

Orion Communications, Inc.

**RFP No. 2008-05-07-09-MSS
Hidalgo County Sheriff's Office
Police Administration Software
RFP Response Document**

*08/21/2008
Best and Final*



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Understanding of the Project

Orion understands the Sheriff's Department within the County of Hildago, Texas is requesting software and services that meet the County's specific business practices and can integrate with the existing and future infrastructure technology. The Sheriff is requesting a web based application that enables the department to effectively and efficiently manage personnel while sharing information between different functional systems.

Orion proposes to solve these problems through the use of Orion's fully integrated software product designed for Public Safety Agency management. Orion's Patent Pending *AgencyWeb*™ web based software product suite designed to fully the requirements as described in this RFP request.

Orion's *AgencyWeb Agency Management Solution* is a browser-based solution built using Microsoft .Net and SQL technology. *AgencyWeb* is composed of integrated plug and play modules that are used by government agencies to automate daily processes. The system is designed with configuration settings that allow for easy installation and setup of the application. The system modules included in this response meet all the requirements as defined by this RFP.

Personnel Manager

Orion's Personnel Manager module provides for the tracking personnel data for an employee within one easy to access interface. The system tracks all employee information, unlimited dates for tracking and reporting, contacts and emergency contact information. Organizational information is tracked including chain of command, working assignments, funding information, shift schedules including full rotation management, payroll with special pay information and comprehensive position management for budget tracking and reporting.

As information is added, edited or changed in any manner, the employee's base record is dynamically updated. Methods of changing employee information include

workflow management tools such as personnel action requests enabling a formal request and approval process. This includes the ability to set effective dates in the past or future. Direct edits are allowed and controlled by user permissions, application functional areas, and certain field level management (e.g. SSN). Other request and approval tools are included with the ability to leverage email notification. These tools include but are not limited to leave management, overtime management, training management, and asset management. Court attendance can be integrated with overtime, shift scheduler, and leaves management when Orion's CourtNotify module is leveraged by a client. Notification management includes home screen call to actions and email notifications are included within the product.

Shift Scheduler

The *Shift Scheduler* module in *AgencyWeb* is designed to meet the critical scheduling needs of all public safety entities. Complex rotation scheduling is provided using simplified web based screens. *Shift Scheduler* allows authorized users to create shift detail schedules. These schedules are consolidated in detail sheets that can be viewed online or emailed. Additionally, these schedules are reflected in offer calendar. The powerful tools of this system replace the confusing and complicated schedule builders with easy, web-based functionality to manage shift assignments and rosters with simplified procedures for setting rotations and building schedules.

Quartermaster

The *Asset Manager* module streamlines the process of notifying, monitoring and replenishing personnel inventory assets, with accurate accounting of all assets assigned to an officer. Inventory quantities can be monitored and replaced, including items with expiration dates. Serial number tracking, equipment expiration management, and issuance/acceptance processes are all tracked online. With its automated notification, pick-up, and return management process the *Asset Manager* Module increases personnel efficiencies and improves inventory control.

Orion Implementation Information

Upon project kick-off, Orion provides a project plan and implementation checklist with roles and responsibilities. These tools are leveraged throughout the project lifecycle to maintain project management. Orion milestones include Project Kickoff,

System Installation, Configuration Settings, Data Loading, Application Testing, Integration Testing, Customer Acceptance, Customer Training, and Go Live. Subtasks with timeframes and ownership are documented and reported upon weekly.

The Orion application will reside on a server(s) which is typically housed within the sponsoring Agency's or City Data Center site. The solution supports *Active Directory* for accessing the system as well as a URL for *Non-Active Directory* users. AgencyWeb™ is designed to allow certain settings to be selected by a customer during the configuration phase of the system setup. The settings that are to be defined include: settings for overtime, leaves, calendar management, shift terminology, user permissions, and private label definitions. Then the customer is able to begin using the system and set all the administrative functions within the application. Orion provides a checklist document that walks the customer through all stages of system installation, setup, testing, training, acceptance, and go live. Orion provides support services through these tasks to make sure the agency's project remains on track and within project goals.

Orion will provide end-user and management training. Training sessions include: System Demonstration, User Roles, User Responsibilities, Reports, User Hands On Classroom Examples, Questions & Answers. Orion will provide an evaluation sheet for each student to complete at the end of the training sessions. System administration training is conducted with the IT staff during the implementation of the product. During this session the Orion employee installing the application will provide over the shoulder training as well as a very details system administration and installation document. At the completion of the system deployment, the document will be updated with the final system settings for documentation and reference purposes.

Orion warrants that for a period of one (1) year commencing with the AgencyWeb software acceptance date. After the warranty period has ended, Orion provides the support and maintenance services set forth in the Maintenance Agreement. After expiration of the warranty period, Orion can provide support and maintenance for the software solution system, based on the terms of the Maintenance Agreement (see attached agreement).

Additional Firm Qualifications

AgencyWeb™ solutions have been deployed throughout Texas, Oklahoma, Florida and Louisiana. Orion has lead projects for County wide deployments integrating anywhere from 5 to 105 city, county, state, and federal agencies into a shared environment. Orion has a patent pending with the U.S. Government regarding modules of *AgencyWeb*.

References:

Lt. Gene Summers
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Personnel and Development Division
214.671.4402 (direct)
214.287.3819 (cell)
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El Paso Police Department
Planning and Research/Special Projects/Accreditation
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Customer List:

Addison PD
Arizona Cardinals
AT&T Data Services
Balch Springs PD
Brownsville PD
Calence, LLC (formerly Avnet)
Cameron County Sheriff
Cameron County, Texas
Carrollton, TX PD
Cedar Hill PD
City of Brazosport Desoto PD
City of Carrollton Muni Dept.
City of Dallas - Courts
City of Garland – Courts
City of Miami Police
Coppell PD
Dallas County, TX
Dallas Cowboys NY Giants

Dallas Police Department – Agency Web Deployment – Customer 9 Years

Orion has developed and deployed an array of law enforcement solutions for the Dallas Police Department (DPD) since 1998. All deployed solutions are fully integrated.

AgencyWeb solutions, Personnel Manager, Shift Scheduler, Dispatch Manager, Asset Manager, Applicant Tracking, Training Manager, Court Notify Municipal, Impound Manage, and Citation Manager have also been deployed for DPD.

Orion's AgencyWeb solutions have helped with the management of DPD's office base by using on-line, police centric tools that include audits, strength reports, shift

assignments, supplemental pay assignments, and position/slot management. AgencyWeb TapeTracker has enabled DPD to manage the life-cycle of their fleet's video tapes. And the AgencyWeb Builder solution has been used to develop the DPD website at www.dallaspolice.net.

As a direct result of Orion's CourtNotify implementation, the city has reduced the need to have police staff manage court administration by 80%. Plus, their previously paid overtime to officers for unnecessary court appearances has been reduced more than 50%. Not only has CourtNotify helped the city of Dallas achieve tremendous savings, but most importantly the solution has enabled officers to spend more time in the field protecting citizens.

Orion's ENP solution (Expanded Neighborhood Patrol) has helped DPD manage their contracting of retired patrol vehicles used by off-duty officers to community groups. Their ENP program has strengthened citizen-based watch groups by placing off-duty officers in strategic Dallas area shifts throughout the week.

Dallas Sheriff Department
Duncanville PD
El Paso, TX Police

Orion deployed an integrated solution of AgencyWeb with El Pasos' Kronos, Case Management, RMS, and PeopleSoft system for sharing employee data and information in a dynamic method. AgencyWeb modules include Personnel Manager, Shift Scheduler, Training Manager, and Court Notify municipal and county have been developed and deployed for El Paso.

El Paso, TX Sheriff
Farmers Branch PD
Federal Prosecutors, Texas

Gainesville, Florida PD - Agency Web Deployment – Customer 3 Years

Orion has deployed AgencyWeb modules including Personnel Manager, Shift Scheduler, and Court Notify municipal and county for the City of Gainesville Police

Department. The system is designed to work with Gainesville's deployment of Exchange Server to post officer schedules to their Exchange Outlook calendar.

Garland PD
Glen Heights PD
Grand Prairie PD
Harlingen PD

Homestead, Florida PD - Agency Web Deployment – Customer 3 Years

Orion has deployed AgencyWeb modules including Personnel Manager, Shift Scheduler, and Court Notify municipal and county for the City of Homestead Police Department.

Hutchins PD
Irving PD
Lancaster PD
Mesquite PD
Miami-Dade County Fire Dept.

Miami-Dade County Police - Agency Web Deployment – Customer 1 Year

Orion deployed an integrated solution of AgencyWeb with Miami Dade's customer OTS system. Orion imported over 25+ years of user data into AgencyWeb. The systems synchronize data daily as well as update the Orion CourtNotify solution that integrates over 100+ agencies into a common subpoena management system.

Miami Police - Agency Web Deployment – Customer 1 Year

Orion deployed an integrated solution of AgencyWeb with Miami Police Department to replace a custom built HR system and replace multiple stand alone installations. Orion imported over 25+ years of user data into AgencyWeb. The systems

synchronize data daily as well as update the Orion CourtNotify solution that integrates over 100+ agencies into a common subpoena management system.

Miami-Dade County State Attorney
Oklahoma City Fire Dept.

Oklahoma City Police Dept. - Agency Web Deployment – Customer 2 Years

Orion deployed an integrated solution of AgencyWeb with Oklahoma's TriTech CAD system. Orion imported over 20+ years of user data into AgencyWeb. Oklahoma acquired Personnel Manager, Shift Scheduler, Asset Manager, Training Manager, and Court Notify.

Orleans Parish, LA
Plano Police Department – Plano Texas

Orion deployed an integrated solution of AgencyWeb with the Plano Police Department to an in house Access database and Lotus Notes server. Orion imported personnel data into AgencyWeb. The customer is using Personnel Manager, Training Manager, Applicant Tracking, and Asset (quartermaster) Manager

Richardson, TX PD
Rowlett PD
Seagonville PD
State of Texas DPS
State of Texas DPS Prosecutors
State of Texas ESC Region 10
El Paso County, TX
University Park PD
US Attorney's Office N. Texas

Personnel and Staffing

Orion Communications is a women-owned business enterprise headquartered in Dallas, Texas and has been specializing in web-based solutions for Municipal, County, State and Federal Government Agencies since 1998. Orion specializes in web based products for Law Enforcement Administration and sharing of data between Law Enforcement and Judicial agencies. Orion has been certified HUB with State of Texas since 1998 and listed on the CMBL and CISV. www.orioncom.com

ORION - GOVERNMENT CERTIFICATIONS

- CISV with State of Texas
- HUB with State of Texas
- MWBE North Central Texas Regional Certification Agency

ORION - VENDOR PARTNERS

- AT&T Data Services
- Certified Cisco Registered Partner
- Tech Data Reseller
- TriTech Systems

Orion Project Team

Role	Orion Employee	Responsibility
Project Manager	Yes	Assigned to the project from project kick-off through the first 3 months of Go-Live. Focal point for all Coordination and Communications with the customer.
Infrastructure Engineer	Yes	Assigned to the project to work directly with the Customer's IT personnel regarding the server installation and setup, training of the customer's IT staff on server configuration, backup, disaster recovery, system administration.

Data Exchange Engineer	Yes	Responsible for working with the Customer's HR personnel to retrieve data and send data to the customer's legacy equipment.
Application Engineer	Yes	Assigned to the project from the project kick-off through the first 3 months of Go Live. After Go-Live is assigned as the focal support engineer for all customer issues. During the project this engineer is responsible for installation of the application, configuration of the variables to match the customer's requirements, testing of the system to meet Orion's requirements and the Customer requirements. Management of the application for all updates and changes.
Customer Support	Yes	Assigned prior to the customer being ready for testing. Responsible for providing testing plan to the customer and working through the customer's test results.

Key Project Staff Background Information Form

Leslie F. DeLatte

Orion Communications Owner/President

Leslie F. DeLatte is President and founded of Orion Communications, where she oversees day-to-day operations and manages the strategic direction of the company. Under her leadership, Orion has deployed browser-based solutions for Judicial and Law Enforcement agencies throughout the United States. Ms. DeLatte has also grown Orion's service offerings to include Service Center management, Network Engineering services and IT Monitoring services for both commercial or government organizations.

Ms. DeLatte has over 25 years of hand-on experience with data and telecommunications management. She was formerly President/CEO and founder of The Sabine Group in 1997, where she directed management teams of Enterprise, Internet and Telco networks.

Early in her career, Ms. DeLatte held various data management positions with EDS, OSI and INS. She holds a B.S. in Electrical Engineering from the University of Southwestern Louisiana.

Heather E. Kocks

Product and Operations Manager

Heather E. Kocks is the Orion Product and Operations Manager where she is responsible for the Project Management Office. Under her direction, the project team provides project management leadership using the proven methodologies that have resulted in successful Orion deployments throughout the United States.

Ms. Kocks has over 7 years of experience managing product rollouts and directing product division engineering teams. Prior to joining Orion, Ms. Kocks held product positions with CompuDyne and Travis County. Ms. Kocks holds a BBA in Computer Information Systems from Texas State University.

Duane A. Tuell

Law Enforcement Content and Business Expert

Duane A. Tuell is Orion Communication's industry authority on law enforcement operations. As such, he aids in content development and usability design of Orion's law enforcement suite. His responsibilities include consultation services for Orion customers that identify how agency data can be used and analyzed to make better decisions and yield improved performance results.

Mr. Tuell brings over 10 years of hands-on experience within the San Jose Police Department where he served as Administrative Officer. Based on his operational knowledge, Duane acted as council for field operations, staffing and business analysis. In addition, he managed the agency's evaluation, purchase and implementation of new software applications. Mr. Tuell holds a B.S in Criminal Justice Administration from San Diego State University.

Gregory Evan Price

Director of Software and Development

Gregory E. Price is the Director of Software Development, where he leads the research and development of Orion's AgencyWeb product suite. Under his management, the application development team has designed modular public safety solutions using several technologies, such as .NET, JAVA and ColdFusion.

Mr. Price brings over 10 years of software development and management expertise with a variety of companies. Prior to joining Orion, Mr. Price was employed as a Development Lead at Mistral Design Group. In addition, he has held lead technical positions with such companies as Ericsson Systems, Vercom Software and Landauer, Inc. Mr. Price attended University of North Texas.

Casey G. DeLatte

Sr. Software Engineer

Casey G. DeLatte is the Orion Communications Sr. Software Engineer, where he participates in product development, product design, product service / support, and customer data analysis. Under his direction, custom product development is designed for direct integration with other customer systems. In addition, he serves as Orion's technology representative for most major customer integrations.

Mr. DeLatte is versed in ASP.NET, VBscript, Coldfusion, JavaScript, HTML, XML, SQL 2000, SQL 2005, SQL DTS, and SQL SSIS. His experience includes design and development in web-applications, web-services, and relational databases. His experience also includes administration of SQL server, Windows server, and networking.

As the Lafayette Parish School Board Computer Technician, Casey has been responsible for servicing 45 educational institutions within Lafayette, LA Parish. Mr. DeLatte holds a B.S. in Computer Science from the University of Louisiana at Lafayette.

Required Certifications and Submittal

Proposers Fee Schedule

Quote is valid for 90 days from 8/21/2008.

Optional pricing has been included for Orion to provide the server hardware and software. Note – AgencyWeb can run on one or two servers depending upon the desire of the Client’s IT department. AgencyWeb can also operate in a Virtual Server and SAN environment. The optional pricing provided within this RFP by Orion is a two server solution.

AgencyWeb Solution Price - \$30,504.00

Additional Optional Equipment - \$18,399.00

Agency Web Payment Schedule

25% upon Project Kickoff

50% upon Application Installation

25% upon Completion of Training

Re: RFP 2008-005-07-09-MSS Response

Description	Item Price	QTY	Total List	Price Quoted	% Disc
AgencyWeb					
Personnel Manager	\$ 47,250	1	\$ 47,250	\$ 11,813	75%
Shift Scheduler	\$ 18,900	1	\$ 18,900	\$ 4,725	75%
Asset Manager (Quartermaster)	\$ 10,395	1	\$ 10,395	\$ 2,599	75%
Installation Fees					
Personnel Manager	\$ 11,813	1	\$ 11,813	\$ 5,906	50%
Shift Scheduler	\$ 4,725	1	\$ 4,725	\$ 2,363	50%
Asset Manager (Quartermaster)	\$ 2,599	1	\$ 2,599	\$ 1,299	50%
Training Services					
Personnel Manager (priced per day)	\$ 1,200	1	\$ 1,200	\$ 600	50%
Shift Schedule (priced per day)	\$ 1,200	1	\$ 1,200	\$ 600	50%
Asset Manager (priced per day)	\$ 1,200	1	\$ 1,200	\$ 600	50%
Summary			Total List	Price Quoted	% Disc
AgencyWeb			\$ 76,545	\$ 19,136	75%
Installation Fees			\$ 22,736	\$ 11,368	50%
Grand Total			\$ 99,281	\$ 30,504	69%
Support and Maintenance					
After 1st Year	\$ 9,808	1	\$ 9,808		

Additional Optional Pricing

Orion provided Server Hardware, Software and Installation

Description	Price	Install Fee
Application Server	\$6,200.00	\$500.00`
Database Server	\$6,200.00	\$500.00
SQL Server License	\$5,999.00	\$500.00
Total	\$18,399.00	\$1,500.00

Note – if the County owns an Enterprise SQL license with Microsoft then this cost can be eliminated.

Server Payment Schedule

100% upon Installation and Setup on Site at Hidalgo County

Application Server Details

Catalog Number / Description	Product Code	Dell SKU
PowerEdge 2950 III:	295H25	[223-4490]
Quad Core Intel® Xeon® E5420, 2x6MB Cache, 2.5GHz, 1333MHz FSB		
Additional Processor:	1P	[311-1193]
Single Processor only		
Memory:	4G4D6DP	[466-0821]
4GB 667MHz (4x1GB), Dual Ranked DIMMs		
Operating System:	3R2XSE	[420-7122]
Windows Server® 2003 R2, Standard x64 Edition with SP2,Includes 5 CALs		
Backplane:	1X6353	[311-7936]
1x6 Backplane for 3.5-inch Hard Drives		
Primary Controller:	P6IX6RP	[467-2726]
PERC6i SAS RAID Controller, 2x4 Connectors,PCIe, x6 Back		
Hard Drive Configuration:	6SR5	[341-5723]
Integrated SAS/SATA RAID 5, PERC 6/i Integrated		
Primary Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
2nd Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
3rd Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
4th Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
Chassis Configuration:	RPVERSA	[310-7412]
Rack Chassis w/Sliding Rapid/Versa Rails and Cable		

Management Arm,Universal		
Riser Card:	PCIE	[320-4607]
Riser with 3 PCIe Slots		
Power Supply:	ESRPS2	310-9909]
Energy Smart Redundant Power Supply with Dual Cords		
Bezel:	BEZEL	[313-3920]
Rack Bezel		
Network Adapter:	OBNIC	[430-1764]
Dual Embedded Broadcom® NetXtreme II 5708 Gigabit Ethernet NIC		
Optional Feature Upgrades for Integrated NIC Ports:	TOE	[430-2968]
LOM NICs are TOE Ready		
Documentation:	EDOCS	[310-7415]
Electronic Documentation and OpenManage CD Kit		
CD/DVD Drive:	CDRWDVD	[313-3934]
24X IDE CD-RW/DVD ROM Drive		
Floppy Drive:	NFDX6	[341-3685]
No Floppy Drive for x6 Backplane		
Mouse:	NOMSE	[310-0024]
No Mouse Option		
Hardware Support Services: 3 Year ProSupport for End Users and Mission Critical 4HR 7x24 Onsite Pack	U3PME4	[984-1399][984-1417][986-8212][986-8432][987-2810][989-3439][990-0579]

Database Server Details

Catalog Number / Description	Product Code	Dell SKU
PowerEdge 2950 III:	295H25	[223-4490]
Quad Core Intel® Xeon® E5420, 2x6MB Cache, 2.5GHz, 1333MHz FSB		
Additional Processor:	1P	[311-1193]
Single Processor only		
Memory:	4G4D6DP	[466-0821]
4GB 667MHz (4x1GB), Dual Ranked DIMMs		
Operating System:	3R2XSE	[420-7122]
Windows Server® 2003 R2, Standard x64 Edition with SP2, Includes 5 CALs		
Backplane:	1X6353	[311-7936]
1x6 Backplane for 3.5-inch Hard Drives		
Primary Controller:	P6IX6RP	[467-2726]
PERC6i SAS RAID Controller, 2x4 Connectors, PCIe, x6 Back		
Hard Drive Configuration:	6SR5	[341-5723]
Integrated SAS/SATA RAID 5, PERC 6/i Integrated		
Primary Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
2nd Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
3rd Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
4th Hard Drive:	146A15	[341-3031]
146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive		
Chassis Configuration:	RPVERSA	[310-7412]
Rack Chassis w/Sliding Rapid/Versa Rails and Cable		

Management Arm,Universal		
Riser Card:	PCIE	[320-4607]
Riser with 3 PCIe Slots		
Power Supply:	ESRPS2	310-9909]
Energy Smart Redundant Power Supply with Dual Cords		
Bezel:	BEZEL	[313-3920]
Rack Bezel		
Network Adapter:	OBNIC	[430-1764]
Dual Embedded Broadcom® NetXtreme II 5708 Gigabit Ethernet NIC		
Optional Feature Upgrades for Integrated NIC Ports:	TOE	[430-2968]
LOM NICs are TOE Ready		
Documentation:	EDOCS	[310-7415]
Electronic Documentation and OpenManage CD Kit		
MS SQL Server:	SQ25XS1	[420-5699]
Microsoft® SQL Server™ 2005X64 Standard (1 Socket),OEM,NFI		
CD/DVD Drive:	CDRWDVD	[313-3934]
24X IDE CD-RW/DVD ROM Drive		
Floppy Drive:	NFDX6	[341-3685]
No Floppy Drive for x6 Backplane		
Mouse:	NOMSE	[310-0024]
No Mouse Option		
Hardware Support Services: 3 Year ProSupport for End Users and Mission Critical 4HR 7x24 Onsite Pack	U3PME4	[984-1399][984-1417][986-8212][986-8432][987-2810][989-3439][990-0579]