



**Marion County  
Board of County Commissioners**

Administration

601 SE 25th Ave.  
Ocala, FL 34471  
Phone: 352-438-2300  
Fax: 352-438-2324

**DATE:** February 11, 2026

**TO:** Mounir Bouyounes, P.E, County Administrator

**THROUGH:** James Banta, Fire Chief

**FROM:** Melissa Masters, Procurement & Contract Analyst, on behalf MCFR  
(Dept Contact: Cassandra Li)

**SUBJECT:** 26BE-052 MDILog

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Please find attached the signed Solicitation Waiver form requesting approval to utilize Occupational Research and Assessment, Inc. for the purchase of MDILog Medicolegal Death Investigation software for use by Medical Examiner's Districts 5 and 24.

The Medical Examiner's Office (Districts 5 & 24) and Marion County Fire Rescue (MCFR) have experienced persistent operational, billing, and data integrity issues with the current VertiQ case management system. Despite repeated efforts to correct deficiencies, problems continue to recur, creating significant administrative burden, invoice backlogs, reputational strain with funeral homes, and risk to the integrity of official records.

Through direct research and coordination with peer agencies, staff identified that Volusia County and Escambia County Medical Examiner Offices successfully utilize MDILog as their case management system. After observing the system in use and meeting directly with MDILog representatives, staff confirmed that the platform can provide — and is willing to configure — the specific functionality required by MCFR and the ME's Office, including:

- Partial payment processing
- Accurate balance calculations with credit/refund functionality
- Batch invoice generation and mass printing capability
- Enhanced search functions by funeral home and invoice
- Elimination of duplicate organization entries through administrative controls
- Customizable invoice language, including pre-collection notices
- Stable case tracking and reporting aligned with Medical Examiner workflows

Unlike VertiQ, which was built and modified reactively for Marion County and has required continual troubleshooting since implementation, MDILog is already operating successfully in comparable Florida Medical Examiner offices with similar statutory responsibilities and cremation billing structures. Its demonstrated performance in those jurisdictions confirms that it is purpose-built for Medical Examiner operations rather than adapted from a generalized platform.

Given the specialized nature of Medical Examiner case management, the integration of cremation authorization billing within statutory workflows, and the documented inability of the current vendor to provide sustained, reliable functionality, MDILog has demonstrated the capability to meet these combined operational, billing, reporting, and administrative needs.

For these reasons, MDILog is uniquely qualified to meet MCFR and the Medical Examiner's functional requirements and resolve the ongoing deficiencies that have materially impacted operations under the current system.

Upon approval, please return signed Solicitation Waiver to Procurement.

Thank you,  
Melissa Masters

**SOLICITATION WAIVER**

26BE-052

This form is for requesting an exemption to a quote, bid, RFP or RFQ. If under \$50,000 will require County Administrator approval and if over \$50,000 the request will need BCC approval. Use your cursor to hover over a field for help.  
 Please send completed and digitally signed form to [Procurement@marionfl.org](mailto:Procurement@marionfl.org)

Date: 6/9/2025

Department: Fire Rescue Service

Request Type:

- Bid Exemption
- Standardization of Product/Brand
- Sole Source Provider of Good/Service
- Piggyback Agency \_\_\_\_\_

Purchase  1 time or  recurring purchase with this year's total expenditure estimated is at \$ 30,000.00

Justification and/or Description:

Marion County Fire Rescue and Information Technology have been working together with regard to the current software program for their case database and invoicing modules for the past 3 years. In joint coordination, a bid exemption is being requested to move forward with MDILog, as it has been accepted by various District Medical Examiners throughout the State of Florida. Please find attached the issues with VertiQ, the current software program, that has delayed the Medical Examiner's invoices from being caught up.

\_\_\_\_\_  
Project Manager Signature:


  
\_\_\_\_\_  
Director Signature:

**\*Procurement Use Only**

The following request is in accordance with the Procurement Manual, and meets the requirements to complete the exemption request and  DOES  DOES NOT require Board Approval.

  
\_\_\_\_\_  
PCA:

2/11/26  
Date:

  
\_\_\_\_\_  
Procurement Director:

2-9-26  
Date:

Do not sign below without prior signatures from Procurement Services above.

County Administrator  
Please Select One

  
\_\_\_\_\_  
Signature



## Marion County Board of County Commissioners

Fire Rescue • Headquarters

2631 SE Third St.  
Ocala, FL 34471  
Phone: 352-291-8000  
Fax: 352-291-8098



From: Cassandra Li, Admin & Financial Services Manger  
Date: June 9, 2025  
Subject: Justification for Bid Exemption for MDI Log

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Lindsey Bayer, Operations Manager, for the District 5 and 24 Medical Examiner's Office, found that their cohorts in the state, specifically Volusia and Escambia County, use MDI Log for their case management system and has brought that up to the staff at Marion County around the beginning of calendar year 2025.

The Medical Examiner staff has encountered issues over the past 3 years since VertiQ was selected as the low bid for their proposal, which includes loss of case files in the system, as well as invoicing issues that have created a backlog of invoices of 3 months.

In coordination with the IT Department, staff found that the vendor for MDI Log can include partial payments, search options to refine by funeral homes and invoices, as well as options to create batch invoices for all funeral homes and customization of the invoices to include wording that may be needed for notice before sending a vendor to collections (for not being up-to-date with payments). Issues with invoice stem back to 2023 when the vendor was creating the program for use.

Rita Wilemon, Applications Manager (since retired), had a list of issues upon implementation of the VertiQ software that were outstanding:

#### Identified issues:

- The invoices are not pulling up funeral home addresses automatically. It says the funeral home name but not address. Just two commas, ", ,".
- When working through December's cremations. The invoice says at the top "Cremation Authorization Billings for the Month of February, 2024". This needs to reflect the month the cremations were done, not the current month.
  - Also, the comma between the month and year needs to be removed.
- How can we print all invoices that have been completed at one time versus printing each individual invoice? Example: We would like to print all of December invoices at one time versus printing each individually.
- **This is the biggest issue:** One funeral home will come through to on the invoices formatted several different ways. We have to go in and fix each cremation to have each funeral home name formatted the same way. Example: Downing Funeral Home pulls up at least 4 different ways when you search it; therefore, the ME is sending cremations through for the same funeral home but formatted several different ways. If Abbey generates an invoice for Downing Funeral Home from December without changing the funeral home name in each cremation, it generates a total of 3 invoices for the 25 people that were cremated. (These are the 3 attached invoices.)
- The invoices do not have the date of cremation on them. (see page 2)

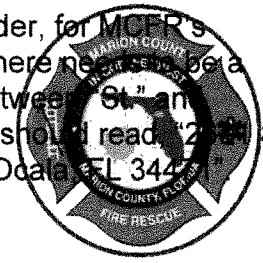


**Marion County  
Board of County Commissioners**

Fire Rescue • Headquarters

2631 SE Third St.  
Ocala, FL 34471  
Phone: 352-291-8000  
Fax: 352-291-8098

In the header, for MCFR's address, there needs to be a comma between "St." and "Ocala". It should read "2631 SE Third St., Ocala, FL 34471".



The invoice shows a negative balance for the amount due. And, it says, "If balance reflects a negative amount there is no payment due." However, the "Current Account Balance" shows negative but that amount is actually due. Example: Invoice #474 shows a current account balance of -\$1080.00. Per that note, there is no balance due. However, it is actually due. (This was identified before we signed off and the negative balance was supposed to have been adjusted to reflect they owed money)

Lindsey Bayer emailed in December 2024, the following:

I am still extremely dissatisfied with the fact that our investigators are continuously losing data. This application is supposed to work offline, thus we should not be losing any data. This issue has become so cumbersome that the investigators are now having to save all narratives in a Word document so that we can put the narrative back in when it disappears. This has been going on for 2 years. The result is that myself and my staff do not have time to send detailed emails to the helpdesk every time this happens. The audit is mostly useless because in the majority of cases the portion of the narrative that gets deleted is not in there. I would like a resolution to this.

Marion County Fire Rescue, Information Technology and the staff at the Medical Examiner's office are in unanimous agreement that after the review of the MDI Log software, that it would be better suited to handle the Medical Examiner's case files, retention and otherwise, as well as the invoices that are needed for Marion County Fire Rescue staff to invoice on behalf of the Medical Examiner's Office to obtain revenues for the stand-alone fund.p

## Li, Cassandra

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**From:** Agustina Berraz Montyn <agustina@vertiq.com>  
**Sent:** Thursday, December 26, 2024 12:55 PM  
**To:** Bayer, Lindsey; Anahi Ludueña  
**Cc:** Garrett, Wesley; Aldana Caprio; Somwaru, Sam; V3TechSupport; Li, Cassandra; Smith, Will; Garrett, Wesley; Somwaru, Sam; Li, Cassandra; Smith, Will  
**Subject:** RE: Narrative Deleted 2024-2872

### CAUTION: THIS MESSAGE IS FROM AN EXTERNAL SENDER

This email originated from outside the organization. Do not click links, open attachments, or share any information unless you recognize the sender and know the content is safe. Report suspicious emails using the "Phish Alert" button in Outlook or contact the Helpdesk.

Hello all,

First of all, I hope you had a wonderful Christmas.

At the moment, I haven't identified any issues related to data loss. Based on the monitoring I am conducting, the information is being stored correctly and completely. Nonetheless, we will be adding an additional login layer to prevent and detect any similar situations in the future.

I will also continue monitoring this as long as necessary.

I wanted to ask if you have experienced any problems over the past few days.

Thank you very much!

### Agustina Berraz Montyn

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850



I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>

**From:** Agustina Berraz Montyn  
**Sent:** Thursday, December 19, 2024 8:41 AM  
**To:** 'Bayer, Lindsey' <Lindsey.Bayer@marionfl.org>; Anahi Ludueña <anahi@vertiq.com>  
**Cc:** 'Garrett, Wesley' <Wesley.Garrett@marionfl.org>; Aldana Caprio <Aldana@vertiq.com>; 'Somwaru, Sam' <Sam.Somwaru@marionfl.org>; V3TechSupport <v3techsupport@vertiq.com>; cassandra.li@marionfl.org; 'Smith, Will' <Will.Smith@marionfl.org>; 'Garrett, Wesley' <Wesley.Garrett@marionfl.org>; 'Somwaru, Sam' <Sam.Somwaru@marionfl.org>; cassandra.li@marionfl.org; 'Smith, Will' <Will.Smith@marionfl.org>  
**Subject:** RE: Narrative Deleted 2024-2872

Good morning,

The update has been completed.

As I mentioned earlier, I will continue monitoring the application to review any potential scenarios. Please let me know if you encounter any issues related to data loss. If this happens again, any information you can provide will be helpful.

Regarding modifying data while uploading files, with this update, it is no longer necessary to wait—you can continue working as usual. This error should not occur again.

Once again, thank you very much for your collaboration and patience.

Best regards,

## Agustina Berraz Montyn

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850



I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>

**From:** Agustina Berraz Montyn

**Sent:** Wednesday, December 18, 2024 1:31 PM

**To:** 'Bayer, Lindsey' <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>; Anahi Ludueña <[anahi@vertiq.com](mailto:anahi@vertiq.com)>

**Cc:** 'Garrett, Wesley' <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Aldana Caprio <[Aldana@vertiq.com](mailto:Aldana@vertiq.com)>; 'Somwaru, Sam' <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); 'Smith, Will' <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>; 'Garrett, Wesley' <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; 'Somwaru, Sam' <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); 'Smith, Will' <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** RE: Narrative Deleted 2024-2872

Hello all,

I hope this message finds you well.

Tomorrow, we will be deploying first thing in the morning. We are fixing an error we found in a potential scenario, which we believe could be the main cause of data loss in certain situations.

In any case, I will continue investigating and monitoring the application until I am confident that this issue will not happen again.

In the meantime, I truly appreciate your collaboration and patience, and I kindly ask you to inform me of any other similar situations that may arise so I can keep analyzing all the information.

Once the deployment is completed tomorrow, I will provide an update via this same channel.

Thank you all very much!

Best regards,

## Agustina Berraz Montyn

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850



I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>

**From:** Agustina Berraz Montyn

**Sent:** Tuesday, December 17, 2024 3:05 PM

**To:** 'Bayer, Lindsey' <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>

**Cc:** 'Garrett, Wesley' <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Aldana Caprio <[Aldana@vertiq.com](mailto:Aldana@vertiq.com)>; 'Somwaru, Sam' <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); 'Smith, Will' <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>; 'Garrett, Wesley' <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; 'Somwaru, Sam' <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); 'Smith, Will' <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** RE: Narrative Deleted 2024-2872

Hello all,

We have identified a possible cause of the data loss issue and are currently working on a fix.

We plan to deploy it to production on Thursday morning, after coordinating with your team in advance.

In the meantime, we are continuing to investigate and audit different behaviors and scenarios to ensure this issue does not happen again.

Until the deployment on Thursday, we kindly ask that if you are uploading files, please refrain from saving any information in the cases until the upload process is fully completed. This scenario appears to be the root cause of the potential data loss we have identified.

As I mentioned earlier, I will continue monitoring and reviewing the situation to ensure that this will not happen again.

Thank you for your patience and understanding.

Best regards,

### **Agustina Berraz Montyn**

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850



I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>

**From:** Agustina Berraz Montyn

**Sent:** Tuesday, December 17, 2024 1:37 PM

**To:** 'Bayer, Lindsey' <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>

**Cc:** 'Garrett, Wesley' <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Aldana Caprio <[Aldana@vertiq.com](mailto:Aldana@vertiq.com)>; 'Somwaru, Sam' <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); 'Smith, Will' <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>; 'Garrett, Wesley' <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; 'Somwaru, Sam' <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); 'Smith, Will' <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** RE: Narrative Deleted 2024-2872

Hello Lindsey,

I know you are out of the office these days, and I don't want to bother you, but if you agree,

I would like to schedule a short meeting next week to discuss this, bring you up to speed on the issue, and share the strategies to resolve it.

Of course, in the meantime, I am progressing with the analysis of this issue, and I will not stop until it is resolved.

I will probably provide an application update by the end of the day tomorrow or Thursday morning, with the sole purpose of adding more information to the logging and auditing. Before doing so, I will let you know to get your approval and ensure you are aware.

Thank you very much

### **Agustina Berraz Montyn**

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850



I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>

**From:** Agustina Berraz Montyn  
**Sent:** Tuesday, December 17, 2024 8:58 AM  
**To:** Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>  
**Cc:** Garrett, Wesley <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Aldana Caprio <[Aldana@vertiq.com](mailto:Aldana@vertiq.com)>; Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>; Garrett, Wesley <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>  
**Subject:** RE: Narrative Deleted 2024-2872

Hello Lindsey,  
I completely understand your frustration, and I want to assure you that my sole focus right now is to resolve this issue. I am fully committed to finding the root cause of the problem and ensuring that it doesn't happen again. While I thoroughly review the entire code of the client application, I will implement a series of updates to help identify what is happening on the local devices when data loss occurs. These updates will provide valuable insights and allow us to take further corrective actions.  
I will keep you updated on my progress and any findings along the way.  
Please feel free to reach out if you notice any additional patterns or have further details to share.  
Thank you for your patience and understanding.  
Best regards,

### Agustina Berraz Montyn

Chief Architect - VertiQ Software LLC  
[agustina@VertiQ.com](mailto:agustina@VertiQ.com)  
Toll-free: 800-222-7947  
Fax: 408-782-0850



I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>

**From:** Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>  
**Sent:** Monday, December 16, 2024 7:02 PM  
**To:** Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)>  
**Cc:** Garrett, Wesley <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Aldana Caprio <[Aldana@vertiq.com](mailto:Aldana@vertiq.com)>; Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>; Garrett, Wesley <[Wesley.Garrett@marionfl.org](mailto:Wesley.Garrett@marionfl.org)>; Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>  
**Subject:** Re: Narrative Deleted 2024-2872

Wesley is an overnight investigator so he is not available for a meeting. We have answered these many times and all of the answers for the most part are "No.". Prior to having to save everything to a word document and copy and paste it, the workflow is as follows: the investigator starts a case in moon, fills out the fields of information and then types the narrative. There is no navigating between devices nor are there multiple tabs open. There is no alert and there is no indication that the application has gone off-line. I myself have witnessed information vanish right after it's been typed. We do not experience any issues in any other applications that we use. Often times the missing data isn't discovered until the next day or sometimes later on when I am doing chart reviews. Often times I come across sentences that just stop in the middle and intern have to contact the investigator who entered it to see if they can remember what they were entering. I have no idea how much data is missing in the application because of this issue.

Sent from my iPhone

On Dec 16, 2024, at 3:14 PM, Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)> wrote:

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This email originated from outside the organization. Do not click links, open attachments, or share any information unless you recognize the sender and know the content is safe. Report suspicious emails using the "Phish Alert" button in Outlook or contact the Helpdesk.

Hello,

I hope you're doing well.

As I suspected, the issue seems to be that the data which is being lost never actually reaches the server. This is why the audit trail does not have any record of the data that is suddenly lost—it remains on the user's device, where the information was saved, and is later identified as lost.

To investigate further, I plan to add auditing to the client application so that we can gather more information from each user's device to help pinpoint where the issue is occurring.

I would like to schedule a meeting for tomorrow, if Garrett Wesley is available, to better understand the workflow from the moment the information was saved until it was discovered to be missing.

Some of the questions I need help answering are:

1. Was the information saved originally from the same device from which it was later discovered to be missing?
2. Do you typically work with more than one browser at the same time?
3. Do they you multiple tabs open and work in them simultaneously?
4. Do you see a message, like the one I've sent below, while working in the application?

<image003.png>

5. When do you discover the information is no longer available? Do you re-enter the case later, or does it all happen while you are editing and the data suddenly disappears?
6. Is the narrative saved from the Narrative form or the Case Intake Information form? I want to understand if the problem occurs when you edit the same information from two different forms, or if, for example, you entered the narrative in the Narrative form but later discover the information is missing from the Case Intake Information form.

Unfortunately, I need to bother you with these questions, as I really need your help to address the situation from all angles in order to resolve it.

I truly appreciate your time and apologize for the inconvenience.

Thank you again

**Agustina Berraz Montyn**

Chief Architect - VertIQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850

<image001.jpg>

<image002.png>

**I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>**

**From:** Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>

**Sent:** Monday, December 16, 2024 3:15 PM

**To:** Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)>

**Cc:** Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>;

[cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>; Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>  
**Subject:** Re: Narrative Deleted 2024-2872

I don't know if this is helpful, but today one of my employees accidentally deleted part II of the death certificate in Moon. In this instance, I had no problem recovering the data from audit. It is when Moon deletes the information, that I cannot recover it from audit.

Sent from my iPhone

On Dec 16, 2024, at 1:11 PM, Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)> wrote:

**CAUTION: THIS MESSAGE IS FROM AN EXTERNAL SENDER**

This email originated from outside the organization. Do not click links, open attachments, or share any information unless you recognize the sender and know the content is safe. Report suspicious emails using the "Phish Alert" button in Outlook or contact the Helpdesk.

Hello all,

I would like to update you on the status of this issue. I am personally working on it, along with a fully dedicated team, to identify the root cause of the problem.

Once again, I want to thank you for your patience and apologize for the inconvenience caused. Since this is not a bug we can easily reproduce, we are analyzing different flows and scenarios. For this reason, I will need your assistance to represent the situation as accurately as possible.

Later today, I will share an update on the analysis, likely with a list of questions. Some of these questions may have been sent to you previously, but I want to ensure we are not missing any critical information.

I sincerely appreciate your collaboration and patience as we work to identify and resolve this issue in a satisfactory and definitive manner.

Please feel free to reach out if you have any questions.

Best regards,

**Agustina Berraz Montyn**

Chief Architect - VertIQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850

<image001.jpg>

<image002.png>

**I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>**

**From:** Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)>

**Sent:** Monday, December 16, 2024 11:26 AM

**To:** Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>

**Cc:** [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** RE: Narrative Deleted 2024-2872

God morning Sam

Thank you very much for the information. I am actively investigating this issue, and I will keep you updated on my review.

I want to first identify all the possible scenarios that could be causing this problem, as our team has never been able to reproduce it, and it is not an issue any of our clients have experienced.

My main priority is to resolve this issue so you can work without any concerns. Thank you very much for your patience, and I apologize for the inconvenience.

### **Agustina Berraz Montyn**

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850

<image001.jpg>

<image002.png>

**I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>**

**From:** Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>

**Sent:** Monday, December 16, 2024 10:51 AM

**To:** Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)>; Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>

**Cc:** [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** RE: Narrative Deleted 2024-2872

Good Morning Agustina,

We have also been experiencing sporadic daily drop connections over the last three weeks to Moon. I have worked with Anahi Ludueña to help resolve the issue; our internal IT networking team have checked the internet connection. We are not experiencing any network or internet connection issues with the medical examiner's office.

<image003.png>

**Sam Somwaru**  
*Business Systems Analyst*  
Information Technology  
*Technology moving us forward*

Marion County Board of County Commissioners  
2511 SE Third St.  
Ocala, FL 34471  
Main: 352-671-8874 | Direct: 352-671-8874

*Empowering Marion for Success!*

Under Florida law, emails to our organization are public records. If you do not want your email reviewed in response to a public records request, contact this office by phone.

**From:** Agustina Berraz Montyn <[agustina@vertiq.com](mailto:agustina@vertiq.com)>  
**Sent:** Monday, December 16, 2024 6:50 AM  
**To:** Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>; V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>  
**Cc:** Li, Cassandra <[Cassandra.Li@marionfl.org](mailto:Cassandra.Li@marionfl.org)>; Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>  
**Subject:** RE: Narrative Deleted 2024-2872

You don't often get email from [agustina@vertiq.com](mailto:agustina@vertiq.com). [Learn why this is important](#)

**CAUTION: THIS MESSAGE IS FROM AN EXTERNAL SENDER**

This email originated from outside the organization. Do not click links, open attachments, or share any information unless you recognize the sender and know the content is safe. Report suspicious emails using the "Phish Alert" button in Outlook or contact the Helpdesk.

Hello Lindsey,

Thank you for reaching out and sharing your concerns. We deeply regret the continued difficulties you and your team have experienced regarding data loss in the application. We understand the frustration this situation has caused, and I want to assure you that resolving this issue remains one of our top priorities.

Over the past weeks, we have been actively investigating the root cause of the data loss, focusing on scenarios specific to offline functionality.

Our team is implementing and testing several enhancements designed to address this issue comprehensively and prevent any further loss of data.

To ensure we leave no stone unturned, we will be deploying an update aimed at improving the application's offline stability and data handling processes. We will communicate the exact timeline for this deployment in the coming days and will provide support throughout the transition to ensure a smooth implementation. In the meantime, if you encounter any further data loss, please do not hesitate to inform us.

While we recognize this requires additional effort from your side, such reports greatly assist us in refining and validating our solution.

We value the work you and your team do and are committed to resolving this issue as quickly and thoroughly as possible.

Please feel free to reach out directly with any further questions or concerns.

Kind regards,

**Agustina Berraz Montyn**

Chief Architect - VertiQ Software LLC

[agustina@VertiQ.com](mailto:agustina@VertiQ.com)

Toll-free: 800-222-7947

Fax: 408-782-0850

<image001.jpg>

<image002.png>

**I will be OOO from January 3<sup>rd</sup> to January 12<sup>th</sup>**

**From:** Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>

**Sent:** Sunday, December 15, 2024 5:05 PM

**To:** V3TechSupport <[v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com)>; Somwaru, Sam

<[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>

**Cc:** [cassandra.li@marionfl.org](mailto:cassandra.li@marionfl.org); Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** FW: Narrative Deleted 2024-2872

Good afternoon,

I am still extremely dissatisfied with the fact that our investigators are continuously losing data. This application is supposed to work offline, thus we should not be losing any data. This issue has become so cumbersome that the investigators are now having to save all narratives in a Word document so that we can put the narrative back in when it disappears. This has been going on for 2 years. The result is that myself and my staff do not have time to send detailed emails to the helpdesk every time this happens. The audit is mostly useless because in the majority of cases the portion of the narrative that gets deleted is not in there. I would like a resolution to this.

Thank you,

*Lindsey A. Bayer, MS, MPA, F-ABMDI*

Director of Operations

Districts 5 & 24 Medical Examiner Office

809 Pine Street

Leesburg, FL 34748

(352)326-5961

(352)365-6438 Fax

*Serving Lake, Sumter, Seminole, Marion, Citrus and Hernando Counties*

<image004.jpg>

<image005.jpg>

**From:** Garrett, Wesley

**Sent:** Thursday, December 12, 2024 5:32 PM

**To:** Somwaru, Sam <[Sam.Somwaru@marionfl.org](mailto:Sam.Somwaru@marionfl.org)>; [v3techsupport@vertiq.com](mailto:v3techsupport@vertiq.com); Bayer, Lindsey <[Lindsey.Bayer@marionfl.org](mailto:Lindsey.Bayer@marionfl.org)>; Smith, Will <[Will.Smith@marionfl.org](mailto:Will.Smith@marionfl.org)>

**Subject:** Narrative Deleted 2024-2872

Good Evening,

I am reaching out because my narrative for case 2024-2872 was deleted last night out of Moon. Also, numerous other fields I typed information in were deleted (Last Seen Alive; NOK; Identification; Investigating Agency; Scene and Body Information; Social and Medical Hx sections; Records Request section). I put all of this info in Moon between 2200 and 0001 last night.

Regards,

*Wesley Garrett, MA, F-ABMDI*

Forensic Investigator

Medical Examiner's Office, Districts 5 & 24

809 Pine Street

Leesburg, FL 34748

P: 352-326-5961 | | F: 352-365-6438

[wesley.garrett@marionfl.org](mailto:wesley.garrett@marionfl.org)

*Serving Citrus, Hernando, Lake, Marion, Sumter, & Seminole Counties.*

<image004.jpg>

<image005.jpg>



## Marion County Board of County Commissioners

Fire Rescue • Headquarters

2631 SE Third St.  
Ocala, FL 34471  
Phone: 352-291-8000



**Memo to:** Procurement  
**From:** Rachel Wapinsky, Administrative Manager  
**Date:** June 6, 2025  
**Subject:** Constant Issues with VertIQ

---

Marion County Fire Rescue (MCFR) and the District 4 & 24 Medical Examiner (ME) Office has continually had issues with VertIQ since the program was created for our use. I was in the initial meetings with VertIQ when Chief Mascho was speaking to them about what our office needed. In those meetings, I noticed there was a language barrier that caused issues, and I believe it is still causing issues. Sometimes MCFR will explain an issue, could be formatting or a negative sign before a dollar amount, and VertIQ will not understand what the issue is.

VertIQ is normally quick to respond when we have an issue; however, the issues never seem to stop. If one issue is fixed, another one presents itself. At times, an issue that was fixed previously becomes an issue again.

Due to the constant issues, MCFR has consistently been behind on invoices. The most recent example is that Talesha McRae was invoicing in May 2025 for January 2025 and February 2025 while working hard to get our office caught up on invoicing. We requested that the previous unpaid balance line be taken off the invoice as it was causing confusion for the funeral homes. When this change was made, the balances were calculated incorrectly. Also, we noticed during this timeframe that words on the invoice were misspelled, there were extra spaces, and there were extra commas. We have encountered this issue several times in the past and had to ask for it to be fixed yet again. We asked for a new credits line to be added to the invoices and when the change was made, the balance again did not accurately calculate.

Due to these system errors, MCFR staff keeps separate spreadsheets to track cremation invoices and bills in order to double check. This creates hours of extra time spent just to mail out one month of invoices.

I have asked Abbey Williamson who previously was in charge of cremation invoicing for MCFR, Talesha McRae who is currently in charge of cremation invoicing for MCFR, Marion County Information Technology Business Systems Analyst, and Districts 5 & 24 Medical Examiner Office

Director of Operations Lindsey Bayer to provide examples of the issues encountered. Those lists are compiled below but are not all inclusive as there have been constant errors since this program was first implemented.

From MCFR:

- Punctuation issues with invoices including commas in places where they should not be and were not previously.
- Some funeral home addresses listed a county instead of the state of Florida. Some had both the county and Florida listed in the address. Other addresses had no zip code or no address at all.
- We were unable to mass print invoices, which is quite difficult when trying to mail 150+ invoices out at one time. Invoices had to be individually printed.
- At times, payments do not calculate correctly; therefore, the "Amount Due" on invoices is incorrect. This created a large issue with funeral homes paying the incorrect amount and having large credits. Also, funeral homes would get upset at us when they noticed the amount on the invoice was incorrect.
- Funeral homes were in VertiQ numerous times causing them to receive more than one invoice. Some funeral homes were receiving four invoices for one month because cases would be assigned to the duplicate funeral home. If you were looking in the system at the multiple entries of the same funeral home, they all had the same spacing, punctuation, and spelling. They looked identical to the naked eye. This also created an issue with balances due being incorrect.
- The wrong month was generated on invoices. The invoice stated if a negative amount showed that there was no balance due; however, there would be a negative number even when a balance was due.
- There is no charge for indigent cases. The Medical Examiner office goes in and changes the status to "waived" when they receive the proper documentation from a funeral home. Once waived, the amount should change from the \$60 fee to \$0. However, the balance did not calculate correctly and kept the \$60 included in the balance.
- When working on 2<sup>nd</sup> and 3<sup>rd</sup> invoices, manual editing on multiple invoices is required to make sure the balances are correct.
- Currently, we are working through the issue of not being able to reprint 2<sup>nd</sup> or 3<sup>rd</sup> invoices.

From ME:

- Connectivity and data loss were one of the major ongoing issues. The audit function was mostly useless in these situations and often times data could not be recovered. We addressed the fact that we are supposed to be able to work offline so could not understand why any data loss would occur. It appears to have mostly resolved.
- Organization administration was an ongoing process. Even though the organization fields were supposed to be locked down they still kept populating so we continuously got duplicate entries saved which bled over to cremation billing.

- There was essentially no quality control on their end. I was quality control and there are still aspects of Moon (many of the reports) that I still have not been able to review due to other duties.
- When the identification section is completed as “unidentified” the name field populates with John Doe. This is an extremely outdated term and when we asked to change it to unidentified they advised there would be a charge so we didn’t do it. This also occurred with the telephone icons. It defaults to the home phone icon (even for businesses), and we have to change it.
- There were multiple issues with the address populating in the death section.
- Multiple issues with our records department invoices populating names/addresses.
- Cases marked complete were re-opening.
- Many original forms/reports indicated coroner and not medical examiner. The labeling of many sections had to be changed because of incorrect naming and typos.
- Case tracking had to be adjusted multiple times because the various search options did not align with the reports because a data field was not completed.
- Had to have a multiple user notification added (which I think was quoted and billed) because more than one doctor could edit/complete a case without the other doctor knowing someone else was doing the same thing.
- The evidence from had many problems and had to be revamped as did toxicology.

From IT:

- An entire narrative vanished while Dr. Corey from the ME was typing an update.
- Duplicate hospitals.
- Duplicate hospital addresses.
- Multiple hard refresh issues to clear the user browser.
- Cases by doctor report discrepancy between the search function and the report function.
- Non-human remains cases have the results show up with a default NH2000 number.
- Incomplete case reports.
- No way to have facility information retrieved from Bing and just have it pull from the organization administration.
- Pending identification list and select a case – it no longer goes to that case but redirects right back to the pending identification list.
- When a case is being converted from a case review to a ME case, the disposition place is being deleted.
- Exclude inactive employees from the drop down.
- Investigators losing data. Example: narrative was deleted.
- Moon connection was inconsistent after an upgrade.
- User notifications not working properly.

We previously went to Volusia County to see how MDILog works for them. After that meeting, we met virtually with MDILog to see what they could share about their program. As of yet, we have not requested a quote. However, we went over items that MCFR would need on the invoicing side of

MDILog, and they agreed that those functions could easily be added. These additional functions include: entering partial payments, adding a search option for funeral homes/invoices, option to create all invoices at once, customizing the footer on invoices, and adding a refund option.

Although we have never used MDILog, our research has shown great potential for saving countless hours of work.



October 29, 2025

Barbara C. Wolf, MD  
Chief Medical Examiner  
Districts 5 and 24  
809 Pine Street  
Leesburg, Florida 34748

RE: MDILog Pricing

Dear Dr. Wolf:

Thank you for the opportunity to provide MDILog information and pricing for Citrus, Hernando, Lake, Marion, Sumter, and Seminole Counties (FL ME Districts 5 and 24). Pricing is based on population served with unlimited employee users, unlimited data storage (five years), and Level 3 technical support. I have added options for the NMS toxicology, OPO interfaces and data migration from your current case management system.

Technical support is available Monday through Friday, 8AM-5PM EST at 231-796-2822. Training tutorials are available at MDILog.com in the Help section as well as User Discussion forum. Email support is at support@mdilog.com without charge.

Sincerely,

A handwritten signature in black ink, appearing to read 'SVC', is written over a light blue rectangular background.

Steven Clark, PhD, Director

Attached: Itemized Pricing Table

A handwritten note on a light blue rectangular background. The text is written in black ink and reads: 'Draft Proposal for reference only.' The handwriting is cursive and somewhat informal.

## Itemized Pricing Table

#	Item	Type	Support	Base	Discount	Adjusted	Options	Cost
1	Citrus, FL	Primary	Level 1	\$2,822	NAME / IACME	\$1,975	SUDORS (\$170), Toxicology (\$170), VDRS (\$170)	\$2,485
2	Hernando, FL	Primary	Level 1	\$3,569	NAME / IACME	\$2,499	SUDORS (\$215), Toxicology (\$215), VDRS (\$215)	\$3,144
3	Lake, FL	Primary	Level 3	\$8,473	NAME / IACME	\$6,518	SUDORS (\$392), Toxicology (\$392), VDRS (\$392)	\$7,694
4	Marion, FL	Primary	Level 1	\$6,866	NAME / IACME	\$4,806	SUDORS (\$412), Toxicology (\$412), VDRS (\$412)	\$6,042
5	Seminole, FL	Primary	Level 1	\$8,983	NAME / IACME	\$6,289	SUDORS (\$539), Toxicology (\$539), VDRS (\$539)	\$7,906
6	Sumter, FL	Primary	Level 1	\$2,378	NAME / IACME	\$1,665	SUDORS (\$143), Toxicology (\$143), VDRS (\$143)	\$2,094
<b>Total</b>								<b>\$29,365</b>

## Additional Services

#	Item	Priced	Cost Per Item	Quantity	Cost
7	OPTIONAL: Data Migration (current cases to MDILog)	Single fee	\$7,500	1	\$7,500
<b>Total</b>					<b>\$7,500</b>