

Evangelina Garcia

From: Tanya.Delira [tanya.delira@co.hidalgo.tx.us]
Sent: Friday, November 02, 2012 10:35 AM
To: 'Evangelina Garcia'; yolanda.velasquez@co.hidalgo.tx.us
Subject: FW: Renewals

FYI

From: Myra Montoya [mailto:myra.montoya@hidalgo.org]
Sent: Friday, November 02, 2012 8:55 AM
To: 'Tanya.Delira'; 'Yolanda Velasquez'
Subject: FW: Renewals

Myra Montoya, Accountant I
Hidalgo County Sheriff's Office
711 El Cibolo Road
Edinburg, Texas 78539
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From: Michael [mailto:michael.garza@hidalgo.org]
Sent: Thursday, November 01, 2012 4:59 PM
To: tanya.delira@co.hidalgo.tx.us; yolanda.valasquez@co.hidalgo.tx.us; 'Patricia Medina'
Cc: 'Juan Tapia'; richard.ozuna@hidalgo.org; myra.montoya@hidalgo.org; rosie.hinojosa@hidalgo.org; emilia.uriegas@hidalgo.org
Subject: RE: Renewals

From: Michael [mailto:michael.garza@hidalgo.org]
Sent: Thursday, November 01, 2012 9:48 AM
To: 'tanya.delira@co.hidalgo.tx.us'; 'yolanda.valasquez@co.hidalgo.tx.us'
Cc: 'Juan Tapia'; 'richard.ozuna@hidalgo.org'; 'myra.montoya@hidalgo.org'; 'rosie.hinojosa@hidalgo.org'; 'emilia.uriegas@hidalgo.org'
Subject: Renewals

Tanya,

Thank you for talking to me yesterday..

I'm still very concerned about my request for renewals that I have been waiting on for 2 months already.

The 5 items are vital modules that work hand in hand for daily operations here at the Sheriff's Office. Let me explain in more detail.

- ◆ **Commercial Electronics Renewal**- This renewal is not just a support renewal for our 911 recorder; it is also an end of life replacement.

Failure to replace this device in time before it malfunctions, will result in no recordings for any 911 call regardless of a Fatality or and Information call which by the way is crucial evidence in the courts for an Offender or more importantly a Victim.

- **Symantec Software Renewal**- This renewal takes care of our backup support should our system's go down! The Symantec Software system makes backups of

Basically all law Records. All our work that was performed for the day, 911 Dispatch, Records, and Law.
We have been building our Software since **GoLive** which took effect on Dec 5, 2011 and our warranty expired. We have
Not made any backups due to not being ready. Now that we are ready, we are not able to, due to warranty being expired
And waiting on legal.

- **ESRI Renewal** Our ESRI software which stands for Environmental Systems Research Institute (developer of geographic information systems (GIS), is also
Out of Warranty. This software enables me and our 911 Center to pin point exactly on the map were they (deputies) are at. This is displayed in real time
And in motion as they drive on the map. It can also distinguish how fast, how slow, speed and Idle time.
We rely on this software for Officer Safety. If our officer is down and doesn't know his/her whereabouts we can distinguish by checking and rerouting other units
To his/her location for backup which could save the lives of one of own.

- **CELLEBRITE**
• **UNIVERSAL FORENSIC DEVICE-** This device is used to extract data such as numbers, texts, and pictures from cell phones of all types of criminals. The renewal is very important so we can keep up with the updates of all phones that come out everyday.

- **IBM I2 ANALYST-** The I2 Analyst Software allows are Intel Dept which gathers crucial information about hot crimes, where they are occurring, where they are most likely to occur, and plot this information on charts that are provided to the Sheriff which in turn can be provided to his command staff which coordinate to Patrol or Tactical Units.

I consider these 5 renewals Emergency Requests Renewals for the Sheriff's office considering the severity of the damages it will create should we not have them in place **a month ago**. I've turn in everything I possibly could to make this possible week after week. Please reply back today and let me know were we stand so I can get Sheriff Trevino involved.

Thank You,

Michael Garza
HCSO IT Manager
Spillman Administrator (SAA)
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