

Warren County Board of Supervisors

Committee: Support Services

Date: March 22, 2012

Committee Members Present:

Supervisors Taylor
Strainer
Loeb
McDevitt
Frasier
Vanselow

Others Present:

Daniel Stec, Chairman of the Board
Paul Dusek, County Administrator
Martin Auffredou, County Attorney
JoAnn McKinstry, Assistant to the Administrator
Amanda Allen, Deputy Clerk
Kevin Geraghty, Budget Officer
Supervisor Thomas
Supervisor Wood
Amy Clute, Self-Insurance Administrator
Julie Pacyna, Purchasing Agent
Patrick Mannix, Upstate Printing Company
Don Lehman, *The Post Star*
Nicole Livingston, Second Deputy Clerk

Committee Member Absent:

Supervisor Westcott

Mr. Taylor called the meeting of the Support Services Committee to order at 10:05 a.m.

Motion was made by Mr. Strainer, seconded by Mr. Vanselow and carried unanimously to approve the minutes of the previous meeting, subject to correction by the Clerk of the Board.

Privilege of the floor was extended to Amy Clute, Self-Insurance Administrator, who distributed copies of the agenda to the Committee members; *a copy of the agenda is on file with the minutes.*

Commencing the Action Agenda review with Item 1, Ms. Clute advised the Human Services Building Emergency Action Plan was attached to the Agenda and had recently been updated to mirror the Plan that was approved for the Municipal Center. She requested approval of the Plan.

Motion was made by Mr. McDevitt and seconded by Mrs. Frasier to approve the Plan as presented.

Mr. Loeb referred to page 4 of the plan, specifically the mention of the Incident Command and he noted there was no definition as to what the Incident Command entailed. Ms. Clute explained that the Incident Command was outlined in the plan for the Municipal Center and she would clarify it in this plan, as well.

Mr. Geraghty asked if a test was performed on the new PA System in the Municipal Center last week and Ms. Clute replied affirmatively. Mr. Geraghty further questioned if all employees were made aware of such test ahead of time and Ms. Clute responded that she had sent out an email to all employees prior to the test. She added that as a result of the test, issues were identified with the system that would be corrected. Ms. Clute informed that half of the employees in the Municipal Center had attended a Safety Training class on Tuesday, and the remaining employees would be attending the same training on April 12, 2012; she noted the Supervisors were also required to attend.

Mr. Taylor mentioned the power failure at the Human Services Building recently, and stated that he had received complaints regarding the lack of lighting in the Building when the power went out. Ms.

Clute apprised that the incident was discussed at the last County Facilities Committee meeting and the problem had occurred due to a generator malfunction, which had since been resolved. She further reported that safety lights had been purchased to be installed in the stairwells throughout the Building in the event that a similar incident were to occur again.

Following discussion, Mr. Taylor called the question and the motion was carried unanimously to approve the Human Services Building Emergency Action Plan as outlined above and the necessary resolution was authorized for the next board meeting. A copy of the resolution request form is on file with the minutes.

Mr. Taylor advised the next item for discussion pertained to the Print Shop and he requested Paul Dusek, County Administrator, to expound on the matter.

Mr. Dusek noted JoAnn McKinstry, Assistant to the Administrator, was distributing handouts to the Committee members which included a Print Shop Financial Analysis for 2011, a copy of which is on file with the minutes. Mr. Dusek acknowledged that there had been concerns with regard to the closure of the Print Shop, internally and by municipalities that had previously utilized the County's Print Shop services. He remarked that a study had been completed comparing the cost of the Print Shop to an outside bid that had been received. He explained that the recommendation to close the Print Shop was made during the budget process because it was determined such closure would save the County money and the distributed analysis supported that decision. He directed the Committee members to the last page of the document which reflected a table that listed various types of copying requests that the County received from the towns and County departments. A cost comparison was completed, he continued, between the County performing the work versus an outside agency and the results showed a savings would be realized by utilizing the outside bid that was received. Mr. Dusek reviewed the cost comparison in detail with the Committee. He concluded that for the most part, it was evidenced that it would be less expensive to go to an outside vendor rather than having the services performed in-house.

Mr. Dusek asserted that the 2011 Print Shop Activity document reflected a total Print Shop cost of \$88,961, less revenues received in the amount of \$48,926; thereby resulting in a cost to the County of \$40,035 to operate the Print Shop. He mentioned that there was also a copy project that had been undertaken in the County by the Purchasing Agent, whereby every copy made in the County was being analyzed to determine if printers and/or copier machines could be consolidated in order to lower the cost by having one standardized company for the County's printing and copying equipment. He pointed out that Mrs. McKinstry prepared the analysis before the Committee today and had done a terrific job compiling the information. He stated that Julie Pacyna, Purchasing Agent, had taken the lead on the copy project and had also done a wonderful job working through that process.

Mr. Vanselow questioned the implication of the closure of the Print Shop on the County workforce and Mr. Dusek advised that the employee that operated the Print Shop had been laid-off at the end of 2011 because the position was not included in the 2012 budget as a result of the decision made during the budget process. Furthermore, he added, this in-depth analysis validated that the County would save a considerable sum of money by closing the Print Shop.

Mr. Loeb pointed out that the bid sheets reflected proposals from local companies and from non-local companies, and he suggested that be taken into consideration when awarding the bid. Mr. Dusek stated that Ms. Pacyna had ascertained the low bidder and he requested she expound on the matter.

Ms. Pacyna advised it had been determined that the low bidder that met all of the specifications was Upstate Printing Company located in the Town of Queensbury and she noted the owner of the company, Patrick Mannix, was at the meeting to answer any questions the Committee members had.

In response to an inquiry, Mr. Dusek said that the cost of the labor, retirement and health benefits for the employee that operated the Print Shop was so expensive compared to outside agencies, the County could not compete with the private sector. He noted that the private sector also did a much larger volume than the County could do. Mr. Taylor added that an outside vendor had state of the art equipment, thereby eliminating any repair costs to the County, and said equipment also produced high quality printing.

Mr. Mannix apprised that following review of the total impression charges outlined in the bid specifications, he estimated that if the exact amount of impressions were produced in the next fiscal year, the cost for such would be between \$35,000 to \$45,000. He opined that the numbers listed in the distributed documents were very accurate.

Following discussion, motion was made by Mr. McDevitt, seconded by Mr. Strainer and carried unanimously to award the bid for printing and copying services to Upstate Printing Company, commencing April 20, 2012 and terminating December 31, 2012 for amounts to be paid per print job from departmental budgets. The necessary resolution was authorized for the April 20, 2012 Board meeting and the resolution request form is on file with the minutes.

Returning to the Agenda review, Mr. Taylor remarked the next item pertained to Cyber Security Insurance and would be discussed by Mr. Dusek. Mr. Dusek recalled that this matter had been discussed at a prior Committee meeting, and at that time the County's Insurance Agent had recommended the consideration of such; however, there were unanswered questions that needed to be researched. He said he met with the Information Technology (IT) Department to determine the different types of exposures that should be of concern, one of which was inadvertent access or releases of information. Other exposures, he continued, were disgruntled workers; USB ports with viruses; stolen laptops; the acceptance of credit cards; and hacking or data break-ins. Mr. Dusek advised that following a review of the costs associated with such exposures, it appeared that the costs could balloon to upwards of \$5 million to \$10 million. He informed that he had also contacted other counties regarding Cyber Security Insurance and the results were as follows: Saratoga County did not have the insurance but they were considering it; Washington County did not have it and their insurance carrier was recommending they consider it; Essex County did not have it and had filled out an application for such insurance and the cost would have been \$80,000 so they decided they would not pursue it at this time unless they began accepting credit cards; Albany County did have Cyber Security Insurance with a policy limit of \$5 million; Rensselaer County did not have it and they were not considering it; and Clinton County did not have it but they were considering it. Mr. Dusek expressed his opinion that the cost of \$27,000 to \$35,000 to secure a \$1 million coverage policy was a significant amount of money for very little exposure coverage. He recommended that he continue to explore insurance coverages for larger amounts, possibly in the \$5 million to \$10 million range because it seemed that would be the amount of exposure that could cripple the County.

Discussion ensued relative to various exposures and risks as outlined by Mr. Dusek. The consensus of the Committee was for Mr. Dusek to continue pursuing more information on Cyber Security Insurance and to report back at a later date.

Chairman Stec exited the meeting at 10:40 a.m.

Prior to adjourning, Martin Auffredou, County Attorney, requested to address the Committee. Mr. Auffredou remarked that he had made a presentation to the Health Services Committee last month concerning the collections for Westmount Health Facility. One of the many responsibilities of his Office, he continued, was the collection proceedings for the County's residential facilities. He added that Westmount Health Facility had developed a very good internal collection policy which they implemented as effectively as they could; however, he said, there were instances when those efforts were unsuccessful and they turned the collection efforts over to his Office. He noted that currently, his Office had approximately eleven cases, each of which were for significant amounts. Mr. Auffredou opined that his Office was not well equipped to handle these collection cases and he had relayed that message to the Health Services Committee. He advised that an RFP (Request for Proposal) had been prepared and released to area law firms and collection agencies to determine if these services could be outsourced. He explained that his intention was to solicit proposals from firms that would be willing to do this on a contingency fee basis, meaning the firm would receive a percentage of any funds they were able to collect. He clarified that he did not intend to completely turn the process over to an outside entity; however, he stated, it would only be certain cases that he would assign to an outside entity. Mr. Auffredou informed one response to the RFP had been received and he would like the Committee members to review the proposal for further discussion at the next Committee meeting. He announced that the proposal received was from the Clements Firm located in the City of Glens Falls and included their desire to retain 28% of collected delinquent fees. He distributed the proposal to the Committee, a copy of which is on file with the minutes.

As there was no further business to come before the Support Services Committee, on motion made by Mr. Strainer and seconded by Mr. Loeb, Mr. Taylor adjourned the meeting at 10:59 a.m.

Respectfully Submitted,

Nicole Livingston, Second Deputy Clerk