

THE STATE OF TEXAS     §  
   §  
COUNTY OF HIDALGO   §

**SERVICE CONTRACT  
C-08-154-00-00**

THIS CONTRACT is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2008 by and between the **COUNTY OF HIDALGO, TEXAS** ("County"), and **Inspiron Logistics, LLC**, an Ohio company ("Company").

WHEREAS, Company responded to advertised notices for proposals for **“Emergency Alert System,”** for Hidalgo County (the "Services"); and

WHEREAS, Company submitted a proposal to provide services in accordance with the requirements as bid, a copy of such requirements and fee schedule being attached hereto as Exhibits "A" and "B" respectively, and incorporated herein for all purposes (the "Requirements"); and

WHEREAS, in recognition of and in consideration of Company's agreement to perform the Services in accordance with Requirements, the Commissioners Court of County awarded the proposal to Company.

NOW, THEREFORE, in mutual consideration of the foregoing and the further consideration of the following, the parties hereto agree as follows:

1. County and Company hereby agree that this Contract is entered into in order to provide the Services to locations at the Hidalgo County. This Contract does not extend to any third parties any duties or benefits conferred in any manner hereunder or otherwise.
2. Company hereby promises and agrees to render and provide, during the term of this Contract, and shall be obligated to render and provide the Services in accordance with the

Specifications (including but not limited to the equipment training, maintenance and support as detailed in the specifications) within **Hidalgo County** following a request for Services by the **Director** or his designated agent. Company agrees in performing the Services that it will use proper professional standards, comply with any and all appropriate laws and regulations in providing the Services, and devote such time as is necessary to safely and efficiently provide the Services.

3. This Contract shall be for an initial period of two (2) years beginning \_\_\_\_\_ and ending on \_\_\_\_\_ with the county's option to renew on the same terms and conditions for four (4) additional one (1) year terms.

4. As a condition of this Contract, Company shall hold and maintain throughout the term of this Contract all licenses and permits required, or which may be required by any authority during the term hereof to provide the Services.

5. All trucks or vehicles operated by the Company to perform the Services shall contain all equipment required by any authority to operate on streets and roads and all persons in the employ of Company who operate such trucks or vehicles shall have the required licenses, qualifications, skill and expertise to perform such Services and shall comply with all laws, rules and regulations prescribed by any agency or authority having jurisdiction with regard to the operation of such trucks or vehicles in providing the Services.

6. As consideration for rendering the Service provided for in this Contract, the County agrees to pay Company the amounts specified in Exhibit "B" attached hereto payable against written invoice submitted by Company.

7. Company shall provide insurance in force on all its vehicles and all persons connected with providing services under this Contract naming County as an additional insured (with the

coverages and in the amounts described on Exhibit "C" attached hereto and incorporated herein at this point for all purposes), and shall furnish to County certificates of such insurance coverage.

8. Company shall provide a sufficient number of trucks, vehicles, personnel and equipment available to safely and efficiently provide the Services.

9. Company shall indemnify and hold harmless County, its elected officials, employees and agents from any and all claims, damages, losses, and expenses including attorney's fees for the defense of any action against County arising out of, resulting from, or connected with the provision of the Service by Company under this Contract. Said indemnity shall cover any act or failure to act by the Company, its agents or employees.

10. This Contract shall not be assignable in whole or in part by either party without prior written consent of the other party.

11. It is expressly agreed that this Contract and the performance by the parties hereunder does not create any agency relationship or master-servant relationship, that County has no supervision of the performance of the Services provided by Company, and that Company is an independent contractor under this Contract.

12. Any notice required or permitted to be given hereunder shall be in writing and shall be delivered personally or sent by certified mail, postage prepaid, as set forth below:

If to County:

**The County of Hidalgo  
Attn: County Judge  
100 E. Cano  
Edinburg, Texas 78539**

If to Company

**Inspiron Logistics, LLC  
Attn: Rori Kuhn  
2251 Front Street Suite 105  
Cuyahoga Falls, OH 44221**

13. In case any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.

14. This Agreement may be terminated by either party without cause upon thirty (30) days written notice.

15. This Agreement shall be binding upon and inure to the benefit of and be enforceable by the parties hereto and their respective heirs, executors, administrators, legal representatives, successors, and assigns where permitted by this Agreement.

16. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas and shall be performable in Hidalgo County.

**Commitment of Current Revenues Only.** In the event that, during any term hereof, the Commissioners Court does not appropriate sufficient funds to meet the obligations of Buyer under this Agreement, Buyer may terminate this Agreement upon ninety (90) days written notice to Seller. Buyer agrees, however, to use reasonable efforts to secure funds necessary for the continued performance of this Agreement. The parties intend this provision to be a continuing right to terminate this Agreement at the expiration of each budget period of Buyer pursuant to the provisions of Tex. Loc. Govt. Code Ann. § 271.903 (Vernon Supp. 1996).

WITNESS our hands in duplicate originals this \_\_\_\_\_ day of \_\_\_\_\_, 2008

**Hidalgo County**

By: \_\_\_\_\_  
Juan D. Salinas, III, County Judge

**ATTEST:**

By: \_\_\_\_\_  
Arturo Guajardo, Jr. County Clerk

COMPANY: **Inspiron Logistics, LLC**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Approved on Commissioners' Court \_\_\_\_\_

**APPROVED AS TO FORM**

Atlas & Hall, L.L.P.

By: \_\_\_\_\_

**EXHIBIT “A”  
REQUIREMENTS**

**EXHIBIT “A”**

**HIDALGO COUNTY  
“EMERGENCY ALERT SYSTEM”**

**REQUIREMENTS / SCOPE OF SERVICES**

**REQUEST FOR PROPOSALS  
No. 2008-154-05-21-MSS**

**EXHIBIT "A"**  
**HIDALGO COUNTY**  
**REQUEST FOR PROPOSAL FOR:**  
**"EMERGENCY ALERT SYSTEM"**  
**RFP NO: 2008-154-05-21-MSS**

**REQUIREMENTS**

**Overview:**

Hidalgo County (hereinafter referred to as "COUNTY") is soliciting proposals from vendors to provide an "Emergency Alert System" for the Office of Emergency Management (OEM) with a service contract for an initial period of two (2) years with the County's option to extend the contract for four (4) additional one year periods subject to satisfactory performance, terms, rates price and conditions remain the same. The scope of the work/services will encompass all aspects of development, implementation, service, maintenance, and requires extensive knowledge and experience. The information provided in the Request For Proposals (hereinafter referred to as "RFP") is only to be used for the purpose of preparing a proposal for "Emergency Alert System" for Hidalgo County. RFP's will be accepted until **9:30 A.M., Wednesday, May 21, 2008.** **ANY RFP RECEIVED AFTER THAT TIME WILL NOT BE OPENED AND WILL BE RETURNED.**

The following outlines the Request For Proposal:

**SECTION I-GENERAL TERMS AND CONDITIONS**

**GENERAL INFORMATION:** Hidalgo County is requesting that responses be routed to Martha L. Salazar, CPPB, Purchasing Agent, at:

**US Postal Mail Address:**  
Martha L. Salazar, CPPB, Purchasing Agent  
Hidalgo County Purchasing Department  
Administration Building  
2812 S. Business Hwy 281  
Edinburg, Texas 78539

**Physical Address:**  
Martha L. Salazar, CPPB, Purchasing Agent  
Hidalgo County Purchasing Department  
Administration Building  
2802 S. Business Hwy. 281  
Edinburg, Texas 78539

**The Submittal Envelope Must Show The RFP Number, Name And Opening Date.**  
RFP Number: 2008-154-05-21-MSS

Further information required for this project can be addressed to, Hidalgo County Purchasing Department. Hidalgo County is requesting that any and all questions, inquiries, and clarifications regarding quotes, bids, proposals, or statements of qualifications be addressed to, Martha L. Salazar, CPPB, Purchasing Agent, 2812 S. Business Hwy. 281, Edinburg, Texas 78539. **TELEPHONE INQUIRIES WILL NOT BE ACCEPTED.**

**ALL WRITTEN INQUIRIES WILL BE ACCEPTED VIA FACSIMILE NO LATER THAN, Wednesday, May 14, 2008, 5:00 P.M. Responses will be sent to all applicants via facsimile or e-mail by no later than, 5:00 P.M., Friday, May 16, 2008.**

Hidalgo County reserves the right to seek purchases/services from state awarded vendors or any other cooperative purchasing programs whenever it is in its best interest to do so.

**DISCLOSURE OF CONFLICT OF INTEREST:**

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor, person, consultant or contractor considering doing business with Hidalgo County ("the County") to disclose in the Conflict of Interest Questionnaire (the "CIQ") attached as **Exhibit D**, the vendor, person consultant or contractor's affiliation or business relationship that might cause a conflict of interest with the County. By law, the CIQ must be filed with the Hidalgo County Clerk's Office no later than the seventh business day after the date the person becomes aware of facts that require that statement to be filed. The disclosure requirement applies to a person or business who contract or seeks to contract with Hidalgo County for the sale or purchase of property, goods or service. Any purchase order or contract resulting from this process shall be considered null and void if the Vendors, consultants, contractors and others who desire to conduct business with Hidalgo County are encourage to refer to Texas Local Government Code Chapter 176 for the details of this law. An offense under Texas Local Government Code Chapter 176 is a Class C Misdemeanor.

Please submit complete CIQ forms to the Hidalgo County Clerk's Office locate at 100 No. Clossner, Edinburg, Texas 78539-Hidalgo County Courthouse **COMPLETION AND SUBMISSION OF FORM CIQ IS THE SOLE RESPONSIBILITY OF THE PROSPECTIVE PARTICIPANT.**

**PROPOSER'S AFFIDAVIT:**

Prior Contract award, respondents to this RFP must submit a signed Proposer's Affidavit (attached herein in **Exhibit E**) certainly that the submission is (1) not the result of Collusion as described in the Proposer's Affidavit or that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer's Affidavit.

**NON-DISCRIMINATION:**

Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

**PROCESSING TIME FOR PAYMENT:**

Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

**ELECTRONIC TRANSMISSION OF PROPOSALS:**

Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

**PROOF OF FINANCIAL AND BUSINESS CAPABILITY:**

Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

**SUBMITTER DEFAULT:**

Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

**RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:**

It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposers procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

**HAND DELIVERED PROPOSALS:**

Hidalgo County requires submitters, when hand delivering proposals, to make sure that it is stamped with date and time by the County Purchasing Staff.

**SIGNING OF PROPOSALS:**

In order to be considered all submittals **must** be signed. **Please sign the original in blue ink.**

**WAIVING OF INFORMALITIES:**

Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

**SUBCONTRACTING:**

The successful submitter **may not** subcontract the award without the written consent of the Commissioners' Court of Hidalgo County.

**TERM OF CONTRACT:**

The initial term of the resultant contract shall commence from the date of award for a period of two (2) years with the County's option to extend the contract for four (4) additional one year periods subject to satisfactory performance, and terms, rates price and conditions remain the same.

Grace period: Hidalgo County reserves the right to continue this contract for an additional (60) day grace period at the end of contract for unforeseen delays on subsequent contract award.

Contract award: The award of the contract shall be made to the responsible vendor whose proposal is determined to be the best evaluated offer resulting from negotiations, taking into consideration the importance of service, proposer's qualifications, demonstrated ability to provide the required services, demonstrated ability to respond to Hidalgo County's needs on a timely basis, past performance, references, price, professional acumen and other factors set forth in the RFP. Prices must be fixed and will service as the basis for awarding additional funds if received.

## SECTION II - RFP REQUIREMENTS

### **1. PROJECT SUMMARY**

- a. Hidalgo County, hereinafter referred to as the County is soliciting sealed proposals for an Emergency Alert System for the Office of Emergency Management (OEM). The intent of this Emergency Alert System is to deliver important emergency alerts, notifications and updates to the employees and citizens of Hidalgo County through digital text on a range of devices including e-mail accounts, cell phones, BlackBerry, pagers, and wireless PDAs.
- b. The County is soliciting a vendor to provide a hosted web based Emergency Alert System and support to the Office of Emergency Management of Hidalgo County.
- c. All associated training, support and maintenance of the Emergency Alert System should be included in the proposed solution.
- d. The system should provide reliable, high quality service and meet the requirements set forth in this Section. It is the responsibility of the vendor to verify the completeness of the materials and requirements presented in this document and establish the suitability of the proposed Emergency Alert System to meet the intent of the specifications defined within this RFP. Exceptions to any part of the requirements stated in this request must be clearly identified and explained as such. Any alternative solutions or proposals should be clearly stated as such in the response document.

### **2. BACKGROUND**

The county is dedicated to providing professional, timely and lifesaving responses to a variety of emergency situations. The County is also responsible for the Office of Emergency Management (OEM). OEM is responsible for coordinating multi-agency responses to disasters and emergencies affecting Hidalgo County.

### **3. SERVICES TO BE PROVIDED**

- a. The intent of this Emergency Alert System is to enable Hidalgo County to provide immediate text notification and update information during a major crisis or emergency.
- b. This system shall deliver important emergency alerts, notifications and updates to the employees and citizens of Hidalgo County through digital text on a range of devices including:
  - Mail Account [work, home, other]
  - Cell Phone, BlackBerry
  - Pager
  - WireleSs PDA (Palm, iPAQ, etc ...)

- c. When an incident or emergency occurs, authorized Hidalgo County Emergency Management personnel will utilize the Emergency Alert System to rapidly notify the employees and citizens at an average 20,000 SMS messages per minute.
- d. The proposed system must be capable of providing real updates, instructions on where to go, what to do, or what not to do, who to contact and other important information as deemed necessary by emergency personnel.
- e. The Emergency Alert System must be web based and capable of online enrollment available to all citizens of Hidalgo County, employees, as well as individuals traveling to or working in Hidalgo County. Users must be able to sign up for an account to receive alerts and emergency notifications easily.
- f. The system must also provide the users the capability of tailoring the types of alerts and notifications sent. It is understood by Hidalgo County that Subscribers may be charged, as set forth in their wireless provider's contract, for messages delivered to their wireless devices.
- g. The awarded vendor will allow and/or work with the County to implement the batch update and/or upload of recipients.
- h. The awarded vendor will allow and/or work with the County to implement the capability of accepting an electronic notification request from the County.
- i. The proposed solution must be capable of being provided as a fully hosted solution. Describe how your solution meets this requirement.
- j. This reporting system must provide an immediate online status for each alert transmission.
- k. An implementation plan must be provided for installation, testing and implementation.
- l. The awarded vendor must provide twenty-four hour a day, seven day a week support for the system(s).
- m. Authorized Users must be able to perform self maintenance on their profile.

4. **PROPOSAL PRICE:** Fees must include:

- a. System price
- b. Training
- c. Maintenance and support.

5. **PROJECT SCHEDULE**

The county requires that the Emergency Alert System be available for use during the 2008 hurricane season. In your proposal response please detail your firm's methodology, approach, and timeline for implementation of a system no later than June, 15 2008

## **REQUEST FOR PROPOSALS CONTENTS:**

The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP. A total of **one (1) original and seven (7) copies** of the RFP shall be submitted to the address on the cover letter. If proposer/vendor cannot meet any of the following services/responsibilities, such exceptions must be noted on the company's cover letter.

### **1. UNDERSTANDING OF THE PROJECT:**

This section should demonstrate the proposers understanding of the project needs, the work required, and any local issues or concerns. Briefly explain how long you have been organized and your corporate business objectives. Explain how long you have been in business. This description should be concise, candid, and limited to 3 pages in length.

### **2. ADDITIONAL FIRM QUALIFICATIONS:**

Hidalgo County is soliciting to contract with a qualified vendor(s) for an "Emergency Alert System". Please refer to the: "**Requirements/Specifications Questionnaire (ATTACHMENT "A")**" for further specifications/requirement. Attachment "A" must be filled and submitted with response to complete your proposal packet.

### **3. PERSONNEL AND STAFFING:**

The proposers should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the firm's credentials, education and experience with other government entities is required and will be scored accordingly during the evaluation process.

### **4. REQUIRED CERTIFICATES AND SUBMITTAL:**

This section will contain any licenses, registrations, permits, and certifications as required by the STATE OF TEXAS and HIDALGO COUNTY that you possess that deem you as a qualified provider.

### **5. PROPOSERS ARE TO PROVIDE A FEE SCHEDULE WITH THIS SUBMITTAL:**

Proposer(s) is to provide a fee proposal based on the scope of services/work.

### **6. NUMBER OF COPIES TO BE SUBMITTED:**

Hidalgo County requires one (1) original submittal and seven (7) copies.

## SECTION III – SELECTION/EVALUATION/RANKING

### SELECTION/EVALUATION/RANKING PROCESS:

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest fees, but shall take into consideration other factors, including past experience, evidence of good organization background, references, ability to provide requested services, and any other factors found necessary for quality services including a presentation of the proposed system. Hidalgo County will evaluate the proposal utilizing the evaluation criteria outlined in Exhibit “B” attached herein. Thereafter, Hidalgo County Commissioners Court will rank and/or award this proposal.

**Proposals will be graded on a 100-point system with emphasis on ability to service Hidalgo County to the following:**

1. **Proposed Price Per Unit Of Service:** **(35 Points)**
  - In considering the proposals, the Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous, including price per day/hour.
  
2. **Program Design:** **(35 Points)**
  - The manner in which the minimum requirements are met and the extent to which these requirements are exceeded.
  - Completion of all aspects and information asked for in this RFP and the attachments thereto.
  - Proposer’s services and treatment activation plan and time frames and dates.
  - Proposer’s program performance measures, evaluation, and monitoring procedures.
  - The adequacy, and extent of Proposer’s financial resources and insurance coverage.
  
3. **Proposer’s Experience:** **(20 Points)**
  - Proposer’s qualifications (e.g. Licenses/Certificates, and staff). Evidence of Proposer’s previous accomplishments in Emergency Alert System programs design and implementation services within the last five (5) years.
  - Proposer’s experience in working with the target population being addressed in the proposal.
  
4. **Proposer’s Responsiveness to the Request For Proposal:** **(10 Points)**
  - Requested information included and thoroughness of response.
  - Understanding and acceptance of the scope of services.
  - Acceptance of the RFP and Contract requirements.
  - Clarity and conciseness of the response.

### RANKING OF PROPOSALS:

Hidalgo County will evaluate and score the RFP responses. After the RFPs have been evaluated and scored, Hidalgo County will make a recommendation to Hidalgo County Commissioners Court for approval of rank and/or award of proposal.

**NEGOTIATION PROCESS:**

Compliance with all requirements, the most cost productive, efficient and effective plan will be considered. Emphasis will be placed on capability to perform within the program as well as meeting the needs of Hidalgo County. Accuracy and completeness are essential. If negotiations proved unsuccessful, the next highest ranked proposer will be contacted. Hidalgo County reserves the right to reject any and all RFPs.

All costs and expenses associated with the preparation and submission of (rfq's, bids, proposals and/or quotes) shall be the responsibility of the participant and no reimbursement for such charges or expenses shall be passed onto Hidalgo County.

**ATTACHMENT "A"**

**Hidalgo County  
"Emergency Alert System"  
RFP No. 2008-154-05-21-MSS**

**QUESTIONNAIRE**

**The following questionnaire lists additional requirements/specifications that will be considered in evaluating RFP responses and must be filled and submitted with your response.**

**INSTRUCTIONS:**

On the "comments" lines provided for each of the requirements, mark as following instructed and write comments as necessary (attach separate pages as need referencing question number).

- √ (check mark) To indicate that the system offered in this proposal meets said requirement.
- X (x mark) To indicate that the system offered in this proposal does not meet requirement.
- N/A To indicate that requirement does not apply to system offered on proposal.

**Data Management:**

1. Does the solution allow for data to be imported from multiple data sources?  
Comments: \_\_\_\_\_  
\_\_\_\_\_
  
2. Is user information defined as proprietary to the County and exempt from sale to list providers?  
Describe how user and Group data maintained and secured by the provider?  
Comments: \_\_\_\_\_  
\_\_\_\_\_

**User Options:**

3. Does the solution allow for notifications to be sent on the following devices:
  - a. Cell phones via SMTP and/or native 2-way SMS
  - b. E-mail
  - c. Numeric and alphanumeric pagers via carrier's WCTP gateways
  - d. Please describe this processComments: \_\_\_\_\_  
\_\_\_\_\_

4. Does the proposed solution provide for automated delivery of text (alphanumeric type) messages via the following methods/devices at a minimum: pagers(alphanumeric messages to numeric-only devices), XDA devices, Blackberries, SMS capable devices, electronic mail (email), email with attachments, wireless devices such as cellular phones, via the public switched telephone network (landline) or dedicated circuits?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Access Control:**

- **Global System Administration**

5. The solution should allow for multiple administrators with complete access to all functions and user data for Defined User Groups (i.e. Emergency Responders, County Administrators, Citizens, etc.)

Comments: \_\_\_\_\_  
\_\_\_\_\_

6. Does the system allow Hidalgo County to maintain control over sensitive data, such as email address, cell phone and pager numbers of government leaders, and first responders, as well as the content of alerts and replies sent?

Comments: \_\_\_\_\_  
\_\_\_\_\_

7. Is the system able to mitigate security risks that are associated with being accessible by the general public via the Internet? Please describe Security measures used.

Comments: \_\_\_\_\_  
\_\_\_\_\_

8. Is the system accessible by emergency management personnel and authorized senders?

Comments: \_\_\_\_\_  
\_\_\_\_\_

9. Does the proposed solution provide for multiple security levels, which can be allocated to users to allow or deny access to different portions of the system capabilities (i.e. recipient only, able to send alerts, able to manage other users, system administration, etc.)?

Comments: \_\_\_\_\_  
\_\_\_\_\_

10. Does the proposed solution provide for multiple levels of event security, to allow for compartmentalization of messages as needed or desired (i.e. the top officials might receive more detailed / specific data than the lower-echelon responders)?

Comments: \_\_\_\_\_  
\_\_\_\_\_

11. Does the proposed solution also affect how the recipients substitute gains access (or not) to data – if the substitute’s security access level doesn’t allow access they don’t receive that message.

Comments: \_\_\_\_\_  
\_\_\_\_\_

12. Does the proposed system log a non-received message in the real time records management system as unable to pass the message data to the substitute?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Group and User Administration:**

13. Does the solution provide for the creation of different notifications groups? Please describe the process for how groups are set-up.

Comments: \_\_\_\_\_  
\_\_\_\_\_

14. Does the solution allow users to be members of multiple groups?

Comments: \_\_\_\_\_  
\_\_\_\_\_

15. Does the solution allow only group administrators to perform actions on assigned groups only? Please describe the “security measures” / “roles rights” in place to assure this.

Comments: \_\_\_\_\_  
\_\_\_\_\_

16. Does the solution allow the creation of groups where members of the group would receive notifications simultaneously?

Comments: \_\_\_\_\_  
\_\_\_\_\_

17. Does the solution allow administrator to add/modify recipients by individual user name, by broadcast groups?

Comments: \_\_\_\_\_  
\_\_\_\_\_

18. Does the system offer pre-formatted text and pre-selected groupings to provide short-cut or quick alerting; ad hoc grouping and alerting based on demographics information; multi-thread sending for multiple carriers and emails domains; audited and approved in compliance with the Federal government software security polices; remote group generation and integration with other systems; and remote alert generation and tracking?

Comments: \_\_\_\_\_  
\_\_\_\_\_

19. Does the system allow for a quick search of the database for information or specific staff; group these individuals, and send specific alerts, which can be tracked in real-time?

Comments: \_\_\_\_\_  
\_\_\_\_\_

20. Are employees able to register onto the system over the Hidalgo County’s network; select, add and manage their devices and email accounts self-chosen to receive emergency notifications;

including demographic data such as building, department and floor where they work, special skill sets and functional job assignments, etc.?

Comments:

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21. Does the proposed solution offered allow for the individuals to assign automatic substitute recipients so emergency alerts will be sent to the substitute in the event the employee is scheduled to be unavailable?

Comments:

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22. Is the system accessible to Hidalgo County citizens, businesses and other parties of interest?

Comments:

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23. Can citizens register and maintain their accounts via the Internet? Can multiple entries (devices/household members) be listed for each account?

Comments:

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24. Does the proposed solution allow a user to turn off notification to all devices (and essentially "opt-out" of the system)? How is this handled? Does the proposed solution require a higher-level operator to remove a recipient?

Comments:

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25. Can citizens indicate language preferences for alerts to be received in? Will the solution provided automatically send the response in the preferred language? Please describe the process in detail.

Comments:

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26. Can citizens be required to enter a minimum of: locality to receive alerts from/about a valid email account or phone number to receive alert messages from the system, types(s) of alerts to receive, and the language to be utilized (from choices offered by the vendor; English and Spanish at a minimum if more than English is offered)?

Comments:

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27. Are citizens able to enter the following data as an option: valid street address and 5-digit zip code for that address within the locality to receive alerts from /about, multiple text capable device addresses to receive alerts?

Comments:

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28. Can the types of alerts a citizen will receive will be determined from a list?

Please indicate what type of alerts this includes:

Severe weather?

AMBER alerts?

Emergency Operations Center (EOC) Activations?

General governmental messages?

Utility outage messages?

Daily weather forecast?

Can citizens be offered a "menu" of options from which to pick notifications from when registering?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Notification:**

29. Does the solution provide for the initiation of notifications via secure SSL-enabled web-based interface? Please describe this process

Comments: \_\_\_\_\_  
\_\_\_\_\_

30. Can the emergency alerts be sent by management and other authorized users remotely from any email account, cell phone, pager or other wireless device?

Comments: \_\_\_\_\_  
\_\_\_\_\_

31. Are pre-formatted and ad hoc text for specific devices types possible?

Comments: \_\_\_\_\_  
\_\_\_\_\_

32. Does the solution allow authorized administrators to call a customer support representative and dictate the details of a notification? Please describe this process.

Comments: \_\_\_\_\_  
\_\_\_\_\_

33. Does the proposed solution provide an automated delivery via voice input to text delivery to cellular (wireless), landline, and satellite systems?

Comments: \_\_\_\_\_  
\_\_\_\_\_

34. Does the proposed system allow the sender to choose delivery to all registered citizens within their jurisdiction regardless of self chosen codes(s), to all registered citizens within their jurisdiction for specific even code(s), or to a sub set or sets of their registered citizens based upon self-chosen zip code(s)?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Notification types:**

35. Does the solution allow for broadcast-type notifications that require acknowledgement of receipt and response tracked?

Comments: \_\_\_\_\_  
\_\_\_\_\_

36. Call all responses to transmitted messages be easily tracked and monitored in conjunction with the appropriate alerts and groups of recipients? Please describe how this is handled?

Comments: \_\_\_\_\_  
\_\_\_\_\_

37. Does the system take a single message and translate, optimize and transmit it to all registered devices and accounts for each intended recipient (Universal messaging: generate one message that is sent to all device)?

Comments: \_\_\_\_\_  
\_\_\_\_\_

38. Are the messages sent via the proposed solution independent of sponsors and advertisements?

Comments: \_\_\_\_\_  
\_\_\_\_\_

39. Does the proposed system permit the sender to generate alerts of any length? If no, please advise as to length requirements.

Comments: \_\_\_\_\_  
\_\_\_\_\_

40. Does the proposed system automatically parse the alert into multiple messages depending upon the cell phone carrier and/or paging company etc? and send these messages to related devices?

Comments: \_\_\_\_\_  
\_\_\_\_\_

41. Does the proposed solution provide for prioritization of alerts to ensure alerts for the most critical event is sent first? Please describe the process. Does the proposed system provide a method for the administrator or sender to choose event priority, both pre-designated and on an ad-hoc basis?

Comments: \_\_\_\_\_  
\_\_\_\_\_

42. Is the proposed solution capable of handling multiple simultaneous events and transmitting the message with the highest priority, even if the highest priority event was sent subsequent to a lower event transmission start? Are alerts for the most critical event, determined by the County, sent first?

Comments: \_\_\_\_\_  
\_\_\_\_\_

43. Does the proposed solution allow, by event and by recipient, for configuration of the number attempts to deliver the message?

Comments: \_\_\_\_\_  
\_\_\_\_\_

44. Can the proposed solution send messages in multiple languages including English and Spanish?

Comments: \_\_\_\_\_  
\_\_\_\_\_

45. Does the proposed solution allow a user to turn off notification to all devices (and essentially "opt-out" of the system)?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Notification Options:**

46. Does the proposed solution allow for notifications to be sent to multiple device types simultaneously? Please describe.

Comments: \_\_\_\_\_  
\_\_\_\_\_

47. Does the solution allow administrators to attach documents to outgoing notifications?

Comments: \_\_\_\_\_  
\_\_\_\_\_

48. Are messages capable of being secured using ID codes and assigned security levels either pre-determined or entered by an operator at alert generation?

Comments: \_\_\_\_\_  
\_\_\_\_\_

49. Does the solution allow for ID code entry prior to message delivery to ensure the appropriate device and correct person receives the message and post this ID code entry to the real time management report system, available to the operator (alert originator)?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Notification Delivery:**

50. Is the response to an alert capable of entry into an automated management report system available to show real time entries?

Comments: \_\_\_\_\_  
\_\_\_\_\_

51. Can the proposed solution detail at a minimum who was alerted and how, who has successfully acknowledged the message and when, ID code successfully entered or not, who has not yet

acknowledged the alert, and any short message replies by the recipient (i.e. reporting en ETA, fitness for response etc.)?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

52. Is the proposed solution offered capable of sending multiple messages to different groups in the same event?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

53. Does the proposed solutions allow for configuration of the number of attempts to deliver a message by event and by recipient?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

54. Does the proposed solution allow for configuration for the allowable length of time to attempt to deliver a message by event and by recipient?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

55. If a device is not reached or the notification message is interrupted, does the solution continue to retry that device until delivery is successful? For how long?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

56. Does the proposed solution provide for prioritization of recipients to ensure critical staff is contacted first and for prioritization of events to ensure messages for the most critical type even are transmitted first? Are alerts for the most critical event sent first?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

57. Does the solution allow recipients to respond to a notification by using the keypad of their phone or sending a response e-mail from their device?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

58. Does the solution allow recipients to respond to an e-mail notification via a reply-to e-mail, via a web link embedded in the notification e-mail?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

**Notification Results:**

59. Does the solution allow administrators to view results of notifications in real-time via the web?

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

60. Does the solution allow administrators to view specific information regarding what devices recipients were contacted on along with complete time/date stamp information about that contact?

Comments: \_\_\_\_\_  
\_\_\_\_\_

61. Does the solution allow administrators to view aggregated by response option, time to respond, or individual user?

Comments: \_\_\_\_\_  
\_\_\_\_\_

62. Does the solution allow administrators to easily follow-up with a particular group of recipients with a subsequent notification?

Comments: \_\_\_\_\_  
\_\_\_\_\_

63. Does the solution allow administrators to view historic information on any previously delivered notification?

Comments: \_\_\_\_\_  
\_\_\_\_\_

64. Does the solution provide a selection of multiple standard reports during a call out or at the end of call out that is automatically faxed, emailed or printed at regular intervals such as, but not limited to:

- a. Overview of current call out by groups and individuals?
- b. Details of current call out by groups or individual?
- c. Summary of individuals who have not responded?

Comments: \_\_\_\_\_  
\_\_\_\_\_

65. Does the solution provide for detailed reporting in a raw data format, such as a CVS file, for export, analysis, and reporting?

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Incident Management:**

66. Does the solution allow administrators to add attachment to an incident that is saved along with the notifications that were sent out for that incident?

Comments: \_\_\_\_\_  
\_\_\_\_\_

67. Describe your organizational infrastructure, including location and type of facilities that we would rely on for services and maintenance.

Comments: \_\_\_\_\_  
\_\_\_\_\_

**Infrastructure/Technology:**

68. Is the server able to simultaneously load balance incoming replies from a variety of sources, including: valid responses, out of office replies, and invalid address replies from other small servers?

Comments: \_\_\_\_\_  
\_\_\_\_\_

69. Does the proposed solution provide for speeds of delivery for text messages (SMS, email, alphanumeric pagers) to a message gateway of a minimum of: 20,000 per minute for SMS (using XML/email connection) and email (using SMTP) and 400 per minute for pagers (using XML/email connection)? This assumes an average message length of 240-250 character string (SMS, pager) and a 50k byte email.

Comments: \_\_\_\_\_  
\_\_\_\_\_

70. Does the system have multiple-threaded messaging capability to send alerts in seconds to thousands of users, with hundreds of email domains and carrier networks?

Comments: \_\_\_\_\_  
\_\_\_\_\_

71. If needed, can capacity be easily added to solution?

- a. In what timeframe does this happen?
- b. Describe the process.

Comments: \_\_\_\_\_  
\_\_\_\_\_

72. Is the system backed-up with fully redundant, mirrored servers?

Comments: \_\_\_\_\_  
\_\_\_\_\_

73. The solution should be offered as a managed service that includes all required hardware, software, and administration. The solution should not require hardware to be purchased/owned to utilize the system.

Comments: \_\_\_\_\_  
\_\_\_\_\_

74. Please describe any routine maintenance that is required, and if this maintenance is included in the proposed pricing.

Comments: \_\_\_\_\_  
\_\_\_\_\_

75. The solution should be hosted in secure data center designed for high availability. The data center should provide UPS, diesel power generators, temperatures control, and state-of-the-art fire suppression equipment. Please describe the hosting environment.

Comments: \_\_\_\_\_  
\_\_\_\_\_

76. Please provide a physical security profile for company locations where services would be provided. Include a description of the following security controls:

- a. Access
- b. Network/internet communications
- c. Physical security
- d. Security Architecture (firewalls,DMZ, Etc.)
- e. Intrusion Detection
- f. Virus protection
- g. Social Engineering and other Administrator

Comments:

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77. The service provider must monitor 24/7/365 all aspects of the solution to ensure it is always in working order. Describe how the service is configured for 24/7/365 availability.

Comments:

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---

78. Describe the timeframe necessary to provision the solution and have it ready to begin adding user data. How long has it taken the average client to have the system configured for their needs?

Comments:

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79. Does the solution have an on-line help "user's guide for use with the system(s)? Please provide screen shots of the on-line guide.

Comments:

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80. Describe the type of training that is provided to use your system. How is the training delivered?

Comments:

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81. Describe how the respondent proposes to furnish initial and follow-up training.

Comments:

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**Support:**

82. The respondent should provide toll-free technical assistance 24/7/365.

Comments:

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83. Does maintenance support include new versions, upgrades and patches that are issued during the term of the contract?

Comments:

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84. Provide a summary of Respondent's resources (support personnel and otherwise devoted specifically to technical issues, involving notification technology, as well as support procedures.

Comments:

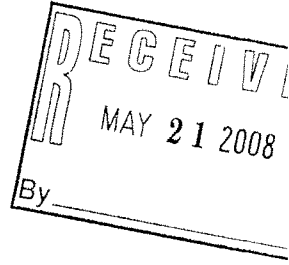
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Request  
for  
Proposal

**HIDALGO COUNTY**  
**“EMERGENCY ALERT SYSTEM”**

**RFP NO: 2008-154-05-21-MSS**



To: Martha L. Salazar, CPPB, Purchasing Agent  
Hidalgo County Purchasing Department  
Physical Address: 2802 S. Business Hwy. 281  
Mailing/US Postal Address: 2812 S. Business Hwy. 281  
Edinburg, Texas 78539

In accordance with the Requirements, and subject to all laws and regulations of the United States and state and local laws, the undersigned proposer proposes and commits to furnish all labor, equipment, material, software and services as set forth in the documents hereinbefore mentioned. The undersigned proposer further agrees, upon acceptance of its proposal, to execute a contract and/or Purchase Order issued by Hidalgo County for performing and completing the work described in the Requirements within the time stated and for the prices proposed in the documents attached hereto and made a part hereof.

Proposer acknowledges receipt of all of the pages of the documents referenced in the Request for Proposal Checklist presented in connection with this procurement. Proposer understands that Hidalgo County reserves the right to reject any or all proposals and further reserves the right to design the evaluation criteria to be used in selecting the lowest and best proposal.

Proposer agrees that this proposal shall be good and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for receiving proposals, as contained in the Requirements.

Respectfully submitted,

Proposer: Inspiron Logistics

Address: 2251 Front Street, Suite 105  
Cuyahoga Falls, OH 44221

By: [Signature]

Printed Name: Rob. A. Kuhns

May 14, 2008

Ms. Martha Salazar  
Purchasing Department  
Hidalgo County  
2812 South Business Highway 281  
New Administration Building  
Edinburg, Texas 78539

**Subject: Request For Proposal: 2008-154-05-21-MSS-Hidalgo County-Emergency Alert System**

Dear Ms. Salazar:

I want to express my sincere appreciation for extending Inspiron Logistics the opportunity to propose on your RFP NO: 2008-154-05-21-MSS. Inspiron Logistics is the premier provider of emergency text messaging. We are proposing our Wireless Emergency Notification System, WENS. WENS offers a completely hosted solution that meets your needs. It provides pure, standard SMS text messages through SMPP protocols to all major North American carriers. WENS also represents state of the market throughput, reliability and ease of use.

As proven by our customers throughout the country and in Miami Dade County, the capabilities of our company and our product will provide Hidalgo County with a superior overall business and technical solution.

This portion of our proposal defines how WENS meets the requirements for your project outlined on page 7 on Exhibit A.

If you have any questions concerning our response to your RFP, please do not hesitate to contact me by phone at (866)998-9367 or via email at [rori.kuhns@inspironlogistics.com](mailto:rori.kuhns@inspironlogistics.com). I welcome the opportunity to demonstrate our proven solutions.

Kindest regards,



**Rori Kuhns**  
VP of Sales and Marketing  
Inspiron Logistics LLC

## Understanding of the Project

Hidalgo County, Texas and specifically the Office of Emergency Management, provides professional, timely and lifesaving responses to a variety of emergency situations while coordinating across multiple agencies. The county and OEM need a reliable mechanism for providing immediate notification and update information during a major crisis or emergency.

Inspiron Logistics mission is to provide local governments, schools, colleges and corporations with the best possible method of communication during emergency situations. This is accomplished by remaining at the forefront of the constant evolution of mobile technology, and making our system the most reliable and intuitive means of communication.

Inspiron Logistics has been incorporated and in business since 2003. The Senior Management Team has over 50 years of experience in the Telecommunication and Information Technology industries. Our flagship product is called WENS which stands for Wireless Emergency Notification System. It has been implemented throughout the United States in numerous municipalities as well as at colleges and universities. The WENS system is the fastest, most reliable emergency notification system on the market.

Inspiron Logistics is headquartered at 2251 Front Street, Cuyahoga Falls, Ohio (Northeast Ohio). This location provides the staff and support that will service Hidalgo County, Texas.

### WENS:

- Uses SMPP for immediate relay to the carrier networks
- Allows for an unlimited number of users, messages, groups and administrators
- Allows the county to provide the service to schools and nonprofits under our agreement
- Is extremely easy to use. **Click. Type. Send.**
- Can be remotely accessed by authorized personnel
- Is a fully hosted solution, nothing to install or maintain
- Can be used for two-way communication to mobilize first responders

Inspiron Logistics is looking forward to working with Hidalgo County on its emergency notification system.

## ATTACHMENT "A"

### Hidalgo County "Emergency Alert System" RFP No. 2008-154-05-21-MSS

## QUESTIONNAIRE

**The following questionnaire lists additional requirements/specifications that will be considered in evaluating RFP responses and must be filled and submitted with your response.**

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#### INSTRUCTIONS:

On the "comments" lines provided for each of the requirements, mark as following instructed and write comments as necessary (attach separate pages as need referencing question number).

√ (check mark) To indicate that the system offered in this proposal meets said requirement.

X (x mark) To indicate that the system offered in this proposal does not meet requirement.

N/A To indicate that requirement does not apply to system offered on proposal.

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#### Data Management:

1. Does the solution allow for data to be imported from multiple data sources?

Comments: √

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2. Is user information defined as proprietary to the County and exempt from sale to list providers?  
Describe how user and Group data maintained and secured by the provider?

Comments: √ (see attached)

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#### User Options:

3. Does the solution allow for notifications to be sent on the following devices:
- Cell phones via SMTP and/or native 2-way SMS
  - E-mail
  - Numeric and alphanumeric pagers via carrier's WCTP gateways
  - Please describe this process

Comments: √ (see attached)

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4. Does the proposed solution provide for automated delivery of text (alphanumeric type) messages via the following methods/devices at a minimum: pagers(alphanumeric messages to numeric-only devices), XDA devices, Blackberries, SMS capable devices, electronic mail (email), email with attachments, wireless devices such as cellular phones, via the public switched telephone network (landline) or dedicated circuits?

Comments: ✓ (see attached)

**Access Control:**

- **Global System Administration**

5. The solution should allow for multiple administrators with complete access to all functions and user data for Defined User Groups (i.e. Emergency Responders, County Administrators, Citizens, etc.)

Comments: ✓ Yes. WENS provides an unlimited number of administrators for all or specific, defined groups with complete functionality.

6. Does the system allow Hidalgo County to maintain control over sensitive data, such as email address, cell phone and pager numbers of government leaders, and first responders, as well as the content of alerts and replies sent?

Comments: ✓ Yes. The data is secured and only available to authorized persons from Hidalgo County.

7. Is the system able to mitigate security risks that are associated with being accessible by the general public via the Internet? Please describe Security measures used.

Comments: ✓ (see attached)

8. Is the system accessible by emergency management personnel and authorized senders?

Comments: ✓ Yes.

9. Does the proposed solution provide for multiple security levels, which can be allocated to users to allow or deny access to different portions of the system capabilities (i.e. recipient only, able to send alerts, able to manage other users, system administration, etc.)?

Comments: ✓ Yes.

10. Does the proposed solution provide for multiple levels of event security, to allow for compartmentalization of messages as needed or desired (i.e. the top officials might receive more detailed / specific data than the lower-echelon responders)?

Comments: ✓ Yes.

11. Does the proposed solution also affect how the recipients substitute gains access (or not) to data – if the substitute's security access level doesn't allow access they don't receive that message.

Comments: ✓ Yes.

12. Does the proposed system log a non-received message in the real time records management system as unable to pass the message data to the substitute?

Comments:  Yes.

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**Group and User Administration:**

13. Does the solution provide for the creation of different notifications groups? Please describe the process for how groups are set-up.

Comments:  Yes. An authorized administrator can establish groups by clicking "Add" and identifying name, rights, etc...

14. Does the solution allow users to be members of multiple groups?

Comments:  Yes.

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15. Does the solution allow only group administrators to perform actions on assigned groups only? Please describe the "security measures"/"roles rights" in place to assure this.

Comments:  Yes. group administrators have assigned unique authentication and the roles rights are set up at the master account level as to "who" they can manage.

16. Does the solution allow the creation of groups where members of the group would receive notifications simultaneously?

Comments:  Yes

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17. Does the solution allow administrator to add/modify recipients by individual user name, by broadcast groups?

Comments:  Yes

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18. Does the system offer pre-formatted text and pre-selected groupings to provide short-cut or quick alerting; ad hoc grouping and alerting based on demographics information; multi-thread sending for multiple carriers and emails domains; audited and approved in compliance with the Federal government software security polices; remote group generation and integration with other systems; and remote alert generation and tracking?

Comments:  Yes - completely complies.

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19. Does the system allow for a quick search of the database for information or specific staff; group these individuals, and send specific alerts, which can be tracked in real-time?

Comments:  Yes

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20. Are employees able to register onto the system over the Hidalgo County's network; select, add and manage their devices and email accounts self-chosen to receive emergency notifications;

including demographic data such as building, department and floor where they work, special skill sets and functional job assignments, etc.?

Comments:  Yes

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21. Does the proposed solution offered allow for the individuals to assign automatic substitute recipients so emergency alerts will be sent to the substitute in the event the employee is scheduled to be unavailable?

Comments:  Yes.

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22. Is the system accessible to Hidalgo County citizens, businesses and other parties of interest?

Comments:  Yes but only as the county deems rights.

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23. Can citizens register and maintain their accounts via the Internet? Can multiple entries (devices/household members) be listed for each account?

Comments:  Yes.

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24. Does the proposed solution allow a user to turn off notification to all devices (and essentially "opt-out" of the system)? How is this handled? Does the proposed solution require a higher-level operator to remove a recipient?

Comments:  Yes (see attached)

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25. Can citizens indicate language preferences for alerts to be received in? Will the solution provided automatically send the response in the preferred language? Please describe the process in detail.

Comments:  Yes (see attached)

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26. Can citizens be required to enter a minimum of: locality to receive alerts from/about a valid email account or phone number to receive alert messages from the system, types(s) of alerts to receive, and the language to be utilized (from choices offered by the vendor; English and Spanish at a minimum if more than English is offered)?

Comments:  Yes

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27. Are citizens able to enter the following data as an option: valid street address and 5-digit zip code for that address within the locality to receive alerts from /about, multiple text capable device addresses to receive alerts?

Comments:  Yes

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28. Can the types of alerts a citizen will receive will be determined from a list?

Please indicate what type of alerts this includes:

Severe weather?

AMBER alerts?

Emergency Operations Center (EOC) Activations?

General governmental messages?

Utility outage messages?

Daily weather forecast?

Can citizens be offered a "menu" of options from which to pick notifications from when registering?

Comments: ✓ Yes, all of the above

**Notification:**

29. Does the solution provide for the initiation of notifications via secure SSL-enabled web-based interface? Please describe this process

Comments: ✓ Yes (see attached)

30. Can the emergency alerts be sent by management and other authorized users remotely from any email account, cell phone, pager or other wireless device?

Comments: ✓ Yes

31. Are pre-formatted and ad hoc text for specific devices types possible?

Comments: ✓ Yes

32. Does the solution allow authorized administrators to call a customer support representative and dictate the details of a notification? Please describe this process.

Comments: ✓ Yes (see attached)

33. Does the proposed solution provide an automated delivery via voice input to text delivery to cellular (wireless), landline, and satellite systems?

Comments: X NO

34. Does the proposed system allow the sender to choose delivery to all registered citizens within their jurisdiction regardless of self chosen codes(s), to all registered citizens within their jurisdiction for specific even code(s), or to a sub set or sets of their registered citizens based upon self-chosen zip code(s)?

Comments: ✓ Yes

**Notification types:**

35. Does the solution allow for broadcast-type notifications that require acknowledgement of receipt and response tracked?

Comments:  Yes. WENS is a two-way system and captures incoming and outgoing responses.

36. Can all responses to transmitted messages be easily tracked and monitored in conjunction with the appropriate alerts and groups of recipients? Please describe how this is handled?

Comments:  Yes (see attached)

37. Does the system take a single message and translate, optimize and transmit it to all registered devices and accounts for each intended recipient (Universal messaging: generate one message that is sent to all device)?

Comments:  Yes.

38. Are the messages sent via the proposed solution independent of sponsors and advertisements?

Comments:  Yes.

39. Does the proposed system permit the sender to generate alerts of any length? If no, please advise as to length requirements.

Comments:  No. SMS is limited to 160 characters.

40. Does the proposed system automatically parse the alert into multiple messages depending upon the cell phone carrier and/or paging company etc? and send these messages to related devices?

Comments:  Yes.

41. Does the proposed solution provide for prioritization of alerts to ensure alerts for the most critical event is sent first? Please describe the process. Does the proposed system provide a method for the administrator or sender to choose event priority, both pre-designated and on an ad-hoc basis?

Comments:  Yes (see attached)

42. Is the proposed solution capable of handling multiple simultaneous events and transmitting the message with the highest priority, even if the highest priority event was sent subsequent to a lower event transmission start? Are alerts for the most critical event, determined by the County, sent first?

Comments:

43. Does the proposed solution allow, by event and by recipient, for configuration of the number attempts to deliver the message?

Comments:  Yes. Managed at account level.

44. Can the proposed solution send messages in multiple languages including English and Spanish?

Comments:  Yes.

45. Does the proposed solution allow a user to turn off notification to all devices (and essentially "opt-out" of the system)?

Comments:  Yes.

**Notification Options:**

46. Does the proposed solution allow for notifications to be sent to multiple device types simultaneously? Please describe.

Comments:  Yes. WENS allows an administrator to send messages to multiple devices at once and includes cell, PDA's, pagers and email.

47. Does the solution allow administrators to attach documents to outgoing notifications?

Comments:  NO. SMS does not allow for that.

48. Are messages capable of being secured using ID codes and assigned security levels either pre-determined or entered by an operator at alert generation?

Comments:  Yes

49. Does the solution allow for ID code entry prior to message delivery to ensure the appropriate device and correct person receives the message and post this ID code entry to the real time management report system, available to the operator (alert originator)?

Comments:  Yes.

**Notification Delivery:**

50. Is the response to an alert capable of entry into an automated management report system available to show real time entries?

Comments:  Yes

51. Can the proposed solution detail at a minimum who was alerted and how, who has successfully acknowledged the message and when, ID code successfully entered or not, who has not yet

acknowledged the alert, and any short message replies by the recipient (i.e. reporting en ETA, fitness for response etc.)?

Comments:  yes.

52. Is the proposed solution offered capable of sending multiple messages to different groups in the same event?

Comments:  yes.

53. Does the proposed solutions allow for configuration of the number of attempts to deliver a message by event and by recipient?

Comments:  yes.

54. Does the proposed solution allow for configuration for the allowable length of time to attempt to deliver a message by event and by recipient?

Comments:  yes. Customly created.

55. If a device is not reached or the notification message is interrupted, does the solution continue to retry that device until delivery is successful? For how long?

Comments:  Yes, every 5 seconds unless turned off at account level, however, carriers may quit trying to relay the message.

56. Does the proposed solution provide for prioritization of recipients to ensure critical staff is contacted first and for prioritization of events to ensure messages for the most critical type even are transmitted first? Are alerts for the most critical event sent first?

Comments:  Yes with the prioritization based on the administrator in sending the message.

57. Does the solution allow recipients to respond to a notification by using the keypad of their phone or sending a response e-mail from their device?

Comments:  yes

58. Does the solution allow recipients to respond to an e-mail notification via a reply-to e-mail, via a web link embedded in the notification e-mail?

Comments:  No

#### **Notification Results:**

59. Does the solution allow administrators to view results of notifications in real-time via the web?

Comments:  yes.

60. Does the solution allow administrators to view specific information regarding what devices recipients were contacted on along with complete time/date stamp information about that contact?

Comments:  Yes.

61. Does the solution allow administrators to view aggregated by response option, time to respond, or individual user?

Comments:  Yes.

62. Does the solution allow administrators to easily follow-up with a particular group of recipients with a subsequent notification?

Comments:  Yes.

63. Does the solution allow administrators to view historic information on any previously delivered notification?

Comments:  Yes.

64. Does the solution provide a selection of multiple standard reports during a call out or at the end of call out that is automatically faxed, emailed or printed at regular intervals such as, but not limited to:

- a. Overview of current call out by groups and individuals?
- b. Details of current call out by groups or individual?
- c. Summary of individuals who have not responded?

Comments:  No. All of the reporting above is available in real time online but a custom script would need to be written for the auto-relay of reports.

65. Does the solution provide for detailed reporting in a raw data format, such as a CVS file, for export, analysis, and reporting?

Comments:  Yes

#### Incident Management:

66. Does the solution allow administrators to add attachment to an incident that is saved along with the notifications that were sent out for that incident?

Comments:  No

67. Describe your organizational infrastructure, including location and type of facilities that we would rely on for services and maintenance.

Comments:  Yes (see attached)

**Infrastructure/Technology:**

68. Is the server able to simultaneously load balance incoming replies from a variety of sources, including: valid responses, out of office replies, and invalid address replies from other small servers?

Comments: ✓ Yes

69. Does the proposed solution provide for speeds of delivery for text messages (SMS, email, alphanumeric pagers) to a message gateway of a minimum of: 20,000 per minute for SMS (using XML/email connection) and email (using SMTP) and 400 per minute for pagers (using XML/email connection)? This assumes an average message length of 240-250 character string (SMS, pager) and a 50k byte email.

Comments: X NO, WENS sends SMS via SMPP, the preferred mechanism for carriers and the network. Yes, SMS is a minimum per minute but dependant on carrier network

70. Does the system have multiple-threaded messaging capability to send alerts in seconds to thousands of users, with hundreds of email domains and carrier networks? for process + delivery.

Comments: ✓ Yes.

71. If needed, can capacity be easily added to solution?

a. In what timeframe does this happen?

b. Describe the process.

Comments: ✓ Yes. (see attached)

72. Is the system backed-up with fully redundant, mirrored servers?

Comments: ✓ Yes

73. The solution should be offered as a managed service that includes all required hardware, software, and administration. The solution should not require hardware to be purchased/owned to utilize the system.

Comments: ✓ Yes fully hosted, saas.

74. Please describe any routine maintenance that is required, and if this maintenance is included in the proposed pricing.

Comments: ✓ yes (see attached)

75. The solution should be hosted in secure data center designed for high availability. The data center should provide UPS, diesel power generators, temperatures control, and state-of-the-art fire suppression equipment. Please describe the hosting environment.

Comments: ✓ yes (see attached)

76. Please provide a physical security profile for company locations where services would be provided. Include a description of the following security controls:

- a. Access
- b. Network/internet communications
- c. Physical security
- d. Security Architecture (firewalls,DMZ, Etc.)
- e. Intrusion Detection
- f. Virus protection
- g. Social Engineering and other Administrator

Comments: ✓ Yes (see attached)

77. The service provider must monitor 24/7/365 all aspects of the solution to ensure it is always in working order. Describe how the service is configured for 24/7/365 availability.

Comments: ✓ Yes (See attached)

78. Describe the timeframe necessary to provision the solution and have it ready to begin adding user data. How long has it taken the average client to have the system configured for their needs?

Comments: ✓ Yes. (See attached)

79. Does the solution have an on-line help "user's guide for use with the system(s)? Please provide screen shots of the on-line guide.

Comments: ✓ Yes (see attached)

80. Describe the type of training that is provided to use your system. How is the training delivered?

Comments: ✓ Yes (see attached)

81. Describe how the respondent proposes to furnish initial and follow-up training.

Comments: ✓ Yes (see attached)

**Support:**

82. The respondent should provide toll-free technical assistance 24/7/365.

Comments: ✓ Yes. 1-866-998-WENS (9367)

83. Does maintenance support include new versions, upgrades and patches that are issued during the term of the contract?

Comments: ✓ Yes.

84. Provide a summary of Respondent's resources (support personnel and otherwise devoted specifically to technical issues, involving notification technology, as well as support procedures.

Comments: ✓ Yes. (see attached)

---

## Addendum to Attachment "A"

### Data Management

2. WENS protects user information and only authorized county personnel would be able to access the data. The system uses SSL, 1024 bit encryption plus authentication by the authorized personnel to access the data. Our service agreements clearly state that we do not sell or solicit to users or provide any user data to any third party.

### User Options

3. WENS sends true SMS, via SMPP connections to the carriers, the preferred method for communication. SMTP (email to device) can be seen as spam, can be pirated, and can also create problems when someone switches carriers. Our system automatically senses carriers and does not require the user to enter a carrier or go back and change their carrier. WENS also sends to email and alphanumeric pagers.

4. WENS can send text messages via pagers (alphanumeric only), XDA devices, BlackBerry, all mobile devices (SMS capable), email, cell phones and VOIP. WENS does not utilize public switched telephone network because it is not preferred by the carriers and is less reliable than SMS/SMPP.

### Access Control

7. All servers have intrusion detection services running and log any unauthorized attempts to access environment.

The system uses session variables that are set to five minutes to time out inactive computer sessions. The system is password protected requiring a greater than 6 character password that is alphanumeric and with at least one special character.

All data is indexed and archived for accountability purposes. All numbers are transmitted over a secure VPN via SMPP and are encrypted.

WENS is constantly updated with the latest OS patches and security updates and is fully section 508 compliant.

### Group and User Administration

24. With WENS either an administrator can remove an individual (turn off all notifications to all devices) or the users themselves can opt out. The user opts out by texting into the system or calling our 1-866-998-9367 number to opt out. Additionally, the user can return the county's entry point (registration page) and click unsubscribe to opt out.

25. With WENS citizens can choose their language preference. Within the system there is a place to add other language messages besides English, however, the administrator will need to type the message in the other language.

### Notification

29. The WENS system utilizes a 1,024 bit SSL to encrypt sensitive data from transmission over the internet. In addition, the WENS infrastructure utilizes a non-common (secure) port for additional security.

32. The county's authorized administrators would call into the 1-866-998-9367 number and be connected to an authorized client support person on our end to send the message. This is not the normal process since administrators can remotely initiate an alert without a browser but we can accommodate this with our support team. An additional password may be required to know who the person is asking for the alert to be initiated.

#### Notification Types

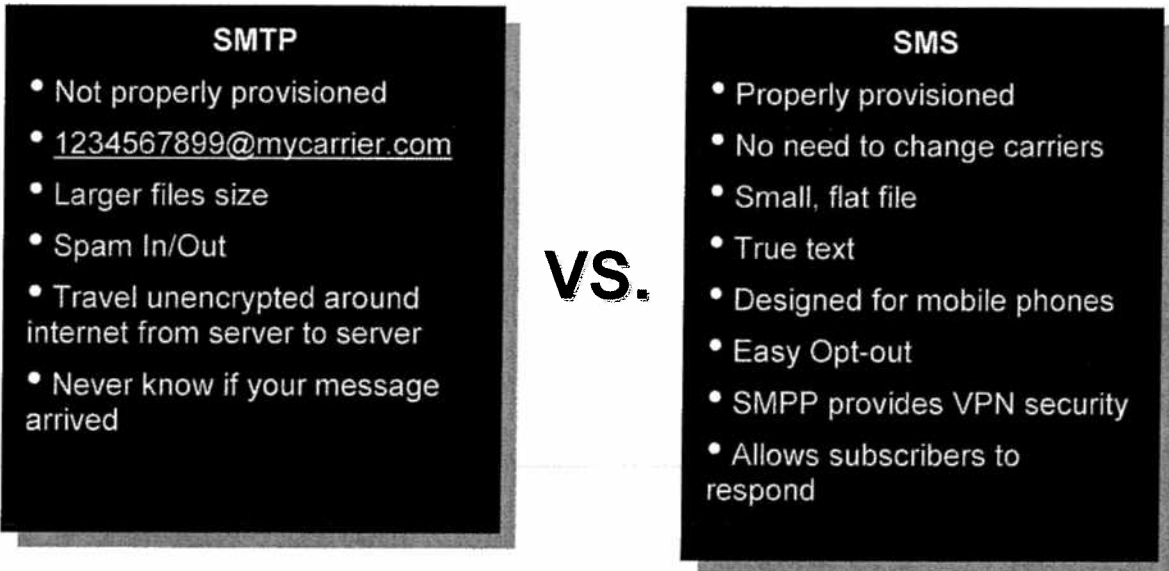
36. WENS provides real-time, detailed reporting and monitoring of delivered and non-delivered messages. All of the reporting is available on the account. The information is searchable by a variety of variables.

41. WENS allows for prioritization at the administrator level. WENS takes messages as initiated and queues them in chronological order, however, an administrator could send a message to one group first, and then another to ensure the first group is prioritized first.

#### Incident Management

67. Inspiron Logistics is based in Northeast Ohio. Our data centers are in Akron, Ohio (off site) and McLean, Virginia. Our staff is available for training and support.

69. Breakdown of SMTP vs. SMS



#### Infrastructure/Technology

71. Adding capacity is easy though any given day we are at 5% capacity across all accounts. We would be able to add capacity as needed within 7-10 business days by adding additional accounts and aggregators for the SMPP connection to the carriers.

74. WENS requires no maintenance from the county's perspective. WENS has a 99.99% up time as stated in our Service Level Agreement. Regular maintenance is performed on off-hours.

75. The system, from both a physical and electronic perspective, is highly secure not only due to Inspiron Logistics security requirements but also the mandated data security standards per all North American carriers.

The following pertains to the physical security for our Data Center locations and outlines our procedures:

- 24 x 7 video surveillance
- Structurally reinforced server rooms
- Key card only accessible server rooms
- Full V5 Firewall

Real-time data back up  
Eaton backup generators  
Peripheral Manufacturing fire equipment

## 76. Network Environment

### **Production Environment: Location: Akron, Ohio**

Internet Connection: 100mbs to Expedient Communications

2 X HP Proliant DL380 Linux Webservers w/Red Hat OS  
Adobe Coldfusion MX Enterprise Server  
Enterprise ClusterCats Load Balancing Server  
HP SmartArray Enterprise Firewall  
APC Smart-UPS SC Power Backup

2 X HP Proliant DL380 Windows 2000 Advance Server Database Server  
Microsoft SQL 2000 Enterprise Server  
HP SmartArray Enterprise Firewall  
APC Smart-UPS SC Power Backup

### **Remote Disaster Recovery Environment: Location: McLean, Virginia**

2 X HP Proliant DL380 Linux Webservers w/Red Hat OS  
Adobe Coldfusion MX Enterprise Server  
Enterprise ClusterCats Load Balancing Server  
HP SmartArray Enterprise Firewall  
APC Smart-UPS SC Power Backup

2 X HP Proliant DL380 Windows 2000 Advance Server Database Server  
Microsoft SQL 2000 Enterprise Server  
HP SmartArray Enterprise Firewall  
APC Smart-UPS SC Power Backup

### **Staging/Dev Environment Location: Akron, Ohio**

1 X HP Proliant DL380 Linux Webservers w/Red Hat OS  
Adobe Coldfusion MX Enterprise Server  
Enterprise ClusterCats Load Balancing Server  
HP SmartArray Enterprise Firewall

1 X HP Proliant DL380 Windows 2000 Advance Server Database Server  
Microsoft SQL 2000 Enterprise Server  
HP SmartArray Enterprise Firewall

All servers have intrusion detection services running and log any unauthorized attempts to access environment.

The system uses session variables that are set to five minutes to time out inactive computer sessions. The system is password protected requiring a greater than 6 character password that is alphanumeric and with at least one special character.

---

All data is indexed and archived for accountability purposes. All numbers are transmitted over a secure VPN via SMPP and are encrypted.

In maintaining the security of the system it is our policy that only authorized personnel have access to the system in specific areas. Access is based on the employee's responsibility within the data environment. For example, only coders have access to the WENS application and not the data. DBA's only have access to the data environment (which activity is tracked and only have read permissions). Network Administrators only have access to the network infrastructure and not the WENS application or data.

Our policy on data states that the system will be backed up in real time to our disaster/recovery site. In addition, nightly backups are done every single night and stored on a secure server. Those backups are sent to a tape back up every month.

77. WENS environment utilizes full onsite redundancy and has the ability to automatically port over in the event of any server failure.

78. The timeframe necessary to provision WENS to begin adding user data is an average of 30 days from the date of the signed contract. The following steps are taken after the contract is signed to implement WENS:

- Kick off call
- Discuss Marketing/launch strategies
- Customize system
- Build Entry point
- Training
- Test system/entry point with administrators
- Final Call

79. Yes, WENS has a user guide built into the system and the same user guide is emailed to all of the administrators before training of the system begins. Please see attached for WENS user guide.

80. Training of the WENS system takes approximately 60 - 90 minutes and is done via WebEx, which is set up by Inspiron Logistics. Training covers everything in the system including:

- Customizing the settings for your account
- Setting up weather warnings for your specific area
- User settings
- Group Settings
- Outgoing Alerts
  - Single Messages
  - Prepared Messages
  - External Triggers
- IVDS
- System Reporting

81. Initial training and any follow up training is done via WebEx, which is set up by Inspiron Logistics. There is no extra charge for any training done via WebEx.

## Support

82. Inspiron Logistics will offer emergency support 24/7/365 and will offer general support on business days during business hours.

Inspiron Logistics support time will be less than 1 business day during business days and business hours. Requested support after hours will have a respond time of one business day unless emergency response is needed and would be within three hours.

Inspiron Logistics support is available by the following:

- **Email us at [ClientSupport@inspironlogistics.com](mailto:ClientSupport@inspironlogistics.com).** This email is monitored several times per day. Before the close of that business day you will receive a confirmation email from one of our customer support staff. Email will be treated with the same priority as telephone calls.
- **Telephone us at 1 (866) 988 9367.** This phone number is answered 24/7/365. Standard support is Monday through Friday, 8am though 5 pm EST. Emergency support is provided around the clock.

83. Maintenance support includes new versions, upgrades and patches that are issued during the term of the contract.

84. Inspiron Logistics customer support during business hours are full-time company company-employed professionals which are dedicated to specific accounts for relationship building and trained specifically to support the needs of their respective vertical. Background checks are done at Inspiron Logistics discretion on each personnel support.

# *Inspiron Logistics WENS User Guide*

A guide to using the WENS system

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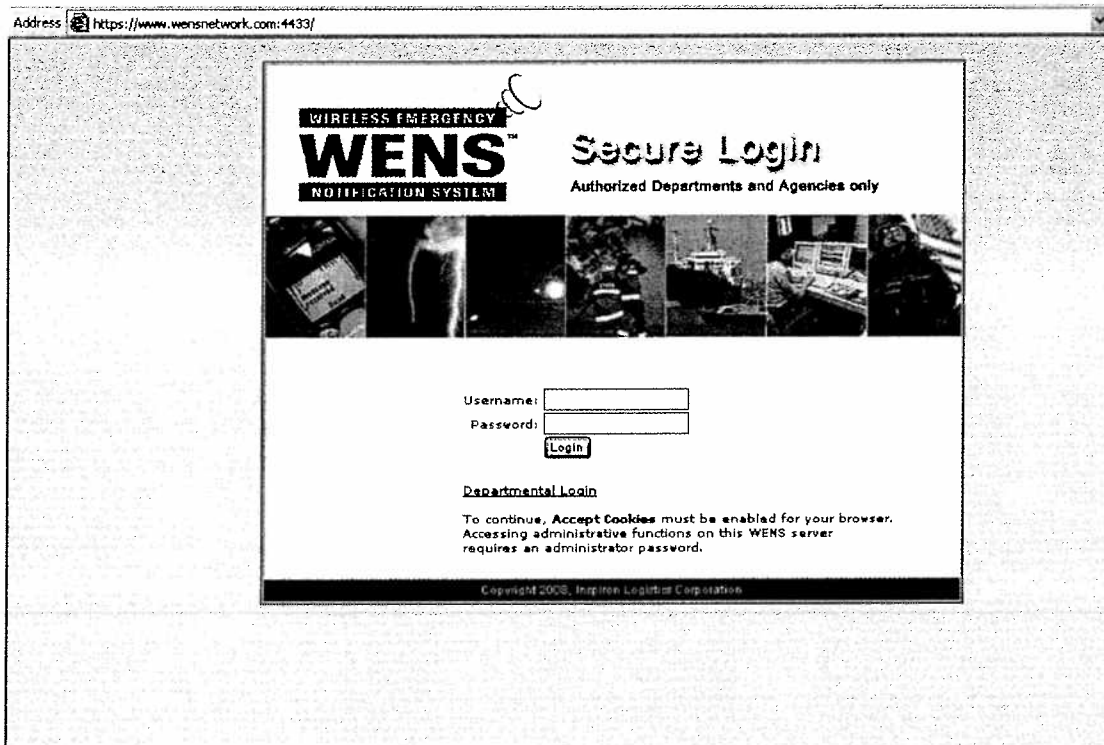
---

### 1.1 – Accessing WENS

To access the WENS system go to <https://www.wensnetwork.com:4433/login.cfm>

**Note: This is a secure site so you must use https and not http and you must enter portal 4433**

It is recommended to save this site as a favorite for easy and quick access.



### 1.2 – Logging into the WENS system

To access the main administration page, enter the username and password on the home page.

If logging in as a secondary user and not under the main administration page, click on the **Departmental Login** link on the homepage.

- The Departmental login is used for administrators that are set up with user restrictions.
- You will need the Account name, username and password which will be provided by the main WENS administrator.

Remember to always log out of WENS when you are done using the system.

### 1.3 – Security

Security gives administrators the option to change the **Master Account Username**, **Master Account Password** and **Department Account ID**.

To make changes, click on the Security tab.

Change the username, password and/or account ID.

Click **Submit Changes**

The screenshot displays the WENS Security Settings interface. At the top, there is a navigation bar with links for Home, Logout, Documentation, Knowledge Base, Release Notes, Version Information, and Help. Below this, a sidebar menu shows 'Security' as the active tab, with 'Change Login' as a sub-option. The main content area is titled 'WENS Security Settings' and includes a 'Submit Changes' button. The settings are as follows:

- Master Account Username:
- Master Account Password:
- Department Account ID:   
\* This key must be 10 characters long and is used for Department Login
- Remote Trigger ID:   
\* This key must be 10 characters long and is used for Remote Triggers via email

## 2.0 User Settings

User settings give the administrator the option to modify/view groups and users.

### 2.1 – Settings

Path: **Server > System Settings > Settings**

Allows the administrator to customize the WENS system.

Each option provides a summary of what it allows the system to do.

To change the settings, click on the box next to the option. The green check mark means that option has been selected.

The option to limit the amount of users is used as reference only.

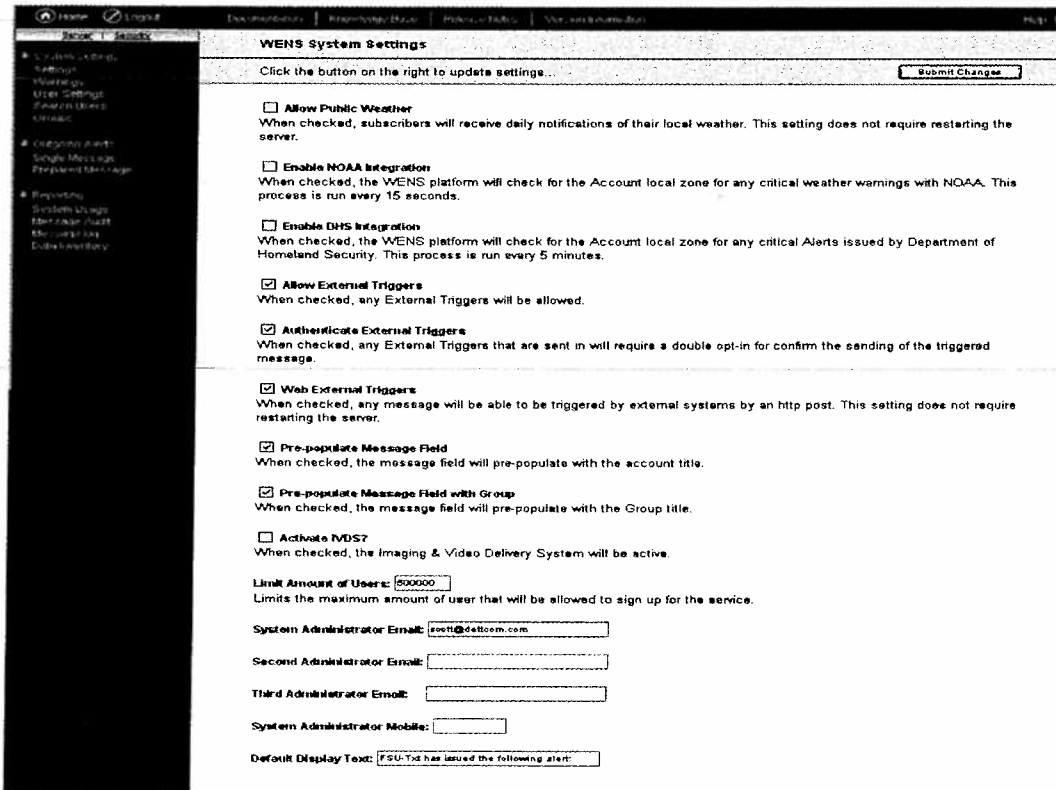
#### System Administrator Email

Sends an email out to the specified email address every time there is a change done in the WENS settings. It is recommended to have the main administrators email address added.

#### Default Display Text

This is the text that will pre-populate in all of your messages.

After all the changes are complete, click **submit changes**.

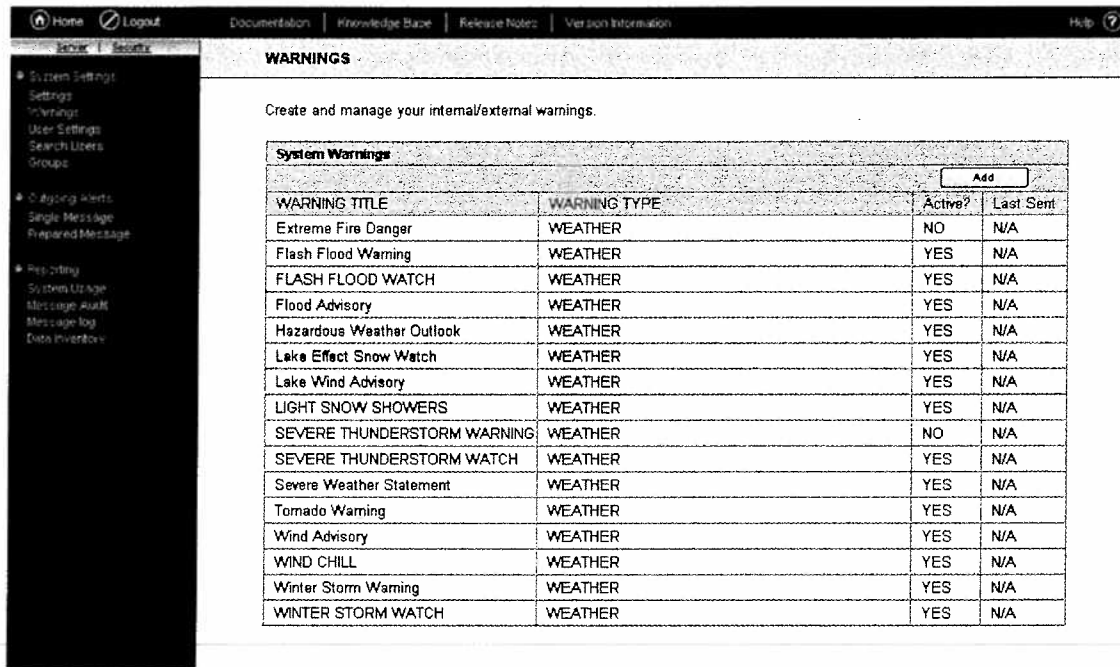


## 2.2 – Warnings

Warnings allows you to create and manage your weather warnings from NOAA.

Listed under **Server** → **System Settings** → **Warnings**

A list of existing warnings will appear on the screen.



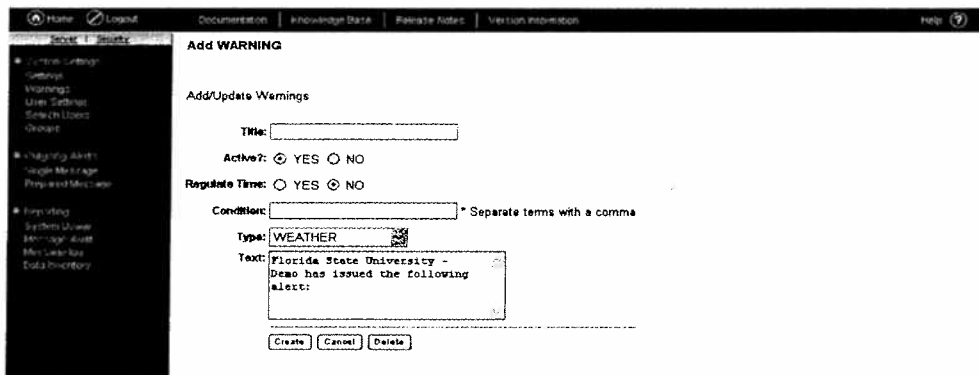
To view/change or delete details of a warning, click on the warning name and a screen with the details about the warning will appear.

To change the warning, modify the field you are changing and click **Update**.

To delete the warning, click **Delete**.

To add a new warning, click the **Add** button from the main warnings screen.

The same screen to modify or delete a warning will appear with empty fields.



Fields to fill out:

**Title:**

This is what will appear on the warnings screen

**Active:**

Yes

**Regulate time:**

This will allow you to send the same message out at the same time every day/month/year. This should be No.

**Condition:**

Entered in this field will be the conditions of the warning you want to pull from the NOAA database. For example, if you want a Tornado Warning, you type "Tornado Warning" and it will pull the alerts from NOAA with that term. If you are entering more than one condition, a comma should be used to separate each term.

**Type:**

Should remain **Weather**.

**Text:**

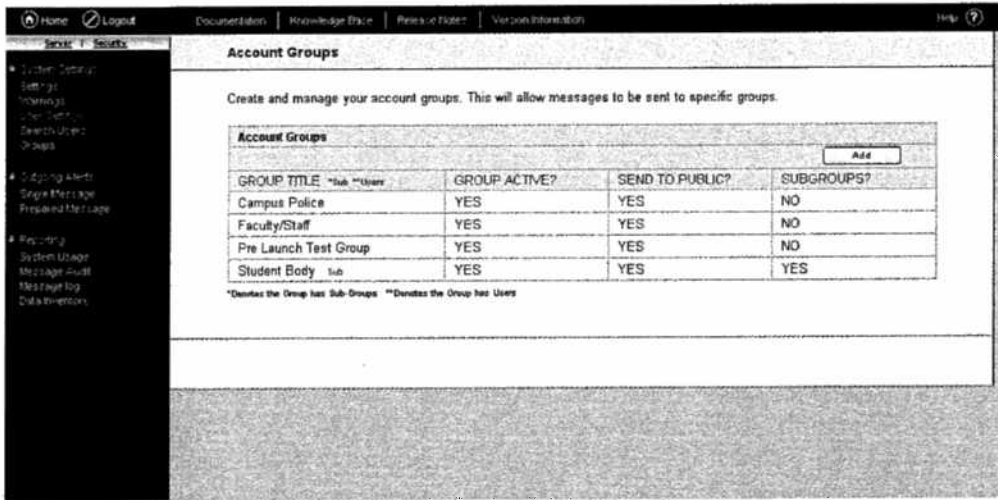
This will be the message that is sent out to the users.

### 2.3 – User Settings

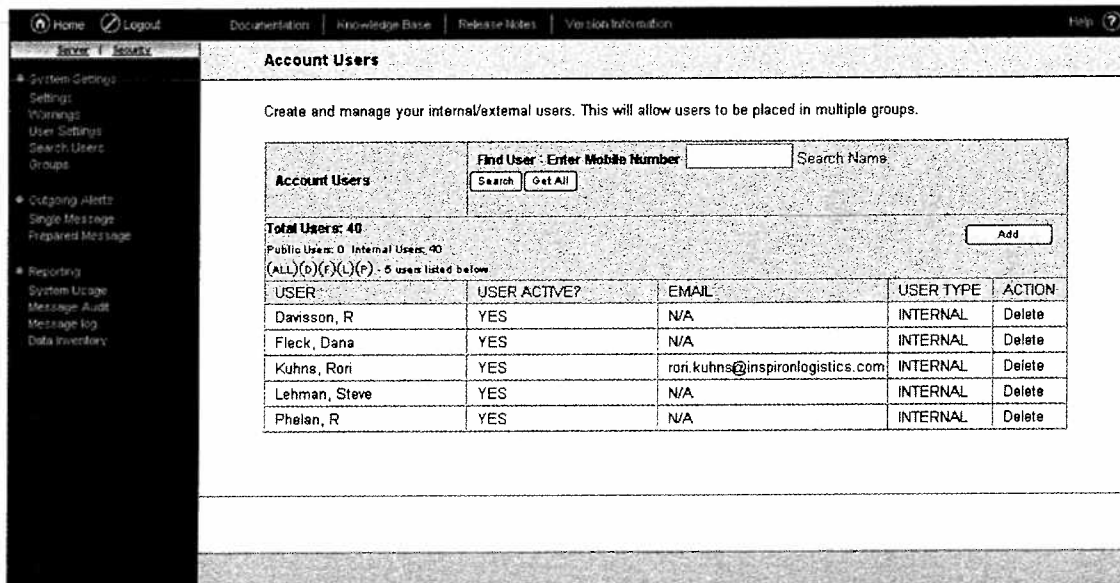
User Setting is used to modify, add or delete individual users.

Listed under **Server** → **System Settings** → **User Settings**

A screen with all of the groups will appear.



To find all the users in a group, click on the group name. A list of all the students in that group will appear by name or phone number.



You can search for a user in that group by entering their phone number in the **Find User** and clicking **Search name**.

To add a new user click on **Add**.

Fill in name and mobile. Email and pager can be filled in if you offer these options.

Settings should be set up as follows:

- Send to Email:** Mobile (unless offering email/pager, then setting should be both)
- Language:** English
- Active:** Yes
- Receive Public Messages:** No
- Send Public Messages:** No
- Receive Auto-Notifications:** Yes
- Trigger External Messages:** No
- Groups:** Check the group the user should be added to

## 2.4 Search Users

You can search users and create/download reports.

Listed under **Server** → **System Settings** → **Search Users**

To search for a user, enter their phone number, name or email address into the search box. You have the option to include their deleted records or search for only their deleted records.

**Display in:**

Allows you to display on the same screen you are using or upload the file into Microsoft Word or Excel.

**Order - Select variable to order by:**

Enter how you are searching for the user.

**Fields - Amount of fields to display:**

Must remain at 4 fields

**Display - Select fields to display:**

Must remain: Last name, First name, Mobile, Email

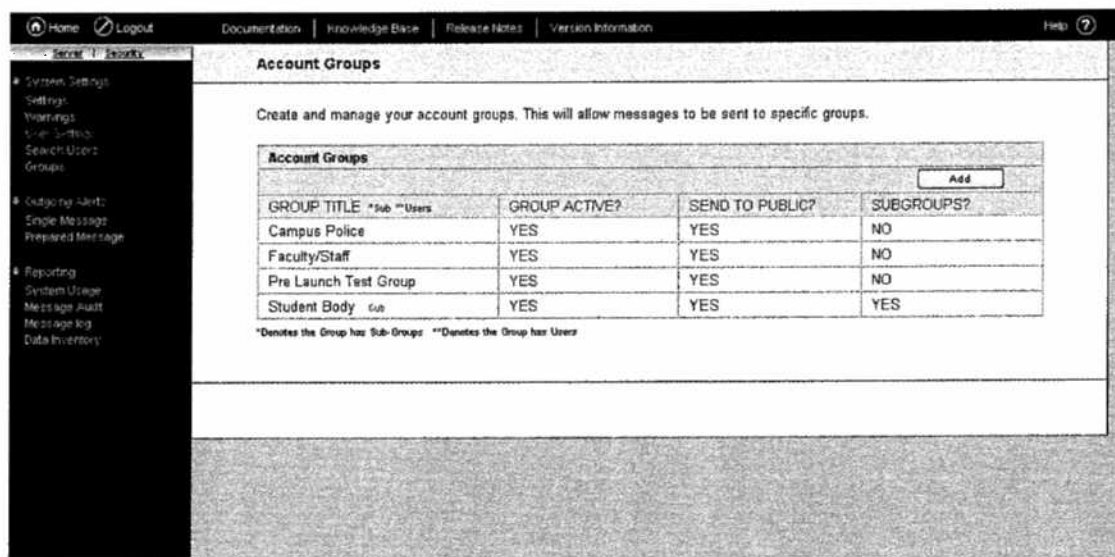
After the fields are selected, click **Build Search.**, it will populate the user information and every time they have been entered into the system.

Click on the name of the user and it will pull up all of their information.

## 2.5 – Groups

Create and manage your account groups. This will allow messages to be sent to specific groups.

Listed under **Server** → **System Settings** → **Groups**



To create a group, click on **Add**.

Title the group for the specific users that will be added. Example: Student, Faculty, Emergency Team

The settings should be set up as follows:

- Active:** Yes
- Serve as Region:** No
- Send to Public:** No
- Maintain Users:** No
- Send Alerts:** No
- Username:** Blank
- Password:** Blank
- Subject Line:** Blank
- IVDS:** No/Yes
- Group Description:** Blank

Click **Create**

Your group has now been set up.

To modify a group, click on the **Group Title** and it will pull up the group information

Home Logout Documentation Knowledge Base Release Notes Version Information

Server Security

**Add GROUP**

Add/Update Group

Title:

Active?:  YES  NO

Serve as Region?:  YES  NO

Send to Public?:  YES  NO

Maintain Users?:  YES  NO

Send Alerts?:  YES  NO

Username:

Password:

Subject line:

IVDS:  YES  NO

Group Description:

Create Cancel

Make all appropriate changes and click **Create**.

## 3.0 Outgoing Alerts

Send single and prepared messages to groups and users.

### 3.1 – Single Message

You can send a single alert to all or different groups from this page.

Listed under **Server** → **Outgoing Alerts** → **Single Message**

Highlight the group you want to send a message to.

- You can select multiple groups by holding down the **Ctrl** key on your keyboard and clicking on each group you want to include.

Highlight the Sub Groups you want to include.

Enter the Emergency text you want to send out to the groups.

- This can only be 160 characters long.

Click **Send** and the message will be sent to the specific groups.

Home Logout Documentation Knowledge Base Release Notes Version Information

Server Security

System Settings  
Settings  
Warnings  
User Settings  
Search Users  
Groups

Outgoing Alerts  
Single Message  
Prepared Message

Reporting  
System Usage  
Message Audit  
Message log  
Data Inventory

### SEND SINGLE ALERT

Group (s): Campus Police  
Faculty/Staff  
Fire Launch Test Group  
Student Body

\* - Hold down Ctrl button for multiple selections.

Sub Group (s): ALL

\* - Hold down Ctrl button for multiple selections.

Text: FSU-Txt has issued the following alert:  
40 characters

\* - Please keep messages under 160 characters.

Spanish Text:  
0 characters

\* - Please keep messages under 160 characters.

SEND Cancel

### 3.2 – Prepared Message

Create and manage your prepared messages. This will allow canned message to be triggered both internally and externally.

Listed under **Server** → **Outgoing Alerts** → **Prepared Message**


To add a prepared message, click the **Add** button.

The next screen will allow you to set up all of your settings for the prepared message.


The settings should be set up as follows:


- Title:** Title of prepare message
- Active:** Yes
- Public Messages:** No
- Schedule Run:** No
- Groups:** Check each group you want the message to be sent to
- Message Description:** Can be left blank or message description can be added
- Trigger Code:** This can be any set of numbers or letters. This is the code used when activating external triggers.
- Message Text:** Alert you want to send for this prepared message. This can be only 160 characters.

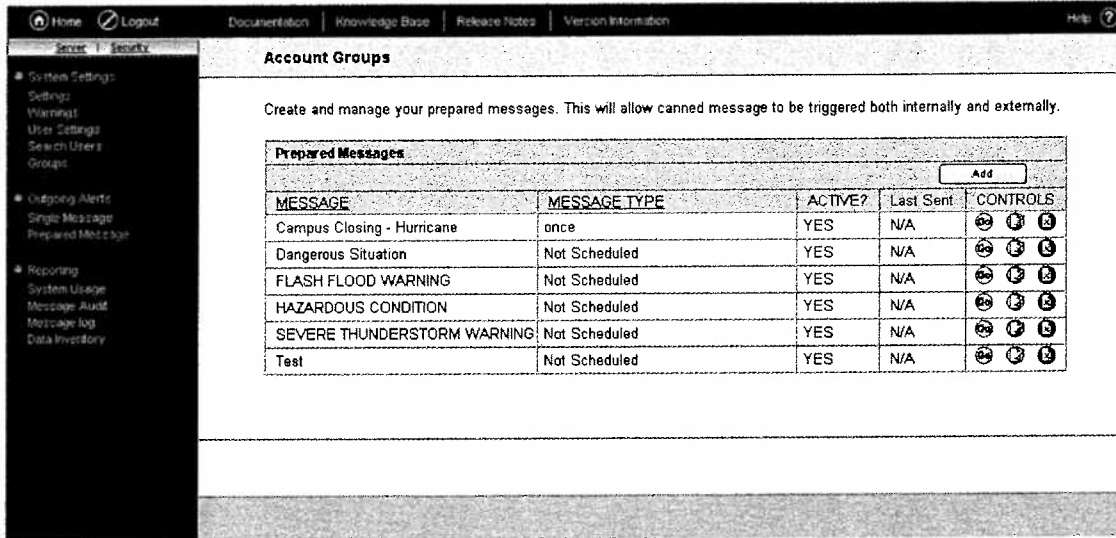
Click **Update** to create the prepared message.

To send a prepared message, click on the  button under **Controls** field next to the prepared message you want to send out.

The message will automatically be sent out to everybody in that group.

To edit the message, click on the  button. This will pull up the same screen as when you're adding a prepared message.

To delete a prepared message, click on the  button next to the message you want to delete.



### 3.3 – External Triggers

This allows an administrator to send an alert out via their cell phone.

Send a text message to **69310**.

Leave the subject line blank.

Enter the **Trigger Code** for that prepared message you want to send.

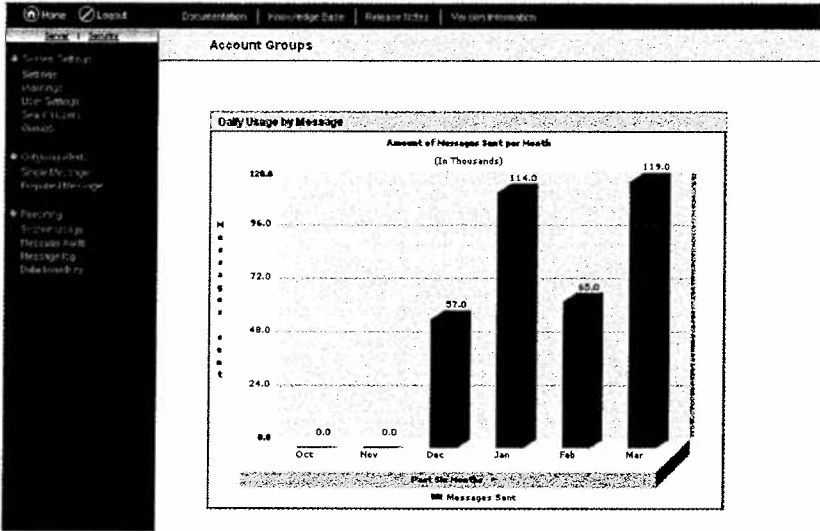
Hit send and that message will be sent to all the users in the prepared message.

### 4.0 Reporting

View incoming and outgoing message history, message logs and data inventory.

#### 4.1 – System Usage

You can see at a quick glance how many messages you are sending out per month.



#### 4.2 – Message Audit

View incoming and outgoing messages from users by cellular number.

Incoming messages are highlighted in yellow.

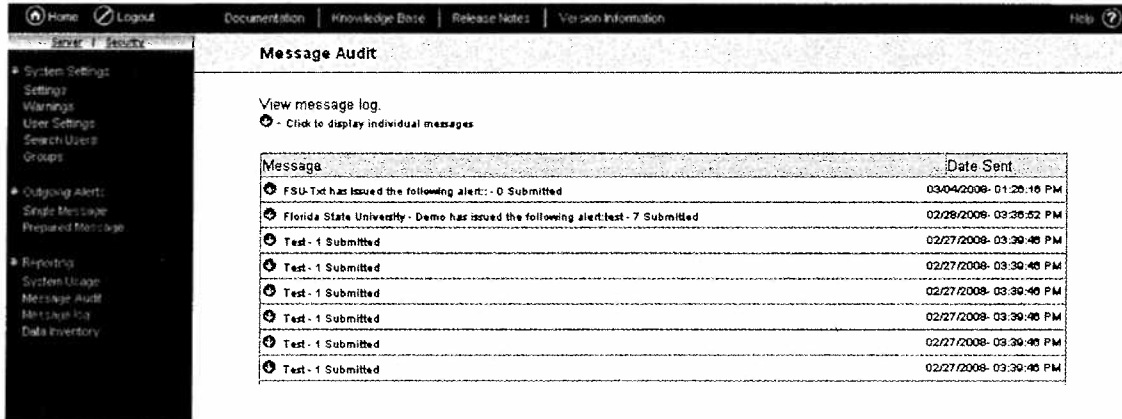
You have the ability to search for a specific user and export the information into Excel.

The screenshot shows a web interface with a sidebar on the left containing navigation options like 'System Settings', 'Outgoing Alerts', and 'Reporting'. The main content area is titled 'Message Audit' and includes a search filter for 'mobile Number' (210) and an 'Export in Excel' checkbox. Below the search area is a table of message history.

NUMBER	Message Type	Message	Reply	Date Sent
2104009207	INCOMING	THIS IS ROY'S	YES	03/06/2008 2:43:27 PM
5506233438	OUTGOING	You have been unsubscribed and will not receive future alerts. Toll free 800-099-WENS	N/A	03/06/2008 12:00:58 PM
5506233438	INCOMING	STOP	YES	03/06/2008 12:00:57 PM
8307088137	OUTGOING	You have been unsubscribed and will not receive future alerts. Toll free 800-099-WENS	N/A	03/04/2008 4:03:27 PM
8307088137	INCOMING	STOP	YES	03/04/2008 4:03:27 PM
	OUTGOING	Florida State University - Demo has issued the following alert/test	N/A	02/28/2008 3:37:40 PM
	OUTGOING	Florida State University - Demo has issued the following alert/test	N/A	02/28/2008 3:37:40 PM
3304505500	OUTGOING	Florida State University - Demo has issued the following alert/test	N/A	02/28/2008 3:36:54 PM
2105268388	OUTGOING	Florida State University - Demo has issued the following alert/test	N/A	02/28/2008 3:36:54 PM

### 4.3 – Message Log

Message Log gives you the ability to see all the messages you sent out and detailed information about the message.



To expand and the message to see the sent details, click on the button.

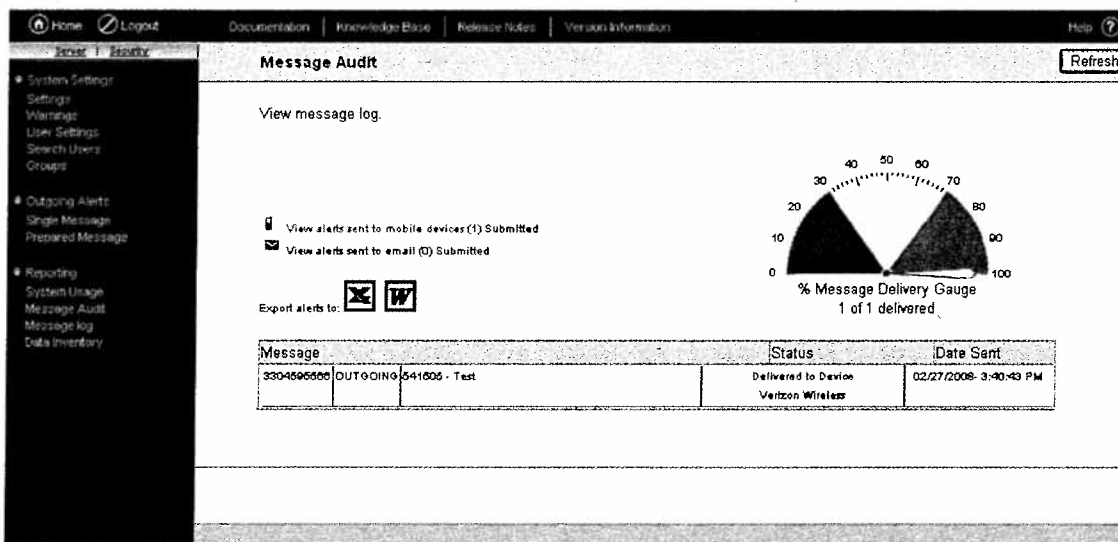
This will open the delivery gauge.

**Note: The delivery gauge will change periodically depending on how often the carriers send delivery receipts.**

To expand the message information click on View alerts sent to mobile devices (1) Submitted

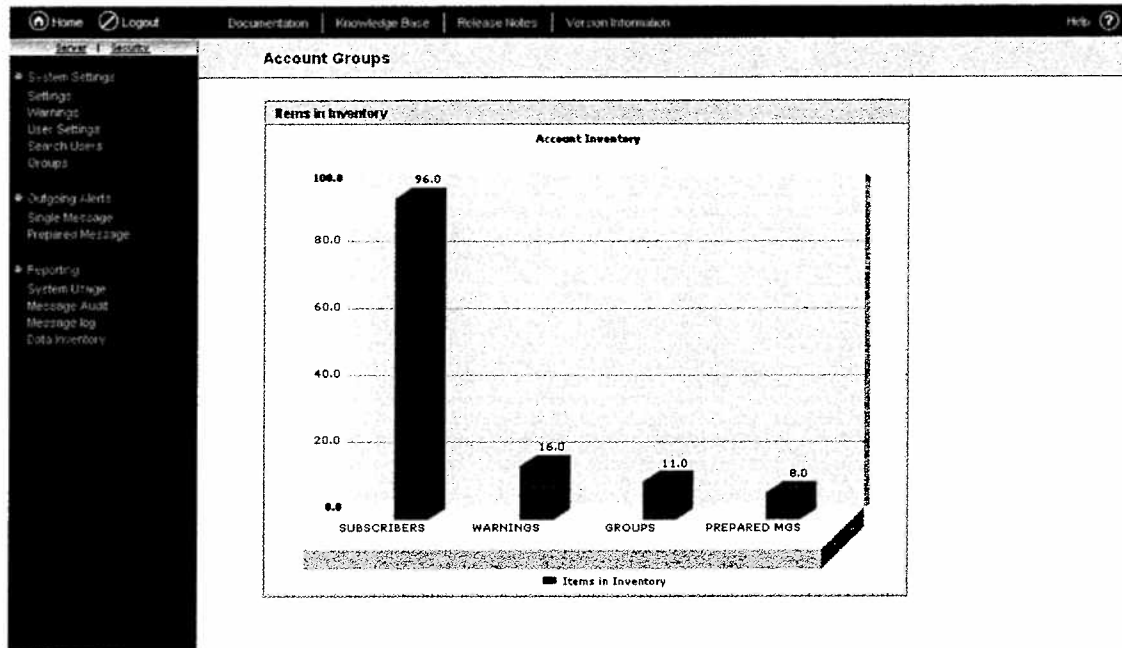
This will provide you with individual message details.

You have the ability export this information to Microsoft Excel or Word.



#### 4.4 – Data Inventory

You can see at a quick glance how many subscribers are signed up and how many warnings, groups and prepared messages are set up.



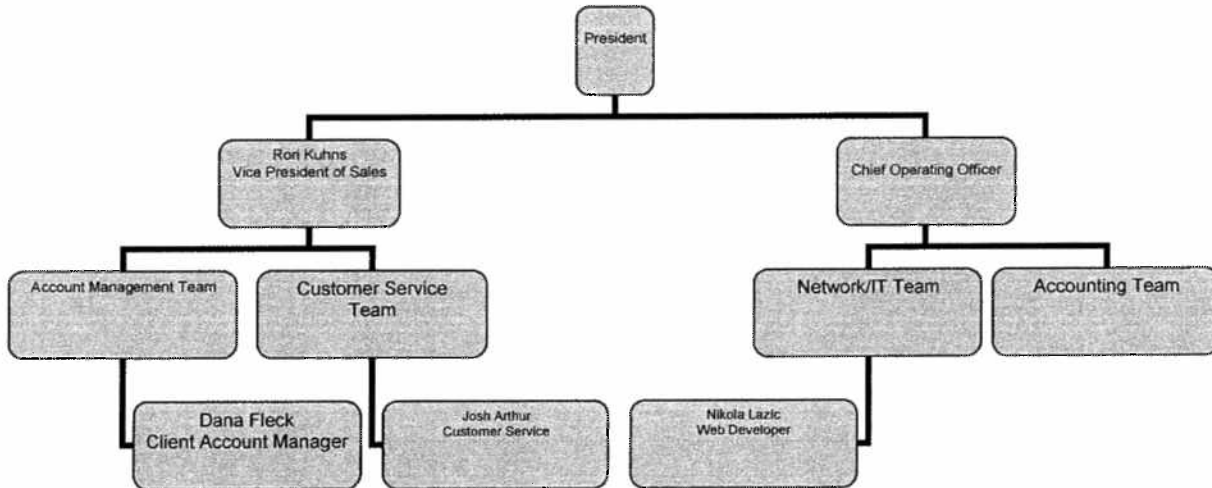
User Guide

Version: 1.0 March 7, 2008

Inspiron Logistics, LLC

## Personnel and Staffing

The following Inspiron Logistics personnel will provide support for the Hidalgo County project:



### **Rori Kuhns, Vice President of Sales**

Rori has joined Inspiron Logistics with over 17 years of sales, sales management and marketing experience spanning academic and B2B markets. She has focused almost exclusively on technology-driven products and solutions at start up or entrepreneurial organizations. Her team provides marketing and support materials for customers.

### **Dana Fleck, Client Account Manager**

Dana has more than 8 years of client account management and project management experience. Dana has worked for a regional mobile carrier for 7 years, has worked on projects such as E911 and brings a wealth of knowledge about mobile technology.

### **Josh Arthur, Customer Service/Support**

Josh was brought on board to assist in customer service and support for accounts like Hidalgo County. He is very familiar with the needs of customers.

### **Nikola Lazic, Senior Web Developer**

Nikola is a very detailed developer working with clients on their unique requirements for using WENS. Nikola is also an expert in the WENS technology.

# Insurance Requirement Acknowledgment

I, Ron Phelan, authorized representative for Inspira Logistics LLC,  
Company/Vendor

hereby acknowledge receipt of the County's required insurance limits. Said requirements:

- will be acquired within 10 working days after notification from Purchasing Department of bid awarded by the Hidalgo County Commissioners' Court;
- will acquire additional amounts required to meet the County's requirements within 10 working days after notification from Purchasing Department of bid award by the Hidalgo County Commissioners' Court; currently carry the following:

Automobile Liability: \$ N/A General Liability: \$ 1 million / occurrence  
\$2 million aggregate

have already been met, see attached copy of insurance certificate.

Ron Phelan  
Authorized Representative

5/15/2008  
Date

### Notice to Bidder:

A certificate of insurance for the required insurance limits shall be provided to the Purchasing Department's Contract Managers in order to qualify for award of bid and to execute a contract between your Company and the County

Failure to provide Certificates of Insurance to the Purchasing Department's Contract Managers will cause the bid award to be rescinded and re-awarded to next lowest bidder. Certificates of Insurance will be monitored and verified on a **quarterly basis** to ensure coverage policy is in place. It is the Company's obligation to maintain the appropriate insurance coverage throughout the term of the contract.

**THIS FORM MUST ACCOMPANY BID PACKET**

# ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TG  
INSP1-2

DATE (MM/DD/YYYY)  
04/21/08

<b>PRODUCER</b>  SeibertKeck Insurance Agency 2950 W. Market Street Akron OH 44333-3600 Phone: 330-867-3140 Fax: 330-865-6826	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	<b>INSURERS AFFORDING COVERAGE</b>	<b>NAIC #</b>
<b>INSURED</b>  Inspiron Logistics, Inc. 2251 Front Street Suite 105 Cuyahoga Falls OH 44221	INSURER A: <b>Westfield Insurance Company</b>	
	INSURER B: <b>Central Mutual Insurance</b>	<b>20230</b>
	INSURER C:	
	INSURER D:	
	INSURER E:	

**COVERAGES**

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
B	X	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	04093008319	04/15/08	04/15/09	EACH OCCURRENCE \$ <b>100000</b>
		DAMAGE TO RENTED PREMISES (Ea occurrence) \$ <b>100000</b> MED EXP (Any one person) \$ <b>5000</b> PERSONAL & ADV INJURY \$ <b>Excluded</b> GENERAL AGGREGATE \$ <b>200000</b> PRODUCTS - COMP/OP AGG \$ <b>Excluded</b>				
A		<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	CWP4266632	02/25/08	02/25/09	COMBINED SINGLE LIMIT (Ea accident) \$ <b>1000000</b>
		BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$				
		<b>GARAGE LIABILITY</b> <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY. EA ACC AGG \$
		<b>EXCESS/UMBRELLA LIABILITY</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE  <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
		<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				WC STATUTORY LIMITS OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
		OTHER				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS  
**The certificate holder is named as an additional insured. Contingent BI/PD Included; Errors & Omission \$1,000,000 w/\$5000 deductible**

<b>CERTIFICATE HOLDER</b>  PALMB-3  Palm Beach County, Florida Care of Purchasing Department 50 South Military Trl, Ste 110 West Palm Beach FL 33415	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <b>10</b> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.  AUTHORIZED REPRESENTATIVE <i>Frista L. Glanco</i>
---	---

## **IMPORTANT**

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

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).

## **DISCLAIMER**

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

**NOTEPAD:**HOLDER CODE PALMB-3  
INSURED'S NAME Inspiron Logistics, Inc.INSPI-2  
OPID TGPAGE 3  
DATE 04/21/08

The Certificate Holder is added to the Commercial General Liability policy for vicarious or contributory negligence for Bodily Injury or Property Damage caused in whole or in part by the acts or omissions of the Named Insured or those acting on behalf of the Named Insured. No coverage is provided for sole-negligence of the Additional Insured.

## PROJECT REQUIREMENTS ACKNOWLEDGMENT

This is to certify that I, Inspiron Logistics LLC, possess all of the APPLICABLE:

1. Licenses: na
2. Bonds: na
3. Certificates: see insurance certificate
4. Permits: na
5. Other: na

necessary to carry out the required project. Furthermore, I am providing copies of the required documentation so that, if my company is awarded this bid, I may be eligible to enter into a contract with Hidalgo County and proceed to complete the project in a timely manner.

\* Any licenses, bonds, certificates, permits, etc. which are required must be presented as part of the bid packet in order to expedite the bid evaluation process. Failure to provide said documentation will result in the disqualification of your bid.

Ray K. P...  
Authorized Signature

5/15/2008  
Date

Inspiron Logistics LLC  
Company

2251 Front St Suite 105  
Address

Cuyahoga Falls OH 44221  
City, State, Zip

# EXHIBIT "D"

## 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.

NONE

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?

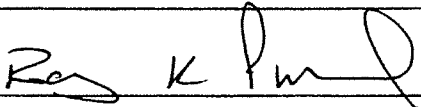
Yes  No

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

5/15/2008  
Date



**PROPOSER'S AFFIDAVIT**  
**Exhibit "E"**

**PROPOSER'S AFFIDAVIT OF NON-COLLUSION**  
**NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING**

STATE OF TEXAS  
COUNTY OF HIDALGO

Affiant, Roy Phelan, being first duly sworn, deposes that:

- (1) Affiant does hereby state neither the Proposer nor any of the Proposer's officers, partners, owners, agents, representatives, employees, or parties in interest, has in any way colluded, conspired, agreed, directly or indirectly with any person, firm, corporation, or other proposer, or potential proposer, to provide any money or other valuable consideration for assistance in procuring or attempting to procure a contract or fix the prices in the attached proposed or the proposal of any other proposer, and further states that no such money or other reward will be hereinafter paid.
- (2) Affiant further states they have neither recommended or suggested to Hidalgo County or any of its officials or employees, any of the terms or provisions set forth in their Request for Proposal and subsequent agreement, except at a meeting open to all interested proposers, of which proper notice was given.
- (3) Affiant, further states their officers, employees, or agents have not, and will not attempt to lobby, directly or indirectly, the Hidalgo County Commissioner's Court between proposal submission date and award by the Hidalgo County Commissioner's Court.
- (4) Affiant further states no officer, or stockholder of the Proposer is a member of the staff, or related to any employee of the Hidalgo County except as noted herein below:

Signature/Title: Roy K Phelan Chief Operating Officer

Subscribed and sworn to before me this 15 day of May 2008.

Dana Fleck

Notary Public

My commission expires: August 6, 2011, 2008.

May 15, 2008  
RE: Debarment Certification

Dear Ms. Salazar:

As requested in RFP NO: 2008-154-05-21-MSS Inspiron Logistics is free from suspension or debarment pursuant to federal regulation 45CFR76.

Sincerely,

A handwritten signature in black ink, appearing to read "Roy Phelan". The signature is written in a cursive, flowing style.

Roy Phelan  
Chief Operation Officer

# HIDALGO COUNTY PURCHASING DEPARTMENT Bidder/Vendor Application

Complete in print or type. Please return this application to the Hidalgo County Purchasing Department  
thru Facsimile: (956) 318-2629 or (956) 292-7612  
in person or regular mail to: 2812 S. Business Hwy. 281 , Edinburg, Texas 78539  
or email: purchasing@co.hidalgo.tx.us

Company Name: <i>Inspiron Logistics LLC</i> Telephone No. <i>(866) 998-9367</i>	
dba Name: <i>Same</i>	
Legal Name: <i>Inspiron Logistics LLC</i>	
Mailing Address: <i>2251 Front Street</i> Fax No. <i>(330) 922-4750</i>	
Physical Address: <i>2251 Front Street Suite 105</i>	
City, State, Zip <i>Cuyahoga Falls, OH</i> Tax I.D. No. <i>26-1549848</i>	
Remit to Address: <i>2251 Front Street</i> <sup>94221</sup> City, State, Zip <i>Cuyahoga Falls, Ohio 44221</i>	
E-Mail Address: <i>rori.kuhns@inspironlogistics.com</i>	
Representative(s) Name(s) & Title(s) <i>Roki A. Kuhns, VP of Sales</i>	
Type of Organization (check one): <input type="checkbox"/> Individual <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Non-Profit <input checked="" type="checkbox"/> LLC <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Other, Specify	
State Identification No. _____ (Please attached completed W-9 form with this application) Federal Identification No. or (if individual) SS No. _____	
State of Incorporation: <i>Ohio</i> Date: <i>2003</i> Other: _____	
Type of Business (check one): <input type="checkbox"/> Manufacturer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Retailer <input type="checkbox"/> Broker <input type="checkbox"/> Distributor <input type="checkbox"/> Service Organization <input type="checkbox"/> Other, Specify	
Name & Title of Person(s) Authorized to Sign Bids, Proposals, and/or Contracts: <i>Scott Detting, President and Roy Phelan, Chief Operating Officer</i>	
Small and/or Disadvantaged Business Information (check application criteria)	
Small Business: _____ Disadvantaged Business (At Least 51% Ownership)	
<input type="checkbox"/> Less than 125,000 annual gross receipt <input type="checkbox"/> Less than 250,000 annual gross receipt <input type="checkbox"/> Less than 499,000 annual gross receipt <input checked="" type="checkbox"/> More than 500,000 annual gross receipt	
<input type="checkbox"/> Black American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Asian Pacific American	
<input type="checkbox"/> Native American <input type="checkbox"/> Women <input type="checkbox"/> Other	
Have you been certified as a HUB or an MBE/WBE source?: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Indicate Certification No.(s): _____ or are Certificate(s) attached?: <input type="checkbox"/> Yes <input type="checkbox"/> No	
What type of product(s) is/are solicited by your company?: _____	
Would you like to be provided with specifications for procurements of such products?: <input type="checkbox"/> Yes <input type="checkbox"/> No	
To Be Completed by the County: Rec'd by (Purchasing): _____ Date Rec'd by (Purchasing): _____	
Date Forwarded Information to Auditor's Office: _____ Entry Date: _____ Vendor No.: _____	

**HISTORICALLY UNDERUTILIZED BUSINESS (HUB) DECLARATION**

The primary objective of the Hidalgo County HUB Program is to ensure Historically Underutilized Businesses receive a fair and equal opportunity for participation in the County's procurement process. This fact holds true for Services (Professional & Non-Professional), Commodities, and Construction contracts and any subcontracts thereto. The program strongly encourages Prime Contractors to provide subcontracting opportunities to Certified Hub Contractors/Vendors. Our goal for HUB contractor/vendor participation, as well as HUB subcontractor participation is 30%. To be considered as a "Certified HUB Contractor/Vendor" the contractor/vendor must have been certified by, and hold a current and valid certification with any of the three agencies listed below.

Have you been Certified as a HUB or an MBE/WBE source?:  Yes  No

If yes, by whom?:  Texas Building & Procurement Commission  Other \_\_\_\_\_

Indicate Certification No(s): \_\_\_\_\_ or Are Certificate(s) Attached?:  Yes  No

---

**LIST OF CERTIFIED HUB SUBCONTRACTORS**

(Attach additional pages if necessary)

What percentage of the Bid, RFP, or RFQ is to be subcontracted with Certified HUB sources?: \_\_\_\_\_%  
(List HUB Subcontractor information below).

HUB Subcontractor Name: \_\_\_\_\_ HUB Status: \_\_\_\_\_  
Certifying Agency (Check all applicable):  Texas Building & Procurement Commission  Other  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_  
Subcontract Amount: \$ \_\_\_\_\_ Description of Work to be Performed: \_\_\_\_\_

---

HUB Subcontractor Name: \_\_\_\_\_ HUB Status: \_\_\_\_\_  
Certifying Agency (Check all applicable):  Texas Building & Procurement Commission  Other  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_  
Subcontract Amount: \$ \_\_\_\_\_ Description of Work to be Performed: \_\_\_\_\_

---

HUB Subcontractor Name: \_\_\_\_\_ HUB Status: \_\_\_\_\_  
Certifying Agency (Check all applicable):  Texas Building & Procurement Commission  Other  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_  
Subcontract Amount: \$ \_\_\_\_\_ Description of Work to be Performed: \_\_\_\_\_

---

Proposed Price Schedule for County of Hidalgo, Texas

Year 1-Account Set-up Fee (One time):	\$1,800.00
<u>Year 1-Monthly Account Service Fee:</u>	<u>\$1,991.00</u>
Year 1 Total Annualized:	\$25,692.00
Less Multi-Year Discount	7%
Year 1 Total Annualized With Discount:	<b>\$23,894.00</b>
Year 2 Total Annualized With Discount:	<b>\$23,894.00</b>

The quote includes the following:

- ❖ Fully hosted account
- ❖ Implementation Project Plan
- ❖ Unlimited Group Administrator Accounts
- ❖ Unlimited Number of Users/Registrants
- ❖ Online Training for All Administrators
- ❖ 24/7/365 Customer Support

Onsite support would be billed an hourly rate of \$80/hour and would incur reasonable Travel and Expenses that would be billed to Hidalgo County.

**EXHIBIT “B”  
FEE SCHEDULE**



PURCHASING DEPARTMENT  
County Of Hidalgo

Rori Kuhns, Vice -President of Sales and Marketing  
INSPIRON LOGISTICS  
2251 Front Street Suite 105  
Cuyahoga Falls, OH 44221

Via email:  
rori.kuhns@inspironlogistics.com

**RE: Request of Best and Final Offer (BAFO)**  
**Hidalgo County-"Emergency Alert System"-RFP**

Dear Ms. Kuhns:

We are in receipt of your Scope of Services and Fee Schedule. However, as part of the negotiations process, we are requesting that you submit a Best and Final Offer (BAFO) on the rates submitted as follows and as attached hereto:

Type of Services	Fee Submitted	Best and Final Offer (BAFO)
Year 1-Account Set-up Fee (One time):	\$1,800.00	\$1,800.00
Year 1 -Monthly Account Service Fee	\$1,991.00	\$1,991.00
Year 1 -Total Annualized: (\$1,991.00 x 12= \$23,892.00 + \$1,800.00)	\$25,692.00	\$25,692.00
Less Multi-Year Discount 7% (\$1,798.00)	7%	10% <sup>o</sup>
Year 1 Total Annualized with Discount	\$23,894.00	\$23,123.00
Year 2 Total Annualized with Discount	\$23,894.00	\$21,503.00
Onsite Support	\$80.00 hr. + Travel & Expenses	\$80/hr plus T+E

The County is committed to negotiating a contract that will be beneficial to both parties. In this spirit of cooperation we ask that you respectfully re-consider the rates you are proposing and submit your Best and Final Offer (BAFO) by no later than 5:00 P.M. on Thursday, June 5, 2008.

Please submit your Best and Final Offer (BAFO) Via Facsimile No. (956) 318-2629 or Via Email [moises.salazar@co.hidalgo.tx.us](mailto:moises.salazar@co.hidalgo.tx.us) and mail the original to our office (2812 S. Bus. Hwy. 281, Edinburg, TX, 78539).

Thank you in advance for your prompt attention to this request. Should you have any questions or require additional information, please do not hesitate to contact me (956) 292-7000 x-4863.

Respectfully,

*Moses Salazar*  
Moses Salazar, Buyer II  
Hidalgo County Purchasing Department

*Approved*  
*Jon A. [Signature]*

Encl.

cc: Mario Betancourt (mario.betancourt@co.hidalgo.tx.us)  
File

**EXHIBIT “C”  
INSURANCE**

# ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID TG  
INSPI-2

DATE (MM/DD/YYYY)  
06/11/08

**PRODUCER**  
  
**SeibertKeck Insurance Agency**  
 2950 W. Market Street  
 Akron OH 44333-3600  
 Phone: 330-867-3140 Fax: 330-865-6826

**INSURED**  
  
**Inspiron Logistics, Inc.**  
 2251 Front Street Suite 105  
 Cuyahoga Falls OH 44221

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	Westfield Insurance Company	
INSURER B:	Central Mutual Insurance	20230
INSURER C:		
INSURER D:		
INSURER E:		

**COVERAGES**

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
B		<b>GENERAL LIABILITY</b>	04093008319	04/15/08	04/15/09	EACH OCCURRENCE	\$ 1000000
		<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100000
		<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person)	\$ 5000
		GENL AGGREGATE LIMIT APPLIES PER				PERSONAL & ADV INJURY	\$ Excluded
		<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC				GENERAL AGGREGATE	\$ 2000000
						PRODUCTS - COMP/OP AGG	\$ Excluded
A		<b>AUTOMOBILE LIABILITY</b>	CWP4266632	02/25/08	02/25/09	COMBINED SINGLE LIMIT (Ea accident)	\$ 1000000
		<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$
		<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident)	\$
		<input checked="" type="checkbox"/> HIRED AUTOS				PROPERTY DAMAGE (Per accident)	\$
		<input checked="" type="checkbox"/> NON-OWNED AUTOS					
		<b>GARAGE LIABILITY</b>				AUTO ONLY - EA ACCIDENT	\$
		<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY: EA ACC	\$
						AGG	\$
		<b>EXCESS/UMBRELLA LIABILITY</b>				EACH OCCURRENCE	\$
		<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE	\$
		<input type="checkbox"/> DEDUCTIBLE					\$
		<input type="checkbox"/> RETENTION \$					\$
		<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>				WC STATUTORY LIMITS	OTHER
		ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?				E L EACH ACCIDENT	\$
		If yes, describe under SPECIAL PROVISIONS below				E L DISEASE - EA EMPLOYEE	\$
						E L DISEASE - POLICY LIMIT	\$
		<b>OTHER</b>					

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS  
**The certificate holder is named as an additional insured. Contingent BI/PD Included; Errors & Omission \$1,000,000 w/\$5000 deductible**

CERTIFICATE HOLDER	CANCELLATION
<p><b>HIDAL-1</b></p> <p>The County of Hildago                      Purchasing Department                      2812 S. Bus. Hwy 281                      Edinburg TX 78539</p>	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>10</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.</p> <p>AUTHORIZED REPRESENTATIVE  <i>Frista L. Blanco</i></p>

## IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

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).

## DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

# STATE OF OHIO

## BUREAU OF WORKERS' COMPENSATION

COLUMBUS, OHIO 43215-2256

### CERTIFICATE OF PREMIUM PAYMENT

This certifies that the employer listed below has paid into the State Insurance Fund as required by law. Therefore, the employer is entitled to the rights and benefits of the fund for the period specified. For more information call 1-800-OHIOBWC.

**THIS CERTIFICATE MUST BE CONSPICUOUSLY POSTED.**

POLICY NO. AND EMPLOYER

PERIOD SPECIFIED BELOW

1544904

1/18/2008 THRU 08/31/2008



ohiobwc.com

*Maisha P. Ryan*  
ADMINISTRATOR

THIS CERTIFICATE MAY BE REPRODUCED AS NEEDED

## OHIO BUREAU OF WORKERS' COMPENSATION

### REQUIRED POSTING

Effective October 13, 2004, Section 4123.54 of the Ohio Revised Code requires notice of rebuttable presumption. Rebuttable presumption means that an employee may dispute or prove untrue the presumption (or belief) that alcohol or a controlled substance not prescribed by the employee's physician is the proximate cause (main reason) of the work-related injury.

The burden of proof is on the employee to prove that the presence of alcohol or a controlled substance was not the proximate cause of the work-related injury. An employee who tests positive or refuses to submit to chemical testing may be disqualified for compensation and benefits under the Workers' Compensation Act.

THIS LANGUAGE MUST BE POSTED WITH THE CERTIFICATE OF COVERAGE



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FACSIMILE TRANSMITTAL SHEET

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TO: MOISES SALAZAR

FROM: RORI A. KUHNS

FAX NUMBER: 956-318-2629

DATE: JUNE 12 2008

REGARDING:

TOTAL NO. OF PAGES INCLUDING COVER: 2

**Workers comp**

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URGENT    FOR REVIEW    PLEASE COMMENT    PLEASE REPLY    PLEASE RECYCLE

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[www.inspironlogistics.com](http://www.inspironlogistics.com)

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2551 FRONT STREET  
SUITE 105  
CUYAHOGA FALLS, OHIO 44221  
(877) 998-9367  
FAX: (330) 922-4750