly to defendants collecting on delinquent cases every day. Almost all of the collection staff is fluent in Spanish as well. Our support staff in the Judicial Management Services department has been taking care of NET Data customers for a minimum of 5 years. Combined with over 20 years of programming experience, the GHS team knows what JP offices need to complete their offices tasks efficiently and effectively.

***NET Data proposes to bring additional focus to your delinquent cases through...***

- Customized mailings
- Focused telephone campaigns
- Staffing with multi-lingual professionals
- Updating defendant address information
- Coordinating payment arrangements

***Which will benefit your office by...***

- Reducing your case backlog
- Improving the efficiency of your court system
- Increasing your delinquent revenues

***Additionally NET Data will provide resources to improve the efficiency of your office by...***

- Offering courtesy notice mailings
- Improving statistical data to better measure results
- Working to improve the efficiency of your OMNI filings
- Offering NRVC filings
- Providing for electronic exchange of case event information

***Cost...***

Offenses after June 18, 2003	30% (no cost to County)
Adjudicated offenses pre 6/19/2003	30% (no cost to County)
Unadjudicated offenses pre 6/19/2003	20%

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



**President:**

Dave Graves

**Marketing Manager:**

Bill Moser

**Vice President:**

Scott Stahl

**Customer Support Manager:**

Paula Keen

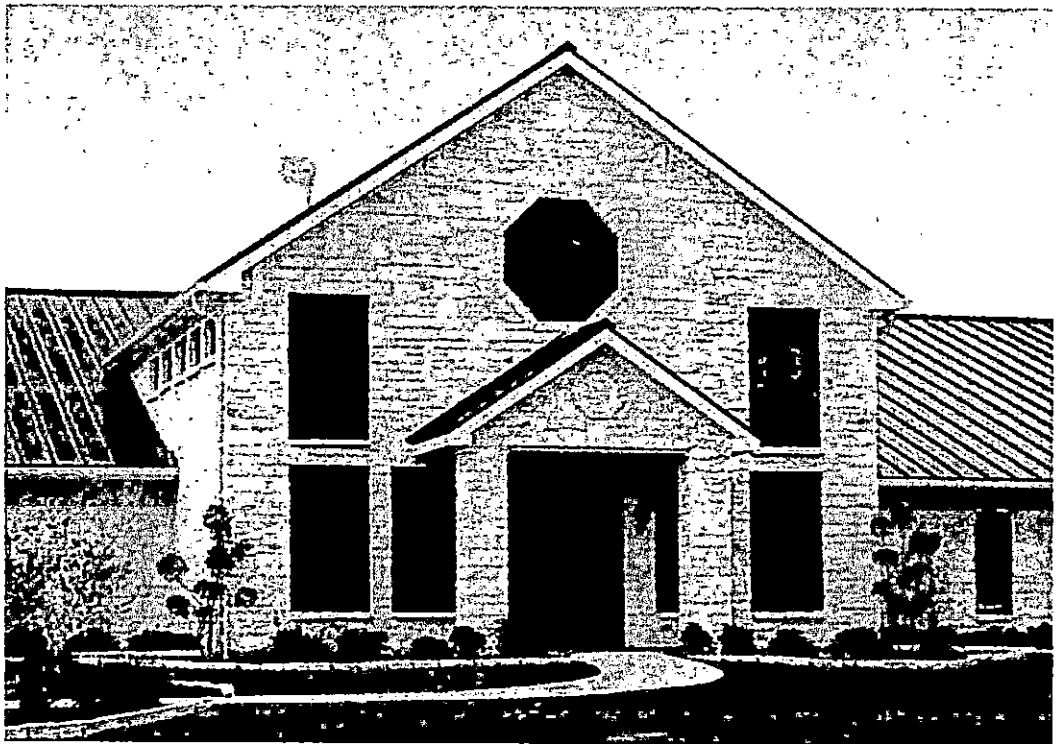
**Municipal Marketing Manager:**

Dallas Osborn

**Municipal Support Supervisor:**

Amber Cody

David Graves formed NET Data in 1983 in Sulphur Springs, TX. NET Data currently serves over Ninety (90) counties and Municipal Courts in Texas. That includes over 200 elected officials. NET Data's headquarters are in Sulphur Springs with satellite offices in Shreveport, Jacksboro, and Austin. The entire above-mentioned personnel can be reached at 800-465-5127.



Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd

## Corporate Overview

NET Data was founded in 1983 with a single goal in mind: Designing a quality product with the capability to grow. Because quality software development and support is our main objective, we have been able to focus exclusively on the demands of an ever-changing marketplace. The flexibility of our software and more than one hundred years of combined experience with local government data processing provide us with a solid foundation of knowledge and experience to be utilized in the installation and ongoing support of your data processing installation.

We take great pride in providing quality cost-effective solutions for Texas County governments. By adding dedication to customer support and user satisfaction, you can see why we have such a successful track record with our customers. Just as important, our quality products are matched by our commitment to customer service that's second to none, before, during and long after the sale.

Since 1985, NET Data has been an IBM Business Partner. Our partnership with IBM as an Authorized Agent, Authorized Application Specialist, and Industry Remarketer has given us access to the latest technology and support information, enhancing our ability to perform. We value our relationship as a team player with this world-famous industry leader to provide you with the most advanced capabilities in the industry today. We invite you to join our team so that you may benefit from the strength and security of our partnership.

NET Data has application software for every department in county government. The majority of the staff at NET Data has extensive experience in Texas county government giving us that extra edge in understanding the business we service.

Our software runs on an IBM Power System the most popular computer in the industry. The Power System has won the Malcolm Baldrige National Award for Quality. As a matter of fact, if you can name an award, the Power Server has probably won it.

These are just some of the things that have made NET Data a successful company, **but the real success story is our customers!**

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## **Corporate Position**

- 63 Employees (47 full-time application support / development personnel)
  
- Corporate Office in Sulphur Springs with satellite offices in Shreveport, Cleburne, Jacksboro, and Austin
  
- Software installations in over 109 Entities
  
- Total number of active clients: 91 Counties, 17 Municipal Courts, 1 Independent School District
  
- Total number of active county government clients: 91
  
- Stable organization - Founded in 1983, over 33 years of experience
  
- Software exclusively for Texas County Government
  
- Other applications included
  - \* Constable Tracking Process
  - \* County and District Clerk Case Management
  - \* County and District Attorney Case Management
  - \* Financial Management
  - \* Hot Check
  - \* Jury Selection
  - \* Justice of the Peace Case Management
  - \* Law Enforcement
  - \* Municipal Case Management
  - \* Records Indexing
  - \* RVI Document Imaging
  - \* Property Tax Management

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Experience in Texas courts. List references from current and previous clients in Texas courts, preferably County Courts.

\*As a matter of transparency, NET Data provides a full listing of our references.

## Customer References

COUNTY	CONTACT	TELEPHONE
Anderson County*	JP1 Gary Thomas	903-764-5661
	JP2 Carl Davis	903-723-7486
	JP3 James Todd	903-723-7418
	JP4 James Sharp	903-723-7419
Baylor County*	JP1 Rick Jeter	940-889-2662
	JP2 Teresa G. Gray	940-889-3300
Bee County*	JP1 Susana Contreras	361-362-3233
	JP2 Amy Shanklin	361-375-2343
	JP3 Abel Suniga	361-362-3235
	JP4 Esther Castro	361-287-3436
Blanco County*	JP1 Randy Brodbeck	830-868-4888
	JP4 H.R. Riley	830-833-4212
Bosque County*	JP1 Jeff Hightower	254-435-2921
	JP2 James W. Zander	254-675-8939
Brown County*	JP1 Doug Hurt	325-643-2688
	JP2 Michael Holder	325-643-5962
	JP3 Bryan Thompson	325-643-5962
	JP4 Jim Cavanaugh	325-646-6437
Caldwell County*	JP1 Matt Kiely	512-398-1810
	JP2 Homer Horne	830-875-5260
	JP3 Ben Brady	512-357-6729
	JP4 Raymond DeLeon	512-398-1841
Cass County*	JP1 Barbara McMillon	903-756-5341
	JP2 Gina Bassham	903-639-7268
	JP3 Micki Henderson	903-796-3891
	JP4 Bridget Smith	903-796-8493
Cherokee County	JP3 Phillip Grimes	903-586-9161
Cochran County*	JP1 Donna Schmidt	806-266-5302



Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Coke County*	JP1 Jackie Walker	325-453-4777
Colorado County*	JP1 Billy Hefner JP2 Chris Maddux JP3 Francis Truchard JP4 Stanley Warfield	979-732-2734 979-725-8833 979-732-8725 979-234-2042
Culberson County*	JP1 Rita Carrasco JP3 Michael L. Davis	432-283-2609 432-283-1101
Delta County*	JP5 Ginny Phifer	903-395-4400
Eastland County*	JP1 R.B. White JP2 D.J. Walker	254-629-1088 254-629-1088
Edwards County*	JP1 Tommy Walker	830-683-5187
Erath County*	JP1 Shawnee Bass JP2 Bart Greenway	254-965-1441 254-445-2766
Falls County*	JP1 Jack Smith JP2 Debra Trotter JP3 Preble Polk JP4 Sharon Maxey	254-883-1427 254-883-1428 254-583-7506 254-546-3700
Franklin County*	JP1 Jim Alford	903-537-4644
Goliad County*	JP1 Susan Moore JP2 Steve Kennedy	361-645-3663 361-645-3320
Hamilton County*	JP1 James Lively	254-386-1220
Hardin County*	JP5 Melissa Minton	409-755-2862
Hood County*	JP1 Roger Howell JP2 Martin Castillo JP3 Kathy Gwinn JP4 Danny Tuggle	817-408-2660 817-579-3290 817-579-3202 817-408-2530
Hopkins County*	JP1 BJ Teer JP2 Bradley Cummings	903-438-4027 903-438-4038
Jeff Davis County*	JP1 Mary Ann Luedecke	432-426-3045

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves, Humphries, Stahl, Ltd.

Kimble County*	JP1 Josh Cantrell	325-446-2800
Liberty County*	JP1 Stephen Hebert JP2 Ronnie E. Davis JP3 Cody Parrish JP4 Larry Wilburn JP5 Wade Brown JP6 Ralph Fuller	936-336-4558 936-587-4010 936-298-9407 936-258-2461 281-592-9229 281-593-8422
Live Oak County*	JP1 Elizabeth Ellis JP2 Virginia Tanguma JP4 Endercio Chapa, Jr.	361-449-2733 361-449-2733 361-449-2733
Llano County*	JP1 Bebe Piatt JP2 Linda Ballard JP3 Era Marion JP4 Brian Alexander	830-598-2296 512-793-2332 512-793-2016 325-247-3178
Loving County*	JP1 Phyllis Young	432-377-2001
Madison County*	JP1 Jon Stevens JP2 Lew Plotts	936-348-5151 936-348-5151
Marion County*	JP1 Lena Pope JP2 Jo Ann Nutt	903-665-2392 903-665-3581
Mills County*	JP1 Kim Avants	325-648-2278
Mitchell County*	JP1 & 4 Rick Grissam JP2 & 3 James Williams	325-728-8906 325-728-5162
Montgomery County*	JP1 Wayne Mack JP2 Trey Spikes JP4 James Metts JP5 Matt Masden	936-539-7801 936-760-5802 936-539-7970 936-539-7806
Nacogdoches County*	JP1 Kerry Don Williamson JP2 Dorothy Tigrier-Thompson JP3 Leann Goerner JP4 David Perkins	936-560-4867 936-560-7727 936-560-7889 936-569-9365
Newton County*	JP1 Connie Smith JP2 Brenda Smith JP3 Michael Greer JP4 Dana Ashmore	409-397-4545 409-565-9944 409-565-2719 409-746-7190

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves, Humphries, Stahl, Ltd.

Ochiltree County*	JP1 Braden Karber	806-435-8020
Orange County*	JP1 Hershel Stagner, Jr. JP2 Derry Dunn JP3 Joy Dubose Simonton JP4 Rodney Price	409-882-7800 409-882-7805 409-735-8133 409-769-2284
Palo Pinto County	JP2 Shane Long* JP3 Shawn Humphries* JP4 C.L. 'Coppo' Hodgkins, Jr. JP5 Bobby Hart *	940-664-2212 940-779-3551 940-672-5381 940-325-3201
Parmer County*	JP1 Jo Beth Gipson JP2 Sandra Clayton JP3 Pam Haseloff	806-250-2412 806-251-1356 806-481-9964
Polk County	JP1 Darrell Longino JP2 Sarah Arnett JP3 Robert Johnson JP4 Jamie Jones	936-327-6841 936-646-3674 936-398-4114 936-327-6865
Rains County*	JP1 Don Smith	903-473-5000
Red River County*	JP1 Shelley Benton	903-427-3322
Refugio County*	JP1 Loraine Lopez JP2 Emi Riemenschneider	361-526-4877 361-526-1635
Rusk County*	JP5 Joe Sorrells	903-657-0309
Sabine County*	JP1 Roger Gay JP2 James Brasher	409-787-3719 409-584-2211
San Augustine County*	JP1 Sheila Ponder JP2 Ardis Mosby JP3 Billy Williams JP4 J.D. Miller	936-275-3552 936-275-3552 936-275-3552 936-275-3552
Titus County*	JP1 Kay McNutt JP2 Paula Dyke	903-577-6760 903-577-6756
Tyler County*	JP1 Trisher Ford JP2 Martha Dawson JP3 Milton Powers JP4 Jim Moore	409-283-3631 409-283-8426 409-837-2447 409-837-2447
Upshur County	JP1 Wyone Manes JP2 Lyle Potter	903-680-6269 903-843-5023

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd.

	JP3 Rhonda Welch	903-680-8350
	JP4 Rebecca Skinner	903-843-4039
Van Zandt County*	JP1 Pam Harvath	903-962-3471
	JP2 Sandra Plaster	903-567-6569
	JP3 Herbert Dunn	903-873-3592
	JP4 Scott Shinn	903-833-5705
Wharton County*	JP1 Jeanette Krenek	979-532-3941
	JP2 Cynthia 'Cindy' Kubicek	979-335-6210
	JP3 Dennis Korenek	979-648-2363
	JP4 Tim J. Drapela	979-543-4322
Wilbarger County*	JP1 Gene Morton	940-553-2306
	JP2 Lewis Templeton	940-553-2306
Willacy County*	JP1 Yesenia Rosas	956-699-5018
	JP2 Juan Salinas	956-689-6255
	JP3 Juan Silva	956-699-2940
	JP4 Juan Salinas	956-689-3381
	JP5 Rudy Cantu	956-689-3381
Wilson County*	JP1 Johnny T. Villarreal	830-893-5112
	JP2 Sara Canady	830-484-2356
	JP3 Harold Schott	830-779-2285
	JP4 Clara Jane Rutland	830-393-4052

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



<b>MUNICIPALITY</b>	<b>CONTACT</b>	<b>TELEPHONE</b>
City of Clifton*	Judge Jeff Hightower	254-675-8337
City of Colorado City*	Judge Normalinda Perez	325-728-5331
City of East Bernard*	Judge Cynthia Kubicek	979-335-6210
City of Hico*	Judge Charlie Buenger	254-796-4620
City of Hughes Springs *	Judge Gina Bassham	903-639-7268
City of Junction*	Judge Larry Harrison	325-446-4473
City of Linden*	Judge Barbara McMillon	903-756-5341
City of Log Cabin*	Judge Donna Mathis	903-489-4204
City of Orange Grove*	Judge Elizabeth Ellis	361-384-9311
City of Palmer*	Judge Bill Scott	972-449-3272
City of Pearsall*	Judge Noemi Flores	830-334-4160
City of Pinehurst*	Judge Derry Dunn	409-886-3873
City of Pineland*	Judge James Brasher	409-584-2390
City of Queen City*	Judge Micki Henderson	903-769-3891
City of Stephenville*	Judge Shawnee Bass	254-965-1441
City of Stockdale*	Judge Darryl Becker	830-996-3128
City of Sulphur Springs*	Judge BJ Teer	903-885-7454

\*denotes GHS, Ltd. Customer

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd.

Experience in receiving/transmitting data electronically.

**In conjunction with Icon, GHS, Ltd. sends and receives electronic data on a daily basis with each customer without any processing or preparation from the customer. For customers using other software programs, GHS, Ltd. would receive a file from the customer on a regular basis.**

Experience and stability of key staff. State the location of the office, as well as the number of professional staff employed at that office that will have primary responsibility for the service.

**Amber Cody- Amber joined NET Data in 2007. She provides supervision for customer support and continuing training for 200+ Justice of the Peace and Municipal Courts across the state. Amber has held various positions in both State and Local Governments, giving her more than 13 years of experience including: Child Protective Services, Legal Assistant and Chief Court Clerk for Hopkins County Precinct 1. Amber earned her Bachelor of Science in Criminal Justice from Texas A&M University in 2003.**

**Kim Rogers- Kim joined NET Data in 2009 as the credit card support staff. In August of 2015, Kim began the role of Collections Manager. Kim earned her Masters of Business Management degree from Texas A&M Commerce in May 2017. Kim handles the daily operations of GHS and the Call Center, credit card related support and installation, and support for IRA applications held on [www.texasonlinerecords.com](http://www.texasonlinerecords.com).**

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 2

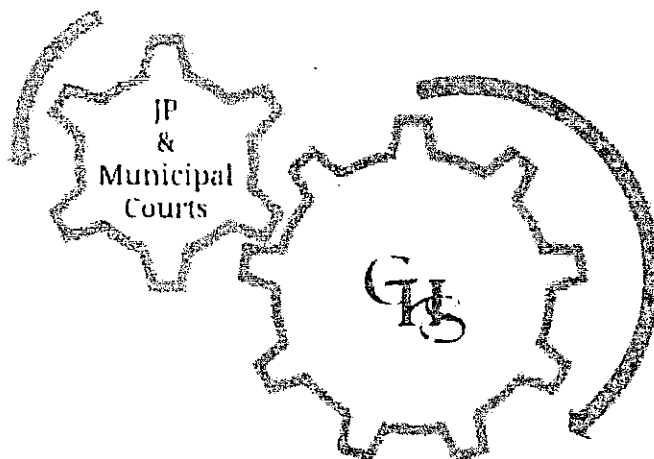
# COLLECTION PROCEDURES

November 28, 2017

## GHS COLLECTION MANAGEMENT SYSTEM

***The only fully automated collections management solution that exists today!***

The GHS Collection Management System fully integrates with NET Data's JP Case Management and Municipal Case Management software. This tight integration creates a synergy that increases current collections while reducing the workload on your court.



**GHS DOES THE WORK. YOU STAY IN CONTROL.**

***Flexibility to tailor collection practices to suit your needs.***

The GHS Collection Management System boosts your current collections by automating many delinquent case collection processes:

- Automatically sends courtesy notices to cases in jeopardy of going delinquent
- Delinquent cases identified and automatically sent to GHS
- Empowers courts to exclude cases from going to collections
- Generates and sends delinquent mailers
- Automated phone campaigns
- Payment processing via phone, online, and mailed money orders
- Post payments in batch
- Manages defendants' payment plans
- Automated OMNI and NRVC filings
- Automatically updates case records with collection activity

***Decrease the backlog. Increase the revenue.***



Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## **Support / Maintenance**

iCon is the latest version of NET Data's continually evolving product line.

"Intelligent Connections" (iCON) was created with rich user experience and productivity in mind. Several years of research and development combined with the vast knowledge of county government has produced a product that can exceed current demand and those to come.

Our product is a Java based rich client application. iCON allows users to run the software via the internet but still maintains the responsiveness of a native desktop application. This allows us to reap the benefits of many information technologies. The software can utilize web service, desktop integration, remote data access and much more while making the experience seamless to the user.

The use of Java based technologies allows us to achieve true platform independence. While we prefer the time-tested stability of the IBM i server, we can also provide other solutions depending on your needs.

The iCON platform is intuitive. The use of wizards and continuous feedback, guide the user thru tasks while allowing flexibility and customization at any point. The learning curve is short regardless of experience level. All aspects of the system can be accessed without interrupting the current work flow.

NET Data customer support is available via 800 # Monday – Friday, 8:00 A. M. to 5:00 P.M. We pride ourselves on exceptional customer service.

## Collection Procedures

GHS picks up cases for private collections every night, Monday thru Friday.

- The date the case is sent to private collections will be entered in the case.
- All correspondence and contacts made by GHS will be entered in the notes of each case.
- For all cases with an offense date after 6/18/03, the 30% private collection fee will be added to the collection record.
- For all cases with an offense date before 6/18/03 and are adjudicated, the 30% fee will be added to the collection record.
- For all cases with an offense date before 6/18/03, the contracted percentage will be deducted from the county portion of the fine and put in PC30.

### *Requirements:*

*Must be Class C or Hot Check*

Private Collection Date must be blank

No "Exclude From Private Collections" Event

No Disposition Event

No Dismissal Event

No Fine Due Date Event or 61 days past due

No Appeal Event

Appear Date must be 61 days past due

Notice Date must be 61 days past due

Notice Extension Date must be 61 days past due

Defensive Driving Due Date + 30 days must be 61 days past due (91 days total)

Other Defer Due-Date must be 61 days past due

\*Court Date 61 days past due

GHS will not pick up a case with Pending Court Date

Offense Date must be 61 days past due

File Date must be 61 days past due

Last Payment Date must be 61 days past due

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Offense Date not 01/01/1900

Total Due must be greater than Zero

Attorney Name must be blank

\*Plea of Not Guilty will not keep a case from going to Private Collections.

### **Courtesy Notices**

If the case is not satisfied by the Appear Date, a Pre-Warrant or Courtesy Notice is sent by GHS with your Court's information on it and an entry will be made in the Issued Documents.

#### *Requirements:*

No Payments

No Events Except:

Case Filed

Appear By Date

Notice Date

Appear By Date + 14 days = today

Total Due must be greater than zero

Case must be in the Class C Criminal docket or Juvenile docket

\*\*Please note that if the courtesy notice is returned to your office by the Post Office undeliverable, you will need to mark the address as a bad address in PID. If a new address is located prior to the case being picked up for private collections, GHS will not send a second courtesy notice.

### **OMNI**

GHS will *not* report a case to OMNI if:

1. Excluded From Private Collections Event is active
2. Has a future Court Date
3. Fine Due Date is less than 14 days ago



4. Has a future DSC Date Due
5. OMNI Date has been entered
6. DL state is not TX
7. First 8 characters of the DL are not numeric and the last 2 are not spaces
8. No Date of Birth
9. Case is disposed
10. No money is due
11. The OMNI fees have already been added
12. The case has not been picked up by GHS for private collections (\*see exception below)
13. Customer is not signed up with GHS to do OMNI

- A date will be entered in the OMNI Date field by GHS and in Events.
- GHS will make an entry in the notes that the OMNI has been sent and the date sent.
- OMNI fees will be added to the collection record.
- When the case is disposed, **and is in private collections**, GHS will pick up the disposition that night and the OMNI Clear transaction will be sent. GHS will make an entry in the notes that the OMNI Clear has been sent and the date sent.
- **IMPORTANT NOTE:** If the case is **not** in GHS and is in OMNI then you will have to manually clear the OMNI by performing the "OMNI Clear" Action.

#### OMNI Rejection

- You will receive a daily email when OMNI rejects a case and the reason why the case was rejected.
- An "OMNI Rejection" note will be added to the Events.
- OMNI fee will be removed.
- You will need to **inactivate** the OMNI Add Event, make necessary corrections to the case, manually add the OMNI fee and perform "OMNI Add" action to resubmit to OMNI.

#### Manual OMNI Add/OMNI Clear

- \*To manually produce an OMNI Add on a case that has not been picked up for Private Collections by GHS, add the Action "OMNI Add" from your choice of Actions.
  - The collection record will NOT be updated to reflect the OMNI fees by GHS. You will need to add any OMNI fees to the collection record.
  - Please note "OMNI SENT" entry will not be in the notes until the second business day.



- GHS will enter the date the OMNI Add is sent in the OMNI Added date field in your Disposition tab.
- 
- If the case is disposed of prior to being picked up for private collections, GHS will not send an OMNI Clear. Your office is responsible for placing the Action "OMNI Clear" to produce the clear transaction.
- To manually produce an OMNI Clear transaction, add the Action "OMNI Clear" from your choice of Actions. GHS will pick up the Action the night of the change and the OMNI Clear will be sent.
  - Please note OMNI clear entry will not be in the notes until the next business day.
  - In order to remove the OMNI fee from a case once the clear has been sent and the case is still pending, you will need to manually remove the fees from the collection record.
- These Actions will be recorded in your Events tab.

## NRVC

GHS will *not* report a case for NRVC if:

1. "Traffic Misdemeanor Non Parking" is not the Offense Type Code
  2. Excluded From Private Collections Event is active
  3. NRVC date has been entered
  4. Fine due date is less than 10 days ago
  5. DL state either spaces or TX or AK or CA or MI or MT or WI
  6. Case is disposed
  7. Offense date is more than 180 days
  8. No money is due
  9. The case has not been picked up by GHS for private collections
  10. Customer not sign up with GHS to do NRVC
- 
- A date will be entered in the NRVC File Date field, in your Disposition tab, by GHS. This is the date that the NRVC was sent to the defendant.
  - The case will be tracked for 25 days and if it is not disposed of on the 25<sup>th</sup> day, GHS will send the NRVC to the State and enter that date in the NRVC to State Date field.
  - GHS will make an entry in the notes that the NRVC has been sent and the date sent.
  - When the case is disposed, GHS will send the clear transaction. GHS will make an entry in the notes that the NRVC Withdrawal has been sent and the date sent.



## **TIME PAYMENT**

GHS can handle your Time Payment fee without any assistance from your Court. If the case has a Judgment or Judgment Guilty Plea then GHS will add the \$25.00 Time Payment fee for you.

### ***Requirements:***

- Active case
- Judgment or Judgment Guilty + 31 days = Add \$25.00 fee
- Does not have Time Payment – Add Fee Event
- Open case
- Does not have Time Payment Fee
- Balance Greater than Zero

For these cases we add Time Pay – Add Fee event and Time Payment fee

## **PAYMENT SERVICES**

GHS can handle your delinquent payment plans from start to finish.

- We can provide your defendants with structured payment plans and monitor those plans for your office.
- We can provide online Credit Card payment options to your defendant's on delinquent cases.
- We will take all payments and render the payment to the Court when the case is paid in full.
- Paid in full cases are rendered to the Court every Friday.
- Partial payments are disbursed monthly at the end of each month.
- We will clear the OMNI when the case is paid in full to GHS.
- We will send out letters and make phone calls to defendants reminding them of the payment plan obligation.
- This service can be handled without any assistance from the Court.
- Every communication or payment is documented in the notes of each case so the Court is always aware of how the case is being handled.

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Describe the Offeror's methodology for handling customer questions/problems.

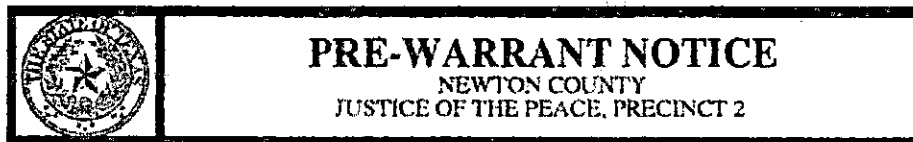
In conjunction with iCON Software, call center employees and NET Data support staff have access to case information directly. If the call requires clarification from county staff, they will be contacted.

The GHS software is updated nightly with information from the courts dockets to ensure accurate case standings and amounts owed on citation. Call center agents also access the court docket directly in iCON to ensure accuracy and assist defendant with case information.

Describe the Offeror's methodology for handling non-English speaking customers.

Currently, 90% (ninety) of call center staff is bi-lingual.

Provide examples of correspondence that will be used for collecting delinquent fines.



CASE #: C2170065      APPEARANCE DATE: 08/15/2017      AMOUNT: \$ 305.00  
OFFENSE: DRIVING WHILE LICENSE INVALID

STOUFFER, WILLIAM RICHARD

The time allowed for you to reply to the above charge has expired. Unless your remittance of the fine amount or an Appeal Bond is received within tendays, you will also be charged with Failure To Appear and Warrants issued for your arrest. Please send a Money Order or Cashier's Check to the address below. **NO PERSONAL CHECKS** will be accepted. Return this notice with your remittance.

*This notice is sent to you as a courtesy and is not required by law. You have the right to enter a plea and go to trial or you may contact the court regarding alternative payment options. If you have previously taken care of this case, please disregard this notice. For more information please call (409) 565-9944*

**JUDGE  
BRENDA SMITH**

NEWTON COUNTY  
JUSTICE OF THE PEACE, PRECINCT 2  
P.O. BOX 178  
WIERGATE, TX 75977

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd

ABILENE, AMARILLO, AUSTIN, DALLAS, EL PASO, FORT WORTH, GEORGETOWN, GRAND PRAIRIE,  
HOUSTON, IRVING, KILLEEN, LAGO VISTA, LEANDER, LIBERTY HILL, LLANO COUNTY, LOCKHART,  
MARBLE FALLS, MIDLAND, NEW BRAUNFELS, ODESSA, PFLUGERVILLE, ROUND ROCK, SAN ANGELO,  
SAN ANTONIO, SAN MARCOS, TRAVIS COUNTY, WILLIAMSON COUNTY, & WACO.



## WARRANT ROUND-UP

**A WARRANT IS PENDING FOR YOUR ARREST IN ONE  
OR MORE OF THE AGENCIES LISTED ABOVE.**

**BEGINNING SATURDAY, MARCH 3, 2007.** THE LAW ENFORCEMENT AGENCIES OF OVER 100 ENTITIES ACROSS TEXAS INCLUDING THOSE ABOVE WILL COMBINE FORCES TO SEARCH FOR YOU AND OTHERS WITH WARRANTS. YOU WILL BE ARRESTED IN YOUR HOME, PLACE OF BUSINESS OR WHEREVER WE MAY FIND YOU. **ACT IMMEDIATELY TO AVOID ARREST!**

**LLANO COUNTY JUSTICE OF THE PEACE, PRECINCT 1**  
In Person: 101 Ferguson Rd, Horseshoe Bay, TX Monday—Friday, 8am—4:30pm  
Mail to: P.O. Box 8759, Horseshoe Bay, TX 78657  
Payments: Pay by cash, money order, cashier's check, VISA or MasterCard  
Information: 555.555.5555  
Case #: 123456789 Warrant Date: 09/06/2006 Fine Amount: \$250.00

### **PAY YOUR FINE(S) NOW—AVOID GOING TO JAIL**

\*WARNING: This court has reported you to DPS for non-renewal of your Drivers License. Only full payment will clear your status with DPS. If you mail payment, your warrant(s) will remain active and you remain subject to arrest until payment is received & posted by the appropriate court. Call to confirm payment.



## OUTSTANDING CRIMINAL CASE

### **WARRANT WARNING**

YOU COULD HAVE A WARRANT ISSUED FOR YOUR ARREST AT ANY TIME ON THE CASE LISTED BELOW. THE RENEWAL OF YOUR DRIVER LICENSE MAY BE SUSPENDED IN YOUR HOME STATE AND YOUR MOTOR VEHICLE REGISTRATION MAY BE DENIED. IF WARRANTS ARE ISSUED, YOU MAY BE ARRESTED IN YOUR HOME, PLACE OF BUSINESS OR ANY LOCATION. **ACT IMMEDIATELY TO AVOID FURTHER ACTION!**

**BLANCO COUNTY JUSTICE OF THE PEACE, PRECINCT 4**  
Mail Payment to: P.O. BOX 596 BLANCO TX 78666  
Payment Types: cashier's check, money order or cash (to person)  
Call for more information regarding this notice  
Information: 830 833 4212 Case #: CC17-0128 Amount Due: \$172.77

### **PAY YOUR FINE(S) NOW—AVOID GOING TO JAIL**

\*WARNING: If you mail payment, your suspension(s) will remain active until payment is received & posted by the appropriate court and reported to DPS or your home state. Call to confirm payment. You have the right to enter a plea and go to trial or you may contact the court regarding alternative payment options.

\*\*\* If you have entered this notice in error, please contact the court at the number listed above \*\*\*





Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd

Describe the adequacy and sophistication of your telephone resources.

NET Data utilizes an IVR from Acqueon AiQ for automated phone payments, intelligent call routing to agents, and outbound campaigns. This helps ensure the end users are able to make payments in English or Spanish, talk with live agents in English or Spanish to answer any account questions with minimum wait times, and make payments directly through the IVR. The IVR allows defendants to put in an account number to find their case and, if the court allows, make partial or whole payments. This system is available to defendants to make payments 24 hours per day.

Provide examples of telephone scripts that will be used for collecting delinquent fines.

INBOUND CALL:

AGENT: Thank you for calling GHS Limited. This is {INSERT AGENT NAME}, how may I help you? {Prior to providing any information to the caller, agent requests identity verification from caller} Agent: I can help you with that, can you provide me with your case number or name? {once received, agent asks for more identifiers} Can you provide your date of birth for verification before I release any information?

OUTBOUND CALL:

AGENT: This is {INSERT AGENT NAME} with GHS Limited calling on behalf of {Insert Court Name} regarding an outstanding citation for {INSERT DEFENDANT NAME}. If the defendant is on the phone or a spouse who wants to speak for the defendant, identification/verification is requested. AGENT: Can you verify the date of birth before I proceed?

\*\*On both inbound and outbound calls, once verification is received, the agents provide the caller/defendant with case the details and total amounts due and payment options. If defendant wishes to pay, the caller is transferred to the automated phone system for processing.

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 3

# COLLECTION STAFFING & SYSTEMS

November 28, 2017



Identify and describe the qualification and length of service of the lead staff that will be assigned to coordinate and resolve all business matters between the County and the Offeror.

**Robin Minyard Williams – Project Manager.** Robin joined NET Data in 1999. She has been involved in various roles throughout the years from Customer Support to Project Manager. Robin will oversee the conversion/installation process from start to finish.

**Amber Cody-** Amber joined NET Data in 2007. She provides supervision for customer support and continuing training for 200+ Justice of the Peace and Municipal Courts across the state. Amber has held various positions in both State and Local Governments, giving her more than 13 years of experience including: Child Protective Services, Legal Assistant and Chief Court Clerk for Hopkins County Precinct 1. Amber earned her Bachelor of Science in Criminal Justice from Texas A&M University in 2003

**Kim Rogers-**

Kim joined NET Data in 2009 as the credit card support staff. In August of 2015, Kim began the role of Collections Manager. Kim earned her Masters of Business Management degree from Texas A&M Commerce in May 2017. Kim handles the daily operations of GHS and the Call Center, credit card related support and installation, and support for IRA applications held on [www.texasonlinerecords.com](http://www.texasonlinerecords.com).

Identify and describe the qualification and length of service of the lead staff that will be assigned to oversee and manage the collection activities for the County.

**Kim Rogers-**

Kim joined NET Data in 2009 as the credit card support staff. In August of 2015, Kim began the role of Collections Manager. Kim earned her Masters of Business Management degree from Texas A&M Commerce in May 2017. Kim handles the daily operations of GHS and the Call Center, credit card related support and installation, and support for IRA applications held on [www.texasonlinerecords.com](http://www.texasonlinerecords.com).

Describe the qualification and number of collection staff that will be assigned to the collection activities for the County.

**Kim Rogers – Collections Manager and Credit Card Specialist**

Kim joined NET Data in 2009 as the credit card support staff. In August of 2015, Kim began the role of Collections Manager. Kim earned her Masters of Business Management degree from Texas A&M Commerce in May 2017. Kim handles the daily operations of GHS and the Call Center, credit card related support and installation, and support for IRA applications held on [www.texasonlinerecords.com](http://www.texasonlinerecords.com).

**Michelle Castro – Senior Call Center Agent**



Michelle joined GHS in 2009 as a call center agent. Michelle is a bilingual call center agent and assists with defendant calls as well as training for new employees, daily posting of payments, and assisting the collections manager when needed. Michelle also assists with calls from the county offices in regards to OMNI, NRVC, or delinquent case questions or concerns.

**Cynthia Davila – Call Center Agent**

Cynthia joined GHS in 2011. Cynthia is a bilingual call center agent and assists with defendant calls and aides in training new call center agents. Cynthia also assists with OMNI, NRVC, and delinquent case related needs. She also assists in training skip trace agents.

**Shelby George – Call Center Agent**

Shelby joined GHS in 2012. Shelby assists with daily batch posting and assists with defendant calls and aides in training new call center agents. Shelby also assists with OMNI, NRVC, and delinquent case related needs. She also provides help in training skip trace agents.

**Armando Perez – Call Center Agent and Mailer Agent**

Armando joined GHS in 2015. Armando is a bilingual agent and assists with defendant calls. Armando is the primary mailer agent and handles the duties related to the weekly mailer tasks including the reports and printing of mailers.

**Jessica Santana – Call Center Agent**

Jessica joined GHS in 2016 as a skip trace agent. Jessica was promoted to Call Center Agent to assist with phone calls after six months. Jessica is a bilingual agent and she assists with defendant calls as well as aides in training new skip trace agents.

**Juliana Perea – Call Center Agent**

Juliana joined GHS in 2017 as a skip trace agent. Juliana was promoted to Call Center Agent after two months. She assists with defendant phone calls and is a bilingual agent.



**Roselillian Fernandez – Call Center Agent and Mailer Agent**

Roselillian “Lilly” joined GHS in 2017 and is a bilingual agent. Lilly also assists with the weekly mailer duties. She also handles defendant calls when not working the mailer. Lilly was previously employed at a Juvenile Detention Center so she already had experience in dealing with defendants prior to her joining GHS.

**Amayrani Camacho – Skip Trace Agent**

Amayrani “Annie” joined GHS in 2017 as the skip trace agent. Annie skip traces cases with bad addresses, bad phone number, or no phone number on a daily basis to gather correct and recent contact information that is used for calls to defendants and mailing of notices.

**Daniel Lira – Call Center Agent**

Daniel joined GHS in 2017. Daniel is a bilingual call center agent. Daniel also assists the collections manager with credit card related issues when needed. Daniel previously worked in banking so he has experience with handling deposit, account creation, and other credit card related issues.

Describe experience working and interfacing with any clients using NetData software for County court operations.

All clients listed under references utilize NET Data’s iCON software in conjunction with GHS, Ltd.

Provide a brief description of the computer system used and its update capabilities. Describe the adequacy of your data processing resources.

The iCON client runs on a Windows PC. The iCON services run on an AS400 Tomcat server.

The client updates are hosted online at AWS. Whenever the iCON client is started, it checks for updates at AWS and downloads the update if needed. The AS400 Tomcat services are updated as needed.

iCON data is stored on the AS400 databases. Most data processing is done on the AS400 server for improved speed and efficiency.

Describe the Offeror's methodology and procedure for data transfers. Identify the form and frequency of electronic data transfers both to and from the Offeror.



The iCON client makes web service requests to the AS400 services and receives responses using the REST (RESTful) protocol. This same protocol is used to send/receive data between the customer server and NET Data for add-on services (iTicket, GHS).

All iCON data transfers are initiated by a user. iTicket and GHS transfers are performed once daily.

Describe the type of access that will be made available to the City for on-line and/or inquiry.

For the Municipal Court, iCON software will provide any and all information related to the case. For Defendants, Internet Records Access (IRA) will allow them to see case balances.

Describe the Offeror's ability to maintain records of placements, collections, recovery and producing reports, and billing of unlimited number of clients and debtors, and describe back-up capabilities.

In conjunction with NET Data's iCON software, all records are maintained, reports are available and back-ups are performed on a nightly basis. Back-ups occur in NET Data's on-site data management center. Further, an additional back-up is also performed on a nightly basis and stored at another location.

Describe the record retention capabilities and practices.

GHS, Ltd. retains records as long as the customer requires. NET Data's iCON software does not purge records.

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 4

# MONTHLY ACTIVITY REPORTS

November 28, 2017





### Monthly Activity Reports

The successful Offeror shall maintain and make available for inspection, audit and/or reproduction by authorized representatives of the County or any external auditor representing the County, the books, documents, and other relevant information pertaining to the collections carried out for the County and the expenses of this contract.

The Offeror should acknowledge the need for a cooperative effort and open communication between the successful Offeror and the County. The successful Offeror will be required to provide monthly collection activity reports to the County.

Please provide the following:

- a) Examples of reports used to document collection results.

Cases Sent to GHS Report: Courtesy Notice Sent, NRVC, OMNI Added, OMNI Cleared and Sent To Private Collections, Cases which are Eligible for a Warrant.

The county will have the ability to run this report for any date range at any time.

- b) Examples of monthly reports that will be provided to the County.

Cases Sent to GHS Report: Courtesy Notice Sent, NRVC, OMNI Added, OMNI Cleared and Sent To Private Collections, Cases which are Eligible for a Warrant.

The county will have the ability to run this report for any date range at any time.

- c) Frequency of reporting and the content of data transmitted to the County.

GHS, Ltd. exchanges information nightly with the county. New cases are pulled for Courtesy Notices, Omni Filings, NRVC filings, and cases eligible for Private Collection. Case notes by Collection Agents are also uploaded into cases in the county.

- d) Flexibility in meeting the County's reporting needs.

GHS, Ltd. will make every effort to provide necessary information to the county.

Graves, Humphries, Stahl Ltd.  
 1110 Enterprise Dr.  
 Sulphur Springs, TX 75482



Cases Sent to GHS  
 11/12/2017 TO 11/18/2017

JUDGE I

\* Cases which are Eligible for a Warrant

CASE # DEFENDANT

Updated Cases (Resent because of a change)

CASE #	DEFENDANT	FILE DATE	NOTICE DATE	DISP CD	DISPOSITION DT	SENT TO GHS	LOG DATE	LOG TIME
127083	GUALLS, LINDA BILLEN	Jun 21, 2011	Jul 14, 2011			Oct 08, 2015	Nov 13, 2017	08:01 PM
140491	MULLIS, JOHN MICHAEL	May 01, 2013	May 03, 2013			Feb 04, 2015	Nov 13, 2017	08:01 PM
140432	MULLIS, JOHN MICHAEL	May 01, 2013	May 03, 2013	FN		Feb 04, 2015	Nov 13, 2017	08:01 PM
147772	STRUM, CHASE MATTHEW	Nov 05, 2014	Nov 20, 2014	FN		Feb 04, 2015	Nov 13, 2017	08:01 PM
23184V	RAMIREZ-CAMPOS, ELOISA	Nov 09, 2005	Nov 24, 2005			Feb 04, 2015	Nov 13, 2017	08:01 PM
7686-H	BENTLEY, RANDALL S	Jul 12, 1995		OS		Feb 25, 2015	Nov 13, 2017	08:01 PM
8534-H	SLATTER, CAROLYN	Mar 13, 1998		FN		Feb 24, 2015	Nov 13, 2017	08:01 PM
CC3181	STURM, CHASE MATTHEW	Sep 28, 2015	Oct 28, 2015	FN		Dec 25, 2015	Nov 13, 2017	08:01 PM
CC5391	BALSANO, TAYLOR HAMILTON	Mar 31, 2016	Apr 12, 2016			Jun 13, 2016	Nov 13, 2017	08:01 PM
CC7023	VASQUEZ, DEVICHA DEE	Sep 12, 2015	Oct 10, 2015			Dec 06, 2016	Nov 13, 2017	08:01 PM
CC8619	BRELAND, LESLIE	Oct 09, 2016	Oct 31, 2016			Mar 25, 2017	Nov 13, 2017	08:01 PM
5CC8630	KOENIG, BURTON DOYLE JR	Dec 02, 2016	Dec 28, 2016			Feb 27, 2017	Nov 13, 2017	08:01 PM
5CC8746	GARCIA, ELVIS	Dec 14, 2016	Jan 05, 2017			Mar 08, 2017	Nov 13, 2017	08:01 PM
5CC6747	GARCIA, ELVIS	Dec 14, 2016	Jan 05, 2017			Mar 08, 2017	Nov 13, 2017	08:01 PM
5CC10230	SCHURING, AUSTIN WILLIAM	Jan 14, 2017	Feb 13, 2017	FN		May 22, 2017	Nov 13, 2017	08:01 PM
5CC10543	DACUS, BRITTANY NICOLE	Feb 15, 2017	Mar 13, 2017	FN		May 12, 2017	Nov 13, 2017	08:01 PM
5CC12280	MORA, JOSE	May 09, 2017	May 17, 2017	FN		Sep 30, 2017	Nov 13, 2017	08:01 PM
5CC13954	DOUGLAS, ANTHONY	Jul 11, 2017	Aug 06, 2017			Oct 18, 2017	Nov 13, 2017	08:01 PM
5CC13924	PEREZ, ABELARDO	Jul 28, 2017	Aug 21, 2017	FN		Oct 20, 2017	Nov 13, 2017	08:01 PM
5CC14055	BAKER, CAROLYN MARIE	Aug 03, 2017	Sep 04, 2017			Nov 03, 2017	Nov 13, 2017	08:01 PM
5CC14090	FRIDIE, ALICIA LENNETT	Aug 09, 2017	Sep 08, 2017			Nov 06, 2017	Nov 13, 2017	08:01 PM
67834	GATEWOOD, BEAU WARREN	Mar 21, 2006	Apr 04, 2006			Feb 04, 2015	Nov 14, 2017	08:00 PM
104769	RODRIGUEZ, ALBERTO	May 14, 2007	May 29, 2007	FN		Feb 05, 2015	Nov 14, 2017	08:00 PM
110882	ANDERSON, CRAIG ALAN	May 27, 2009	Jun 23, 2009			Feb 04, 2015	Nov 14, 2017	08:00 PM
128170	TRUITT, DONNA SUE	Dec 01, 2010	Dec 17, 2010			Feb 04, 2015	Nov 14, 2017	08:00 PM
148675	ROBLEDO, LORENZA	Aug 05, 2014	Aug 25, 2014			Feb 05, 2015	Nov 14, 2017	08:00 PM
3821AN	LAFAY, LAUREN SUE	Mar 27, 2012	Apr 01, 2012			Feb 27, 2015	Nov 14, 2017	08:00 PM
3922AN	LAFAY, LAUREN SUE	Mar 27, 2012	Apr 01, 2012			Feb 27, 2015	Nov 14, 2017	08:00 PM
8683-H	HENLEY, ROBERT	May 03, 1998		FN		Feb 04, 2015	Nov 14, 2017	08:00 PM
8984-H	HENLEY, ROBERT	Oct 09, 1998		FN		Feb 25, 2015	Nov 14, 2017	08:00 PM
8995-H	HENLEY, ROBERT	Oct 09, 1998		FN		Feb 25, 2015	Nov 14, 2017	08:00 PM
11766-H	MURRELL, CRYSTAL	Jun 03, 2006				Feb 24, 2015	Nov 14, 2017	08:00 PM
4138ANA	WHITLOCK, MASON RAY	Aug 04, 2014	Jun 19, 2014			Feb 04, 2015	Nov 14, 2017	08:00 PM
CC1050	HARLOW, AUSTIN RAY	Mar 30, 2015	Apr 22, 2015			Jun 22, 2015	Nov 14, 2017	08:00 PM
CC2555	PURSCHE, JESSE	Aug 07, 2015	Sep 09, 2015	JD		Nov 09, 2015	Nov 14, 2017	08:00 PM
CC2556	PURSCHE, JESSE	Aug 07, 2015	Sep 09, 2015	JD		Nov 09, 2015	Nov 14, 2017	08:00 PM
CC3181	STURM, CHASE MATTHEW	Sep 26, 2015	Oct 20, 2015	FN		Dec 25, 2015	Nov 14, 2017	08:00 PM
CC-025	MAYORAL, DANA ANN	Dec 19, 2015	Dec 24, 2015			Feb 22, 2016	Nov 14, 2017	08:00 PM
146859A	LAFAY, LAUREN	Jul 30, 2014	Aug 26, 2014			Feb 18, 2016	Nov 14, 2017	08:00 PM



Cases Sent to GHS  
 1/17/2017 TO 11/18/2017

JUDGE MATT MASI

Case No.	Name	Date	Case No.	Name	Date	Case No.	Name	Date	Case No.	Name	Date	Case No.	Name	Date	Case No.	Name	Date	
CC8361	BALSANO, TAYLOR HAMILTON	Mar 31, 2016	Apr 12, 2016	Jun 13, 2016	Nov 14, 2017	08:00 PM	CC839A	TERRILL, LEE	Apr 28, 2016	Apr 28, 2016	Nov 14, 2017	08:00 PM	CC8369	BOSHEARS, SHANNON NICOLE	May 10, 2016	Jun 02, 2016	Nov 14, 2017	08:00 PM
CC8370	BOYD, JESSICA G.	Mar 20, 2016	Oct 11, 2016	Dec 12, 2016	Nov 14, 2017	08:00 PM	CC8371	LOPEZ-CANGAS, ELIZABETH	Apr 07, 2017	Jun 06, 2017	Nov 14, 2017	08:00 PM	CC8372	FRENCHMEYER, CARLY JO	Apr 11, 2017	May 10, 2017	Nov 14, 2017	08:00 PM
CC8373	MCCORMICK, FREDRICK ANTHONY	May 12, 2017	Jun 04, 2017	Aug 03, 2017	Nov 14, 2017	08:00 PM	CC8374	FELLOWS, MICHAEL ARTHUR	May 30, 2017	Jun 10, 2017	Nov 14, 2017	08:00 PM	CC8375	BOYD, JESSICA G.	Jun 13, 2017	Jun 30, 2017	Nov 14, 2017	08:00 PM
CC8376	SPLEBURNE, KATHERINE ALI	Jun 13, 2017	Jun 30, 2017	Aug 03, 2017	Nov 14, 2017	08:00 PM	CC8377	BATY, DENNIS CHARLES	May 24, 2013	Jun 22, 2013	Nov 14, 2017	08:00 PM	CC8378	BATY, DENNIS CHARLES	May 24, 2013	Jun 22, 2013	Nov 14, 2017	08:00 PM
CC8379	ENSALEY, PATRICK HAYES	May 24, 2013	Jun 22, 2013	Aug 03, 2017	Nov 14, 2017	08:00 PM	CC8380	BENTLEY, RANDALL S	Jul 12, 1999	Oct 10, 2014	Nov 14, 2017	08:00 PM	CC8381	HENLEY, ROBERT	May 03, 1999	May 03, 1999	Nov 14, 2017	08:00 PM
CC8382	HENLEY, ROBERT	May 03, 1999	May 03, 1999	Feb 25, 2015	Nov 14, 2017	08:00 PM	CC8383	HENLEY, ROBERT	Oct 08, 1996	Oct 08, 1996	Nov 14, 2017	08:00 PM	CC8384	HENLEY, ROBERT	Oct 08, 1996	Oct 08, 1996	Nov 14, 2017	08:00 PM
CC8385	HENLEY, ROBERT	Oct 08, 1996	Oct 08, 1996	Feb 25, 2015	Nov 14, 2017	08:00 PM	CC8386	BATY, DENNIS CHARLES	May 24, 2013	Jun 22, 2013	Nov 14, 2017	08:00 PM	CC8387	GASPARETTI, STEPHANIE	Jul 08, 2015	Jul 07, 2015	Nov 14, 2017	08:00 PM
CC8388	GASPARETTI, STEPHANIE	Jul 08, 2015	Jul 07, 2015	Aug 08, 2015	Nov 14, 2017	08:00 PM	CC8389	WOLFORD, PHYLLIS S	Aug 08, 2015	Aug 31, 2015	Nov 14, 2017	08:00 PM	CC8390	WOLFORD, PHYLLIS S	Aug 08, 2015	Aug 31, 2015	Nov 14, 2017	08:00 PM
CC8391	WOLFORD, PHYLLIS S	Aug 08, 2015	Aug 31, 2015	Nov 23, 2015	Nov 14, 2017	08:00 PM	CC8392	LAMSTON, CARALYNN	Nov 23, 2015	Dec 21, 2015	Nov 14, 2017	08:00 PM	CC8393	FISHER, JONATHAN DANIEL	Dec 11, 2015	Jan 10, 2016	Nov 14, 2017	08:00 PM
CC8394	FISHER, JONATHAN DANIEL	Dec 11, 2015	Jan 10, 2016	Jan 10, 2016	Nov 14, 2017	08:00 PM	CC8395	SUAREZ, ANAM	Jan 10, 2016	Jan 10, 2016	Nov 14, 2017	08:00 PM	CC8396	SUAREZ, ANAM	Jan 10, 2016	Jan 10, 2016	Nov 14, 2017	08:00 PM
CC8397	SUAREZ, ANAM	Jan 10, 2016	Jan 10, 2016	Jul 15, 2016	Nov 14, 2017	08:00 PM	CC8398	SUAREZ, ANAM	Jun 20, 2016	Jun 15, 2016	Nov 14, 2017	08:00 PM	CC8399	BRIGGS, KRISTIN MARIE	Jul 12, 2016	Jul 29, 2016	Nov 14, 2017	08:00 PM
CC8400	BRIGGS, KRISTIN MARIE	Jul 12, 2016	Jul 29, 2016	Oct 11, 2016	Nov 14, 2017	08:00 PM	CC8401	BOYD, JESSICA G.	Oct 11, 2016	Oct 11, 2016	Nov 14, 2017	08:00 PM	CC8402	BOYD, JESSICA G.	Oct 11, 2016	Oct 11, 2016	Nov 14, 2017	08:00 PM
CC8403	BOYD, JESSICA G.	Oct 11, 2016	Oct 11, 2016	Oct 11, 2016	Nov 14, 2017	08:00 PM	CC8404	BOYD, JESSICA G.	Oct 07, 2016	Oct 31, 2016	Nov 14, 2017	08:00 PM	CC8405	LINDLEY, JESSEL R	Feb 02, 2017	Feb 10, 2017	Nov 14, 2017	08:00 PM
CC8406	LINDLEY, JESSEL R	Feb 02, 2017	Feb 10, 2017	Mar 13, 2017	Nov 14, 2017	08:00 PM	CC8407	DACUS, BRITTANY NICOLE	Mar 13, 2017	Mar 13, 2017	Nov 14, 2017	08:00 PM	CC8408	MANUEL, DALTON MURRIS	Mar 01, 2017	Mar 15, 2017	Nov 14, 2017	08:00 PM
CC8409	MANUEL, DALTON MURRIS	Mar 01, 2017	Mar 15, 2017	Jun 13, 2017	Nov 14, 2017	08:00 PM	CC8410	MIZE, VERNIA MATTHEW JR	Jun 13, 2017	Jun 30, 2017	Nov 14, 2017	08:00 PM	CC8411	BOYD, JESSICA G.	Jul 07, 2015	Jul 07, 2015	Nov 14, 2017	08:00 PM
CC8412	MIZE, VERNIA MATTHEW JR	Jun 13, 2017	Jun 30, 2017	Aug 06, 2017	Nov 14, 2017	08:00 PM	CC8413	GASPARETTI, STEPHANIE	Jul 07, 2015	Aug 06, 2017	Nov 14, 2017	08:00 PM	CC8414	BOUGLAS, ANTHONY	Aug 14, 2017	Sep 11, 2017	Nov 14, 2017	08:00 PM
CC8415	BOUGLAS, ANTHONY	Aug 14, 2017	Sep 11, 2017	Sep 12, 2017	Nov 14, 2017	08:00 PM	CC8416	VASQUEZ, VICTORIA MARE	Sep 12, 2017	Sep 12, 2017	Nov 14, 2017	08:00 PM	CC8417	ROBLES, ALBERTO	Aug 17, 2017	Sep 07, 2017	Nov 14, 2017	08:00 PM
CC8418	ROBLES, ALBERTO	Aug 17, 2017	Sep 07, 2017	Sep 12, 2017	Nov 14, 2017	08:00 PM	CC8419	NIGHTINGALE, ELLIOTT	Sep 12, 2017	Sep 12, 2017	Nov 14, 2017	08:00 PM	CC8420	NIGHTINGALE, ELLIOTT	Sep 12, 2017	Sep 12, 2017	Nov 14, 2017	08:00 PM

New Delinquent Cases



**Cases Sent to GHS**  
 11/12/2017 TO 11/18/2017

JUDGE	Case #	DEFENDANT	EVENT DESC	EVENT DATE	EVENT DATE
	5CC14388	BOOYE, MATTHEW BLANE	Sep 07, 2017	Sep 12, 2017	Nov 13, 2017 08:01 PM
	5CC14329	HENNING, JOANNA MILLSAPS	Sep 05, 2017	Sep 16, 2017	Nov 14, 2017 02:01 PM
	5CC14359	RODRIGUEZ, STANLEY	Sep 08, 2017	Sep 15, 2017	Nov 14, 2017 02:01 PM
	5CC14380	RODRIGUEZ, STANLEY	Sep 08, 2017	Sep 15, 2017	Nov 14, 2017 02:01 PM
	<b>Courtesy Notices (NOT Delivered)</b>				
	5CC14724	BUNDI, GARETH RUCHA	Oct 02, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14725	BUNDI, GARETH RUCHA	Oct 02, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14730	SESSUMS, SHELBY LOGAN	Oct 02, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14852	HOOD, JAMAL TASHUND	Oct 06, 2017	Oct 27, 2017	Nov 13, 2017 08:01 PM
	5CC14874	GOMEZ, JONATAN VAZQUEZ	Oct 09, 2017	Oct 27, 2017	Nov 13, 2017 08:01 PM
	5CC14875	BOTKIN, REBECCA L	Oct 09, 2017	Oct 27, 2017	Nov 13, 2017 08:01 PM
	5CC14877	GOMEZ, JUAN ABRAAM	Oct 09, 2017	Oct 28, 2017	Nov 13, 2017 08:01 PM
	5CC14878	GOMEZ, JUAN ABRAAM	Oct 09, 2017	Oct 28, 2017	Nov 13, 2017 08:01 PM
	5CC14888	RIEBSCHLAGER, DONALD FRED	Oct 09, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14889	WESTERFIELD, KYLIE MARLENE	Oct 09, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14890	WESTERFIELD, KYLIE MARLENE	Oct 09, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14894	OFCZARZAK, CHRISTOPHER LEE	Oct 09, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14925	CHAVEZ OLIVA, JESUS ALEJANDRO	Oct 11, 2017	Oct 27, 2017	Nov 13, 2017 08:01 PM
	5CC14928	CHAVEZ OLIVA, JESUS ALEJANDRO	Oct 11, 2017	Oct 27, 2017	Nov 13, 2017 08:01 PM
	5CC14927	CHAVEZ OLIVA, JESUS ALEJANDRO	Oct 11, 2017	Oct 27, 2017	Nov 13, 2017 08:01 PM
	5CC15003	ROMERO, ELSI MARINA	Oct 15, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC15005	ZAMBRANO, HUGO R	Oct 15, 2017	Oct 30, 2017	Nov 13, 2017 08:01 PM
	5CC14652	ADAMS, TODD WILLIAMS	Sep 23, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14717	LAWSON, RANDALL EDWARD	Oct 02, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14718	LAWSON, RANDALL EDWARD	Oct 02, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14722	HINOJOSA, NICHOLAS AARON	Oct 02, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14723	BENNETT, BRADLY WAYMON	Oct 02, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14800	CORTES, RODRIGO NESTOR	Oct 10, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14901	GREEN, DEBORAH ANN	Oct 10, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14902	KERCHER, MATTHEW EUGENE	Oct 10, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14903	KERCHER, MATTHEW EUGENE	Oct 10, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14904	BRIDGES, RICKY SCOTT JR	Oct 10, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	5CC14959	FISCU, IONATAN GEORGE	Oct 12, 2017	Oct 31, 2017	Nov 13, 2017 08:01 PM
	<b>Manual Omni Acid/Clears</b>				
	CC8519	BRELAND, LESLIE	Oct 08, 2018	Oct 31, 2018	Mar 29, 2017
	147106	ENGLBY, PATRICK HAVES	Sep 24, 2014	Oct 10, 2014	Apr 24, 2015
	798C-H	BENTLEY, RANDALL S	Jul 12, 1995		Feb 25, 2015

CASE #	DEFENDANT	EVENT DESC	EVENT DATE
5CC9970	BARNETT,HOLLE RASHEL	OMNI Add	11/13/2017
5CC10847	LAKEY,CHASEL	OMNI Add	11/13/2017

Updated Cases

OS



Cases Sent to GHS  
 11/12/2017 TO 11/18/2017

JUDGE MA

JUDGE MA	Case No.	Name	Status	Date
	5CC10701	PHILIO, DAVID CHRIS TOPHOR	OMNI Add	11/13/2017
	5CC10891	HERNANDEZ, JOHANA MARISOL	OMNI Add	11/13/2017
	5CC11133	BARTON, RICHARD COREY	OMNI Add	11/13/2017
	5CC11632	ARINOLD, TRACY D.	OMNI Add	11/13/2017
	5CC12265	SCHOONOVER, AMBER DEANN	OMNI Add	11/13/2017
	5CC14017	BEACHAM, JACOB A.	OMNI Add	11/13/2017
	5CC14134	KELLEY, STEPHEN ANDREW	OMNI Add	11/13/2017
	5CC14135	VASQUEZ, VICTORIA MARIE	OMNI Add	11/13/2017
	5CC14137	GLADSTONE, MARLON LEWIS	OMNI Add	11/13/2017
	5CC14138	RODRIGUEZ, RICARDO	OMNI Add	11/13/2017
	5CC14205	SANCHEZ, JULIAN PLEDRA	OMNI Add	11/13/2017
	5CC14228	ROBLES, ALBERTO	OMNI Add	11/14/2017
	5CC14365	MONTGOMERY, ELLIOTT	OMNI Add	11/14/2017
	5CC14366	BOONE, MATTHEW BLAKE	OMNI Add	11/14/2017
	5CC14529	HENNING, JOHANNA MILLSAPS	OMNI Add	11/15/2017
	5CC14369	RODRIGUEZ, STANLEY	OMNI Add	11/15/2017
	5CC14360	RODRIGUEZ, STANLEY	OMNI Add	11/16/2017
	CC3181	STURM, CHASE MATTHEW	OMNI Clear	11/14/2017
	CC5819	BRELAND, LESLIE	OMNI Clear	11/14/2017
	147772	STRUM, CHASE MATTHEW	OMNI Clear	11/14/2017
	5CC12220	MORA, JOSE	OMNI Clear	11/14/2017
	5CC13834	PEREZ, ABELARDO	OMNI Clear	11/14/2017
	CC2585	PURSCHE, JESSE	OMNI Clear	11/15/2017
	CC2680	PURSCHE, JESSE	OMNI Clear	11/15/2017



CUSTOMER COLLECTION PERFORMANCE

FILE DATE: 01/01/2015 TO 12/31/2016

All Class C & Not Check

COURT	CASES FILED	AMOUNT ASSESSED	CASES OPEN	CASES CLOSED	PAID CASH	PAID NON-CASH	CLOSED UNPAID	CASES EXCLUDED	EXCLUDED BALANCE
0101	6708	\$2,390,222.06	1892	7814	\$992,095.20	\$175,273.29	\$628,611.54	388	\$2,322.76
0201	9381	\$2,503,723.99	2301	7080	\$1,141,395.19	\$75,256.80	\$563,784.14	548	\$21,260.25
0401	13986	\$3,528,368.60	4583	9283	\$990,042.12	\$89,862.85	\$911,697.04	263	\$7,834.44
050A	0	0	0	0	0	0	0	0	0
0501	5954	\$1,460,803.39	1258	4696	\$818,239.89	\$10,009.60	\$519,759.70	643	\$108,393.88

Class C & Not Check - Referred to GHS

COURT	CASES REFERRED	AMOUNT REFERRED	CASES OPEN	CASES CLOSED	PAID CASH	PAID NON-CASH	CLOSED UNPAID	CASES EXCLUDED	EXCLUDED BALANCE
0101	3573	\$1,015,069.28	1871	1702	\$202,604.80	\$149,637.29	\$69,002.14	386	\$1,707.79
0201	3300	\$1,010,447.59	2265	1035	\$180,120.29	\$63,879.80	\$41,894.34	601	\$12,808.85
0401	5481	\$1,832,526.69	4541	920	\$116,318.81	\$60,450.75	\$139,194.24	200	\$2,101.54
050A	0	0	0	0	0	0	0	0	0
0501	1691	\$457,338.73	1213	478	\$81,290.53	\$3,762.60	\$40,543.00	254	\$17,305.88

All Other Case Types

COURT	CASES FILED	AMOUNT ASSESSED	CASES OPEN	CASES CLOSED	PAID CASH	PAID NON-CASH	CLOSED UNPAID	CASES EXCLUDED	EXCLUDED BALANCE
0101	2895	\$150,220.10	18	2877	\$145,775.10	\$190.00	\$2,144.00	0	0
0201	2348	\$173,412.37	28	2320	\$159,582.07	\$704.00	\$9,423.30	0	0
0401	2181	\$178,849.99	25	2136	\$168,262.98	\$1,148.00	\$4,602.00	0	0
050A	0	0	0	0	0	0	0	0	0
0501	1114	\$103,851.99	4	1110	\$101,454.89	\$0.00	\$2,163.00	0	0



Cases Excluded From Private Collections

CASES EXCLUDED FROM PRIVATE COLLECTIONS

CASE #	NAME	FILE DATE	EXCLUDE DATE	USER	AMOUNT DUE
132550	BRYAN, CLYDE GREGORY	02/16/2012	02/14/2017	KROGERS	\$58.37
CC0522	BISCAMP, STEVEN	02/18/2015	01/23/2017	SBARTON	\$578.50
CC3407	ARGHA, GAVIN TODD	10/22/2015	01/25/2017	SBARTON	\$338.00
CC8101	OGG, WILLIAM GAYLEN	05/18/2012	03/10/2017	MGLBREATH	\$481.50
CC2592	BATCHELOR, MICHAEL FREDERICK	06/17/2012	05/03/2017	MGLBREATH	\$382.50
CC2596	BATCHELOR, MICHAEL FREDERICK	06/17/2012	05/03/2017	MGLBREATH	\$253.50
CC2597	BATCHELOR, MICHAEL FREDERICK	06/17/2012	05/03/2017	MGLBREATH	\$382.50
CC2598	BATCHELOR, MICHAEL FREDERICK	06/17/2012	05/03/2017	MGLBREATH	\$253.50
CC2846	SUAREZ, ANA M	08/28/2010	01/10/2017	SBARTON	\$519.50
CC7050	MOSES, DERRICK F	07/15/2012	01/23/2017	SBARTON	\$455.00
CC8231	AVILA-LOPEZ, DIEGO	09/22/2012	02/03/2017	KHILL	\$474.50
SCC0130	WILSON, LISA DANELLE	11/18/2012	01/03/2017	KHILL	\$192.00
SCC11158	BERNAL, JUAN MANUEL	03/31/2017	03/30/2017	KHILL	\$365.00
SCC11283	FERRUFINO, WILLIAMS RODOLFO	04/27/2017	05/05/2017	KHILL	\$140.00
SCC11922	PINEDA, DARRYL	04/11/2017	05/09/2017	MGLBREATH	\$250.00

TOTAL DUE: \$5,194.27  
 TOTAL CASES: 15

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 5

# FINANCIAL INFORMATION

November 28, 2017



Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



Graves Humphries Stahl Ltd.

## **Financial Data**

GHS, Ltd. is a privately-owned corporation and as a matter of corporate policy does not provide company financial statements in a proposal. However, the officers of GHS, Ltd. would be more than happy to share any financial information with representatives from Panola County in a confidential meeting, scheduled at their convenience.

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 6

# CONFLICT OF INTEREST QUESTIONNAIRE

November 28, 2017



**CONFLICT OF INTEREST QUESTIONNAIRE**

**FORM CIQ**

For vendor or other person doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).  
 By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.  
 A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

OFFICE USE ONLY	
Date Received	

**1** Name of person who has a business relationship with local governmental entity.  
 N/A

**2**  Check this box if you are filing an update to a previously filed questionnaire.  
 (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

**3** Name of local government officer with whom filer has employment or business relationship.

\_\_\_\_\_  
 Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

Yes       No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

Yes       No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

Yes       No

D. Describe each employment or business relationship with the local government officer named in this section.

**4**  
 \_\_\_\_\_  
 Signature of person doing business with the governmental entity

\_\_\_\_\_  
 Date

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



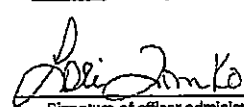


## SECTION 7

# CERTIFICATE OF INTERESTED PARTIES

November 28, 2017



CERTIFICATE OF INTERESTED PARTIES		FORM 1295	
		1 of 1	
Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.		<b>OFFICE USE ONLY</b>	
<b>1 Name of business entity filing form, and the city, state and country of the business entity's place of business.</b> NET Data Corporation Sulphur Springs, TX United States		<b>Certificate Number:</b> 2017-285062	
<b>2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.</b> Panola County		<b>Date Filed:</b> 11/16/2017	
<b>3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.</b> 11162017 Panola County Justice of the Peace Courts 1 and 2 Collections Services		<b>Date Acknowledged:</b>	
4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	Intermediary
Ballard, Dustin	Sulphur Springs, TX United States		X
Graves, Dave	Sulphur Springs, TX United States		X
Humphries, Tory	Sulphur Springs, TX United States	X	
Graves, David	Sulphur Springs, TX United States	X	
Stahl, Scott	Sulphur Springs, TX United States	X	
<b>5 Check only if there is NO interested party.</b> <input type="checkbox"/>			
<b>6 AFFIDAVIT</b> 		I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.	
AFFIX NOTARY STAMP / SEAL ABOVE		 _____ Signature of authorized agent of contracting business entity	
Sworn to and subscribed before me, by the said <u>Scott Stahl</u> , this the <u>16</u> day of <u>November</u> , 20 <u>17</u> , to certify which, witness my hand and seal of office.			
 Signature of officer administering oath	<u>Lori Timko</u> Printed name of officer administering oath	<u>JT Admin Support</u> Title of officer administering oath	

Graves, Humphries, Stahl Ltd.  
1110 Enterprise Dr.  
Sulphur Springs, TX 75482



## SECTION 8

# INSURANCE CERTIFICATE

November 28, 2017

Graves, Humphries, Stahl Ltd.  
 1110 Enterprise Dr.  
 Sulphur Springs, TX 75482



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
 3/27/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> ROBERTS & CROW, INC. 12221 Merit Drive Suite 300 Dallas TX 75251	<b>CONTACT NAME:</b> Trend Certificate Coordinator <b>PHONE (A/C No. Ext.):</b> (214) 553-5505 <b>FAX (A/C No.):</b> (214) 553-5525 <b>E-MAIL ADDRESS:</b>
<b>INSURED</b> Trendsetter HR, LLC L/C/F Graves Humphries Stahl, Ltd dba GHS 2701 Sunset Ridge Drive, Suite 500 Rockwall TX 75032	<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Technology Insurance Co., Inc. NAIC # 42376 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:

**COVERAGES**      **CERTIFICATE NUMBER:** Graves Humphries      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED (Y/N)	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (EA occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$ -	
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Per accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ -	
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTIONS					EACH OCCURRENCE \$ AGGREGATE \$ \$ -	
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below:	Y/N N	N/A	TWC3629494	4/1/2017	4/1/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
			Location Coverage Period	4/1/2017	4/1/2018	Client # 331370	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 Coverage is provided for only those employees leased to but not subcontractors of Graves Humphries Stahl, Ltd. dba GHS.

<b>CERTIFICATE HOLDER</b> Graves Humphries Stahl, Ltd. DBA: GHS 1110 Enterprise Dr. Sulphur Springs, TX 75482	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE Barry Crow/JRT
---	--

Graves, Humphries, Stahl Ltd.  
 1110 Enterprise Dr.  
 Sulphur Springs, TX 75482



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
 11/16/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> BAUCOM INSURANCE SERVICES, INC. 122 MAIN STREET Sulphur Springs TX 75482		<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): FAX (A/C, No): EMAIL ADDRESS:	
<b>INSURED</b> GRAVES, HUMPHRIES, STAHL, LTD P O BOX 422 Sulphur Springs TX 75483		<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: BURLINGTON INSURANCE CO NAIC # 23620 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDED/INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMSMADE <input checked="" type="checkbox"/> OCCUR GEN. AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		2618513081	06/08/2017	06/08/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMPIOPAGG \$ INCLUDED \$ COMBINED SINGLE LIMIT (Ea occurr) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>AUTOMOBILE LIABILITY</b> ANY AUTO ALL OWNED AUTOS HRED AUTOS SCHEDULED AUTOS NON-OWNED AUTOS					\$ \$ \$ \$ \$
	<b>UMBRELLA LIAB</b> <b>EXCESS LIAB</b> OCCUR CLAIMS-MADE DED RETENTION \$					\$ \$ \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in TX) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A			PER STATE \$ \$ \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 FOR REFERENCE ONLY  
 SALES OR SERVICE ORGANIZATION

<b>CERTIFICATE HOLDER</b> GRAVES, HUMPHRIES, STAHL, LTD P O BOX 422 Sulphur Springs TX 75483	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Don Ethelberg</i> 060490
---	--