1.0 Form A-1

PROPOSER'S NAME (Name of firm, entity or organization): Orion Communications, Inc.

FEDERAL EMPLOYER IDENTIFICATION NUMBER: **75-2768150**

NAME AND TITLE OF PROPOSER'S CONTACT PERSON:
Name: Rusty Byers **Title:** Vice President of Sales

MAILING ADDRESS:
Street Address: 8235 Douglas Avenue, Suite 410

City, State, Zip: Dallas, TX 75225

TELEPHONE:	***FAX:***	***E-MAIL ADDRESS:***
(214) 620-3905	(214) 234-0790	rbyers@orioncom.com

PROPOSER'S ORGANIZATIONAL STRUCTURE:

X Corporation ___ Partnership ___ Proprietorship ___ Joint Venture

___ Other (Explain):

IF CORPORATION:
Date Incorporated/Organized: 6/12/1998 State Incorporated/Organized: Texas
States registered in as foreign corporation:

PROPOSER'S SERVICE OR BUSINESS ACTIVITIES OTHER THAN WHAT THIS SOLICITATION REQUESTS FOR:
No other service or business activities other than this solicitation request.

LIST NAMES OF PROPOSER'S SUBCONTRACTORS OR SUBCONSULTANTS FOR THIS PROJECT:
There are no subcontractors or sub-consultants for this project.

LOCAL CERTIFIED SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE:
A Local Certified Service-Disabled Veteran Business Enterprise is a firm that is a) a local business pursuant to Section 2-8.5 of the Code of Miami-Dade County and b) prior to proposal submittal is certified by the State of Florida Department of Management Services as a service-disabled veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. At the time of proposal submission, the Local Certified Service-Disabled Veteran Business Enterprise must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit said affirmation and a copy of the actual certification along with the proposal submission.

☐ **Place a checkmark here only if affirming Proposer is a certified Local Certified Service-Disabled Veteran Business Enterprise. A copy of the required certification must be submitted with the proposal.**

CRIMINAL CONVICTION DISCLOSURE:
Pursuant to Miami-Dade County Ordinance No. 94-34, any individual who has been convicted of a felony during the past ten years and any corporation, partnership, joint venture or other legal entity having an officer, director, or executive who has been convicted of a felony during the past ten years shall disclose this information prior to entering into a contract with or receiving funding from the County.

☐ **Place a checkmark here only if Proposer has such conviction to disclose to comply with this requirement.**

PROPOSER'S AUTHORIZED SIGNATURE

The undersigned hereby certifies that this proposal is submitted in response to this solicitation.
THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BELOW BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE COUNTY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE PROPOSER TO THE TERMS OF ITS OFFER.

Signed By: _____ Date: 8/24/10

Print Name: Leslie F. DeLatte Title: President/Owner

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2.0 Proposer Information

2.1 Executive Summary

Orion Communications understands that the Miami-Dade Corrections and Rehabilitation Department (MDCR) is requesting proposals from qualified providers for a turnkey, web based, commercial off-the-shelf Staff Scheduling Solution. This software is required to automate time collection, manage rosters, conduct shift bidding, automate vacancy filling in conjunction with audit controls, and enhance accountability and reporting. It is Orion's understanding that the Solution must also improve overtime management conduct emergency staffing, send and receive work communications, share information with other County applications, produce management reports and ensure equitable and consistent application of MDCR internal policies and procedures, collective bargaining agreements and County HR policies.

Orion's AgencyWeb® Administrator Solution is an online system that includes all these requirements while going much further. Administrator is a business management system that serves as "command-central" of daily Public Safety resource operations. Comprehensive in nature and adapted to the agency, Administrator uses data coordinated with business rules to provide tools that boost workforce productivity. Designed as a solution that balances agency plans versus what actually transpires daily, Administrator is a first in the market for end-to-end Public Safety workforce management in one system.

Orion's AgencyWeb® Administrator is also the sole product designed to interface directly e-Notify. Even if external applications are used, Administrator is required to provide the service of receiving and processing data to and from e-Notify. In the solution provided in this response, Administrator provides a comprehensive business management solution and from the MDCR user's point of view it would appear to be one system rather than multiple applications, e-Notify and Administrator. It would also automate the sign up, approval routing and scheduling coordination of events, based on the MDCR's defined business rules.

In addition to providing a comprehensive solution, Orion's status as a Cisco Systems Registered Partner is advantageous in facilitating all Cisco IP telephony requirements. Orion has extensive experience in designing, deploying, and supporting IVR technology. Orion is skilled in IVR services and also has the skill to transfer any operation al support to the ETSD staff for long term application management. And with the deployment of Orion's e-Notify electronic subpoena system in 2008 throughout Miami-Dade County, Orion brings a pre-existing knowledge of the County's current operating environment provided by ETSD.

Orion's proposal complies with all requirements of this RFP. Orion has not taken exception to any constraint.

2.2 AgencyWeb Administrator Overview

Orion's AgencyWeb® Business Management System is the one solution available today that bridge's all aspects of Public Safety's business management life cycles. Providing much more than just scheduling services, the AgencyWeb Administrator Solution is focused on improving operational efficiency, managing workforce resources effectively and tying these to agency business requirements.

Administrator Version 5 is designed as role-based engines, matching the user's experience in their daily goals and performance measurements. As a result, proficiency is improved in each organization's service to their agency and budget expenditures are reduced. Employee activities are streamlined and tracked, resulting in increased accountability. And because AgencyWeb Administrator's standard practice is to share data with external systems, interactive data sharing is readily available.

Administrator's scheduling capabilities are designed to accommodate Public Safety's complex 24/7/365 requirements. This includes the coordination of daily shift schedules, leave time, overtime, training, special-duty, and court events. Time and attendance tools are used to verify what occurred during an employee's scheduled shift so that it can be accurately reported to payroll.

An unlimited number of employee schedules can be set as multiple shifts, rotating positions or future assignments. Any combination of work periods can be define and associated with FLSA agency rules. Seniority based position bidding can be offered, allowing eligible employees to bid for assignments and schedules.

Scheduling notifications are received by employees on their Administrator web-account, by telephone, agency e-mail or text messaging. Employees view all their scheduled events using rolling, monthly calendars. Daily rosters are viewed online, printed, exported or saved as PDF. Rosters include on-duty and off-duty employees, as well as those with approved leave time, overtime, training, court, on call status, or special-duty events.

Administrator's position management tool allows for definition of work positions for assigning personnel into positions within a shift, tracking minimum staffing, skill requirements and allowing for tracking of higher class pay events. Group views allow users to visually see assigned versus vacant positions within a workgroup. Interface Roster views provide shift assignment information and allow the view to quickly identify available employees that can then be chosen to back fill selected positions.

With Administrator employee activity data from external systems, such as RMS activities or CAD incidents, can be automatically collected. Cumulative roll-up summaries of employee's activities can be viewed in chart or list formats to analyze performance and better direct agency efforts.

This response includes the following AgencyWeb Administrator capabilities briefly described below:

Employee Information allows agency users to easily store, retrieve, and manage workforce data that is used to direct employee activities. Through agency-defined role and permission levels, users view and/or update comprehensive employee information that includes command chain, classifications, assets, medical history, evaluations and skills/certifications.

Requests and Notifications automate agency communication processes based on agency business rules.

- Saves time with workflow approval routing for leave time, overtime, special-duty, training, personnel actions, asset issuance and property room item handling requests

- Increases efficiencies with real-time employee notifications for scheduled or unexpected events

Scheduling Coordination allows scheduling of multiple shifts, rotating positions or future assignments.

- Coordinates schedules with leave time, overtime, training, special-duty, and court events
- Reports planned schedules versus actual events and submits to payroll
- Tracks employee activity data and summarizes to help better direct agency efforts

Training Scheduling and Attendance simplifies course scheduling, attendance tracking and results reporting.

- Training dates coordinated with employee schedules, leave and court events
- Automatically saves each employee's course results, including certifications

Recruitment and Applicant Coordination centralizes the collection of applicant information.

- Tracks candidate's progression stages to academy acceptance
- Tracks marketing and recruitment activities

Virtual Access to Data from Many Separate Systems allows users to access data in seconds.

- Users query specific databases or use global searches across different systems with common criteria
- Data owners allowing other agencies to view data retain ownership, access rights and tracking controls

2.3 Solution Functionalities

2.3.1 Calendaring

AgencyWeb Administrator allows agency employee's to easily access to their schedules through rolling, monthly calendar views that display working, non-working days and work period's approved events. Agency personnel are able to view their schedules using list views and dashboard call-to-action screens. This includes the ability to search for and view other employee's calendars.

The system is flexible and capable of being configured to meet MDCR's required calendaring functions.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding calendaring:

	Calendaring Functionalities	Comply
A.	*A graphical calendar with working, non-working days, and work periods shown for an individual.*	Yes

Users can view their work schedules from many different points of view.

Calendar Views with drill-down links for each day. Color coding is used to show regular days off, vacation days, regular work days and other schedule exceptions.

STEVEN BOLDWAY

May | June 2010 | July

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30 REG 9:00A - 9:00A	31 RDO	1 RDO	2 REG 9:00A - 9:00A	3 RDO	4 RDO	5 REG 9:00A - 9:00A
6 RDO	7 RDO	8 VA 9:00A - 9:00A	9 RDO	10 RDO	11 VA 9:00A - 9:00A	12 RDO
13 RDO	14 VA 9:00A - 9:00A	15 RDO	16 RDO	17 VA 9:00A - 9:00A	18 RDO	19 RDO
20 VA 9:00A - 9:00A	21 RDO	22 RDO	23 OT 4:00A - 9:00A REG 9:00A - 9:00A	24 RDO	25 RDO	26 REG 9:00A - 9:00A
27 RDO	28 RDO	29 REG 9:00A - 9:00A	30 RDO	1 RDO	2 REG 9:00A - 9:00A	3 RDO
4 RDO	5 REG 9:00A - 9:00A	6 RDO	7 RDO	8 REG 9:00A - 9:00A	9 RDO	10 RDO

Roster views allow users to see more details associated with their shift assignment.

Bureau: Operations | Org: Road Patrol | Section: Section B | Shift: Evenings | Date: 7/26/2010

View: -Select- | Previous Shift | Next Shift | Search

Name	Badge Number	Title	Time	Bureau	Org	Section	Shift	Assignment	Unit No	Radio No.	On Call
SCOTT, TERRY	168	Sergeant	12:30 PM - 11:00 PM	Operations	Road Patrol	Section B	Evenings	Section B-Evenings-1	2154	1230B	
LEWANDOWSKA, SABINA	170	Police Officer	1:00 PM - 11:00 PM	Operations	Road Patrol	Section B	Evenings	Section B-Evenings-1	322		3422
WILLIAMS, JASON	296	Police Officer	2:00 PM - 12:00 AM	Operations	Road Patrol	Section B	Evenings		366	K-9/SWAT	3753
VEZINA, TROY	136	Police Officer	2:00 PM - 12:00 AM	Operations	Road Patrol	Section B	Evenings		336	SWAT	3864B
IINO, RYUNOSUKE	152	Police Officer	2:00 PM - 12:00 AM	Operations	Road Patrol	Section B	Evenings		678		3580
MCEVOY, JAMES	153	Police Officer	2:00 PM - 12:00 AM	Operations	Road Patrol	Section B	Evenings	Section B-Evenings-1	353		3983B

Home Screen information can provide a quick glance at approved adjustments in their schedule.

From: 3/28/2010 To: 8/6/2010 Search

This Week | Next Week | This Month | Next Month

My Leaves

Decided By	Start Date	End Date	Hours	Status
MICHAEL MAUER	4/26/2010	4/27/2010	19	Approved
TERRY SCOTT	5/24/2010	5/27/2010	38	Approved
DEIDRE FOGELGREN	6/30/2010	7/1/2010	19	Approved

My Overtime

Decided By	Start Date	End Date	Hours	Status
TERRY SCOTT	4/30/2010 6:00 AM	4/30/2010 8:00 AM	2	Approved
TERRY SCOTT	5/28/2010 10:00 AM	5/28/2010 12:00 PM	2	Approved
TERRY SCOTT	5/29/2010 8:00 AM	5/29/2010 12:00 PM	4	Approved
TERRY SCOTT	5/30/2010 8:00 AM	5/30/2010 11:00 AM	3	Approved
TERRY SCOTT	6/27/2010 10:30 PM	6/27/2010 11:30 PM	1	Approved

Training

Decided By	Course Name	Start Date	End Date	Status
TERRY SCOTT	Arson Investigation	7/26/2010 8:00 AM	7/26/2010 12:00 PM	Approved
	CIT: Communications Training	6/28/2010 8:00 AM	6/28/2010 5:00 PM	Approved
	Firearms Instructor: CMS	6/28/2010 8:00 AM	6/28/2010 5:00 PM	Approved
	Use of Informants	6/14/2010 8:00 AM	6/14/2010 5:00 PM	Approved
	Domestic Drug Interdiction	5/31/2010 8:30 AM	5/31/2010 4:30 PM	Approved
	Auto Theft Investigations for Patrol Personnel	4/21/2010 8:00 AM	4/21/2010 12:00 PM	Approved

Quick Reports are available to provide timesheet reports for employees, as well as schedules.

AgencyWeb

Weekly Timesheet Report (05/16/2010-05/22/2010)

		Sunday 05/16/2010	Monday 05/17/2010	Tuesday 05/18/2010	Wednesday 05/19/2010	Thursday 05/20/2010	Friday 05/21/2010	Saturday 05/22/2010
SCOTT, TERRY								
	Scheduled	RDO	10.50	10.50	10.50	10.50	10.50	RDO
Actuals	Regular Time	RDO	10.50				5.00	RDO
	Time Off			10.50	10.50	10.50		
	Overtime						10.00	

Filtered By

Last Name: SCOTT | Badge Number: | Bureau: | Section:
First Name: TERRY | Employee ID: | Org: | Shift:

Users can also see their monthly schedule in reports.

AgencyWeb

Monthly Shift Report

May 2010	Sat 01	Sun 02	Mon 03	Tue 04	Wed 05	Thu 06	Fri 07	Sat 08	Sun 09	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19	Thu 20	Fri 21	Sat 22	Sun 23	Mon 24	Tue 25	Wed 26	Thu 27	Fri 28	Sat 29	Sun 30	Mo 31
SHIFT: DAYS																															
SCOTT, TERRY	RDO	RDO						RDO	RDO						RDO	RDO		SL	SL	SL		RDO	RDO	VAC	VAC	VAC	VAC		RDO	RDO	
DAYS TOTALS	0	0	1	1	1	1	1	0	0	1	1	1	1	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	
SHIFT: EVENINGS																															
SCOTT, TERRY	RDO	RDO						RDO	RDO						RDO	RDO		SL	SL	SL		RDO	RDO	VAC	VAC	VAC	VAC		RDO	RDO	
EVENINGS TOTALS	0	0	1	1	1	1	1	0	0	1	1	1	1	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	

Filtered By

Last Name: SCOTT | Badge Number: | Bureau: | Section: | Include Type(s): ALL
First Name: TERRY | Employee ID: | Org: | Shift:

B.	*Solution is capable of providing MDCR staff with appropriate security credentials to access their assigned calendar where they can view their schedule, sign-up for work assignments, view overtime opportunities and make changes to their schedules via telephone and the Internet.*	Yes

Administrator is a web-based application and can be accessed based upon the infrastructure settings of MDCR. Touch Tone access is provided through an Integrated Voice Response (IVR) system that utilizes a TCP/IP access to the Administrator application. The IVR system provides interactive information via a telephone interface. The IVR solution is a hosted optional add-on to Administrator.

Login management is controlled by a username and a password. Login can also be authenticated through active directory. The system can be established to allow intranet access through active directory and internet access through active directory and/or username and password. Strong password access can be implemented if desired. If complex password formats are required Administrator supports a minimum of 8 characters, and must allow use of upper and lower case and numeric and special characters. Integration with Active Directory is also available with Administrator.

NOTE: See *2.8.1 Multi-Level Security Access* for detailed explanation of multiple user permission controls.

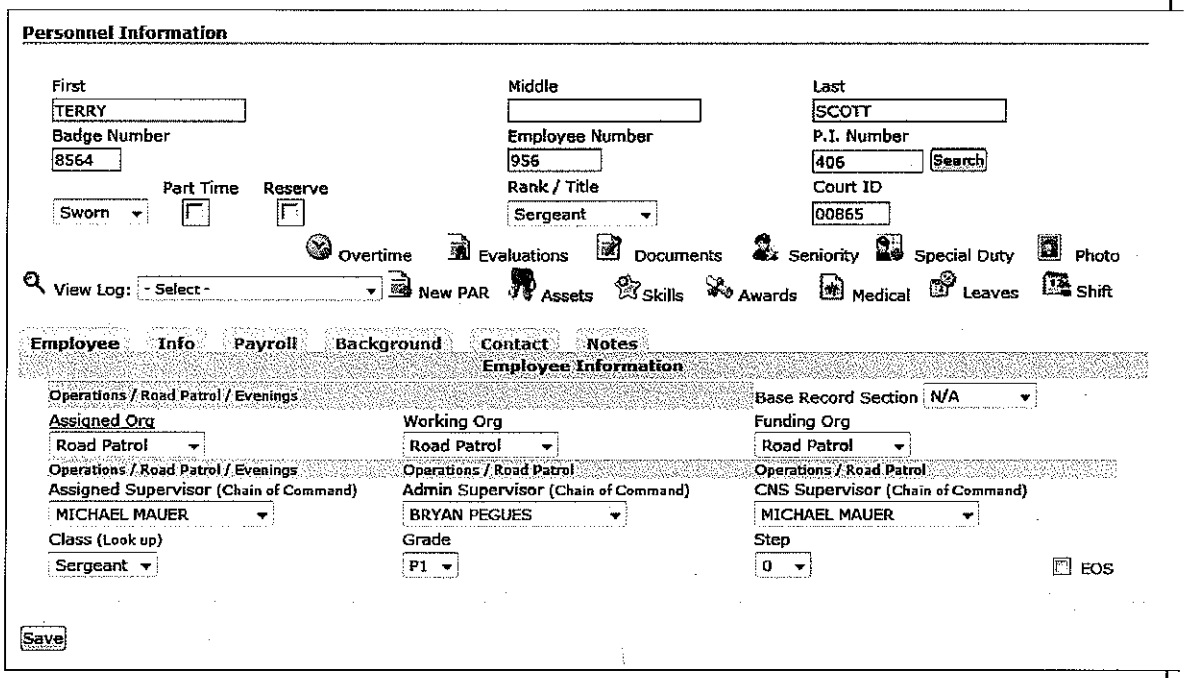
C.	*Solution provides MDCR staff with the ability to view their payroll data,*	Yes

leave balance and personal "history".

The permission structure of the system allows for the authorization to read or edit aspects of an employee's base record. This is controlled by the system administrator. Additional fields can be added throughout the system to include any data that the agency needs to track regarding the employee's base record.

In addition to the fields listed in the section, Administrator tracks a far larger amount of personnel information used to help the agency manage its business and not just rosters and schedules.

Administrator can track an unlimited number of personnel related fields within the application. These fields are grouped within tabbed areas of the employee's base record.



Both tabs and fields can be controlled for read and write access by user permission. All labels can be change to match the terminology of the agency. The following is a sample list of personnel informational field.

- Appointment Date
- Badge
- Bureau
- Cost center
- Cost Center Org

- Cost Center Section
- Court ID
- Class Room Number
- Current State Commission Date
- Current State Service Date
- Demotion Date
- Dependents
- Dept ID Exp Date
- Dept ID Issue Date
- Discharge Date
- DL Class
- DL Commercial
- DL Endorsements
- DL Expiration
- DL Restrictions
- Fund Grant Org
- Contact Group
- Shift Attribute 1
- Shift Attribute 2
- Shift Attribute 3
- Shift Attribute 4
- Shift Attribute 5
- Shift Attribute 6
- Language Pay
- Last Merit Date
- Longevity Date
- Merit Due Date
- Military Branch
- Military End Date
- Military Start
- Military Status
- Military Unit
- Notes
- Organization
- Student Categories
- Phone 1

- Phone 2
- Phone 3
- Phone 4
- Phone 5
- Personnel Index Number
- Prior State Commission Number
- Prior State Service Time
- Promotion Date
- Provider
- Proxy ID Card
- Rank Date
- Rehire Date
- Reserve
- Residents
- Retire Date
- Administrative Supervisor
- Section
- Service Date
- Service pay Date
- Shift Assignment Pay
- SMS Carrier
- SMS Global Number
- SMS Phone Number
- State Court Number
- Suspension Log
- Watch
- Work Position

Additionally, Administrator comes with a definitions interface to allow the system administrator to define the pull-down select fields within the application.

Administrator can also track any combination of pay codes. These codes are setup as following:

- Name of Pay Type
- Code of Pay Type
- Period Type – is this an annual, biweekly, hourly, monthly pay type
- Calculated – is this pay type a calculated or fixed value.

- Calculation Type – is this calculated Annually, Bi-Weekly, Holiday, etc.

Users can be enabled to update specific data fields, while personnel who perform other roles may update other aspects of the application.

Users request vacation, training and overtime from their home screen using workflow approval routing. Each request is automatically routed for authorization to the user's supervisor or agency-defined authorized personnel. Leave-time can be requested one at a time or as a group.

Users can view a status listing of their current and pending leave requests on their home screen. It includes the approval status of each request and the ability to drill-down to view current leave request details and past leaves.

Users can view their rank, seniority, bid seniority, and certifications with their base record. This includes rank and certification dates.

Users can view their current payroll information and previous pay periods, within their base record.

Pay Term	Amount	Type	Code
Annual Salary	$75,900.00	Annual	
Arson Pay	$0.00	Hourly	
Aviation Incentive Pay	$0.00	Hourly	
Aviation Non Cert Pay	$0.00	Hourly	
Aviation Training Pay	$100.00	Hourly	1FI3
Bi-Weekly Salary	$2,919.23	Biweekly	
Car Allowance	$0.00	Hourly	
Certification Pay	$65.00	Monthly	1FID
Clothing Allowance	$0.00	Monthly	
Education Pay	$185.00	Hourly	1FIN
Equipment Allowance	$0.00	Hourly	
FEMA Pay	$0.00	Hourly	
Fire Services Pay	$0.00	Hourly	
FTO Pay	$200.00	Hourly	1FFT
Hazard Pay	$0.00	Hourly	
Incentive Pay	$0.00	Hourly	
Inspector Pay	$0.00	Hourly	
Inspector Training Pay	$0.00	Hourly	
Instructor Training Pay	$0.00	Hourly	
Language Pay	$0.00	Hourly	
Longevity Pay	$365.08	Hourly	1020
Monthly Salary	$6,325.00	Monthly	
Paramedic Training Pay	$0.00	Hourly	
Rescue Training Pay	$0.00	Hourly	

Additionally pay information is tracked in pay logs.

Pay Log

Name: John Smith
Badge: 2541
Rank: Police Lieutenant

Assigned Org: 2115
P.I. Number: 02224

Effective Date	Action	Monthly Salary	Hourly Pay	Service Pay	Education Pay	Language Pay	Misc. Pay	Shift Assignment Pay	Detective Pay	Field Training Pay	Patrol Duty Pay	Certific
07/30/2009	Merit Pay Raise	$7,481.50	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00
04/30/2008	Merit Pay Raise	$7,125.25	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00
10/01/2007	Certification Pay Increase	$6,785.95	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00
10/01/2006	Certification Pay	$6,785.95	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$400.00
10/01/2004	Cost of Living (COLA) Raise	$6,785.95	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
12/01/2003	Cost of Living (COLA) Raise	$6,463.00	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
10/29/2002	Cost of Living (COLA) Raise	$6,155.24	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
04/10/2001	Cost of Living (COLA) Raise	$5,862.39	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
11/17/2000	Service Pay	$5,584.60	$0.00	$100.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
10/01/2000	Cost of Living (COLA) Raise	$5,584.60	$0.00	$95.00	$60.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Users can run reports to view their payroll history. Based upon permissions, the reports can be restricted to "self", organization, or agency level access.

AgencyWeb

Employee Regular Pay Report

Name: JOSE SALAME

Pay Period	Date Range	District	Regular Pay	Overtime Pay	Holiday Pay	Longevity Pay	Detective Pay	Shift Assignment Pay
30	12/26/2009-01/08/2010	ARSON ADMIN	$1,307.25	$310.50	$115.93	13.91	$31.00	$30.00
31	01/09/2010-01/22/2010	ARSON ADMIN	$2,614.50	$341.55	$115.93	13.91	$31.00	$30.00
32	01/23/2010-02/05/2010	ARSON ADMIN	$2,614.50	$372.60	$115.93	13.91	$31.00	$30.00
33	02/06/2010-02/19/2010	ARSON ADMIN	$2,614.50	$403.65	$115.93	13.91	$31.00	$30.00
34	02/20/2010-03/05/2010	ARSON ADMIN	$2,614.50	$434.70	$115.93	13.91	$31.00	$30.00
35	03/06/2010-03/19/2010	ARSON ADMIN	$2,614.50	$465.75	$115.93	13.91	$31.00	$30.00
36	03/20/2010-04/02/2010	ARSON ADMIN	$2,614.50	$496.80	$115.93	13.91	$31.00	$30.00
37	04/03/2010-04/16/2010	ARSON ADMIN	$2,614.50	$527.85	$115.93	13.91	$31.00	$30.00
38	04/17/2010-04/30/2010	ARSON ADMIN	$2,614.50	$558.90	$115.93	13.91	$31.00	$30.00
39	05/01/2010-05/14/2010	ARSON ADMIN	$2,614.50	$589.95	$115.93	13.91	$31.00	$30.00
40	05/15/2010-05/28/2010	ARSON ADMIN	$2,614.50	$621.00	$115.93	13.91	$31.00	$30.00
41	05/29/2010-06/11/2010	ARSON ADMIN	$2,614.50	$652.05	$115.93	13.91	$31.00	$30.00
42	06/12/2010-06/25/2010	ARSON ADMIN	$2,614.50	$683.10	$115.93	13.91	$31.00	$30.00
43	06/26/2010-07/09/2010	ARSON ADMIN	$1,045.80	$714.15	$115.93	13.91	$31.00	$30.00

Filtered By

DATE: 1/1/2009-7/1/2010

2.3.2 Personnel Management

Administrator includes personnel management functionality that provides the ability to manage and track activities dealing with all employees' personnel information. Using the information within each employee's "base record", Administrator automates many routine work interactions among employees and supervisors. This includes part-time, reserves and auxiliary workforce members.

Once configured to the agency's requirements, Administrator is used to consistently apply department policies, collective bargaining rules, labor laws and other regulatory constraints when making staffing decisions, and processing time-off requests. Through agency-defined role and permission levels, staff members are able to view and/or update a wide range of employee information, such as chain-of-

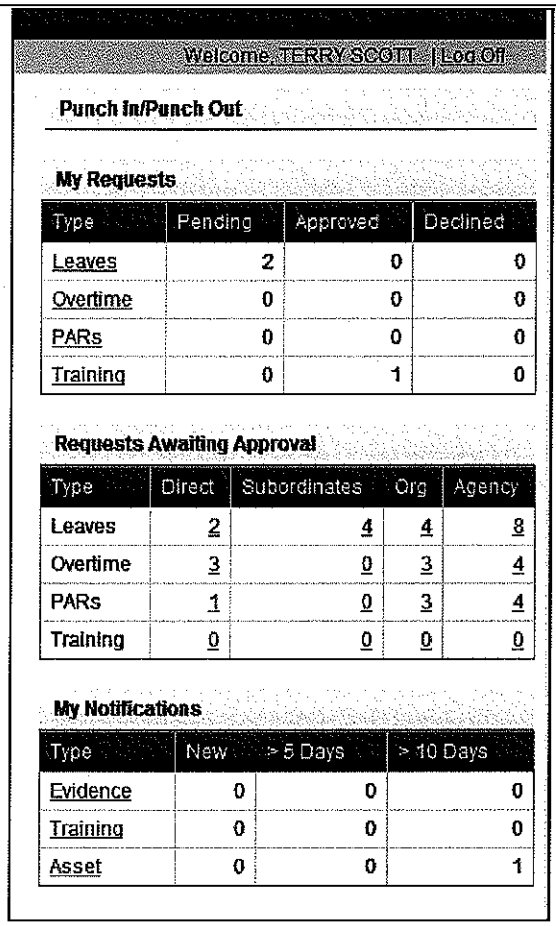
command, assignments, rank, employee classifications, seniority, contacts, evaluations, awards, certifications and skills, assets, medical history and injuries, payroll and pay incentives, and schedules.

Using Administrator's functionality, agency employees are allowed to indicate and update which way they prefer being contacted for work purposed and availability. Employees are able to request time-off, overtime, special-duty and training, as well as check their schedules or bid for future assignments.

Administrator is used to track the organization employees are officially or temporarily assigned to, including funding organizations. This includes employee ranks, titles and associated pay rates. Employee records include historical logs of all saved employee activities, such as shift history, assignments, special-duty, assigned assets, training, suspensions and personnel action changes. Each employee's photo or relevant documents is stored within their electronic base record.

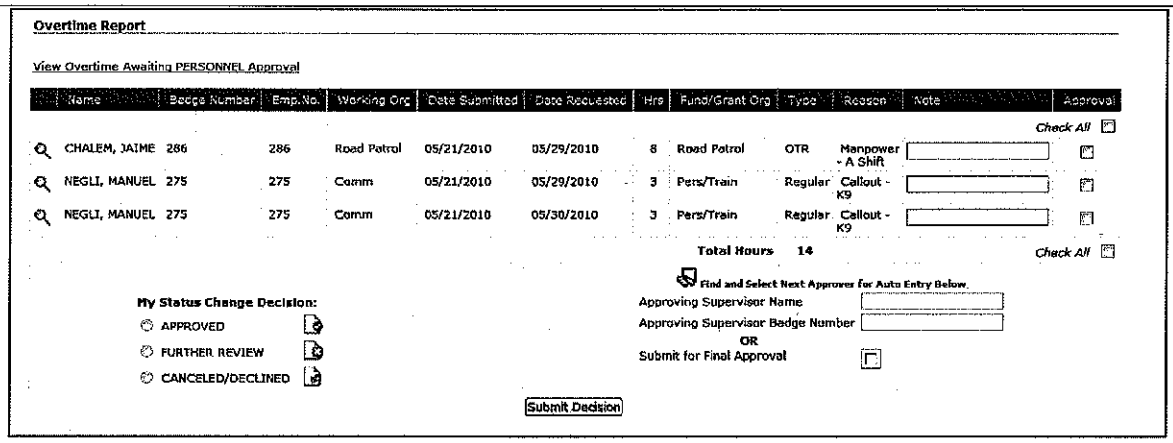
AgencyWeb Administrator includes, but is not limited to, the following functionality regarding personnel management:

	Personnel Management Functionalities	Comply
A.	*Enable staff to submit requests such as vacation, leave, shift assignments, etc.*	Yes
	Request processing is a core function within Administrator. Users can submit requests and they are directly routed to supervisors or routed through an ad-hoc chain-of-command based upon the Agency's rule structures. These requests can be created by the employee or by a supervisor on behalf of the employee. The contents of the leave request form and overtime request form are driven by the configuration settings defined by the agency. Employee requests are pushed to the home screen and emailed to the supervisor for approval processing. Employees can see the status of their requests and supervisors can see requests awaiting their approval.	



Overtime is a similar request process, but contains elements appropriate to overtime request data collection and routing. Overtime requests can be routed to the appropriate supervisor(s) for approval processing and can also have a "commitment" step for HR review prior to final approval.

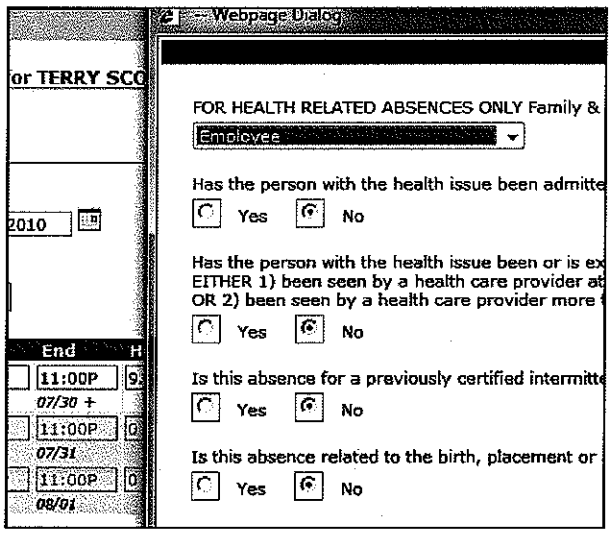
Overtime requests can also be approved in bulk as shown below:



B.	*Enter and track FMLA, intermittent RMLS, leave of absence, temporary hardship, reasonable accommodation information into the system, absence notices, tardy memorandums, etc.*	Yes

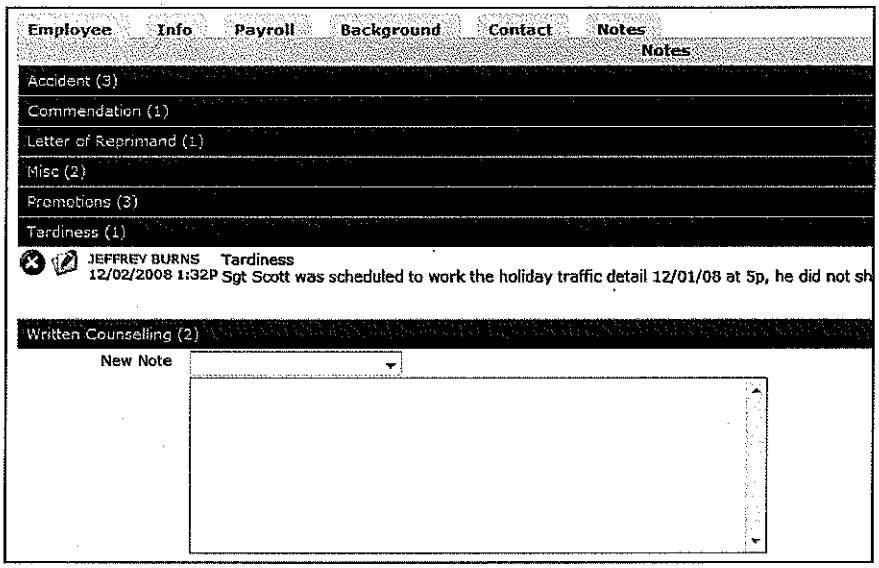
Leave types are defined by the agency; and if they accrue are defined by the agency. Also, if compensation leave-types exist and the agency has a rule that these leave-types must be used up before other leave-types can be utilized, the system can force those agency business rules.

Medical leaves can be utilized to present confidential forms to be completed and processed online by the medical leave supervisors. This allows for the collection of appropriate data in the field for the processing of certain medical leave types:



Including the ability to write an unlimited number of notes within a leave request, each employee's base record includes a Note Tab that is used by authorized personnel to enter and save notes based on agency-defined classification types, (i.e., absences, tardy memorandums).

Administrator supports FMLA tracking based upon the rules of the agency. Administrator can support different work weeks for employees such as a 42 hour work week versus a 40 or 43. Administrator can support different pay and work periods for different users such as sworn may have a different pay period/work period combination than non-uniformed.



C.	*Maintain staff training information.*	Yes

Administrator maintains a comprehensive log of all activities saved within the system. This includes entry and tracking of all training courses an employee has completed. Automatic entry of completed course results occur when used with Administrator's Training management functionality.

Log viewing and editing capabilities are based on the employee's permission level, as defined during installation setup.

Rank: Sergeant

Course	Location	Start	End	Status	Score	Hours	Notes
CIT: Communications Training	Coconut Creek Community Center	06/28/2010	06/28/2010	Completed	88	8	
Arson Investigation	Aventura Police Department	03/17/2010	03/17/2010	Completed	90	2	
Ultimate Supervisor	Embassy Suites Hotel	01/13/2010	01/13/2010	Completed		8	
Use Of Force	APD COMMUNITY ROOM	12/16/2009	12/16/2009	Completed		10	
FCIC NCIC Recertification	Aventura Police Department	09/30/2009	09/30/2009	Completed		2	
Elder Abuse		07/22/2009	07/22/2009	Completed		1	
Influenza Training: H1N1	Aventura Police Department	05/07/2009	05/07/2009	Completed		0	
Firearms		04/09/2009	04/09/2009	Completed		1	
Mental Illness	APD COMMUNITY ROOM	12/04/2008	12/04/2008	Completed		2	
ECD Refresher	Aventura PD	11/19/2008	11/19/2008	Completed		4	attended (am)
Orion Training		09/22/2008	09/22/2008	Completed		1.5	
Firearms Qualification	Medley Police Range	09/03/2008	09/03/2008	Completed		8	
Defensive Tactics		07/25/2008	07/25/2008	Completed		1	
Defensive Tactics		07/25/2008	07/25/2008	Completed		1	
Crystal Reports	Aventura Police Department	03/01/2007	03/01/2007	Completed		1	

View All Course History Add Training Result

D.	*Allow MDCR staff to submit training requests, and have proposed system keep track completion against training requirements.*	Yes

The system can send training notifications to employees about scheduled courses that are elective or "open" enrollment courses. These types of courses are defined by the agency and employees can acknowledge attendance without supervisory approval.

Course Schedule

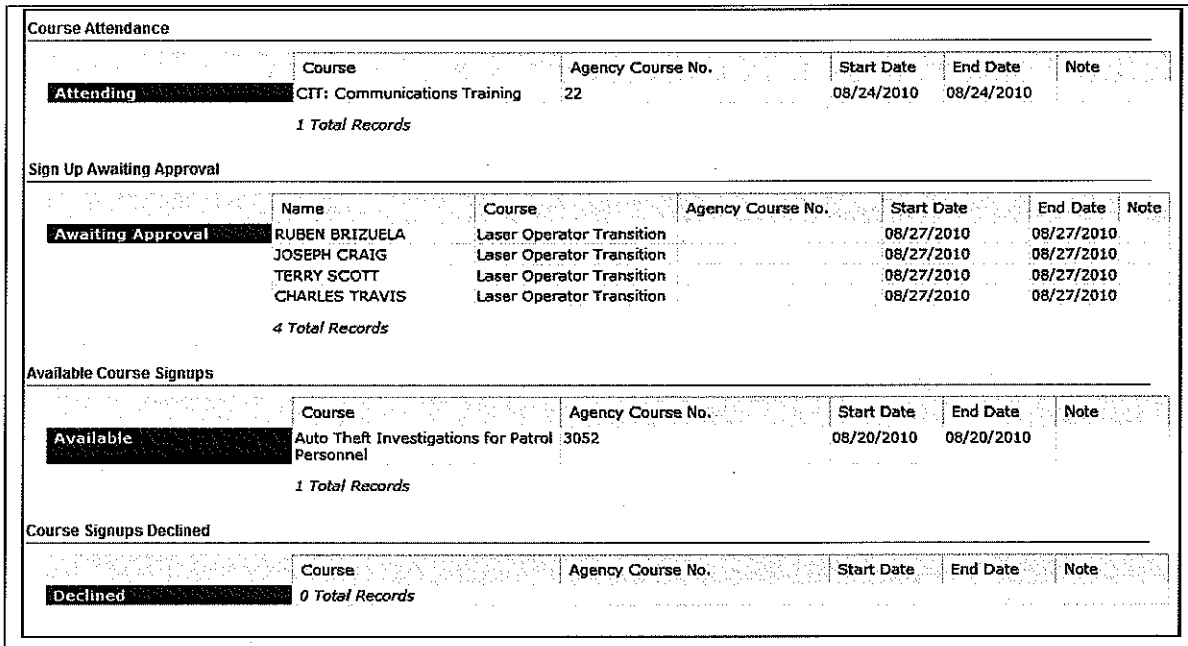
Course	**Auto Theft Investigations for Patrol Personnel**	Start Date	**08/20/2010**
Agency Course No.	**3052**	End Date	**08/20/2010**
State Course No.		Start Time	**1:00P**
Location		End Time	**5:00P**
Provider	**BCC Institute of Public Safety**	Created By	ORION ADMIN
Instructor (1)			
Instructor (2)			
Room No.	**33**		
Proctor			
Schedule Note:			

Name	Request Type	Response
TERRY SCOTT	OPEN	Will you be attending this course? Yes ○ No ◉

Acknowledge

Add Notes

Notices can also be sent for "mandatory" attendance, which can require supervisory approval. Users can view all their future training courses, approved and pending approval; as well as those considered elective and those declined.



Course Attendance

	Course	Agency Course No.	Start Date	End Date	Note
Attending	CIT: Communications Training	22	08/24/2010	08/24/2010	

1 Total Records

Sign Up Awaiting Approval

	Name	Course	Agency Course No.	Start Date	End Date	Note
Awaiting Approval	RUBEN BRIZUELA	Laser Operator Transition		08/27/2010	08/27/2010	
	JOSEPH CRAIG	Laser Operator Transition		08/27/2010	08/27/2010	
	TERRY SCOTT	Laser Operator Transition		08/27/2010	08/27/2010	
	CHARLES TRAVIS	Laser Operator Transition		08/27/2010	08/27/2010	

4 Total Records

Available Course Signups

	Course	Agency Course No.	Start Date	End Date	Note
Available	Auto Theft Investigations for Patrol Personnel	3052	08/20/2010	08/20/2010	

1 Total Records

Course Signups Declined

	Course	Agency Course No.	Start Date	End Date	Note
Declined	*0 Total Records*				

The class proctor is able to print sign-in forms for course attendance and indicate all information on the course attendance interface. Results are immediately updated to the employee's base record to add to the employee's training log and skills logs. Additionally, information can be uploaded to external or state sites with the class attendance. Certification dates, expire dates and also renewal notification dates are used to verify and notify of certification expiration issues.

NOTE: Training results can be set up for automatic submission to state reporting agencies for audit verification where state agencies allow for file updates.

E.	*Allow MDCR authorized personnel to cancel certain types of submitted requests within state parameters.*	Yes

Authorized user types can cancel or deny employee requests at any point in the workflow process. Notes can also be entered that are time and date stamped. Also requests that were once approved and for business reasons or business rules can be subsequently cancelled.

F.	*Allow detailed constraints for each request/function, such as requiring advance notice or supervisor approval.*	Yes

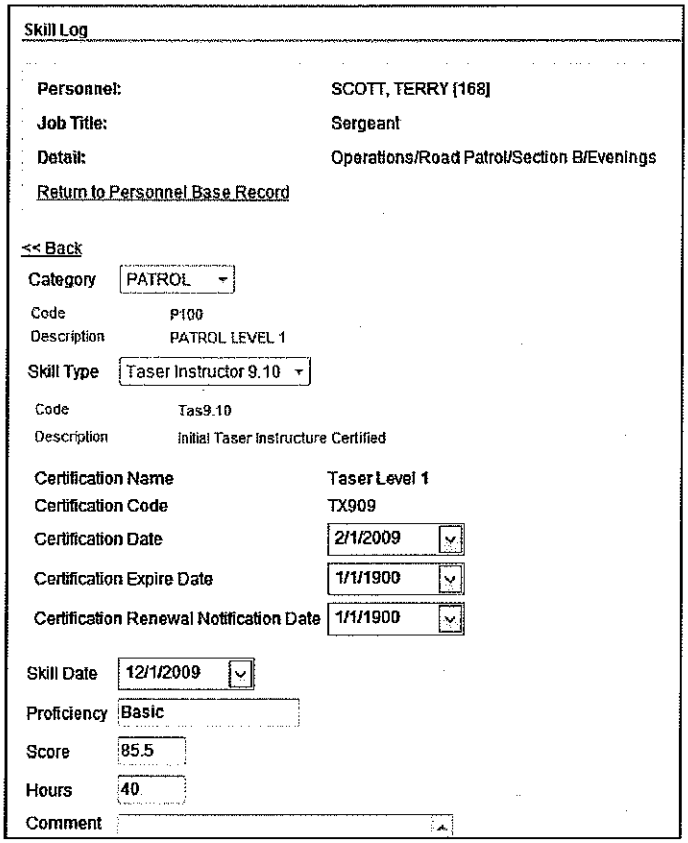
Administrator is designed to support an agency's method of operation and business processes. It uses configuration settings defined by the agency to perform and validate all workforce processes.

G.	*Provide a workflow for all submissions that require management level approval for finalization of user requests.*	Yes

User's requests are generated from their Administrator Home screen and use workflow approval routing that is defined by the agency. Each request is automatically routed for authorization to the user's supervisor or agency-defined authorized personnel. The number of approving supervisors and final request commitment process is determined by the agency. All activities are logged within

the system and include name, time and date stamps.		
H.	*Verify and ensure that specific certifications (i.e., FLDE, Fire Alarm, Boot Camp, Drill Instructor Certification, Crisis Intervention Training, etc.) are still valid.*	Yes

Skills are tracked in detail, including if the skill is a certification. Certification dates, expire dates and also renewal notification dates are utilized to verify and notify of certification expiration issues. Skills are also automatically integrated with Administrator's AgencyWeb export tool to allow the System Administrator to select which skills are exported to any number of external applications.



I.	*Be configurable to meet the required MDCR staffing rules to fill vacant positions for regular duty, emergency assignments, overtime, or for "special detail".*	Yes

Staffing rules can be configured to prompt the shift supervisor with the recommended or available personnel for filling vacancies that can occur during a shift or a schedule shift. Certain work positions can be designed as an auto-fill and the system can automatically select the employee.

Configuration is completed during system implementation with the help of Orion's Business Analysis and the agency's subject matter experts. This includes all the system settings being elected and set by the agency.

Additionally, Orion provides business analysis reports that document special procedures that are

being migrated from a manual or "ad-hoc" process and being automated within Administrator. These procedures are document in a format that provides for a textual description, graphical flow chart, resulting interface screens and system functionality within Administrator.		
J.	*Prioritize the list of qualified and available candidates according to staffing rules, and then contact who is next on the call back list automatically.*	Yes
The application can provide candidates for assignments based upon the agencies staffing rules. These rules can consist of combinations of information about the individual as well as conditions of the work positions such as; seniority, job classification, work position, required skills, FLSA rules, or overtime rules.		
K.	*Allow for staffing of special units for special events and tracking of event by location and special code for payroll.*	Yes
Special units for special events can be defined and tracked in optional methods. Additional special events can be formally defined with complete detail structures, such as a Hurricane response and then within the structure the organization and position assignments can be built out. For more ad hoc event tracking, cost centers can be defined to allocate personnel work time to, rather than their regular funding organization.		
L.	*Solution should be capable of distinguishing between valid requests and use MDCR's personnel rules, standard operating procedures, and the collective bargaining agreements to allow only legitimate requests to go through an approval process.*	Yes
Based upon the business rules of the agency requests such as leaves or overtime can be restricted or forced to follow specific logic patterns. For example, if compensation time must be used prior to vacation leaves the system can support this type of business constraint. If overtime caps are implemented then an employee can be restricted on their overtime based upon an annual cap or even a work period cap to control or managed FLSA standards.		
M.	*Allow staffing of restricted duty personnel with tracking of restricted duty posts with codes for record keeping.*	Yes
The system supports the creation and maintenance of work positions. These positions can be setup to include restrictions such as skills, job classification, and organizational structure. These work positions can also be setup to be associated to a restriction code of which the employee must currently have assigned to them in their base record.		
N.	*Allow for multiple levels of approval for certain staff actions.*	Yes
Administrator allows for multiple levels of approval for designated staff actions. During the business services analysis process, system settings and business rules are defined by Orion's Business Analysis and the agency's subject matter experts. This would include allowing for multiple levels of approval for certain staff actions. During the application configuration process, adjustments are made to the system to meet these specific requirements.		
O.	*Provide ability to store staff's photograph. Hosting requirements recommend storage of pictures on the file system as opposed to storing them directly on the proposed system's database.*	Yes

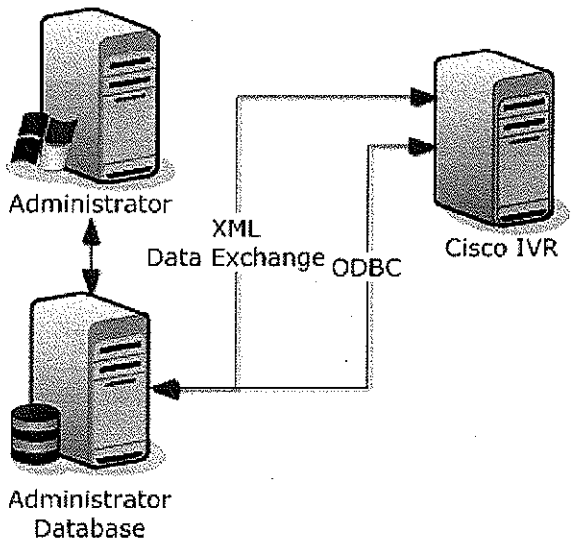
Documents and photographs can be uploaded to each employee's base record. Image uploads can be GIF or JPEG formats. Files can be part of a file system and Administrator uses a database entry to point to the file. Or if the file system requires the use of a standard naming format rather than a database entry then standard naming formats can be evoked.

2.3.3 Notifications

AgencyWeb Administrator sends communications out to agency employees in case of exceptions or special conditions, including mass communications when necessary. With Administrator, agency personnel are contacted using various methods including but not limited to their password protected web-based Administrator account, email, SMS texting, pagers and telephone. Outbound and inbound calling functionality provides authorized staff the ability to send notifications to personnel regarding work assignments, unpredictable staffing requirements or emergency summons.

Administrator is designed to work with external applications. Administrator is able to interface with Cisco IVR solutions running on an AVVID network. Data is exchanged including call lists, data dips, and response results. Orion is able to provide all engineering services to work with the ETSD Cisco IVR application. This includes documentation of all call flows, data scripts, and implementation services.

Orion understands the Administrator solution will be operating on the ETSD infrastructure and will utilize ODBC connections and XML files to interface with the Cisco IVR. ETSD assume the responsibility to insure that the Cisco IVR has outbound dialing capabilities.



NOTE: Orion also offers a hosted IVR application as an option for clients who do not own or operate their own Cisco network.

Administrator is used to automatically schedule employees to shift assignments and positions, according to pre-configured staffing rules, by phone, text messenger, email, Internet and intranet PC. The system is able to allow agency personnel that had received notifications to respond back via the IVR telephone system, e-mail, and/or Internet. Administrator sends work notifications and prompts those notified to respond accordingly. Responses sent through the IVR system are done over the phone via voice or keypad inputs and those responses are automatically updated into Administrator's Time and Attendance tool.

Designed as role-based engine, Administrator matches an agency user's experience of daily performance requirements. As such, supervisors use their Home screen to view and respond to leave, overtime, personnel or training requests routed to them or to their organization. Drill-down links display request details and enable their quick response. Response automation includes conflict prompts, such as scheduling conflicts or unauthorized leave accruals and overtime funding.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding notifications:

	Notification Functionalities	Comply
A.	*Provide the ability to notify/communicate with staff of their need to be at work by telephone, email or text messenger.*	Yes
	Administrator is a web-based application and can be accessed based upon the infrastructure settings of the MDCR. Touch Tone access is provided through an Integrated Voice Response (IVR) system that utilizes a TCP/IP access to the Administrator application. Orion understands ETSD and MDCR requirement to utilize the existing VoIP infrastructure utilized by Miami-Dade. Orion agrees to support this environment and process all telephony based communications through the ETSD Cisco IVR solution running on the AVVID local network.	
B.	*Provide the delivery of staffing alarms, notifications, requests to work and other general messages.*	Yes
	General messages and notifications can be sent out using email, SMS text, and employee homepage notification grids or through the IVR solution. Users are able search for available positions within the department. These searches are available through a web interface. This can be provided as an onsite and offsite web site access. There is no additional charge to provide access to the Administrator application or the bidding screens on the Agency's public web site as well as on the local intranet. Administrator provides secure access to these sites through authentication services that would be reviewed and approved by the Agency's IT department.	
C.	*Automatically notify personnel of special-events (emergency and non-emergency). The dialing sequence proves must be able to be stopped/suspended to allow MDCR staff to call candidates manually when the need arises.*	Yes
	Notifications are not automated but rather evoked by the shift supervisor. The supervisor can stop any notification process at any time. The supervisor can manually enter a change at any	

	time to a position. A supervisor can cancel a notification process at anytime. Standard notifications are to be performed using similar methods that are currently used by e-Notify; e.g., sending email, text messages, and providing on screen notification of information. The additional of using an integrated voice response (IVR) service to provide telephony interaction has been included as an optional service in this proposal.	
D.	*Allow MDCR staff to plan, deploy and keep workforce informed during times of crises.*	Yes
	Standard notifications are to be performed using similar methods that are currently used by e-Notify; e.g., sending email, text messages, and providing on screen notification of information. The additional of using an integrated voice response (IVR) service to provide telephony interaction has been included as an optional service in this proposal. Groups of designated personnel can be setup for specific types of event notifications, such as emergency situations or events needing required skills.	
E.	*Automatically dial at the same time a minimum of 250 telephone numbers for emergency calls and incidents.*	Yes
	The solution proposed is proving a total number of minutes of usage monthly, without any additional charge. The number of lines available for out dialing is provisioned for nine (9) simultaneous calls. Additional lines can be acquired for a monthly fee of $10 / line.	
F.	*The proposed Solution provided MDCR with the capability of doing the following tasks automatically:*	
	1. Notify supervisors of any unfilled/open positions;	Yes
	Administrator can provide grid views of any combination of data that is desired by the agency. Unfilled and open positions are standard views provided by Administrator.	
	2. Warn of certifications that will expire within 90 days or less;	Yes
	Rules can be set to notify users of certification expiration issues, such as certification dates that will expire or renewal notification dates.	
	3. Inform/remind staff via telephone, text or email of approaching timeframe around MDCR activities, such as the applicable time to submit their respective bid, vacation requests, leaves requests, etc.	Yes
	The system provides for automatic email and web site notification. Optional services are provided in this response to include telephony based notification and response collection.	
	4. Track and monitor staff absenteeism.	Yes
	All exceptions to a user's schedule are recorded in the employee's base record, as well as within the tracking mechanisms of the workforce management tools. Administrator tracks an original schedule and an activity schedule. This allows for exception management and for documenting what was done that changed from the planned (original) to the actual (activity	

schedule) results. Based upon system configuration a user can be allowed to update their schedule and report on their work time activities.

	5. Identify and update notifications that require acknowledgement by personnel.	Yes

Notifications can be sent out via email and display on the user's home screen to request a notification response. In the home screen a Notifications area is designed to collect notifications such as CourtNotify, Evidence Management, Training Classes, and Equipment Pickup. Other areas are dedicated to informing the employee of the status of any of their requests in real time.

Employee requests and notifications display numerical counts with drill-down detail links.

My Requests

Type	Pending	Approved	Declined
Leaves	1	2	1
Overtime	1	2	0
PARs	0	0	0
Training	1	1	0

Requests Awaiting Approval

Type	Direct	Subordinates	Org	Agency
Leaves	1	6	6	7
Overtime	6	0	6	9
PARs	1	0	3	4
Training	3	3	4	4

My Notifications

Type	New	> 5 Days	> 10 Days
Evidence	0	0	0
Training	1	0	0
Asset	4	0	0

2.3.4 Overtime

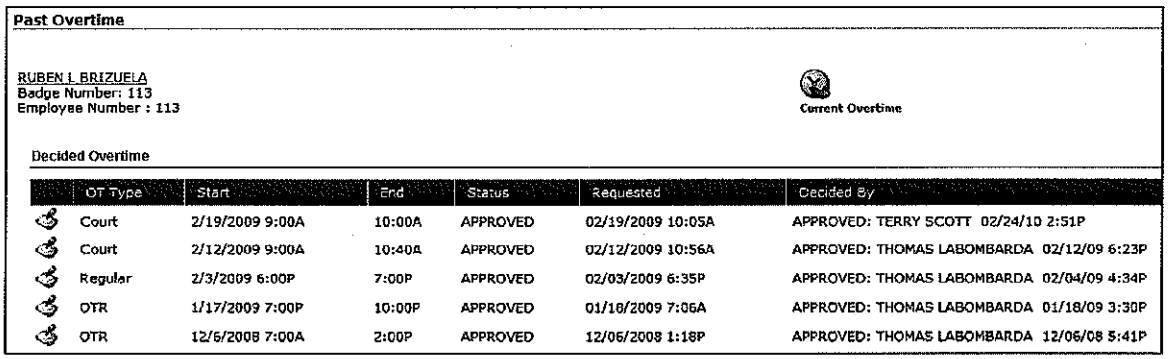
AgencyWeb Administrator ensures that an employee's selection for overtime adheres to Federal and State laws, Collective Bargaining Agreements and departmental policies. The system's functionality is configured using agency-defined rules for automatic overtime selection coupled with a manual override processes.

Administrator reports on the financial impact (against budget) that an overtime engagement causes. Financial information is provided for both pending versus approved overtime requests. Additionally, Administrator tracks the status of the final approval of the actual start and end time of the overtime. This allows actual to be locked for payroll tracking purposes.

Overtime requests are combined with workflow approval routing that coordinates with shift schedules, approved leave time, training and court dates. Supervisors have the ability to make overtime requests on behalf of others. This includes the ability to add notes with requests. All overtime accruals are tracked against agency-defined comp codes. Agencies define their settings to be used for their overtime types, reasons and costs centers.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding overtime:

	Overtime Functionalities	Comply
A.	*Allocate overtime opportunities within a controlled and automated environment ensuring fair and impartial selection.*	Yes
When overtime opportunities are available Administrator can provide a sorting in order of the employee and where they fall within the overtime allocation for a given time period. The time period is selectable – FLSA, Month to Date, Year to Date. This also includes sorting and restricting by job class and or by organization. This allows the assignor know that they are giving an overtime opportunity to a person in relation to their peers.		
B.	*Allow staff to sign-up and respond to overtime opportunities by telephone, cell phone, Internet or Intranet, etc.*	Yes
Users request overtime from their Home screen using workflow approval routing. Each request is automatically routed for authorization to the user's supervisor or agency-defined authorized personnel. The system can send emails, updates web sites, text pager, and can send/receive telephone messages. Employees can bid on an opportunity by selecting the work position number and entering their employee number or unique identifier.		
C.	*Maintain detailed records of staff's acceptance or rejection of mandatory and/or voluntary overtime for tracking and auditing purposes.*	Yes
Each user's overtime request and the received response are recorded within their base record. It includes name, time and date stamps of the authorizing personnel.		



Past Overtime

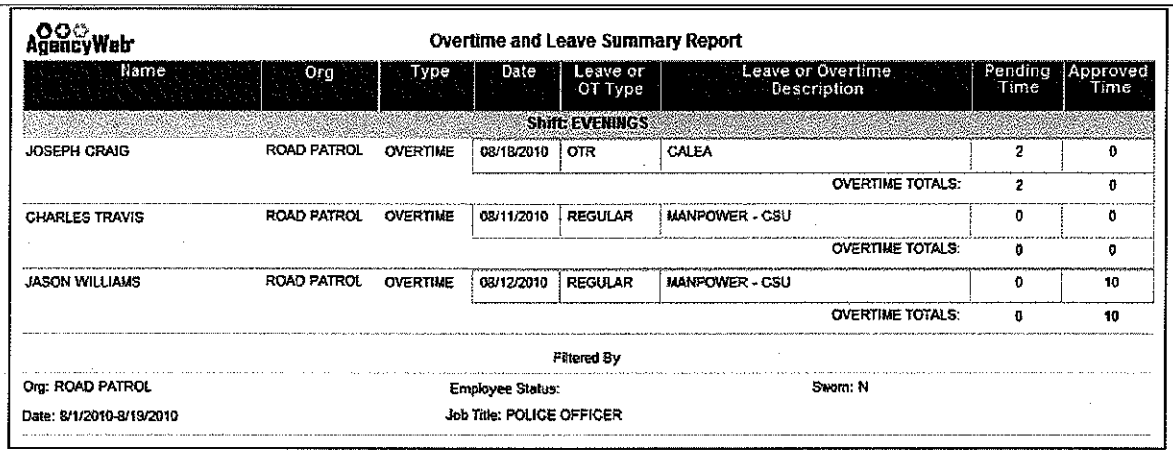
RUBEN J. BRIZUELA
Badge Number: 113
Employee Number : 113

Current Overtime

Decided Overtime

OT Type	Start	End	Status	Requested	Decided By
Court	2/19/2009 9:00A	10:00A	APPROVED	02/19/2009 10:05A	APPROVED: TERRY SCOTT 02/24/10 2:51P
Court	2/12/2009 9:00A	10:40A	APPROVED	02/12/2009 10:56A	APPROVED: THOMAS LABOMBARDA 02/12/09 6:23P
Regular	2/3/2009 6:00P	7:00P	APPROVED	02/03/2009 6:35P	APPROVED: THOMAS LABOMBARDA 02/04/09 4:34P
OTR	1/17/2009 7:00P	10:00P	APPROVED	01/18/2009 7:06A	APPROVED: THOMAS LABOMBARDA 01/18/09 3:30P
OTR	12/6/2008 7:00A	2:00P	APPROVED	12/06/2008 1:18P	APPROVED: THOMAS LABOMBARDA 12/06/08 5:41P

Overtime reports can be generated for individuals or designed work groups based on defined search parameters.



AgencyWeb

Overtime and Leave Summary Report

Name	Org	Type	Date	Leave or OT Type	Leave or Overtime Description	Pending Time	Approved Time
Shift: EVENINGS							
JOSEPH CRAIG	ROAD PATROL	OVERTIME	08/18/2010	OTR	CALEA	2	0
					OVERTIME TOTALS:	2	0
CHARLES TRAVIS	ROAD PATROL	OVERTIME	08/11/2010	REGULAR	MANPOWER - CSU	0	0
					OVERTIME TOTALS:	0	0
JASON WILLIAMS	ROAD PATROL	OVERTIME	08/12/2010	REGULAR	MANPOWER - CSU	0	10
					OVERTIME TOTALS:	0	10

Filtered By

Org: ROAD PATROL
Employee Status:
Sworn: N
Date: 8/1/2010-8/19/2010
Job Title: POLICE OFFICER

D.	*Track and report overtime by several criteria such as: staff member, employee classification, number of hours, cost, type, root cause, reason, percentage, location.*	Yes

The system provides reports for overtime including standard reports such as employee job classifications, organization, shift details, employee, date ranges, pay period or work periods. Additionally, the system provides reports that show the links between backfills, higher class pay, and the impact to all personnel involved.

E.	*View on the spot the projected financial impact of overtime selection; such information will also be made available on a report.*	Yes

Financial reports that are standard include approved and pending overtime including searching by specific name, employee number, and badge number as well as organizational searching, job classification, date types, and date ranges. Additional reports can be customized within a reports services contract to generate specific business rules based reports. Orion also offers a super-administrator training class to teach a client's IT team the database structure so that the client can generate their own reports using tools.

2.3.5 Rostering

AgencyWeb Administrator scheduling capabilities includes the coordination of daily shift schedules, leave time, overtime, and training, special-duty, and court events. An unlimited number of employee schedules can be set as multiple shifts, rotating positions or future assignments. Any combination of work periods can be defined and associated with agency-defined compliance rules.

The system automates scheduling processes using communication devices such as web-based computer screens, telephones, and agency email or text messengers. All schedules are configured based on the outcome of the department's latest bid process and subsequent personnel transfer orders.

The system allows supervisors and managers to access and manage rosters (who is working on what, where, and when), as well as view staffing levels by unit/bureau/location/facility or on a department wide basis. Roster columns are sortable for preferred viewing of employee information.

Rosters include regular-duty and off-duty employees, as well as those with approved leave time, overtime, training, court, on call status, or special-duty events. Users are able to print rosters, export or save them in a PDF format. Any work schedule change or exception causes the system to react and propose alternatives automatically based on agency-defined business rules.

Group views allow users to see assigned versus vacant positions within a workgroup. Interface roster views provide shift assignment information and allow authorized personnel to quickly identify available employees that can then be chosen to back fill selected positions. Rosters are editable by shift supervisors based on position management and are used to move employees and/or work groups to other organizations. Roster changes can be reverted back to an employee's original schedule.

The system also allows employee activity data from external systems, such as RMS activities or CAD incidents, to be automatically collected. Cumulative roll-up summaries of employee's activities are viewed in chart or list formats and used to analyze performance for better direction of workforce efforts.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding rostering:

	Rostering Functionalities	Comply
A.	*Generate a working and non-working summary (roster) that shows when people are working or not working with associated time reporting codes.*	Yes

The Workforce Manager Tool allows access to view all aspects of the shift schedules and rosters. All views are by any combination of the agency hierarchy and shift date. Work Groups can be created to form "teams" of people or organization entities for quick searching and viewing of team schedules/rosters.

All screens include display information regarding:

- Regular Duty
- Days Off
- Overtime
- Leaves
- Court Events
- Training
- On Call

Default Views include:

1. Roster View
2. Edit Roster
3. Group Views

4. Shift Assignment
5. View Time & Attendance
6. Adjust Schedules
7. Quick Schedules Entry
8. Monthly Work Schedules
9. Weekly Work Schedules
10. Calendar Views

Electronic rosters can be built by any combination of department and work unit selection. Additionally, Group Views can be created to define working teams that are combinations of departmental groups that are not directly hierarchy linked.

By selecting the filter combinations any roster view can be displayed:

Personnel Roster

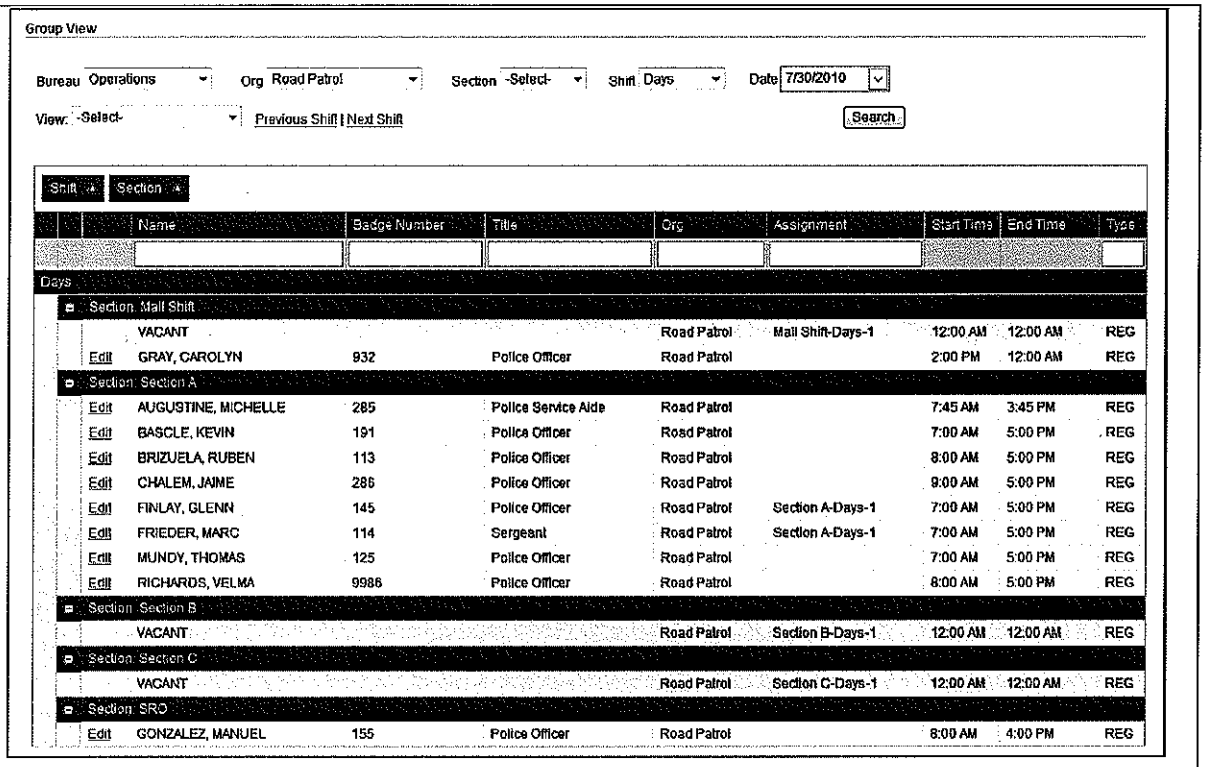
Bureau: Operations | Org: Road Patrol | Section: -Select- | Shift: -Select- | Date: 7/30/2010

View: -Select- | Previous Shift | Next Shift | Search

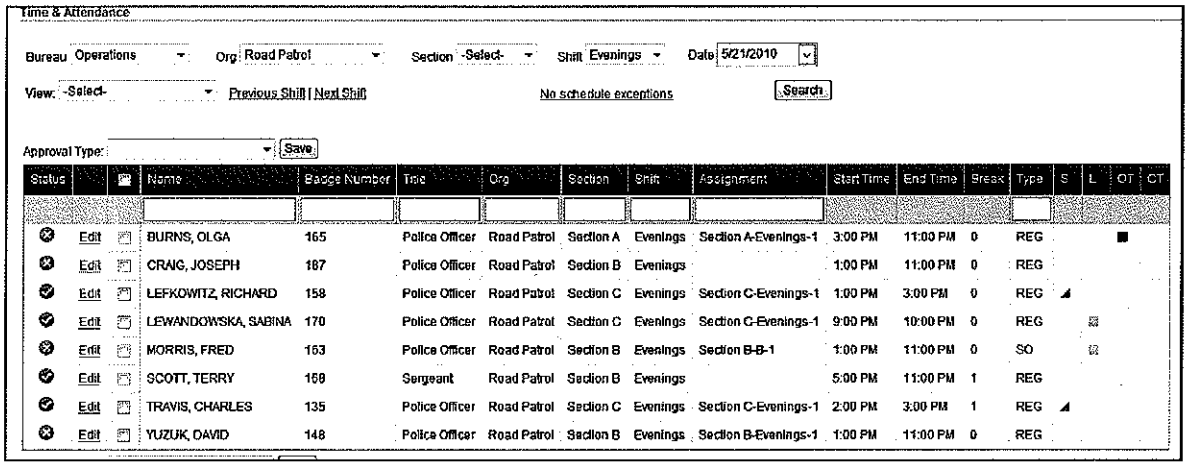
On Duty

Name	Badge Number	Title	Time	Org	Section	Shift	Assignment	Unit No	Radio No.	On Call
AUGUSTINE, MICHELLE	285	Police Service Aide	7:45 AM - 3:45 PM	Road Patrol	Section A	Days		294		3529
BARNES, ELRICCO	198	Police Officer	2:00 PM - 12:00 AM	Road Patrol	Mall Shift	B	Mall Shift-B-1	627		
BASCLE, KEVIN	191	Police Officer	7:00 AM - 5:00 PM	Road Patrol	Section A	Days		257		3386
BRIZUELA, RUBEN	113	Police Officer	8:00 AM - 5:00 PM	Road Patrol	Section A	Days				
BURNS, OLGA	165	Police Officer	3:00 PM - 11:00 PM	Road Patrol	Section A	Evenings	Section A-Evenings-1			
CHALEM, JAIME	286	Police Officer	9:00 AM - 5:00 PM	Road Patrol	Section A	Days				
CRAIG, JOSEPH	187	Police Officer	1:00 PM - 11:00 PM	Road Patrol	Section B	Evenings		367	92M	3621
DARPINO, NICOLAS	147	Police Officer	10:00 PM - 8:00 AM	Road Patrol	Section C	A		147	CIT	3856
FINLAY, GLENN	145	Police Officer	7:00 AM - 5:00 PM	Road Patrol	Section A	Days	Section A-Days-1	245		3542

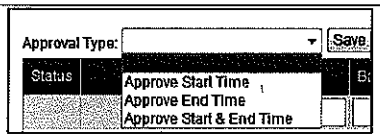
Group Views showing Vacancies



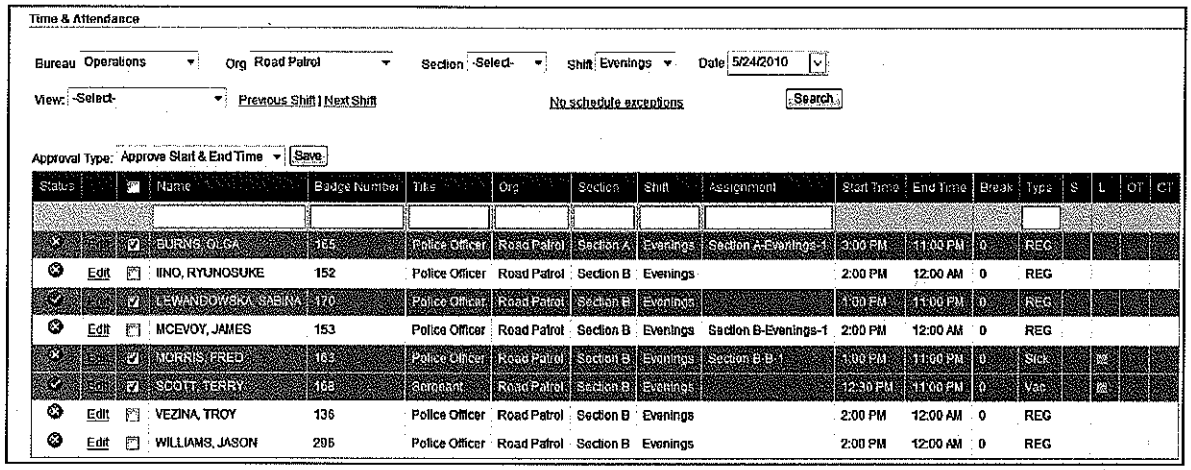
Time and Attendance provides a view of the roster and summarizes information showing split shifts, leaves, overtime, and court events.



The shift times can all be finalized for payroll reporting and replacement of paper timesheets, allowing supervisors to finalize the start and end time by approving them as actual work time.



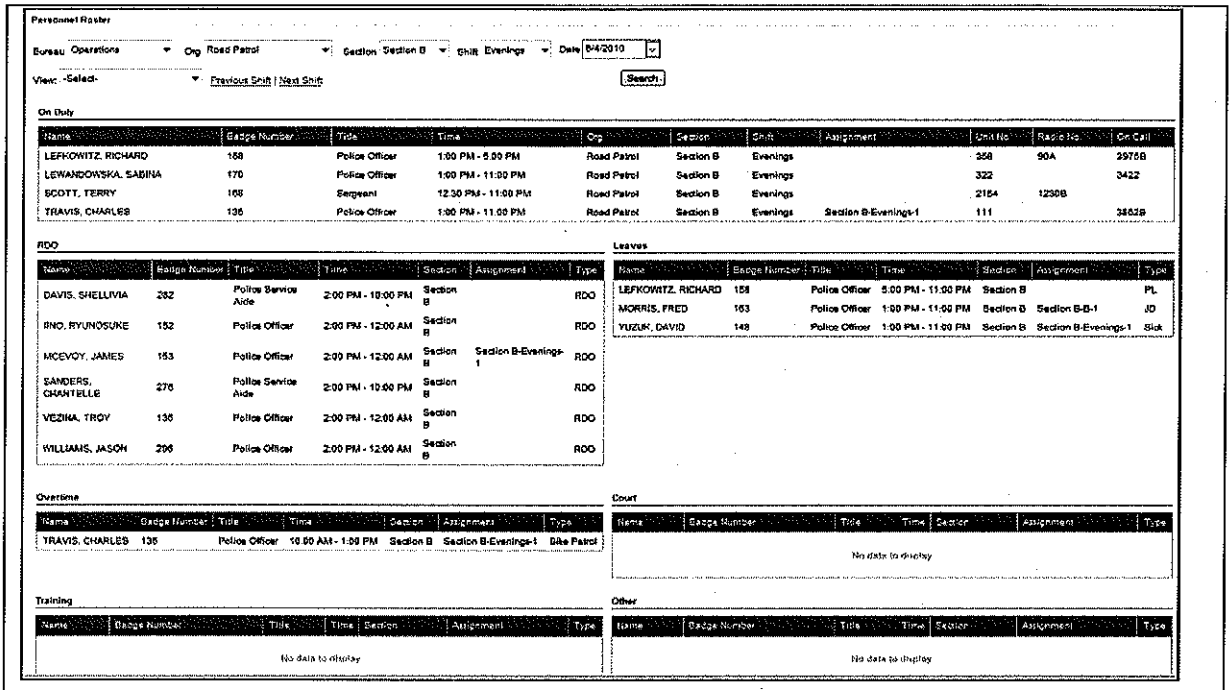
Gray records indicate these work schedules are approved as actual start and end times; and as approved timesheets.



B.	*Allow MDCR to manage a dynamic daily roster of all activities to include:*	
	1. All posts, special details and assignment, staff adjustments, scheduled and unscheduled leave;	Yes

Schedules can also be adjusted in real time to update actual within any individual's schedule record. An Employee's schedule can be adjusted to include an unlimited number of schedules, leaves, overtime for any given shift. Additionally users can be placed into different work positions within a shift as well as held over to extend a shift. The employee's original schedule is not overwritten therefore all exceptions are fully reportable and viewable.

Additionally, reasons that drive exceptions are reportable; for example, backfilling a person who calls in sick with a person on leave of whom now will get overtime due to being called in on their leave. Or a person who backfills a superior officer and now receives a higher class pay. Therefore, exceptions are tracked as well as reported on for business information and research justification.



Updates to rosters or employee planned schedules are based upon permission and agency rules to edit a schedule, leave, overtime or approve and finalize a request for a schedule, leave, or overtime change.

	2. Plan and manage an unlimited number of shifts and future assignments, and to continually manage optimum, minimum and maximum staffing requirements by shift, position and skill set;	Yes

An unlimited number of employee schedules can be set as multiple shifts, rotating positions or future assignments.

The system displays warnings when staffing levels are below the established staffing requirements or where special skills are needed. It does this by tracking staffing requirements based upon work positions. Additionally, work positions are tracked by slot number. Therefore, not only are minimum staffing requirements tracked by work position, but are also tracked by the quantity of those work positions within the shift.

Work positions can be assigned requiring attributes of which skills are the most common form of an attribute. Other common forms of a required position attribute are job class or rank code. Sworn and Non-Sworn attributes are also tracked for staffing levels.

	3. React to vacancies caused by work exceptions and to automatically identify appropriate replacement personnel.	Yes

The system creates a vacancy promptly after an exception has been entered and the roster updated. Once an exception has been finalized, the vacancy is immediately recorded and reflected

on system views and reports.

C.	*Show information on payroll, certification/license expiration, and work status, and the ability to track accrued hours for vacation, sick leave, etc., and to use labor rules and guidelines to manage and modify the roster.*	Yes

The system can be configured based on the agency's labor rules and guidelines to modify the roster. It has the ability to report on general staffing inquiries including, but not limited to payroll, certification/license expiration, who was scheduled to work, any exceptions and how they occurred, sick leave report and vacation used.

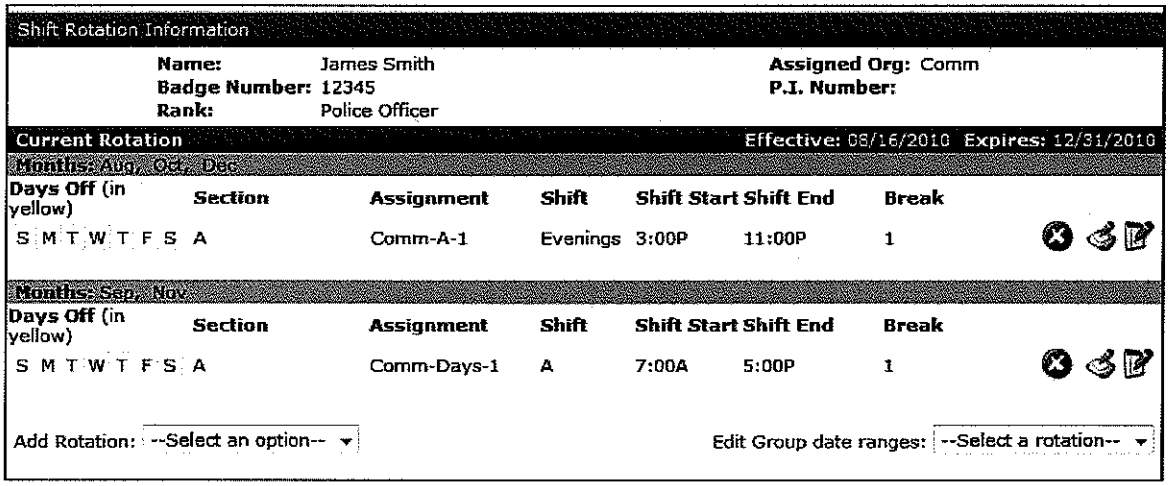
D.	*Enable MDCR to select a date for roster changes/updates to be in effect (effective and expiration dates), and to create emergency schedules (Alpha/Bravo, etc.)*	Yes

Employee schedules can be generated using effective date settings with expiration dates that automatically adjust a roster.

Employees can be assigned an emergency status such as Alpha/Bravo and their schedules can be adjusted to support their new emergency assignment.

E.	*Provide MDCR with the capability to handle multiple schedules with different effective dates and ability to determine which schedule is to become effective at a specific date and time.*	Yes

Administrator includes rotation management settings for non-rotating or rotating shifts such as daily, weekly, monthly, 4/10 or user specified scheduled. It includes effective date settings with expiration or non-expiration dates. User's shifts can also rotate within a rotation by day of week.



F.	*Allow staffing of special units for special activities.*	Yes

The system allows the staffing of special units for special activities with the location of the event and the detail code for payroll.

Special events can be defined and tracked in optional methods. Additional special events can be formally defined with complete detail structures, such as a Hurricane response and then within the structure the organization and position assignments can be built out. For more ad hoc event tracking, cost centers can be defined to allocate personnel work time to, rather than their regular funding organization.

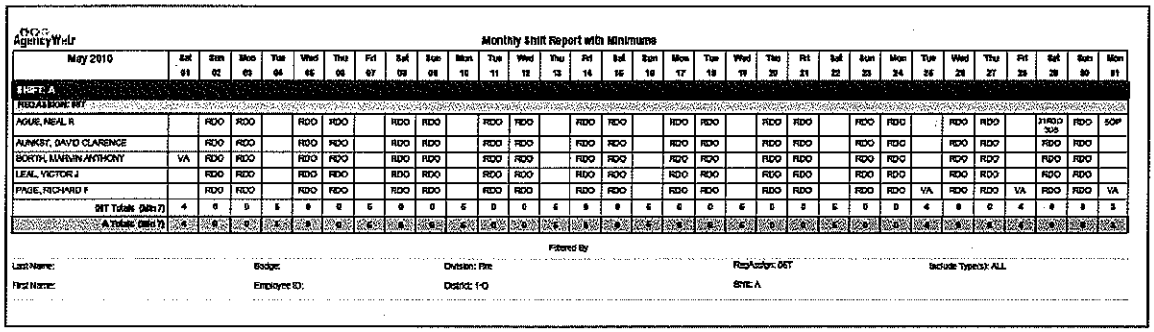
G.	*Automatically notify personnel of open positions, and also allow manual override in order to call personally.*	Yes

Notifications are not automated but rather evoked by the shift supervisor. The supervisor can stop any notification process at any time. The supervisor can manually enter a change at any time to a position. A supervisor can cancel a notification process at anytime.

Standard notifications are be performed using similar methods that are currently used by E-Notify; e.g., sending email, text messages, and providing on screen notification of information. The additional of using an integrated voice response (IVR) service to provide telephony interaction has been included as an optional service in this proposal.

H.	*Display promotional and out of classification lists; warning when staffing levels are below the requirements where special skills are needed.*	Yes

Administrator tracks staffing requirements based upon work positions. Additionally, work positions are tracked by slot number. Therefore, not only are minimum staffing requirements tracked by work position, but are also tracked by the quantity of those work positions within the shift. Work positions can be assigned required attributes of which skills are the most common form of an attribute. Other common forms of a required position attribute are job class or rank code. Sworn and Non-Sworn attributes are also tracked for staffing levels.



AgencyWeb

Monthly Shift Report with Minimums

May 2010	Sat 01	Sun 02	Mon 03	Tue 04	Wed 05	Thu 06	Fri 07	Sat 08	Sun 09	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19	Thu 20	Fri 21	Sat 22	Sun 23	Mon 24	Tue 25	Wed 26	Thu 27	Fri 28	Sat 29	Sun 30	Mon 31
SHIFT: A																															
RDO ASSIGNMENT																															
AGUE, NEAL R		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		31RDO 30S	RDO	SOP
AUNKST, DAVID CLARENCE		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	
BORTH, MARVIN ANTHONY	VA	RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	
LEAL, VICTOR J		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	
PAGE, RICHARD F		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	VA	RDO	RDO	VA	RDO	RDO	VA
06T Totals (Min 7)	4	6	5	5	6	6	5	6	6	5	6	6	5	5	6	5	6	6	5	6	6	5	6	6	4	6	6	4	6	6	5
A Totals (Min 7)	4	6	5	5	6	6	5	6	6	5	6	6	5	5	6	5	6	6	5	6	6	5	6	6	4	6	6	4	6	6	5

Filtered By

Last Name: Badge: Division: Fire Rep/Assign: 06T Include Types): ALL

First Name: Employee ID: District: 1-D SITE: A

I.	*Track and report start and end times of any work assignment.*	Yes

Administrator's punch in/out clock can be used for employees to enter work start and end times. Server stamped time sheet runs similar to a physical time clock. It includes the ability for employees to enter schedule related notes.

Supervisor roll call authorization tools are also used to track employee start and end times of any work assignment.

J.	*Provide the ability to modify staffing/post needs, such as adjusting the number of*	Yes

	officers needed at a location based on inmate population, etc.	
Authorized personnel can edit rosters and move employees from one organization to another organization. The Shift Assignment view can be used to quickly identify off-duty employees available to backfill a position or add officers for the selected shift.		
K.	*Provide a snapshot view of the entire organization.*	Yes
Depending on the user's permission level, a chain-of-command listing is available with drill-down links to each employee's base record.		

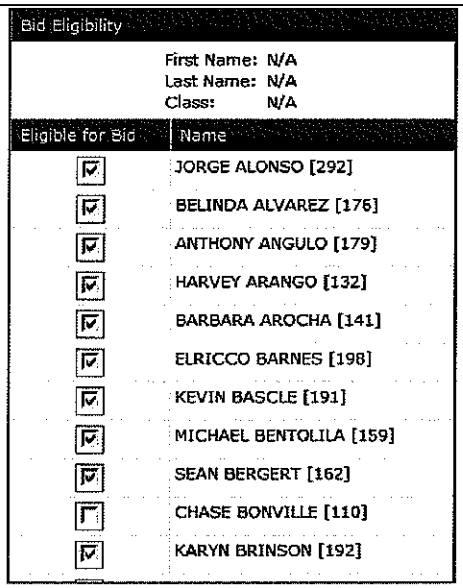
2.3.6 Bidding

Orion's AgencyWeb Administrator solution has provided services for bidding for work schedules and assignments for the past four (4) years. The system automates bidding of facility/bureau, shift, and vacation and regulars days off. This process requires staff to periodically bid for facility/bureau, shift, regular days off, and vacation at a scheduled time based on their seniority within specific agency guidelines and/or requirements.

Administrator is able to handle agency-defined periodic bid processes. These processes comply with an agency's policy and procedures (i.e., those stated in the Collective Bargaining Agreement (CBA) between Miami-Dade County and Police Benevolent Association (PBS) Rank and File Unit, Police Benevolent Association (PBA) Supervisory Unit, American Federation of State, County, and Municipal Employees (AFSCME), Government Supervisors Association of Florida – Professional Employees, and Government Supervisors Association of Florida – Supervisory Employees.)

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding bidding:

	Bidding Functionalities	Comply
A.	*Allow personnel to bid for assignments via the Internet at any location based on MDCR guidelines.*	Yes
Users are able search for available positions within the department. These searches are available through a web interface. This can be provided as an onsite and offsite web site access. There is not an additional charge to provide access to the Administrator application or the bidding screens on the Agency's public web site. Administrator provides secure access to these sites through authentication services that would be reviewed and approved by the Agency's IT department.		
B.	*Provide the ability to add, update, delete and disable personnel from the active list in accordance with MDCR guidelines*	Yes
Authorized users have the ability to add, update, delete and disable personnel from the active bid list, per MDCR guidelines.		

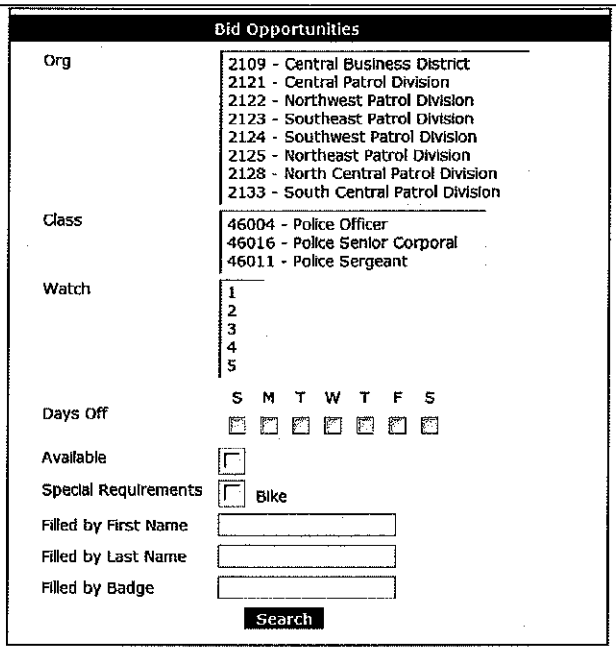


C.	*Enable staff to use identification numbers that have been assigned to MDCR personnel; badge number will be made available along with employee ID number.*	Yes

The system enables staff to use their MDCR badge numbers and/or employee ID numbers for bid processing.

D.	*Allow for dissemination of the results of the bids to all locations and employees simultaneously.*	Yes

Employees can search the bid opportunities and monitor results in a read only manner. As bids are finalized they are updated in real time and employees are able to see the results.



E.	*Have the capability to handle bidding of multiple scenarios, such as a tie breaker, or provide authorized MDCR staff with the ability to manually place staff in vacant position, therefore overriding the bid outcome.*	Yes

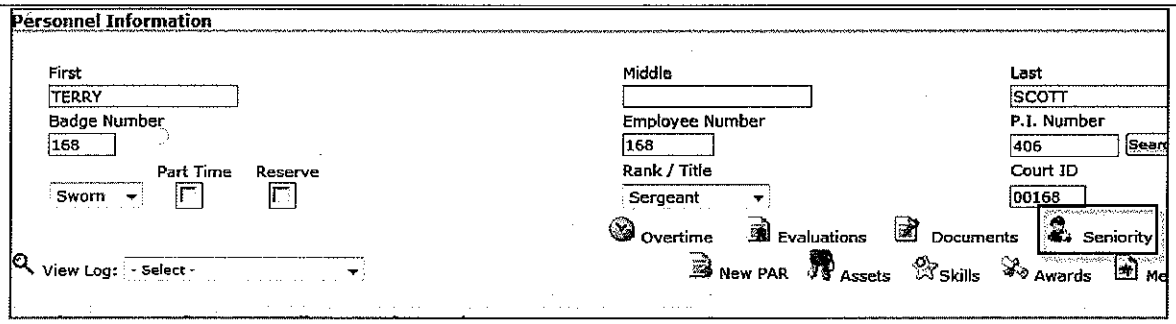
Bid Proctors are able to adjust bid requests as required by management. Bid proctors can also provide printed receipts for employees, if required.

Org: 2122 - Northwest Patrol Division
Watch: 1

Opp. Code	Post	Section	Class	Sergeant	Sched.	RDO	Filled By
NW1A51SCMT1	DPD:2122:1	A510	46016	Adrian Aragon	12:00A-8:00A	S **M** **T** W T F S	**Orion Admin** Receipt Release

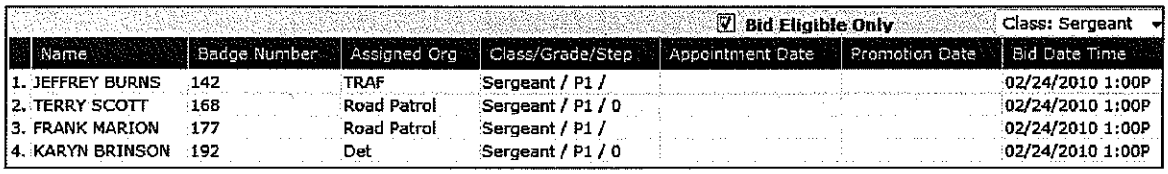
F.	*Have the capability to create seniority lists that will display, at minimum, the staff's name, classification, employee ID, badge number, hire date, classification by division and facility/bureau, seniority number and seniority date.*	Yes

Employees in the department are able to verify their seniority by clicking on the "Seniority" icon within their base record.



When selected, a complete listing of all personnel in the same class as the employee is displayed and the employee's record is highlighted in yellow. The numerical designator in the left hand column is the employees ranking within their respective class.

In order to determine their respective ranking within the group of employees who would be involved in the bid process, the employee needs to go to the top of the form and click on the box "Bid Eligible Only". The listing consolidates to show only those employees who are currently bid eligible and who can participate in the bid process.



	Name	Badge Number	Assigned Org	Class/Grade/Step	Appointment Date	Promotion Date	Bid Date Time
1.	JEFFREY BURNS	142	TRAF	Sergeant / P1 /			02/24/2010 1:00P
2.	TERRY SCOTT	168	Road Patrol	Sergeant / P1 / 0			02/24/2010 1:00P
3.	FRANK MARION	177	Road Patrol	Sergeant / P1 /			02/24/2010 1:00P
4.	KARYN BRINSON	192	Det	Sergeant / P1 / 0			02/24/2010 1:00P

	1. The listing will have the capability to be sorted by name, classification, badge number, seniority number or seniority date.	Yes
	2. Provide the ability to automatically calculate personnel seniority before start of bid process.	Yes
	3. Have the capability to automatically add or reassign seniority numbers as new personnel are hired and as employment status changes.	Yes
	4. At the user's request, have the capability to automatically reassign seniority numbers when personnel are made inactive due to resignation, retirement or termination and any other out of pay status.	Yes
G.	*Be security-driven and not allow personnel to access bid information without proper credentials with the security permissions established by the System Administrator.*	

User access to their own information versus other users is configured within the permission structure. Upon login and screen access the system monitors permissions within the application to return the proper screen information and functional user rights.

Special Processing by Ranks

The system allows for supervisors or rank groups to complete their bidding process by selecting

their Organization, Watch and Days Off. If assignments are also part of the bid selection, then the actual assignment within the watch is also available for selection. Once the Sergeant bidding is complete, the Division Commander can finalize the assignment of the Sergeants to Sectors/Beats; and provide that information to be posted and made available for review by the lower tier ranks prior to their start of their bid process. This enables bidding to include selection of supervisory oversight where possible.

While the purpose of the bid process is to allow employees to select their division of assignment, as well as their watch and days off based upon their seniority; the bid process also allows them to select a specific sector assignment along with the assigned Sector Sergeant. Employees are reminded that specific sector assignments are not guaranteed, nor is there any certainty the chosen Sector Sergeant would remain in that position for the term of the bid period.

	1. Solution will have proper security protections in place to prevent staff from bidding for other staff.	Yes
	2. Allow a manual override of a bid for user with adequate security access.	Yes
H.	*Notify staff when they should bid for the facility/bureau, shift, vacation and assigned days off.*	

The Bid Schedule is developed based upon employee seniority within their respective rank. The Bid Schedule is published on the Agency's intranet site, as well as through other email notifications and schedule listings on Administrator. Each employee's bid date and time is also displayed on their seniority listing within Administrator.

Administrator supports proctor on-site bidding, as well as remote web based bidding. The option is determined by the agency. Employees participating in the bidding process using an on-site or remote web access are notified of their specific date and time when their bid becomes active.

	1. Allow a proxy for staff who is not available to complete their bid on-line during the assigned bidding time.	Yes

Employees can provide a proxy or absentee bid which can be entered by a proctor.

	2. Allow any personnel to submit their bids at any time during the bid acceptance period.	Yes

The bid can be run as an open bid or as a scheduled event based upon seniority with scheduled time intervals.

Administrator supports proctor on-site bidding, as well as remote web based bidding. The option is determined by the agency. Officers participating in the bidding process using an on-site or remote web access are notified of their specific date and time when their bid becomes active. Officers not available to bid online due to injury or scheduled vacation can utilize an absentee form if they are not available for their bid slot. (NOTE: The bid solution can be made available on the agency's public facing web site and authenticated through Administrator, therefore allowing for bidding access regardless of location.) The date and time are communicated through notifications issued in advance of the bid process.

Officers are scheduled for the bid process in seniority order in their rank. The most senior officers are scheduled early in the process and officers with the least amount of seniority are scheduled near the end. The time allotted for a bid session is configurable. On each individual's assigned date and time, each bidding officer's permissions are activated automatically by the system and they are allowed to select and choose their desired assignment from those positions available for their rank. The selecting officer is allowed their time slot to make a selection once it is their turn. If an officer is unable to make a selection in the allotted time, the next officer in seniority order is allowed to select and the process continues. The officer who is unable to select is allowed to select at any time after the officer's time has expired, but could not "bump" junior officers who were allowed to proceed with their selections prior to the officer's readiness to make his or her selection.

Upon the completion of the bid, the bidding Officer is immediately sent an email confirming their respective bid selection. A copy of the email is also be forwarded to the Bid Proctor at the Bid Assistance Center, and the bid selection information is also logged on the computer system.

After making their selection, if an officer believes he has made an error, he could call the Bid Assistance Center. If authorized, the Bid Proctor is able to adjust the error in the officer's selection.

	3. Provide a mechanism to report on work schedules that conflicts with bidding times.	No
This would be a new report and is simple to implement.		
	4. Provide the capability to compute automatically staff's bid choice, i.e., facility/shift, days off, vacations, etc.	Yes

A the end of all bidding, Administrator is used to generate a summary Personnel Action Request (PAR) which implements the transfers for all personnel on a set date, as defined by the agency. The transfers are logged in Administrator the following locations:

- Employee Shift Schedule
- Employee Organizational Structure Change
- Employee Supervisor Change
- Employee Assignment Log Change
- Employee PAR Log Changes
- Employee Logged Field Changes representing all fields changed from/to by System

	5. Lock a bid once it is approved. However, staff will be allowed to bid numerous times during the bidding period.	Yes
	6. Enable viewing of previous bid information without leaving the current bid process.	Yes
	7. Allow personnel to choose and change a specific number of unique bid choices to be set by MDCR.	Yes

If the bidding is not slot time specific then the user can update their bids until the bidding time has

ended.		
	8. Allow personnel to check their bid assignments and access bid history data online.	Yes
	9. Automatically warn of bid combinations that are not allowable. Override feature with comments should be available.	Yes
If a bid combination is not allowed the user is not able to select the bid option.		
I.	*Once the bid entry is completed, the Solution will either give the bidder a printed copy of their bid choices (receipt) or send a confirmation email to the bidder. A subsequent bid will create a new bid, thus overriding the previous bid. Once the bid period ends, the Solution will prevent any further bidding.*	
Upon the completion of the bid, the bidding employee is immediately sent an email confirming their respective bid selection. A copy of the email is also be forwarded to the Bid Proctor at the Bid Assistance Center, and the bid selection information is also logged on the computer system. After making their selection, if an employee believes they have made an error, they could call the Bid Assistance Center. If authorized, the Bid Proctor is able to adjust the error in the officer's selection.		
	1. The bid receipt should indicate the bid choices, a confirmation / acknowledgement number, and whether the bid was completed by staff or their designee.	Yes
	2. A date and time stamp is required on all bid receipts.	Yes
J.	*Inform management of the number of staff by classification that have or have not participated in the bidding process.*	Yes
K.	*Provide management with the ability to modify the outcome of the bid prior to finalizing it.*	Yes
Bid Proctors are able to adjust bid requests as required by management.		

Org: 2122 - Northwest Patrol Division
Watch: 1

Opp. Code	Post	Section	Class	Sergeant	Sched.	RDO	Filled By
NW1A51SCMT1	DPD:2122:1	A510	46016	Adrian Aragon	12:00A-8:00A	S M T W T F S	Orion Admin Receipt Release

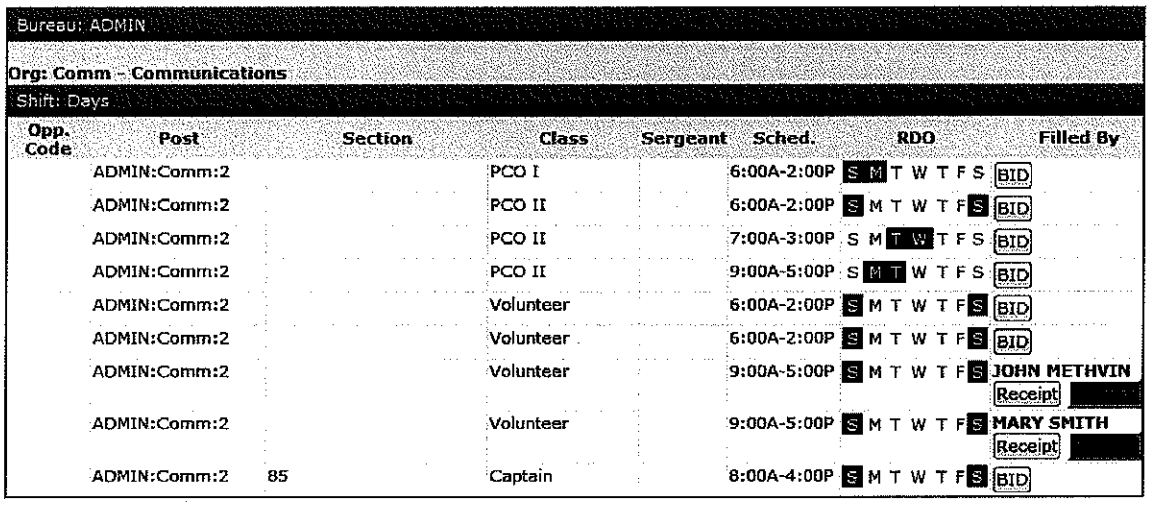
Bid proctors can also provide printed receipts for employees, if required.

L.	*Assign weight/priority/importance to bid categories. For instance, facility/bureau comes before shift, and shift comes before days off, and so on.*	Yes
The system can be configured per the agency's methods of priority and organizational operation.		

M.	*Provide a "no bid" list of staff.*	No
N.	*Provide the ability to identify locations that have been awarded. Provide a mechanism to notify all the locations and bidders award results.*	Yes
O.	*Provide management with the ability to view schedules on-line to show a chart of available positions/classifications and days off, to print bid receipt and bid transfer assignments simultaneously at all locations.*	Yes

Authorized personnel have the ability to view schedules online showing all available "BID" positions/classifications and days off. Filled positions include the employee's name.

Authorized personnel can also print bid receipts and/or release the employee from the bid position during the designed bidding time period.



Bureau: ADMIN

Org: Comm - Communications

Shift: Days

Opp. Code	Post	Section	Class	Sergeant	Sched.	RDO	Filled By
	ADMIN:Comm:2		PCO I		6:00A-2:00P	S M T W T F S	BID
	ADMIN:Comm:2		PCO II		6:00A-2:00P	S M T W T F S	BID
	ADMIN:Comm:2		PCO II		7:00A-3:00P	S M T W T F S	BID
	ADMIN:Comm:2		PCO II		9:00A-5:00P	S M T W T F S	BID
	ADMIN:Comm:2		Volunteer		6:00A-2:00P	S M T W T F S	BID
	ADMIN:Comm:2		Volunteer		6:00A-2:00P	S M T W T F S	BID
	ADMIN:Comm:2		Volunteer		9:00A-5:00P	S M T W T F S	JOHN METHVIN Receipt
	ADMIN:Comm:2		Volunteer		9:00A-5:00P	S M T W T F S	MARY SMITH Receipt
	ADMIN:Comm:2	85	Captain		8:00A-4:00P	S M T W T F S	BID

A the end of all bidding, the system generates a summary Personnel Action Request (PAR) which implements the transfers for all personnel on a set date, as defined by the agency. The transfers are logged in the system's following locations:

- Employee Shift Schedule
- Employee Organizational Structure Change
- Employee Supervisor Change
- Employee Assignment Log Change
- Employee PAR Log Changes
- Employee Logged Field Changes representing all fields changed from/to by System

P.	*Produce the bid reports such as facility/bureau, shift, assigned days off, and vacation bids.*	Yes
Q.	*Generate bid statistics.*	Yes
R.	*Provide a bid conference process. During the bid period, MDCR HR will review the bid and may ask supervisors to validate bid information and*	Yes

	provide response back to MDCR HR via email. This may also involve communication with staff. All communications and outcome become part of the bid data with audit trails.	
S.	*Provide the ability to conduct Mini-Bids, which is a bid on a smaller scale. For example, Food Services Bureau may be conducting a bid for a specific or a series of positions.*	Yes
The system is flexible and can be configured to conduct mini-bids per the agency's requirements.		
T.	*When staff is on approved FMLA the proposed Solution should have the functionality to consider the MDCR staff's return-to-work date and hold the position the employee would have been granted if they were not on leave. Until staff returns, the proposed system will temporarily fill the vacancy with other staff, if necessary. If staff is on regular leave, there is no need to hold the post until staff returns.*	Yes

2.3.7 Time Tracking, Leave Management and Payroll Preparation

AgencyWeb Administrator enables agency supervisors to keep track of exceptions and events related to staff in terms of attendance. The system provides flexibility/dependability in responding to overtime and special assignment. It is configurable to an agency's departmental policies, collective bargaining rules, labor laws and other regulatory constraints when making staffing decisions and processing time-off or leave requests.

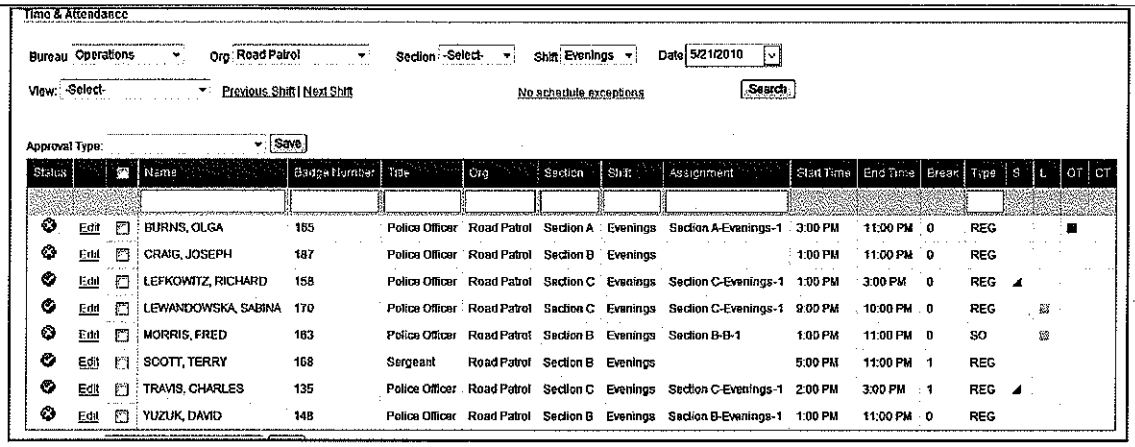
Administrator's position management tool allows for definition of work positions for assigning personnel into positions within a shift, tracking minimum staffing, skill requirements and allowing for tracking of higher class pay events. Time and attendance tools are be used to verify what actually occurred during an employee's scheduled shift so that it can be accurately reported to payroll. Red-flag schedule exceptions prompt supervisors about approved changes to an employee's original schedule. Once accepted and locked down by shift supervisors, actual work time are logged on rosters and automatically saved in the employee's base record.

Shift supervisors are able to authorize roll call, edit, approve and lock final employee work time. Employees with unexpected changes made during a shift are flagged using color-coded symbols for approved leave time, overtime, court and split shifts.

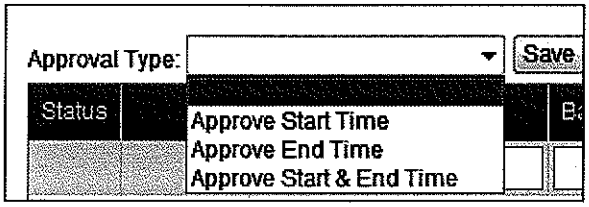
A punch in/out clock is used for employees to enter work start and end times. It includes a server stamped time sheet that is similar to a physical time clock. Employees are able to enter schedule related notes during the punch in/out process. Green and red indicators displayed in real-time show employees who are on-duty versus on break or have not yet arrived for work.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding time tracking, leave management and payroll preparation:

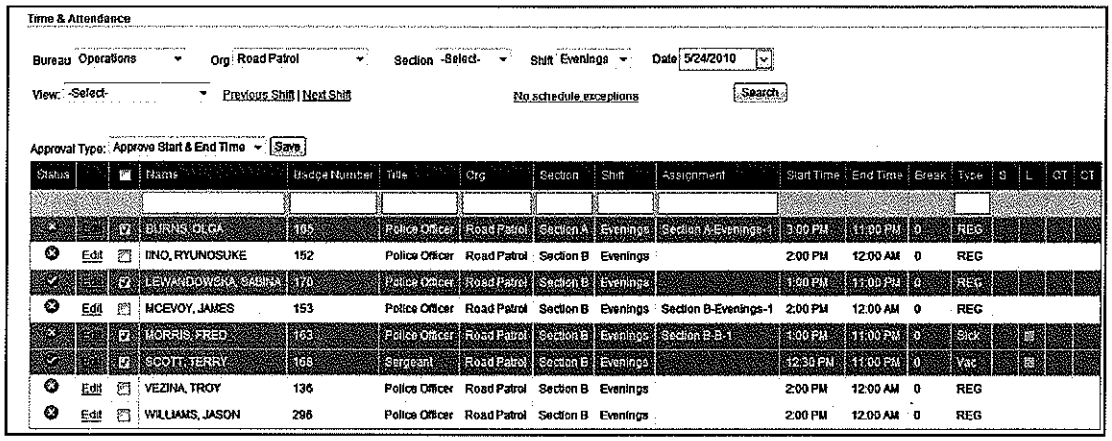
	Time Tracking, Leave Management and Payroll Preparation Functionalities	Comply
A.	*Be capable of employing an unlimited number of user-defined time reporting codes.*	Yes
The system is capable of tracking an unlimited number of codes including activity codes, leave codes, and overtime codes.		
B.	*Allow detailed constraints for each time reporting code, such as advance notice or supervisor approval to be configured based on work flow.*	Yes
The system supports a work flow that can automatically route to an employee's direct supervisor, display to all supervisors in an organization or work group, allow for ad-hoc routing for approval, enable approvals with future or past effective dates, and include a commit function that allows HR review and finalization before committing the change for processing.		
C.	*Use the department's personnel rules and edits as per collective bargaining agreements to allow only legitimate requests be process. (For example – Solution should not allow someone to submit a request knowing that the user does not qualify per MDCR pre-requisites.)*	Yes
The system can prompt the requestor as to the problem with their request and prevent them from submitting the requested item.		
D.	*Manage complex leave and benefit accrual process to provide fair, consistent, accurate calculations/accrual, and recording of leave time, and provide accrual balances for staff review.*	Yes
Comply by providing accrual balance management and reviewing blocking of leave requests when agency-defined designated events are scheduled. Also includes management of leaves, forcing the utilization of comp time leaves based upon agency rules and regulations.		
E.	*Maintain complete audit trails.*	Yes
The system tracks all saved changes. This includes tracking backfills and all changes by maintaining the employees original versus actual schedules. These are fully reportable and leveraged in multiple reports and exception management processes.		
F.	*Provide the ability to produce an attendance facility/bureau report that includes the tracking and monitoring of staff's attendance, absences, tardiness, and absences in conjunction with days off and County holidays.*	Yes
G.	*Provide functionality for supervisors to validate time and leaves.*	Yes
Time and Attendance includes tools for roll call authorizations, editing, approval and locking final employee work times. These can be applied individually or in groups.		



Shift start and end times can be finalized for payroll reporting and replacement of paper timesheets, by approving them as actual work time.



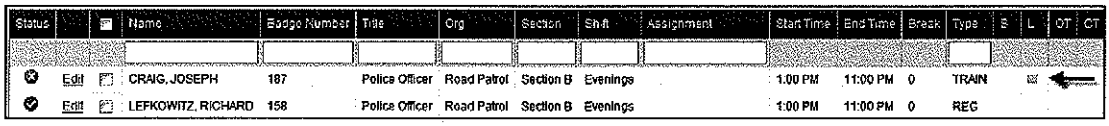
Gray records indicate these work schedules are approved as actual start and end times; and as approved timesheets.



H.	*Provide functionality to enable supervisors and MDCR Payroll staff to validate time worked and submit the payroll information to the County Payroll Time and Leave system.*	Yes

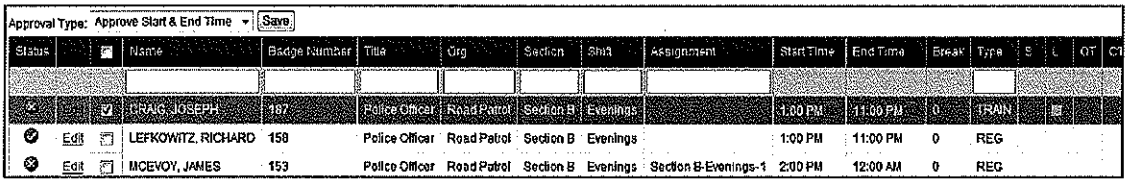
As described above, Supervisors can approve and lock down actual work time. Shift supervisors also use the Schedule Exception link to accept and record these changes into the roster. Once

finalized, color coded symbols are displayed that indicate a change has been made to the employee's original schedule.



Status			Name	Badge Number	Title	Org	Section	Shift	Assignment	Start Time	End Time	Break	Type	S	L	OT	CT
	Edit		CRAIG, JOSEPH	187	Police Officer	Road Patrol	Section B	Evenings		1:00 PM	11:00 PM	0	TRAIN				
	Edit		LEFKOWITZ, RICHARD	158	Police Officer	Road Patrol	Section B	Evenings		1:00 PM	11:00 PM	0	REG				

Once it's locked down by the shift supervisor as previously described, the employee's information is grayed out and a green circle displays next to the approved times. It can now be accurately reported to payroll or leave systems.



Approval Type: Approve Start & End Time | Save

Status			Name	Badge Number	Title	Org	Section	Shift	Assignment	Start Time	End Time	Break	Type	S	L	OT	CT
			CRAIG, JOSEPH	187	Police Officer	Road Patrol	Section B	Evenings		1:00 PM	11:00 PM	0	TRAIN				
	Edit		LEFKOWITZ, RICHARD	158	Police Officer	Road Patrol	Section B	Evenings		1:00 PM	11:00 PM	0	REG				
	Edit		MCEVOY, JAMES	153	Police Officer	Road Patrol	Section B	Evenings	Section B-Evenings-1	2:00 PM	12:00 AM	0	REG				

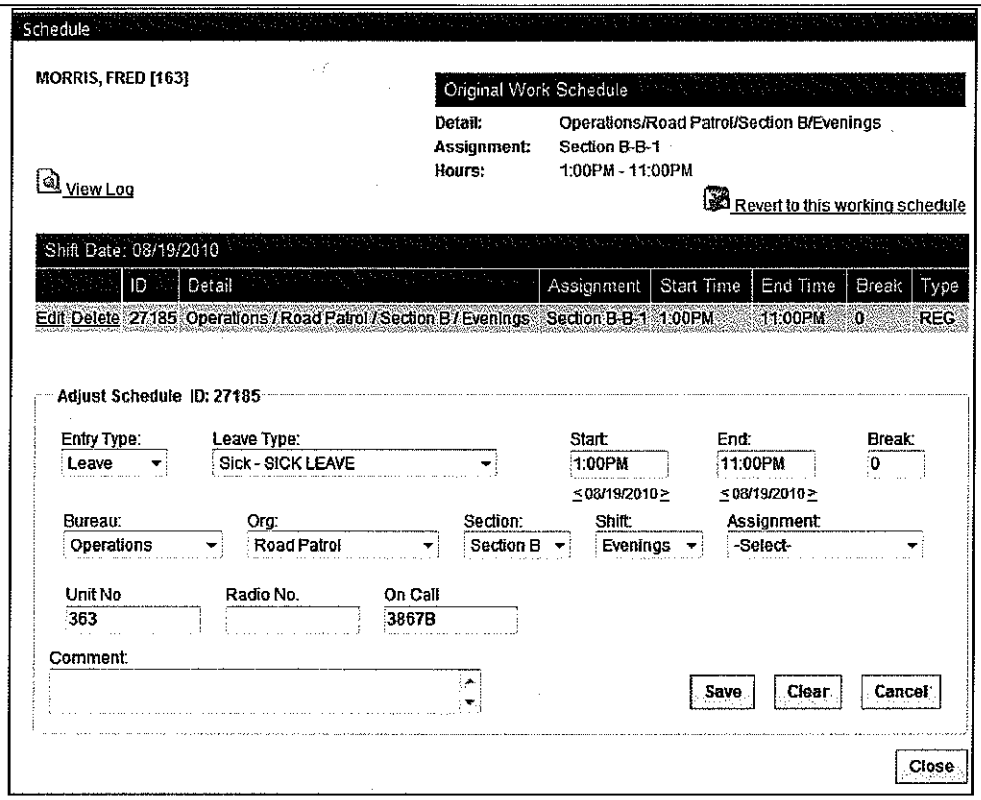
I.	*Allow changes to schedules in the past with MDCR supervisor approval.*	Yes

Changes can be setup and effective dates can be in the past or future. Based upon the implementation settings schedule changes can be routed for approval.

J.	*Provide the ability for MDCR supervisors to track and manage unscheduled leaves. (For example, supervisors need to document absences, tardiness, injuries, etc., and provide notice to staff with staff acknowledgement.)*	Yes

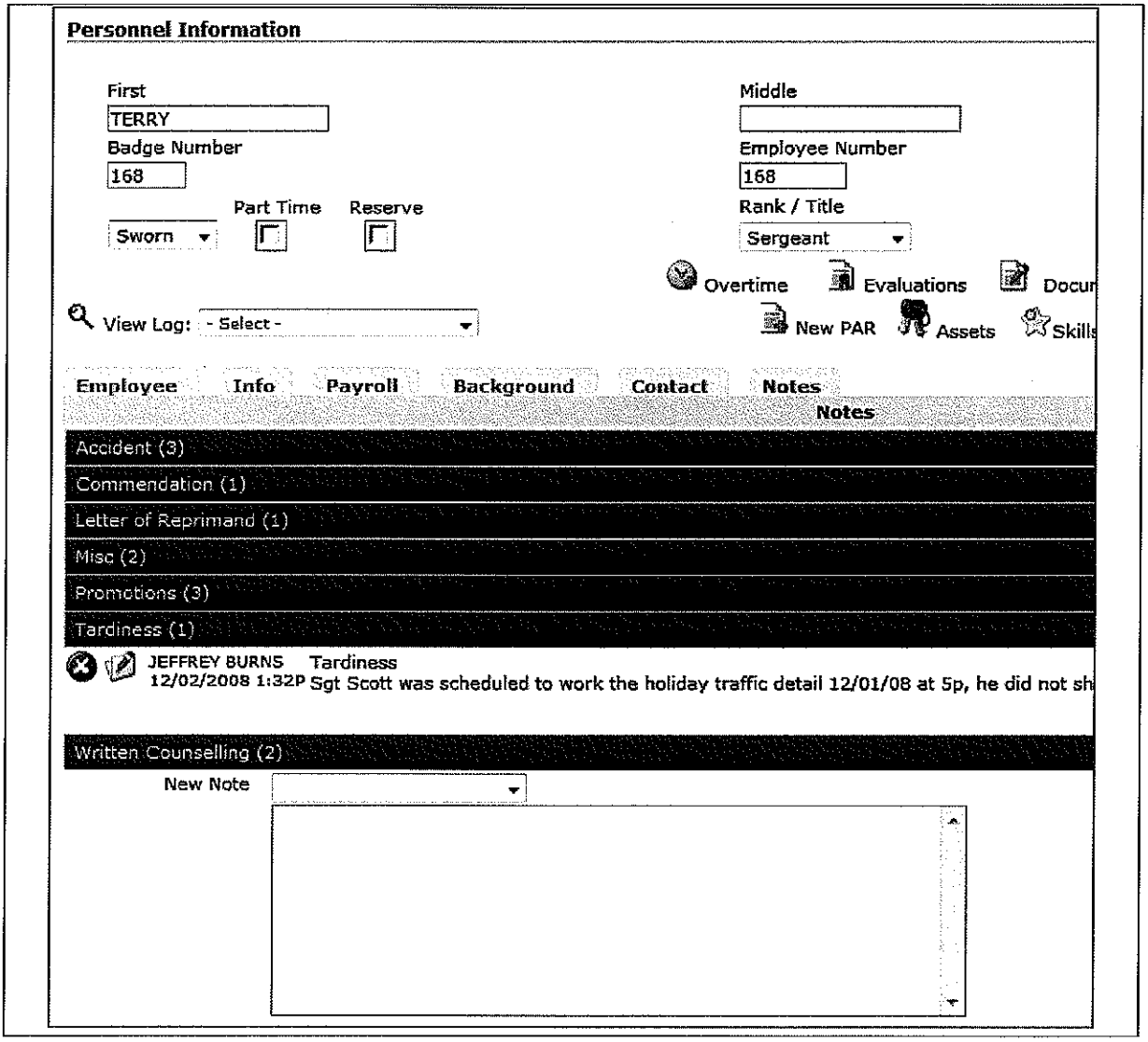
Ad hoc schedule changes can be made directly within Time and Attendance for any employee using the Edit link.

Supervisors use this tool to need to document unplanned absences, tardiness, injuries, schedule changes, overtime, etc. And once the change is saved and locked down in Time and Attendance, the employee's base record is also automatically updated. So everything is logged and recorded using one transaction.



K.	*Allow a MDCR supervisor to log or document multiple events relating to staff attendance or behavior such as counseling and disciplinary actions during a shift; to view events related to staff for a specific period; and to provide status. This may be proved an open comments field, but the Solution is required to keep this information within the database for the specific personnel record and only be viewed by those with authorization.*	Yes

All schedules and activity logs have a comments field to allow the supervisors to log an unlimited number of comments. The comments are logged with user name and date/time. Additionally all comment fields are fully reportable. Access to comments can be categorized in the base record to restrict them from viewing access.



2.3.8 User Look and Feel

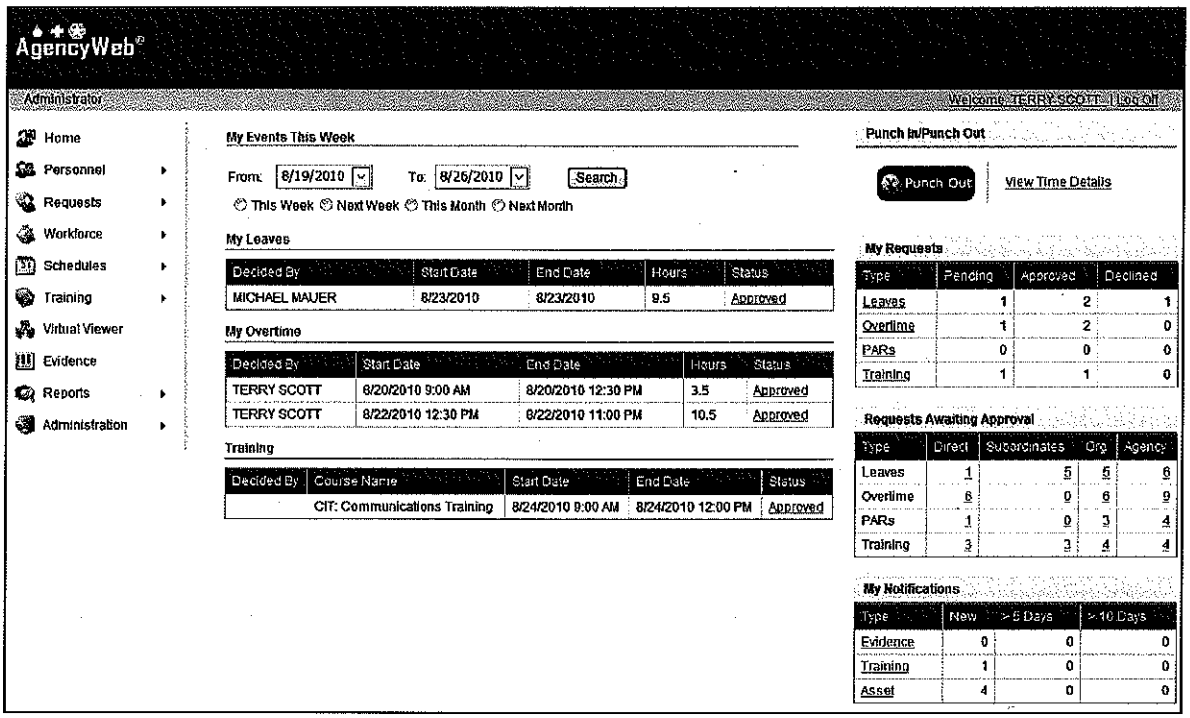
AgencyWeb Administrator is user-friendly, easy to use, and simple to learn. The system is web-based and can be accessed through the Internet using a standard web browser. It does not require any specialized software to be loaded on agency employee's computers.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding user look and feel:

	User Look and Fee Functionalities	Comply
A.	*Provide a user dashboard displaying a current view of all activities scheduled.*	Yes
Each user's Home screen dashboard displays call-to-action notification informing them about		

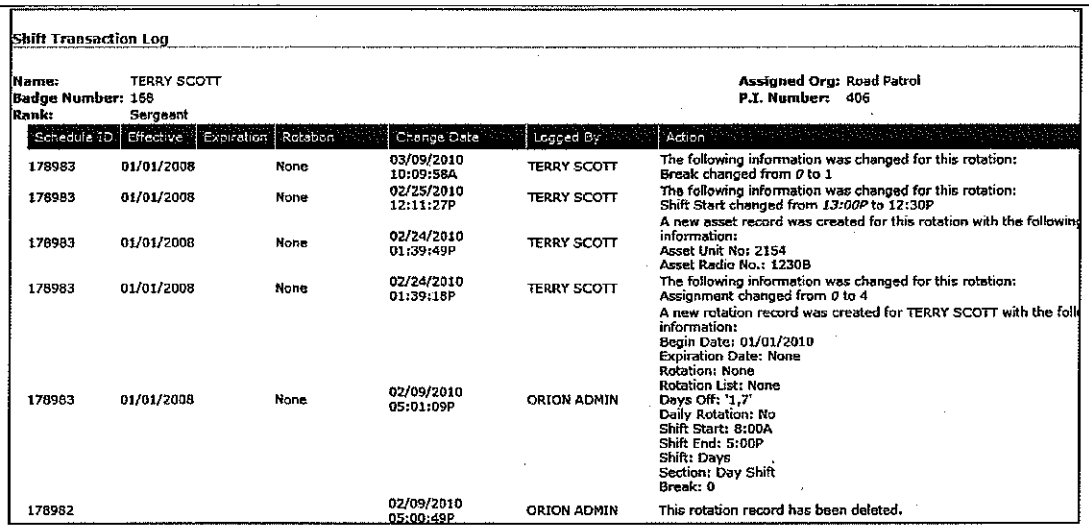
unscheduled events or routine activities – such as training, overtime, leave time, asset and property room pickups and returns and court events. Notifications can also be delivered using agency email, text messaging or IVR telephony devices.

The example below is a Supervisor's Home screen, which include any employee requests awaiting approval.



B.	*View staff selection and audit trail for staff selection process.*	Yes

Views are provided to show the staff and audit trails for any adjustment to the employee's schedule; which are automatically tracked, viewable, and reportable.



Shift Transaction Log

Name: TERRY SCOTT
Badge Number: 168
Rank: Sergeant
Assigned Org: Road Patrol
P.I. Number: 406

Schedule ID	Effective	Expiration	Rotation	Change Date	Logged By	Action
178983	01/01/2008		None	03/09/2010 10:09:58A	TERRY SCOTT	The following information was changed for this rotation: Break changed from *0* to 1
178983	01/01/2008		None	02/25/2010 12:11:27P	TERRY SCOTT	The following information was changed for this rotation: Shift Start changed from *13:00P* to 12:30P
178983	01/01/2008		None	02/24/2010 01:39:49P	TERRY SCOTT	A new asset record was created for this rotation with the following information: Asset Unit No: 2154 Asset Radio No.: 1230B
178983	01/01/2008		None	02/24/2010 01:39:18P	TERRY SCOTT	The following information was changed for this rotation: Assignment changed from *0* to 4
178983	01/01/2008		None	02/09/2010 05:01:09P	ORION ADMIN	A new rotation record was created for TERRY SCOTT with the following information: Begin Date: 01/01/2010 Expiration Date: None Rotation: None Rotation List: None Days Off: '1,7' Daily Rotation: No Shift Start: 8:00A Shift End: 5:00P Shift: Days Section: Day Shift Break: 0
178982				02/09/2010 05:00:49P	ORION ADMIN	This rotation record has been deleted.

C.	*Allow MDCR staff to send recorded schedule work exceptions, via the Internet and Intranet via pre-configured user interfaces.*	Yes

Schedules can be adjusted in real-time to update actual within any individual's schedule record. The employee's original schedule is not updated therefore all exceptions are fully reportable and viewable.

Additionally, reasons that drive exceptions are reportable; for example, backfilling a person who calls in sick with a person on leave of whom now will get overtime due to being called in on their leave. Or a person who backfills a superior officer and now receives a higher class pay. Therefore, exceptions are tracked as well as reported on for business information and research justification.

D.	*Enable proposed Solution's telephone interface to be flexible to record and send pre-recorded messages to individuals, groups, or all users.*	Yes

As an optional solution Administrator uses Orion's AgencyWeb® Agent interface to send and receive information through web services to Orion's hosted integrated voice response platform. This allows the system to submit calls to a telephone number and provide information to the receiver and collect information from the receiver through touch tone response.

E.	*Solution has the ability to retain staff acknowledgements of positive message receipt confirmation; to send recorded schedule work exceptions, obtain staff's work status information, and send a notification of a schedule change.*	Yes

<u>Retaining Acknowledgement of Message Receipt</u>

Acknowledgements are received and recorded including date and time stamp of the receipt.

<u>Sending Recorded Schedule Work Exceptions</u>

Users are able to submit requests online or through the optional IVR service. Users can view their request status in real time and monitor the progress of their request status.

Obtaining Staff's Work Status Information

Users are provided a Home screen dashboard to show them their status of all their requests and their current schedule. Additionally, the user is able to view their calendar and drill-down to view their shift roster. Other views provide the user monthly and weekly shift reports showing their normal schedule, any exceptions, and their current total of worked hours, overtime hours, and leave hours.

Sending a Notification of a Schedule Change

Works schedules can be communicated to employees calling into a main number, entering their login id and then they will receive a menu of options to select -- of which status on a change to their original work schedule can be provided. These changes are logged as exceptions to their original schedule. A status of their receipt of notification of the schedule change can be collected from the employee.

2.3.9 Reports

AgencyWeb Administrator delivers relevant, practical, and timely staff information through real-time reports and schedules. The system enables authorized personnel to report on cost, personnel information, inter-location financials (chargeback, payback, etc.) such as charges incurred by other locations because of staff working temporarily at locations other than assigned, especially because of overtime.

Administrator allows authorized users to create ad-hoc reports and queries, and to customize them based on varying criteria. Orion offers a certification class to certify the Client's staff on how to write reports against Administrator's standard views, as well as how to embed these reports within the reports section of the application for publication purposes.

Ad Hoc reports and query capabilities include user defined features such as inserting page header footer data like date, time, page number; formatting and aligning date; sorting and grouping date; using functions and formulas; exporting data to text and Microsoft Excel formats; presenting data in charts; combining data from difference reports and queries; using wizards to assist in creating reports; using "if" and "and" logic to extract data; suppressing lines in creating reports and queries; scheduling reports to print in batch mode; search/find capabilities; and viewing reports online as to reduce the need for printing. All reports are accessible from any PC via a web browser with the proposer credentials.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding reports:

	Reports Functionalities	Comply
A.	*Generate cost reports per work/payroll code that shows:*	
	1. The cost the department incurred under any code;	Yes

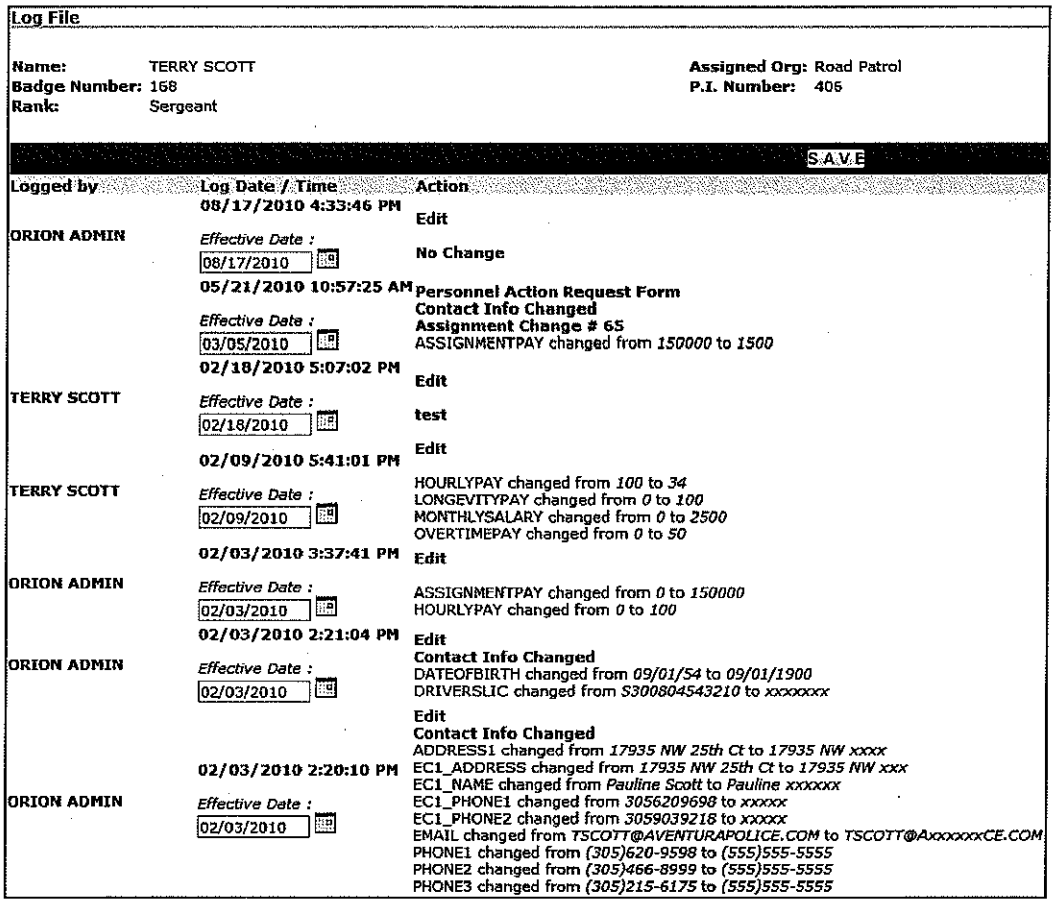
	2. Base pay as well the value of each pay exception code paid, fringes, assignment and location worked;	Yes
	3. Payback report that shows who owes time to whom from previous shift exchanges;	Yes
	4. Payroll report that shows how many hours each individual worked under each code, including the start and end times of any work assignment.	Yes
B.	*Produce the following detailed reports:*	
	1. Staffing and usage reports by individual, post/classification and/or shift, and by unit/bureau/facility/location, over a period of time;	Yes
	2. A report on the financial impact of that overtime selection;	Yes
	3. An exception report that shows the exception and its cause.	Yes
	4. Rank staffing, attendance, tardiness, FMLA leave, employee leave, overtime FSLA, exceptions and work codes.	Yes
C.	*Allow management access to reports including license and certification expiration and payroll reports.*	Yes
D.	*Ability to import/export data to other databases in different formats.*	Yes
Reports can be exported to MS Word, MS Excel, PDF, or CSV.		
E.	*Ability to provide visibility to workforce operations using real-time reports, charts and rosters, with the ability to view, share, print, export and email reports.*	Yes
F.	*Ability to provide reports that track various certifications and training such as firearms qualification, Criminal Justice Standards and Training certification, outside bike patrol training, crisis intervention training, and drill instruction certification, special skills, other languages, driver license, and MIST (Mandatory in Service Training), etc.*	Yes
G.	*Ability to track budgeted vacancies.*	Yes
H.	*Ability to track retroactive payments of overtime and overtime paid at straight time rate.*	No

2.3.10 Additional Functionality

	Additional Functionalities	Comply
A.	*All overrides will be provided an option to provide related explanations/reasons/notes.*	Yes
B.	*All screens and reports will be capable of using MDCR terminology. The reports header will be configured to display "Miami-Dade County Corrections &*	Yes

	Rehabilitation Department".	
C.	*The proposed solution will operate 24 hours per day, 7 days per week and 365 days per year, and will allow access to different groups of employees based on authority. It will log all the updates that are done and have the ability to display and/or print who made the changes, the time the changes were made, and what changes took place. It will keep "last touched by" audit trail automatically on every record.*	Yes

Each user's base record includes a log of every transaction made within the system for that user.



Log File

Name: TERRY SCOTT
Badge Number: 168
Rank: Sergeant
Assigned Org: Road Patrol
P.I. Number: 405

S.A.V.E

Logged by	Log Date / Time	Action
	08/17/2010 4:33:46 PM	Edit
ORION ADMIN	*Effective Date :* 08/17/2010	No Change
	05/21/2010 10:57:25 AM	Personnel Action Request Form
	Effective Date : 03/05/2010	Contact Info Changed Assignment Change # 65 ASSIGNMENTPAY changed from *150000* to *1500*
	02/18/2010 5:07:02 PM	Edit
TERRY SCOTT	*Effective Date :* 02/18/2010	test
	02/09/2010 5:41:01 PM	Edit
TERRY SCOTT	*Effective Date :* 02/09/2010	HOURLYPAY changed from *100* to *34* LONGEVITYPAY changed from *0* to *100* MONTHLYSALARY changed from *0* to *2500* OVERTIMEPAY changed from *0* to *50*
	02/03/2010 3:37:41 PM	Edit
ORION ADMIN	*Effective Date :* 02/03/2010	ASSIGNMENTPAY changed from *0* to *150000* HOURLYPAY changed from *0* to *100*
	02/03/2010 2:21:04 PM	Edit Contact Info Changed
ORION ADMIN	*Effective Date :* 02/03/2010	DATEOFBIRTH changed from *09/01/54* to *09/01/1900* DRIVERSLIC changed from *S300804543210* to *xxxxxxx*
	02/03/2010 2:20:10 PM	Edit Contact Info Changed ADDRESS1 changed from *17935 NW 25th Ct* to *17935 NW xxxx* EC1_ADDRESS changed from *17935 NW 25th Ct* to *17935 NW xxx* EC1_NAME changed from *Pauline Scott* to *Pauline xxxxxx*
ORION ADMIN	*Effective Date :* 02/03/2010	EC1_PHONE1 changed from *3056209698* to *xxxxx* EC1_PHONE2 changed from *3059039218* to *xxxxx* EMAIL changed from *TSCOTT@AVENTURAPOLICE.COM* to *TSCOTT@AxxxxxxCE.COM* PHONE1 changed from *(305)620-9598* to *(555)555-5555* PHONE2 changed from *(305)466-8999* to *(555)555-5555* PHONE3 changed from *(305)215-6175* to *(555)555-5555*

D.	*The proposed solution's installation will require the migration of historical and current data from the current system to the proposed system (profile, hierarchy, training, etc.) where available.*	Yes
E.	*The proposed Solution must have safeguards to prevent accidental deletion of data. It will provide the ability to keep an audit trail of the rules used to fill vacancies and rotate personnel accordingly. It will automatically keep an audit trail of all inbound and outbound telephone calls; will provide telephone, email and text messenger delivery of staffing alarms, notifications, requests to work, and general messages; will support authorized scheduling request from any touch-tone telephone; and will allow processes to be scheduled and executed a*	Yes

	specific times.	
Telephony call monitoring and research services are provided by the IVR services using Google Analytics.		
F.	*The proposed Solution will keep track of staff hours, along with the applicable time reporting codes, and will provide for approval of hours worked by supervisors for payroll purposes.*	Yes
G.	*Enable staff to apply for a specialty position. The Solution will have the capability to:*	
	1. Handle applications for specialty position opportunities and track candidacy for such position.	No
This is new functionality that Orion is willing to add to the system.		
	2. Prevent personnel from applying for a position that has already been filled, (specialty position).	Yes
	3. Provide ability for applicant to apply in the proposed system for specialty positions and attach supporting documentation, and subsequently receive acknowledgement of the submission.	Yes
This is new functionality that Orion is willing to add to the system and has been document in the customization section of this response.		
H.	*Provide the capability for supervisors to transfer staff around the organization, for various reasons, like academy graduation (training).*	Yes
I.	*Enable limited changes to previous period's payroll data as to allow for correction of misstated data.*	Yes
Administrator includes tools to lock down data for the purpose of payroll data exchange and control any adjustment post data exchange based upon permissions and data edit rights.		
J.	*Enable MDCR to track and mange outside employment of staff according to County guidelines. Staff is required to file periodic reports affidavits on outside employment with management approval.*	Yes
The system's Special Duty functionality includes the ability to track and manage outside employment of staff, which can be configured per County guidelines. This includes the ability to route employment requests to management for approval.		

Special Duty Applications Pending Approval

Applicant	Employer	Job Date	Status	Requested Date
JOSEPH CRAIG	NBC Corp	03/02/2010 7:00AM	Pending Approval	02/25/2010
CHARLES TRAVIS	Dallas Museum	03/06/2010 10:00AM	Pending Approval	02/25/2010
RUBEN BRIZUELA	Walmart	03/13/2010 6:00AM	Pending Approval	02/25/2010

Search Special Duty

2.3.11 General Technical Requirements

AgencyWeb Administrator is accessible through the Internet by multiple users at the same time 24 hours, 7 days a week, 365 days a year. It is able to interface with other County applications, including but not limited to time collection devices, such as the County's Payroll Time and Leave system and the MDCR Cisco IP Telephone system (CallManager) and (IVR). Interfacing to read data from an external time collection device is a standard interface for Administrator.

Administrator would be fully integrated with the County's exiting e-Notify system, sharing user name and password authentication and thus, acting as one solution. From the MDCR user's point of view it would appear to be one system rather than multiple applications.

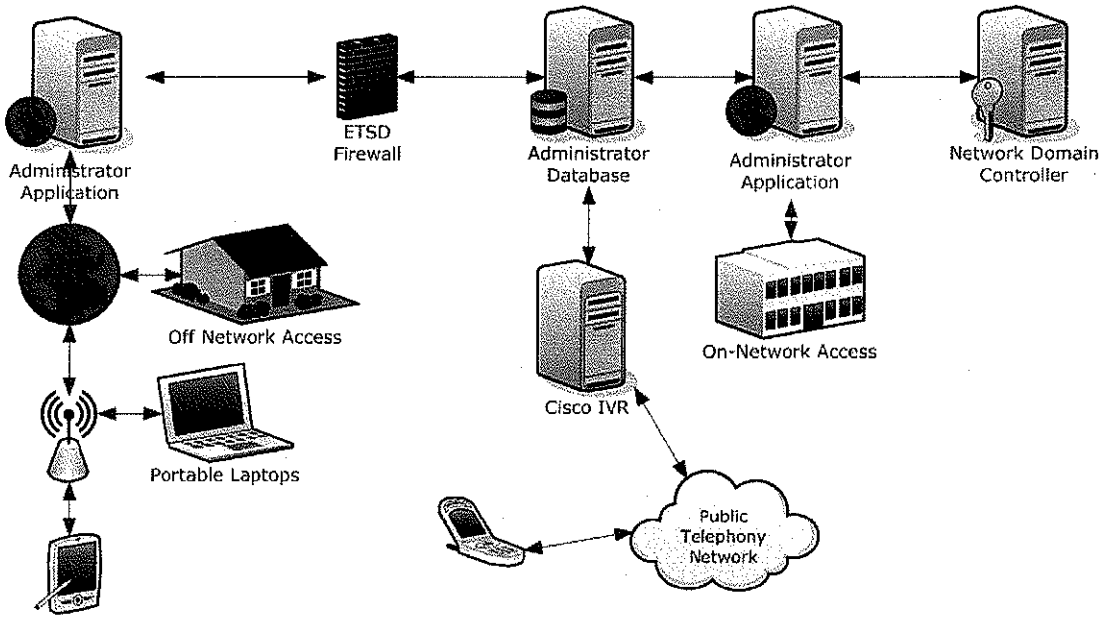
AgencyWeb Administrator includes, but is not limited to, the following functionality regarding general technical requirements:

	General Technical Requirements	Comply
A.	*Ability to:*	
	1. Be interfaced with MAPI compliant e-mail systems to distribute available assignments and receive bids	Yes
Administrator works with standard MAPI email systems.		
	2. Will use open standard technology that will allow Miami-Dade County to integrate applications that may be acquired in the future.	Yes
Orion is proposing for all interfaces that are read-only interfaces that they be connected to a replicated database server that allows the agency to provide data extract services by any means desired by ETSD. Orion has included Certification training for the ETSD staff to teach the staff the database architecture and logic to support exporting of data to external applications.		
B.	*Hardware to comply with current MDCR IT policy of implementing a clustered configuration with primary and fail-over systems with data recovery accomplished on an off-site system for Continuity of Operations/Disaster Recovery plan. Also recommend and put in place an alternate mechanism by which MDCR will continue to function, should the proposed Solution be unavailable or unreachable due to force majeure.*	Yes
Orion is able to provide to MDCR a hosted solution that could be evoked in the event the proposed solution would be unavailable or unreachable. This would include a complete copy of the production application server and a replication of the application database hosted at Orion's headquarters with the IP Telephony solution provided by Orion's hosting partner IFbyPhone. The database would be backed up nightly to Orion's database. The web paths would be re-pointed to Orion or an alternate web path could be provided for emergency purposes. All outbound phone services would transition to Orion's hosted solution. Any in-bound phone service would require being forwarded. This solution has not been priced as an option, but can be		

reviewed in more detail if desired by MDCR.

C.	*Provide a network-based architecture that permits full application access to remote staff using wide area network connectivity, as well as a robust Internet platform.*	Yes

The following diagram provides access to employees while on premise and off-premise. And additional application server was added in the event the agency would like to leverage Active Directory authentication while on-network.

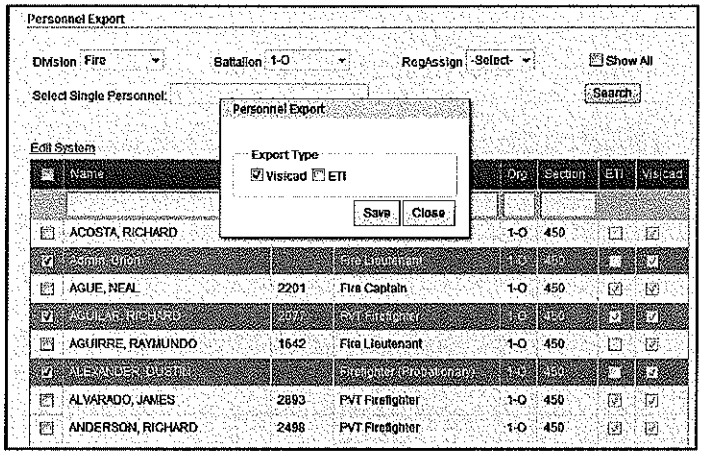


E.	*Provide for a complete toolset for customization, interfacing, development, reporting, productivity and decision support, tuning and monitoring and change management and migration.*	Yes

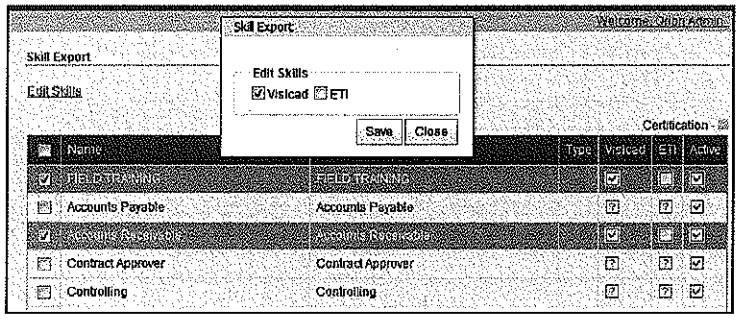
Orion provides a certification class that teaches advanced knowledge of Administrator, including but not limited to the database schema, system functionality including MVC designs, AgencyWeb agent triggers and interface web services. AgencyWeb Agent is a tool used for all interfaces with Administrator.

Orion's application includes a UI that allows for external applications to be configured an export receivers of data from Administrator. This includes selecting which personnel will be exported to which external platform and then what information about that individual will be exported. AgencyWeb Agent reads this information to correctly send data to external applications.

Administrators can select which users will be exported using web services to external applications.



The next screen shows a selection skill type to decide, based upon the individuals that are being exported, what data will be included in their export. This example is a skills example.



AgencyWeb Agent is also able to receive data from external platforms. This can be configured within the web service to create or update a record in Administrator.

During the certification class, students are taught how AgencyWeb Agent works and how to create web services using the Agent functionality.

Additionally, reports are available for import data allowing for imported data to have a past, current, or future effective date. For example, PeopleSoft could send data to Administrator with an effective date in the future. The report shows the pending data that has been imported and waiting to be committed based upon the effective date. Additionally, the report is able to show all imported data for logging and tracking purposes. The system updates the record when the data was imported and written to the employee's base record.

SAP Import Reports

Personnel Import SAP Report
Showing Personnel Import SAP records by Date or Status

Personnel Pay Import SAP Report
Showing Personnel Pay Import SAP records by Date or Status

Skill Log Import SAP Report
Showing Skill Log Import SAP records by Date or Status

Tools are included to support error management for all interfaces. Upon error detection, the entire submitted data record is saved to the SQL Server and an error record is also saved specifying which field was in error, the value passed in and an error message. The xml response from the web-service contains a list of all errors that occurred in the data call, if any. Duplication checking is done as these records are saved, so the error is only recorded once.

In addition to unknown errors that are caught, the following errors are tracked.

- Any database connection errors.
- Username and/or password for accessing web service were rejected
- Data missing in required fields - for example:
- Record type is not valid
- Specific code is not valid
- Employee record not found
- Category not found
- Type not found
- Error Status is also communicated – for example:
- Success
- Connectivity Failure
- Data Type Mismatch
- Required Fields Missing
- Data Lookup Error
- Unknown Error
- Duplicate Import Record
- Authentication Failure

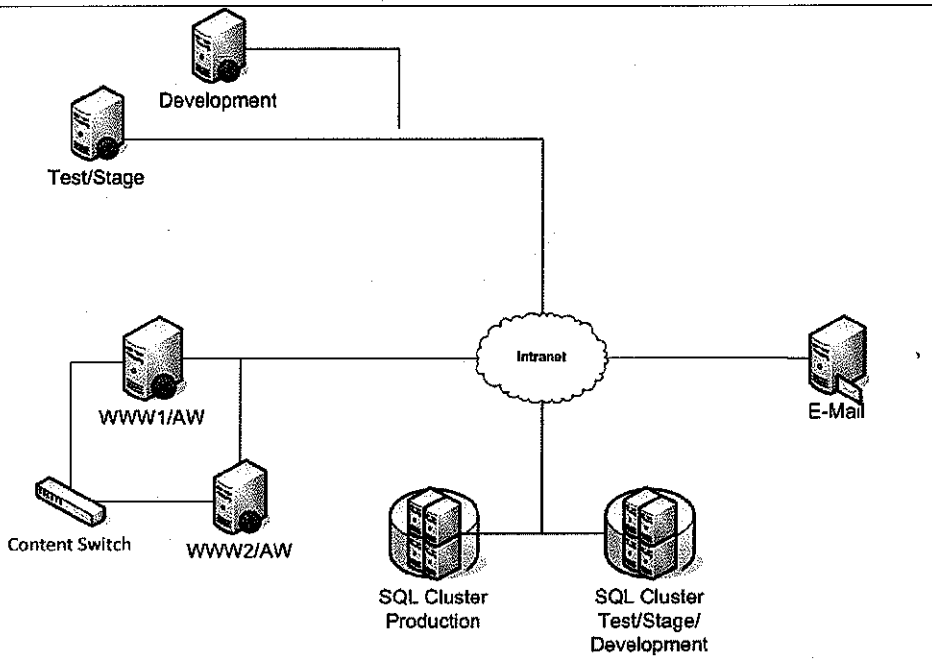
2.3.12 Solution Architecture

AgencyWeb Administrator is capable of running multiple instances of the application to handle production. This includes development, test and staging with fail over.

AgencyWeb Administrator includes, but is not limited to, the following functionality regarding solution architecture:

	Solution Architecture Functionalities	Comply
A.	*Able to:*	
	1. Operate on workstations regardless of operating system.	Yes
	2. Use web technologies to manage data.	Yes
Administrator is a web based application and will not require any special operating system requirements. Administrator is certified on Internet Explorer 6.5+. NOTE: Orion is currently working on a release to support other browsers, but this a future release not immediately available.		
	3. Be transaction or event based; and provide full audit trail capability with time and date stamps.	Yes
Transactions are logged as changed from () and to () with date/time stamp and user name.		
B.	*Log and track each transaction as to who has done it, what was done, why and when.*	Yes
Transactions are logged as changed from () and to () with date/time stamp and user name. Additional comments can be added at the user's discretion for base record updates to retain reasons why updates were made.		
C.	*Provide the ability to update the system's database in real-time, keeping an accurate roster at all times.*	Yes
Administrator is a 100% real-time application. The system is designed using a methodology of work day entry schedule and activity schedules. Work day entry schedules are what are often called the "planned or original" schedules which is used to seed activity schedules. Activity schedules contain what can be termed "what actually happened". This also allows Administrator to maintain an exception management capability to let Shift Administrators know when there is an exception to schedule that they need to be aware of; e.g., last minute leave requests resulting in a schedule adjustment. The application supports a revert ability to allow the supervisor to put a person back into their planning positions after editing the activity (actual) schedules. For example, a person calls in sick and schedules are shifted; and then they call in and say they can make it; schedules can be		

reverted back to their original plans.		
D.	*The Solution will:*	
	1. Have complete hard copy and tutorial online documentation	Yes
The proposed solution includes a copy of all Administrator training materials in electronic format. Additionally, online tutorials are being included as an optional price. These tutorials are included in maintenance services and will be updated with new releases on Administrator.		
	2. Allow field validations to reduce data entry errors.	Yes
Field validation is included as a standard in the application.		
E.	*Be fully integrated in such as way that a change made in one section of the software will automatically be transmitted to all other appropriate sections of the software, including interfaces*	Yes
Administrator is one application and one code source. The interfaces are also tracked in the same source code and all tracked within source safe management.		
F.	*Enable site-specific configuration through user definable codes and parameters, and be scalable to accommodate future growth within MDCR, including the possibility of more personnel and additional locations.*	Yes
The system is configurable through a front end user interface and a configuration file and data table. The system is being sold as an enterprise solution; therefore the agency will be able to add more users to the application.		
G.	*Have the capability to support a minimum of 300 concurrent users working simultaneously without response time degradation. (An application/system stress or lead test will be required as part of the acceptance process.)*	Yes
Agreed to support this level of users and to participate in stress testing.		
H.	*Allow the contents of data files to be saved to external files in formats suitable for importing into other databases, spreadsheets, desktop publishing and word processing packages. (MDCR standardizes on use of the Microsoft Office Suite.)*	Yes
Administrator support exporting data through Crystal Reports which support the Microsoft Office Suite. The system also supports saving reports as PDFs.		
I.	*Implement at least a fully redundant production system, and development system to mirror the production system.*	Yes
The following drawing provides a visual view of the hardware logical design for the application and database servers.		



J.	*Be compatible with Miami-Dade County Antivirus standards of Trend Micro, an antivirus and Internet content security software, and must conform to periodic monthly operating system updates.*	Yes
Comply.		
K.	*Integrate with Miami-Dade County Lightweight Directory Access Protocol (LDAP) for system access and login. The County has implemented IBM's Tivoli Access Manager as well as Microsoft Active Directory.*	Yes
Administrator can support integration to Microsoft Active Directory. Administrator is based upon .NET technology and the ability to work with Tivoli is dependent upon the Tivoli and Microsoft compatibility. If the desire is to allow users to access Administrator from an off-network access point, active directory can still provide authentication by either providing a read-only instance for the external application server to use for authentication or to enable access to activity directory for authentication otherwise users can access externally by user name and strong password authentication.		
L.	*Provide granular security authentication to be facilities by Active Directory Security Groups.*	Yes
Administrator can be setup to read within ADS Groups.		
M.	*Be web-enables such that staff would only need a browser. No client software can be installed on staff's desktop.*	Yes
Administrator is 100% web based and requires only a browser.		
N.	*Can store pictures and the like on the file system and not directly on the proposed Solution's database.*	Yes
Administrator can store files in a file system or external SAN. The pictures, uploaded documents,		

and scanned images are not directly stored on the solution database or file system.		
O.	*The proposed solution hosted at ETSD is expected to provide remote access to users via Secure socket Layer (SSL) Virtual Private Network (VPM). And antivirus program must be running on the device wanting access to the network. Otherwise, the proposed solution must be installed in a secured zone of the County's network with an access web page in the Demilitarized Zone (DMZ).*	Yes

2.3.13 Interfaces

AgencyWeb Administrator will provide MDCR the ability to import existing information, such as current or historical data from the respective system of record prior to implementation.

Orion understands that Administrator will be required to interface with the following County systems:

1. PT&L (County's home-grown Payroll time and Leave system)
2. County Blue Book
3. Orion's e-Notify system
4. PeopleSoft/Oracle ERP HR Module
5. MDCR's Cisco IP Telephony IVR System
6. MDCR Employee Information Database (EID)
7. MDCR Training System

2.3.13.1 System Seeding

In this response Orion has included the services to work with ETSD to seed the system using initial seed data. Orion does not seed certain aspects of an application through a web service. Orion prefers to utilize scripts to import data.

Orion provides the following services for seeding a system. Data is received from the client with field name definitions. The data is then mapped and scripts are written to import the data into Administrator. Prior to import, Orion run business rules against the provided data to validate that the raw data is in accurate form to both technical assumptions as well as business rules. (NOTE: In Orion's experience in merging data from disparate systems, it is important to validate all data and make sure there are no business rule anomalies that are overlooked prior to seeding the new system.) Once the data is confirmed by the customer as authorized for import, the import scripts are initiated in sequence and the database is seeded. The data is then reviewed with the Client to validate the import was successful and accurate. The scripts are then maintained and leveraged during the preparation for go-live to make sure the data is newly seeded for go-live purposes.

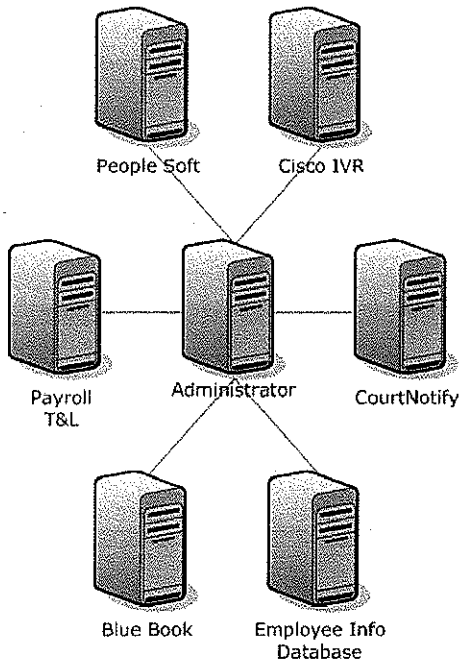
2.3.13.2 e-Notify Integration

Administrator comes with integration code between Administrator and e-Notify. This is not just an interface, but a full integration of applications. This allows for the sharing of data between both systems in

real-time. Administrator will be established as the master of data for personnel, organization, leaves, and schedules feeding e-Notify. e-Notify will be the master of court events and Administrator will receive those events as notifications within Administrator. These events will also be displayed on the Administrator calendar along with all leave, regular working schedules, split schedules, overtime, training, and special assignments.

2.3.13.3 Day-to Day-Processes

Orion has included AgencyWeb Agent to provide all interfaces for MDCR and ETSD systems. This agent is a web service solution provided by Orion for interfacing between external applications. This is a standard software solution offered by Orion and includes standardized system design, support, and error management. Additionally, Orion teaches the AgencyWeb Agent solution in the Administrator Certification Classes.



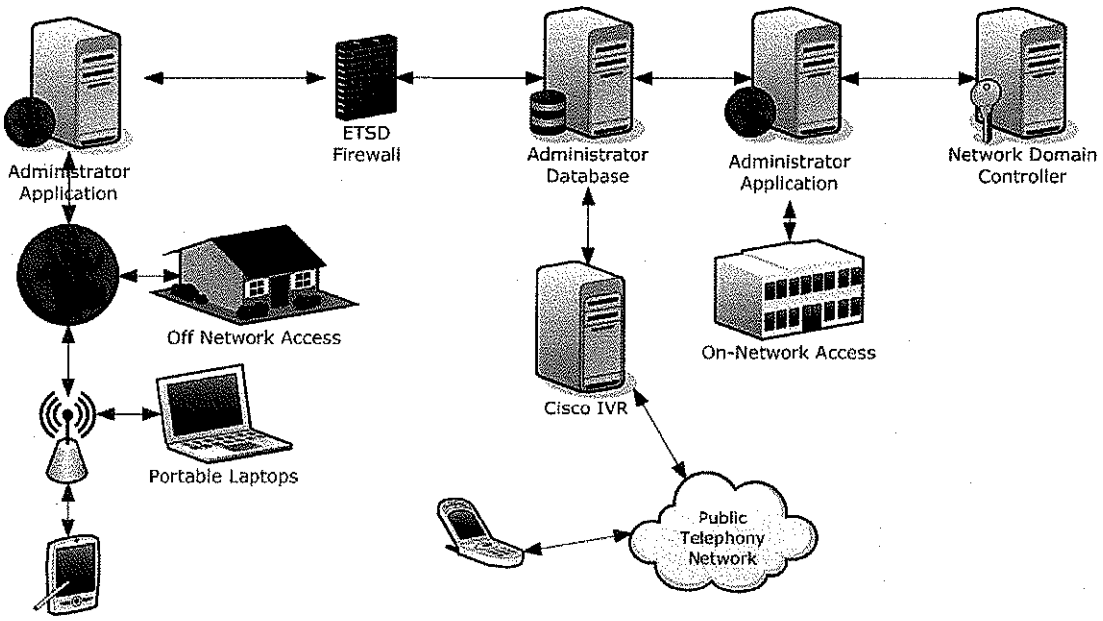
2.3.14 Security

AgencyWeb Administrator includes the ability to govern scheduling authority with a sophisticated security system, using a unique user ID and secure password. It provides comprehensive security capabilities including layered security; limiting individuals control over specific unites and/or functions as specified and controlled by the Client's System Administrator.

Administrator is equipped with a robust security setup. The system uses internal processing rules for the validation of required fields and business rules prior to system commitment. It has database administration capabilities that allow the Client's System Administrator to manage user access, develop user accounts and provide password protection. Multiple levels of user security are available that provide read-only, read-write, update and full-control access. Database administration function includes the ability to selectively "lock" certain database tables and records.

Administration includes complete web path encryption, as well as encryption options for field levels if required. Session management is controlled by a monitored GUID to validate sessions and to perform system timeout controls. Telephony authentication will follow ETSD standards and be applied as directed.

If the desire for the agency is to provide access via the Internet, then an external application server web is required. The following drawing provides two application servers; one internal server that can support active directory authentication and an external server for Internet access.



Implementation of New Releases

New releases are provided to the customer as executable files to run on the application or scripts to update the database. Included in the files are release notes that document the functional changes, areas of modification, implementation steps, and testing suggestions. Typically all updates are processed through a staging or testing environment and authorized prior to being released to production. Orion participates in all update testing as a resource to the ETSD personnel.

For large version level upgrades, a more formal project plan is provided and task list is generated and utilized by the team to track all activities that have been completed. Additionally, this task list is used in all roll-out or updates planning and change control management sessions.

The following is an example of a task list:

		Task	Assigned To	Estimated Time	Release X.X.X.X	Completed
1	Prep	Production release meeting	All	1	Required	Y
2	Code	Populate code to Production source	Orion	0.15	Required	Y
3	Configuration	Adjust Web Configuration on Production	Orion	0.15	Required	Y
4	Configuration	Create Production sites / IIS configuration	Orion	0.2	Required	Y
5	Database Configuration	Database copy from Test to Production	Customer	0.25	Required	Y
6	Database Configuration	Communicate destination database configurations	Orion	0.25	Required	Y
7	Database Configuration	Perform database configuration updates	Customer	0.15	Required	Y
8	Configuration	Set up scheduled tasks	Orion	0.15	Required	Y
9	Testing	Preliminary application testing	Orion	0.15	Required	Y
10	Testing	Make any final adjustments to code, database, SSIS	Orion	0	Required	N/A
11	Review	Team release meeting if needed	Orion	0	As Needed	N/A
12	Testing	Acceptance Testing	Customer	0	Required	

13	Testing	Verify SSIS packages and scheduled tasks	Customer	0	Required	
14	Conclusion	Produce sign off document verifying the release as working as defined	Customer	0	Required	
		Total Hours for Production Deployment		2.45		

Version number management is controlled by Orion and if awarded the contract will be provided to the customer during administration training sessions.

2.3.15 Hosting

Orion solution is complying with all ETSD requests to host the solution within the ETSD infrastructure following the ETSD hardware, software, and operational guidelines.

For the extraction of real-time data from the solution, Orion is recommending the option of adding a replicated reporting server. In order to make sure the performance of the system is consistent a replicated real-time reporting server would allow ETSD to generate any reports, views, queries, and external exporting of data to any system desired without affecting the performance of the production application.

Orion has included within this response an Application Testing and Staging environment and a development environment, as per the requirements of the RFP.

2.4 Proposer's Experience and Past Performance

Founded in 1998, Orion Communications was created to develop software that automates daily business processes for Public Safety workforce and business unit management. The company's core offering, an online business management system, was developed in close collaboration with Public Safety and Judicial agencies throughout the United States. This suite of applications and services has expanded through in-house technology development to position Orion as a unique provider of Public Safety solutions that bridge all aspects of an agency's workforce and business management life cycles.

It is Orion's ability to combine management methodologies, business processes and core technologies that enable government organizations to operate more efficiently. Because Orion software automates complex government processes that include mandated polices using multi-tiered technology platforms, agencies are better positioned to achieve their business goals.

Orion maintains its headquarters in Dallas, Texas. Many Orion employees served within the Public Safety industry and have a deep understanding of Public Safety needs. From deployment to integration to continuous support, Orion is a trusted partner helping to manage the business operations of Public Safety agencies. Orion's' current number of employees includes 26 full time employees and three contract workers.

2.4.1 Comparable Contracts

The following includes comparable Orion contracts which Orion has either ongoing or completed within the past eight years.

Agency Name, Contact, Title, Phone Number, Email	Year Installed	Approx. Service Area Pop.	Operational Applications	Multi-Jurisdiction	No. of Agencies Served	Key Interfaces
Dallas, TX Police Department Gene Summers *Lieutenant* 214.671.4402 gene.summers@dpd.dallascityhall.com	2002 Prime Vendor	1.2M	Administrator (All Components) AgencyWeb Agent CourtNotify AutoTIER Accident Reports Virtual Viewer	Yes	2	PeopleSoft, Kronos, City Case Mgmt., County Case Management, TriTech CAD, Dallas County Case Mgmt.
Miami-Dade County Wanda Suarez *Enterprise Technology*	2006 Prime Vendor	2.4M	CourtNotify (Known as e-Notify)	Yes	102	Criminal Case Mgmt, Traffic Case Mgmt, Parking Case Management,

Services Project Manager 305-596-8815 WIRR@miamidade.gov			Administrator: o Personnel o Shift o AgencyWeb Agent o Asset			Kronos, OTS Personnel
Oklahoma City, OK Police Department Bradd Brown *Captain* 405-316-4718 bradd.brown@okc.gov	2007 Sub Vendor	538K	Administrator: o Personnel o Shift o Asset o AgencyWeb Agent CourtNotify AutoTIER: o Dispatch-Tow		2	TriTech CAD Kronos City Case Management
El Paso, TX Police Department Mark Padillia *Programmer Analyst* 915-564-6998 padillama@elpasotexas.gov	2003 Prime Vendor	609K	Administrator: o Personnel o Shift o Asset CourtNotify		2	Kronos, County Case Mgmt
New Orleans Police and Justice Foundation Michael Geerken *NOPJF Consultant* 504-234-3527 mgeerken@cox.net	2009 Prime Vendor	455K	CourtNotify	Yes	3	AS400 City HR Mainframe
Bexar County, Texas Robert Adelamn (210) 335-4601 radelman@bexar.org	2010 Sub Vendor	700K	Administrator - (All Components) CourtNotify AutoTIER Virtual Viewer AgencyWeb Agent	Yes	6	SAP HR City SAP HR County TriTech CAD ETI RMS Denali RMS Replacement Silo Systems – Training, Shift, Leaves, Vacation, Skills

City of Louisville, KY Yvonne Stutesman Louisville-Metro IT Manager 502-817-6502 Yvonne.stutesman@louisvilleky.gov	2010 Prime Vendor	500K	Administrator (All Components) CourtNotify AgencyWeb Agent	Yes	9	PeopleSoft HR City County and City Courts Jail Management System PAMS – internal Personnel System includes scheduling, leaves, overtime, skills, training
City of Newark, NJ Michael Hagood (973) 964-7290 hagoodm@ci.newark.nj.us	2009-2010 Prime Vendor	450K	Administrator (All Components) CourtNotify	Yes	2	PeopleSoft
City of Austin, TX (New Award) Julie Miller City Project Manager 512-784-4618 Julie.miller@ci.austin.tx.us	2010 Prime Vendor	250K	Administrator Personnel, Shift, Applicant AgencyWeb Agent	No	1	CAD RMS LMS PeopleSoft

2.4.2 Scheduling Software System Experience

Orion has been supporting comprehensive personnel management systems since 2001 for the public safety industry. Orion's original product – CourtNotify was designed as an enterprise solution to support multiple agencies within one application. This included the supporting of shift schedules, leave management, and organizational structure management for multiple agencies throughout the United States. Agencies include Police, Fire, EMS, Jail, State, and Federal.

In 2003, Orion launched a new release of Orion's Administrator solution (formerly branded as Personnel Manager) which expanded the shift management and tracking of actual activities within the application. In 2008 Orion took the past seven years of experience and redesigned the infrastructure of Administrator focusing on the advancement of shift and roster management to support the flexibility of using workgroups, improving the storage of data for integration and interfacing purposes, and expanding the utilization of business rules for personnel work positions and the adjustments needed to accommodate

changes. Orion had already been providing bidding services to agencies. Bids were expanded to make them more flexible allowing the agency to run bids without the need to for any Orion assistance. Special Duty functionality was enhanced and deployed to support the collection of special duty assignments while coordinating them with the agencies business rules, union constraints, and FLSA requirements.

Over the years, Orion has been able to support any combination of shift schedules as well as provide interfaces to export the data to external applications including data conditioning due to the limitations of external platform database structures.

Coordination of schedules with other events has been a focal point for Administrator. All leaves, overtime, work assignments and work positions are coordinated with the shift scheduling roster and time and attendance functionality. In 2009, Orion conducted an expansion of the database infrastructure to focus on the ability to fully integrated all aspects of shift manage with all the business rules and decision processes within the shift interfaces, as well as within the request and approval process. Additionally, the infrastructure was changed to enable event based management of daily actual, including the tracking of all employee activities against their actual working time.

Activity tracking was added to read in data from external applications, such as CAD, RMS, JMS, Court System, etc. Activity tracking provides automatic importing and linking to external applications that are dispatching or tracking what employees are actually doing during their work periods. Additionally, a manual event tracking tool was added to allow employees to document their activities that are not "collectable" from an external platform.

Time and Attendance management was added in Q1, 2010. This interface was build to support administrators who are responsible for the day-to-day tracking and validation of employee's actual work times, leaves taken, overtime hours, and other administrative activities. This interface also was designed to help supervisors, including shift roster managers, have a quick view that includes drill-down capabilities to see the current status of an employee or group of employees at any moment in time.

The interface includes a Punch In/Out tool to assist in tracking employee's arrival and departure to work. The architecture of the back-end was designed to integrate with 3rd party time tracking tools that can collect physical location and capture information such as the biometrics desired by MDCR. This would allow MDCR to select the optimal 3rd party biometric physical location tracking tool; and Administrator could consume the collected data for tracking and coordination purposes against schedules and events (activity tracking).

2.4.3 Miami-Dade County Contracts

The following list Orion's contracts performed for Miami-Dade County.

Miami-Dade County Department	Description of Work	Total $ Value of Contract	Term Dates of Contract	Customer Contact	Phone / Email	Prime or Sub
• **Enterprise Technology Services Department (ETSD)** • **Criminal Court** • **Municipal Court** • **Juvenile Court** • **Parking Court** • **Traffic Courts** • **Miami-Dade PD** • **51 Law Enforcement Agencies throughout County**	e-Notify Electronic Subpoena System			Wanda Suarez, *PMP*	305-596-8815 WIRR@miamidade.gov	Prime

Description of Solution and Services Provided

As of 2007, the manual process of distributing subpoena notifications throughout Miami-Dade County had become extremely fragmented and labor intensive. In an average month, approximately 40,000 subpoenas were printed, manually sorted and courier delivered throughout the 2,000 miles of County coverage to police departments in every jurisdiction. After County officials assessed and reviewed this issue, it was determined that Orion's CourtNotify electronic subpoena system complied best with County requirements, was configurable for multiple County agencies, and allowed for integration with existing systems.

The new system went live in 2008 and was branded throughout Miami-Dade County's justice system as e-Notify. During the first day of the system's implementation, approximately 1,800 electronic notifications were successfully transmitted.

Since then, Court agencies throughout Miami-Dade have had the ability to electronically distribute and track inter-agency subpoenas and notices for County court cases. Agencies have used online tools such as email and web screens to automate notifications and receive documented response acknowledgements. Automated escalated alerts have ensured that required witnesses attend scheduled cases and that Court clerks were informed about emergency situations.

Day-of-court attendance has been tracked and made available for reporting. Interfaces to and from mainframe justice applications, as well as to electronic document management systems, has been made for case, officer, and subpoena data. State prosecutors or clerks have been able reset and confirm new dates in real-time when a case or docket has been rescheduled.

In 2008, a total of 183,000+ electronic subpoenas were issued to over 50 agencies, with a 93% acknowledgment rate by law enforcement witnesses. The system's ability to track day of court attendance has enabled the County to verify that 78% of those officers appeared in Court and 93% of those that did appear testified.

The e-Notify has saved thousands of man-power hours and has allowed departments to redirect resources to increase public safety. The new process has increased efficiency in court services, has monitored law enforcement court-related overtime expenses, and has enhanced communication among court and law enforcement agencies.

2.4.4 Upgrades in Last 2 Years

In the last two years, Orion moved to an MVC design pattern and redesigned the database structure for the following functional areas:

- Work Position Management – ability to generate an unlimited number of work positions with an unlimited number of attributes and associated work positions to work groups.
- Work Day Entry – this is the storage of actual schedule events for a given time period. (Schedule, Leave, Overtime, Court, Training) any form of an event.
- Work Day Templates – ability to create shifts and templates for application to individuals or groups of individuals.
- Work Groups – ability to support organizational based workgroups but also to build out any combination of work groups regardless of organization structure; for example, teams.
- Time and Attendance functionality that enable administration of employees work periods and locking of the working events for easier interfaces to HR applications and payroll processing.
- Ability to track an unlimited number of work periods for FLSA tracking and pay periods. Example – sworn personnel often work different work periods from non-sworn personnel.
- Ability to track pay information by pay period and work period for historical and current statuses.
- Ability to generate quick schedule entries and link backfills with replacement employees and track higher class pay.
- Ability to have a dual status – e.g., on leave and called back to result in overtime.
- Ability to split shifts and have the business logic automatically calculate shift updates prevent human error of overlapping shift details.
- Ability to track cost centers outside the standard organizational funding source to allow for the collection of data related to special event, disasters, FEMA records management, and grand funding.
- Group policy and permission management infrastructure designed to allow Orion to customize permission structures beyond the standard permissions and include agency rules and regulations within permissions by group and by role.

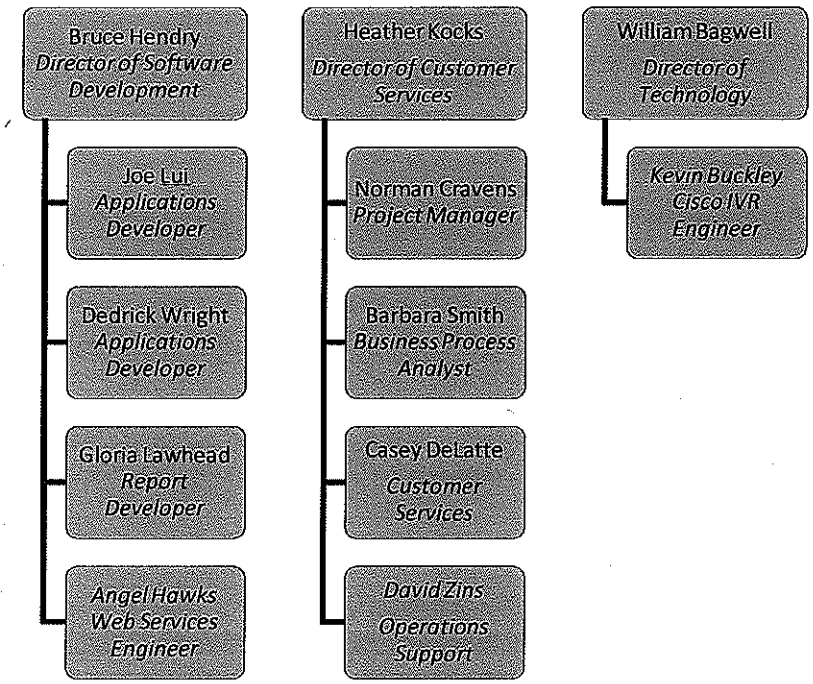
- Comprehensive restructuring of AgencyWeb Agent to allow for standardization and usages of database configuration and system triggers for exporting of data to an unlimited number of external applications.
- Inclusion of the health framework for interface management to track all events at the moment of an error to reduce resolution management and notification of all details including stack traces.
- Inclusion of Virtual Viewer to generate web service based reports across multiple platforms, including but not limited to Orion system and external applications.

2.4.5 Major Customers

- AT&T Data Services
- Bexar County, TX District Attorney's Office
- Bexar County, TX Sheriff's Office
- Cameron County, TX District Attorney's Off.
- Cameron County, TX Sheriff's Office
- City of Dallas, TX
- City of Forth Worth, TX
- City of Newark, NJ
- City of Newark Clerk of Courts
- City of Newark, NJ Prosecutor's Office
- City of Newark, NJ Public Def
- Collin County, TX District Attorney's Office
- Collin County, TX Sheriff's Office
- Dallas County, TX District Attorney's Office
- Dallas County, TX Sheriff's Office
- Dallas, TX Police Dept.
- El Paso County, TX District Attorney's Office
- El Paso, TX Municipal Courts
- El Paso, TX Police Dept.
- El Paso, TX Sheriff's Office
- Florida State Attorney's Office
- Florida Dept of Law Enforcement.
- Florida Highway Patrol
- Ft. Worth, TX Police Dept.
- Hillsborough, FL Clerk of Courts
- Hillsborough, FL Public Defender's Office
- Hillsborough, FL States Attorney's Office
- Louisville Metro Police Dept.
- Louisville Fire Dept.
- Louisville Metro EMS
- Miami-Dade, FL Office of Courts
- Miami-Dade, FL Clerk of Courts
- Miami-Dade, FL Corrections
- Miami-Dade County, FL ETSD
- Miami-Dade, FL Police Dept.
- Miami-Dade, FL Public Defender's Office
- Newark, NJ Police Dept.
- New Orleans Police and Justice Foundation
- New Orleans Police Department
- Oklahoma City, OK Police Dept.
- Orleans Parish, LA Criminal Court
- Orleans Parish, LA Juvenile Court
- Orleans Parish, LA Municipal Court
- Orleans Parish, LA Public Defender's Office
- Orleans Parish, LA Sheriff's Office
- Orleans Parish, LA District Attorney's Office
- San Antonio, TX Fire Dept.
- San Antonio, TX Police Dept.
- Tampa, FL Police Dept.
- TX Department of Public Safety

2.5 Key Personnel and Subcontractors Performing Services

The following organization chart shows all key personnel, including their titles, to be assigned to this project. All persons included in this chart are Orion employees and not sub-contractors.



2.5.1 Subcontractors

Orion will not retain any sub-contractors for the deployment of this proposed Solution.

2.5.2 Experience of Key Personnel

The following is a description of the experience, qualifications and other vital information of key personnel who will be assigned to this project.

Bruce Hendry

Director of Software and Development

Bruce Hendry 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. Hendry brings over 15 years of progressive IT experience from multiple industry sectors -- including technology, government, healthcare, manufacturing, telecommunications, and insurance. Mr. Hendry's experience includes team leadership, strategic planning, budgeting, product development, lifecycle management and major project implementation. Under his management, the application development team has designed modular public safety solutions using several technologies, such as .NET, JAVA and ColdFusion.

Heather E. Kocks

Director of Client Services

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 9 years of experience managing product rollouts and directing product division engineering teams. Heather lead in the Miami-Dade County e-Notify initiative and has a keen understanding of the County's ETSD deployment requirements. She has proven experience leading other county-wide Orion system deployments, such as those for Bexar County, Texas and Louisville, KY Metro Government.

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.

Norman Cravens

Project Manager

Norman Cravens is the Orion Project Manager and has 11+ years implementing, training users and managing Public Safety IT initiatives in the private sector. After a 23 year career in law enforcement, Mr. Cravens has been instrumental in leading major IT deployments throughout the state of Texas. He is responsible for all phases of implementation, training and project management activities.

During his law enforcement career, Norman has had the opportunity to serve in all phases of law enforcement attaining the rank of Lieutenant. He has used his law enforcement experience to successfully deploy Tier 1 Public Safety installations, resulting in the highest levels of customer satisfaction.

Norman has a Bachelors Degree in Management Information System and Criminal Justice from Dallas Baptist University. He is a graduate of the Leadership Command College offered by the Bill Blackwood Law Enforcement Management Institute of Texas (LEMIT) Sam Houston State University.

Barbara Smith

Business Process Analyst

Barbara A. Smith is the Orion Program Manager and is responsible for program management, client interactions, and software implementations. She works directly with Orion customer's to utilize Orion's software products and manages varying customer activities, including business process analysis, system configurations, testing, and documentation.

As a retired Law Enforcement profession with more than 24 years of police experience, Barbara is one of Orion's subject matter experts for business process analysis and resolution in conjunction with Orion's operations and development. Her operational experience with the Dallas Police Department includes patrol, communications, internal affairs, special projects, crime analysis, inspections and police technology services.

Barbara is a graduate of numerous professional programs including the 50th School of Police Supervision, the 32nd Management College, the Advanced Leadership College, and the Police Executive Research Forum's Senior Management Institute for Police. Barbara holds a Master Peace Officer Certification in Texas, plus a TCLEOSE instructor's license.

Casey G. DeLatte

Client Services Operations Manager

Casey G. DeLatte is the Orion Communications Client Services Operations Manager, where he leads a team of technical personnel in product services / support and customer data analysis. Under his direction, custom product development is designed for direct integration with other client systems. In addition, he leads the team 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.

William Bagwell

Director of Technology

William brings over 15 years of progressive IT Network Systems experience from multiple industry sectors -- including technology, government, and telecommunications. Mr. Bagwell's experience includes technical hardware and software infrastructure design, installation, and operational resolution; customer network and server design, configuration and audit; vendor certifications and upgrade programs for Cisco and Microsoft platforms; as well as network, security and help desk services management.

Mr. Bagwell is responsible for Orion's database replication solutions, firewall security, network management and VoIP installation and administration. William has been responsible for clients such as the AT&T, Dallas Police Department and the Miami-Dade County e-Notify initiative.

Mr. Bagwell holds a B.S in Information Systems Management from the University of Tennessee. He is a Microsoft Certified Systems Engineer, Microsoft Certified Database Administrator, Cisco Certified

Network Professional, Cisco Express Foundation Field Specialist and Cisco IP Communications Express Specialist.

2.5.3 Key Personnel Job Descriptions

Orion Implementation Staff

Orion will appoint a team of specialized personnel that will implement the Project. The team will be multi-disciplinary and the team members may specialize in different products, Subsystems, and Project phases. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the Orion Project Manager in order to complete the requirements of the Project.

Orion Project Manager

Orion has appointed an Orion Project Manager as the principal Orion contact who will be responsible for implementing the Orion Project aspects within the framework of the Agreement and this SOW. The Project Manager will be an active participant in the milestone events through the course of the Project as well as participating in status meetings and client sessions.

Infrastructure Engineer

The Infrastructure Engineer is responsible for the infrastructure of the AgencyWeb solution within the Client's environment. This engineer is responsible for the system administration and installation of the core application within the Application and Database Servers. Additionally this engineer is responsible for all connectivity settings required for AgencyWeb solutions to access data or provide data to applications and databases. This engineer is also responsible for all 3rd party equipment installation when Orion is engaged in 3rd party installation services.

Systems Engineers

The Systems Engineers are responsible for the configuration of the AgencyWeb application once it is installed within the Client's infrastructure. Additionally the System Engineers are responsible for configuration of standard interfaces and development of software interfaces as required by the Scope of Work for the project. The System Engineer is also responsible for all code management and development of executable files for system updates. The Systems Engineers will be an active participant in the milestone events through the course of the Project including testing and Go Live.

Technical Services Group

Customer service functions and technical support for the Client's System during the Project is coordinated by the Orion Project Manager. After Go Live, Orion's Technical Services Group is responsible for providing on-going support for the Client's System as defined in the Agreement and the Software Support Agreement. Orion provides a dedicated secure customer web site to provide the following services:

- Customer Initiated Issues Tracking
- System Enhancement Requests
- Orion Update Announcements
- Orion Maintenance Announcements
- Calendar of Scheduled Events
- Knowledge Base
- Discussion and Release Logs

2.6 Approach to Work / Project Execution

2.6.1 Project Plan Description

This Project will provide a combination of software and services. These phases will include:

- Project Initiation
- License Software Delivery
- Business Analysis Services
- System Configuration
- System Training
- Acceptance
- Go Live Coordination
- Post Implementation Support
- Post Implementation Business Analysis Services

The Client will be responsible for providing and maintaining VPN connectivity, as required by Orion documentation to allow for installation and support of all Orion applications.

2.6.1.1 Approach to Project Organization

Project execution focuses on the deployment and delivery of Project Deliverables. Processes will be iterative and consist of:

1. A receipt of Purchase Order

2. Delivery of the Software Licenses – requires end user license signoff
3. Application Installation - requires VPN access to the client's infrastructure. When Administrator ships and is initially deployed using default settings. The content of the data within the system will be seeded through the current data found in the MDCR e-Notify unless otherwise directed by MDCR. Changes to the seeded data is easy to accommodate and can be updated as required to setup the application in an initial installation configuration to allow the Agency's subject matter experts to begin to understand the application capabilities while entering the Business Analysis Services phase for the project.
4. Business Analysis Services – on site and remote interaction with Orion's Public Safety experts to document the business processes necessary for utilization within the Administrator project. This also includes documenting the transitions from current business processes into online automated process flows. During this service the system settings are defined using Orion's Administrator Configuration document. Integration documentation is also provided. Integration documents include definition of the interface requirements, field mapping, error management, system seeding methods, and subsequent business translation logic.
5. Application Configuration - this is the application of the business analysis services to adjust the system to meet the specific configuration requirements of the Agency.
6. System Acceptance – this is a formal walk through of all functionality within the application to verify configuration, data content, and functionality are ready for go live. Acceptance includes a formal acceptance test plan that is presented to the customer and approved prior to conducting the test plan process.
7. Go Live Support - Orion assists the Client in the process of going live with the production site by providing the Client a go live checklist. This check list includes tasks for Orion, the Client's IT department, other vendors, and the SME representing the Client. Orion will work with the client to confirm all servers and scheduled processes are in place. Final review of the go live check list and application set up is performed with the client and Orion on site.

2.6.1.2 Transition to Support

Following Go Live, there is a transition period where the Client moves from the implementation team to the support team. This transition will change the Client's primary point of contact from the Project Manager to a designated Client Account Manager.

Software support will be handled through Orion's Customer Services Department. The Client's issues will be entered, tracked and managed via a computerized and web-enabled issues tracking system. This tracking system will become available to the Client at system installation.

Responsibilities related to this task include:

- Orion: Orient the Client to the technical support process.

- Client: Participation with the support orientation. Persons that should participate include supervisory staff or those who may be responsible for reporting system issues in a timely manner.

2.6.1.3 Client Responsibilities

1. Complete all pre-installation responsibilities as specified by the Configuration and Implementation Administration Document.
    a. Configure the network, implement security and support access as specified by Orion.
    b. Install any equipment or Third Party Software or systems needed to implement the Application and Subsystems specified by the Agreement, and services that are not described in the Agreement as a service to be delivered by Orion.
    c. Assist Orion with configuration and installation work, including inserting media and restarting applicable computers.
2. Provide Orion will all documentation related to the functional usage of the application including but not limited to:
    a. Agency Operation Rules – e.g. Bargaining Agreements and Methods of Operation
    b. Organizational Data – e.g. Personnel Information, Organization Structure, Chain of Command, Shift schedules, Approved Leaves and Overtime. All organization leave-time types, overtime types, cost centers, and special project codes. All data that is required to be setup within the application for go live purposes.
    c. Personnel Education – Skills, Certification, Training Schedules
    d. Information Dates – all pertinent dates necessary for business rules management such as Seniority.
3. Ensure attendance of designated personnel in applicable training classes.
4. Manage and implement all Client provided software classes as needed to prepare Client staff for the operational use of Systems and Subsystems.
5. Participate in planning and execution of Go Live.
6. Document post Go Live issues.

2.6.1.4 General Client Responsibilities

- In addition to those Client Responsibilities stated above, the Client is responsible for:
- Electrical facilities (e.g., outlets, generator and other electrical infrastructure facilities) required for this project, including necessary maintenance.
- Cabling (e.g., power, network, interface and other electrical and data transmission lines) required for this project, including necessary maintenance.
- Network/communications connections (e.g., LAN/WAN, commercial wireless, telephone, VPN, and other voice/data connections), or ongoing network/communications charges

associated with installation, operation or support of the proposed system including the establishment and maintenance of security accounts.

- Configuration and/or programming of network routers, switches and bridges – this includes providing information to Orion staff on any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with Orion documentation.
- Unless specified as a defined service to be delivered by Orion, the installation, configuration, and maintenance (including patch management and upgrades) of Microsoft software required by the System.
- Unless specified as a defined service to be delivered by Orion, the installation of servers into racks and the connection of such servers to network switches.
- Unless specified as a defined service to be delivered by Orion, the configuration of machine names and IP addresses for servers to be utilized by the System (the "System" or "AgencyWeb" includes the Licensed Software, including the individual subsystems ("Subsystems") that compose the overall AgencyWeb System). This includes joining the servers to the network and the assignment of security accounts as specified by Orion documentation.
- Any hardware and third party software necessary for implementing the Licensed Software other than the hardware and third party software listed in the price sheet (Deliverables, Price and Payment) included herewith.
- Third party systems that the Client operates and which will be interfaced with as a part of this project. Specifically, the Client operates and supports (including but not limited to the AS400 and DES Server). The Client is responsible for maintaining and supporting these systems in good working order. The Client is responsible for providing documentation regarding these systems for the purpose of the integration process for the level of interface integration defined by Orion's response to the project requirements.
- Consoles, furniture or fixtures as well as any modifications to install equipment used for systems or subsystems specified by the Agreement into existing consoles, furniture, vehicles or existing facilities. Installation of Workstations into consoles, furniture, vehicles or like items, is the responsibility of the Client;
- Active participation in Orion System Orientation sessions including an overview of the Client's current operation environment. This information will include but is not limited to field operations, and reporting requirements.
- Documentation and business rules as required to configure or to load the AgencyWeb Administrator application. This information must be provided on a timely basis in order to meet the project timelines.

2.6.2 Schedule of Work

NOTE: See *Section 6 Addendum - Orion Project Plan* for schedule of work details.

The following is a summary schedule of work events for this project:

Purchase Order Receipt	Miami-Dade County
Server Infrastructure Setup	Miami-Dade County
System Installation – Orion	Orion
Business Analysis Services – Orion	Orion / Miami-Dade County's Subject Matter Experts (SME)
System Configuration Document Completion and Sign Off	Orion / Miami-Dade County's Subject Matter Experts (SME)
System Configuration	Orion
System Acceptance Process	Orion / Miami-Dade County's Subject Matter Experts (SME)
System Training	Orion / Miami-Dade County's Personnel
System Go Live Planning	Orion / Miami-Dade County's Subject Matter Experts (SME)
System Go Live	Orion
System Support	Orion

2.6.3 System Requirements

- Application Server – Virtual Server Minimum Setup Requirements
- Quad Core Processor 2.5 GHz or larger
- 4 GB Memory
- Microsoft® Windows® Server 2008 32-Bit Standard
- 146 GB Hard Drive Space
- DVD+RW 8X drive
- Database Server – Virtual Server Minimum Setup Requirements
- Dual Processor Quad Core 2.5 GHz or larger (8 Cores)
- 8 GB Memory
- Microsoft® Windows® Server 2008 64-Bit Standard
- 500GB Hard Drive Space
- SQL Server 2005 Standard w/ sp3 (SQL Server 2008 Standard Preferred)
- DVD+RW 8X drive

2.6.4 Data Integrity

The data integrity is managed through the business flow of the application. The shift solution described in this application is based upon a model view controller methodology. This architectural pattern isolates domain logic (the application logic for the user) from input and presentation (UI), permitting independent development, testing and maintenance of each. The model is used to manage information and notify observers when that information changes. The model is the domain-specific representation of the data upon which the application operates. Domain logic adds meaning to raw data. When a model changes its state, it notifies its associated views so they can be refreshed. MVC does not specifically mention the data access layer because it is understood to be underneath or encapsulated by the model. Models are not data access objects; however, in very simple apps that have little domain logic there is no real distinction to be made. Active Record is an accepted design pattern which merges domain logic and data access code - a model which knows how to persist itself.

The view renders the model into a form suitable for interaction, typically a user interface element. Multiple views can exist for a single model for different purposes. A viewport typically has a one-to-one correspondence with a display surface and knows how to render to it. The controller receives input and initiates a response by making calls on model objects. A controller accepts input from the user and instructs the model and viewport to perform actions based on that input.

An MVC application may be a collection of model/view/controller triads, each responsible for a different UI element. MVC is often seen in web applications where the view is the HTML or XHTML generated by the app. The controller receives GET or POST input and decides what to do with it, handing over to domain objects (i.e. the model) that contain the business rules and know how to carry out specific tasks, such as processing a new subscription.

2.6.5 Security Measures Requirements

NOTE: See *2.8.1 Multi-Level Security Access* for detailed explanation of multiple user permission controls.

2.6.6 Configuration, Methodology and Disaster Recovery

The Production system will be set up to duplicate data to the Disaster Recovery system. The configuration of the network environment will allow for the redirection of users to the Disaster Recovery system in the event of a disaster.

The Production database server will be configured for full data replication by a transactional replication process. This process will replicate all data as it is created or changed in real-time between the Production database server and the Disaster Recovery database server. This process will ensure that all data is available on the Disaster Recovery database server at any time. In the event of a disaster or a Production database server issue, the Disaster Recovery database can be used in place of the Production database server.

Within the network environment, DNS entries will be created for each application that is installed on the Production application server. These entries will direct the network traffic to the correct server and

application. In the event of a disaster or server issue, the DNS entries will be modified by a network administrator to redirect the network traffic to the Disaster Recovery application server.

2.6.7 Recommended Hardware Configurations

Application Servers Specifications - 7 Servers

PowerEdge R710 Shipping

Processor:

Intel® Xeon® E5620 2.4Ghz, 12M Cache, Turbo, HT, 1066MHz Max Mem

Additional Processor:

Single Processor Only

Memory:

6GB Memory (3x2GB), 1333MHz Dual Ranked UDIMMs for 1 Processor, Optimized

Operating System:

Windows Server 2008 R2, Enterprise Edition,x64,Includes 10 CALs

Hard Drive Configuration:

RAID 1 for H700, PERC 6/i, H200 or SAS 6/iR Controllers

Hard Drives:

146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive

Power Supply:

Energy Smart Power Supply, Redundant, 570W

Internal Optical Drive:

DVD+/-RW, SATA, Internal

Embedded NIC Ports:

Dual Two-Port Embedded Broadcom® NetXtreme II 5709 Gigabit Ethernet NIC

Hardware Support Services:

3 Years ProSupport for IT 4HR 7x24 Onsite: Non Mission Critical

SQL Servers Specifications – 6 Servers

PowerEdge R710 Shipping

Processor:

Intel® Xeon® E5620 2.4Ghz, 12M Cache, Turbo, HT, 1066MHz Max Mem

Additional Processor:

Intel® Xeon® E5620 2.4Ghz, 12M Cache, Turbo, HT, 1066MHz Max Mem

Memory:

8GB Memory (8x1GB), 1333MHz Single Ranked UDIMMs for 2 Processors, Advanced ECC

Operating System:

Windows Server 2008 R2, Enterprise Edition,x64,Includes 10 CALs

Hard Drive Configuration:

RAID 1 for H700, PERC 6/i, H200 or SAS 6/iR Controllers

Hard Drives:

300GB 15K RPM Serial-Attach SCSI 6Gbps 3.5in Hotplug Hard Drive

Power Supply:

Energy Smart Power Supply, Redundant, 570W

Internal Optical Drive:

DVD+/-RW, SATA, Internal

Embedded NIC Ports:

Dual Two-Port Embedded Broadcom® NetXtreme II 5709 Gigabit Ethernet NIC

Hardware Support Services:

3 Years ProSupport for IT 4HR 7x24 Onsite: Non Mission Critical

2.6.8 Customization

The following is a list of customizations intended for this proposal:

1. Adding ability to submit an application for a special assignment, including uploading documents and sending a notification to the requestor that their application has been received. Work effort is minor on this customization.
    a. Work involved – adjust applicant tracking functionality to categorizations for application types.
    b. Allow employees to submit applications, including collecting information and attaching documentation.
    c. Add to the notification grid a notification response for application information.

My Notifications

Type	New	> 5 Days	> 10 Days
Evidence	0	0	0
Training	0	0	0
Asset	0	0	0

2. Business Rules – based upon the business rules of the agency additional logic will be added to read the work position attributes that may fall outside the current automated business logic functions. These functions could and most likely include special circumstances for management of work positions based upon union or contract requirements. This is a standard part of the system setup during the business analysis service phase of the project and is implemented in the system as a standard setup process.
3. Reports – the system is designed to enable reports to be generated and utilize custom logic to meet the business needs of the client. These reports can be interactive reports that provide functionality. For example, FLSA reports are the most common reports that use similar information but are often customized to match work periods, pay periods, and union/agency rules.

4. Cisco IVR settings – it is understood that the Cisco IVR solution will include Orion providing services to set the system up to meet the specific requirements of MDCR. Although a large majority of the functionality is relatively standard, it is not uncommon to customize the scripts and options based on the agency's desires and requirements.
5. Interfaces – AgencyWeb Agent is a highly customizable tool. The interface uses Administrator data tables for configuration information regarding what data will be triggered to be received or sent to external applications. It is understood these settings will be customized to meet the specific needs of the agency's external platforms and data requirements.

2.6.9 Technical Support

Orion supports the AgencyWeb Administrator Solution through Orion's standard maintenance agreement. To provide maintenance and any form of support, Orion requires that the customer provide to Orion secure access to the server(s) running the System. The System can operate on a secure VPN using a public internet address utilizing internet authentication services through Microsoft Server.

Orion will comply with Client's security requirements as published by the Client. The remote system access will allow Orion to submit updates, patches and immediate trouble ticket resolutions online at agreed upon maintenance windows as approved by Client. The customer will be responsible for having a trained employee contact Orion for trouble ticket issuance.

Orion is providing a System Administration and Master Administration training. Once an individual has been trained and they have been authorized by the AgencyWeb customer technology leader, the individual(s) will be given direct access to Orion's web site for submittal and monitoring of trouble ticket management.

NOTE: See *Section 6 Addendum - Orion Maintenance Agreement* for maintenance details.

2.6.10 Infrastructure and Maintenance Approach

MDCR will receive a minimum one-year warranty on all supplied software starting from the date of formal acceptance of the system. Orion shall warrant that all Orion supplied software is fully operational, efficient, and free from defect for one year. In the event any such reproducible and/or recurring software defects become evident within the warranty period, Orion shall correct the defect. Orion shall be responsible for correcting all software defects in a timely manner, at no additional cost to MDCR, for the period of one year or as long as a maintenance agreement is in force.

The Licensed Software is warranted to function in substantial conformity with the Orion documentation provided with it for a period of twelve (12) months following acceptance of the Licensed Software by Client.

- The warranty set forth above shall be void during any period that any of the following circumstances exist:
    - The Licensed Software is modified by any person except an authorized Orion employee or agent.

- The License Software is not used in accordance with the Orion documentation, or other instructions provided by Orion, or by misuse or neglect.
- Client fails to install and implement the latest version of the Licensed Software offered to it by Orion or Client's vendor.
- Client fails to maintain the equipment configuration and/or the site requirements specified in the Orion documentation or by Client's vendor.

Maintenance During the Warranty Period

During the warranty period, Orion will respond to all maintenance related calls or notifications of system malfunction at no additional cost to MDCR.

Warranty service shall be on a 24-hour per day, 7-day per week basis. Orion will have qualified technicians available to respond to major system malfunctions within one hour and to minor system malfunctions within two hours during the warranty period.

A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. MDCR reserves the right to decide whether a system malfunction is classified as major or minor.

Acceptance of the work of the Orion upon completion of the project shall not preclude MDCR from requiring strict compliance with the contract, in that Orion shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance. The one-year limit specified above shall not void or limit this requirement for little-used features or functions.

All applicable equipment must conform to all Underwriters Laboratories requirements for, specifically U.L. Standard 114. Such evidence shall be required of Orion prior to award of contract.

NOTE: See *Section 6 – Orion End User License Agreement* for licensing details.

2.6.11 Look and Feel Screen Shots

Screen shots have been included throughout each category within the Section 2.3 – Scheduling Functionality portion of Orion's response.

2.6.12 Help Screen Shots

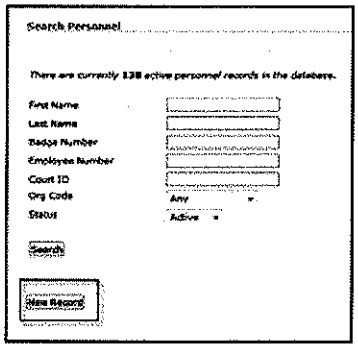
AgencyWeb Administrator's help screens mimic the user guide to provide consistency. The screens provide textual information, sequence steps, and screen shots with highlighted areas to assist the user in understanding the system.

Adding New Employee Records

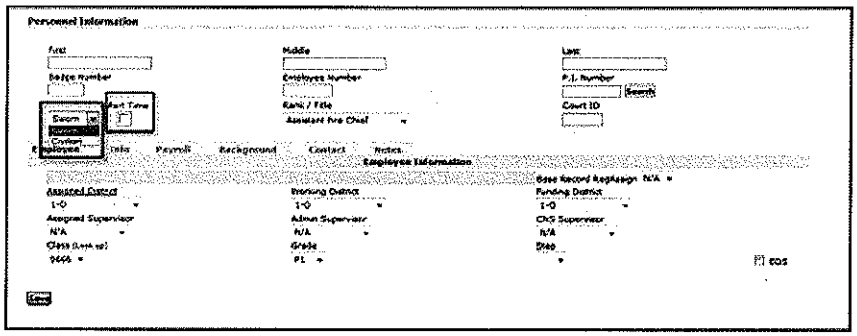
Typically, agency personnel records are imported in bulk during the system deployment process. Administrators are the only user type that can manually enter new personnel records.

Manually Entering New Employee Records

1. Select the *Personnel* link from the left navigation menu, then select the "Search" link. Click the *New Record* button.



2. A blank *Personnel Information* screen is displayed.
3. If the new employee is sworn, select "Sworn" from the drop down list.
4. If the new employee is part-time, check the "part time" check box.



5. Enter the new employee's name, badge number (if sworn), employee number, and select the appropriate *Rank/Title* setting.

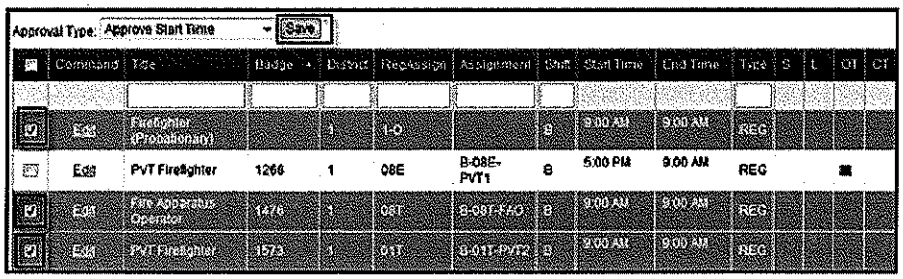
Approving Work Time

At the beginning of a shift, during roll call, or after every employee on the schedule for the day has been accounted for, a supervisor can approve all the employees' start times or make start time adjustment, as necessary.

Employees can be checked off as they arrive or check-in, or they can be approved in bulk by checking the "☐" on the column headings.

To approve start time:

1. Select one or more employees, or select all. If "all" have been selected, employees can be de-selected by removing the check from the box on the left of the line with their name.
2. From the "Approval Type" drop down menu, select "Approve Start Time".
3. Select "Save".



To approve end time:

1. Select one or more employees, or select all. If "all" have been selected, employees can be de-selected by removing the check from the box on the left of the line with their name.
2. From the "Approval Type" drop down menu, select "Approve End Time".
3. Select "Save".

A glossary of terms is also provided for the user to review. These terms are updated to reflect the private labels and business rules used within the system.

Common Terms

Agency	An organization using *Administrator Personnel*
Bureau	Agency departments or administrative units
Organization (Org)	A defined group within a Bureau (not used by all agencies
Division	A defined group within a Bureau (commonly used by most agencies)
Administrator	A master user with rights to create/read/update or delete information in *Administrator Personnel*
User	A person using *Administrator Personnel*
PAR	*Personnel Action Request* an action for transfer, promotion, demotion, reassignment, salary increase, etc. that is routed through the supervisory chain of command
PI Number	*Position Identification Number* is a unique number assigned to every position in the agency

A dictionary of terms is also provided that provides explanations of terms used within the application.

Dictionary

Wednesday, August 25, 2010, 2:05:51 PM

Dictionary Summary

Term	Definition	Al
Academy Class	Used to records information about an employee's attendance at the academy	
Activity Schedule	Table within Time and Attendance that tracks the final schedules including overtime and leaves for a calendar day.	Act
Activity Tracker Administrator	A user with permission to the Activity Tracker module. Creates, edits, and deletes Activity Types and settings. Creates, edits, and deletes incident types and settings. Creates and edits Detail associations, generates Activity Tracker reports.	
Activity_Schedule		
Adjusted Agency Date of Hire	A change in the date of original appointment or hire by the Agency which results in an adjustment to the Original Agency Date of Hire	
Adjusted Date of Hire	A change in date of service which results in an adjustment to the Original Date of Hire	
Adjusted Promotion Date	A change to the promotion date which results in an adjustment to seniority within that promoted rank	
Admin Supervisor	A supervisor who submits a user's PARs	
Administrator Suite	The core Orion Communications product that includes Applicant Tracker, Activity Tracker, Time & Attendance, Personnel management, Training, Virtual Viewer, and Reports	
Agency	An organization using the Administrator Suite of products	
Applicant Tracker Administrator	A user with permission to the Applicant Tracker module who manages events and data in the Applicant Tracker module. Sets definitions for current jobs, race and task status.	
Approval Process	The steps through the chain-of-command necessary for approving leave, overtime or PARs	
Asset Administrator	A user with additional permissions to the Administrator Asset module who has full viewing and edit capabilities in the Administrator Asset module. Issues items, accept returns and discharges items. Releases items during employee pickups. Adds/edits SKUs, tracks SKU inventory, assigns permission level within Administrator Asset , limits Asset Coordinator and Asset Manager permissions to specific bureaus/divisions/sections.	
Asset Coordinator	A user with additional permissions to the Administrator Asset module who can track audits, late returns, pickups and transit pickup notification for employees in their associated bureau/division/section	
Asset Manager	A user with additional permissions to the Administrator Asset module who can issue items, accept returns, discharge items. Release items during employee pickup, edit SKUs, track SKU inventory.	
Assigned Org or Division	The assigned Org or Division to which a user and his/her slot is assigned	
Assigned Supervisor	The supervisor to whom a user reports directly with responsibility for day-to-day activities	
Awards	Awards and commendations awarded by the Agency to a user	
Badge Number	The identification number assigned to a user by the agency	

2.6.13 Sample Reports

FLSA Report - providing FLSA calculations based upon union or association rules for a specific group of employees.

AgencyWeb

FLSA Overtime and Leave Summary Report

Name	District	Type	Date	Leave or OT Type	Leave or OT Description	Overtime Notes	Pending Time	Approved Time
MARVIN BORTH	1-O	Leave	01/14/2010	VA	Vacation		0	24
			01/15/2010	VA	Vacation		0	24
			01/16/2010	VA	Vacation		0	24
			01/17/2010	VA	Vacation		0	24
			01/18/2010	VA	Vacation		0	24
			01/19/2010	VA	Vacation		0	24
			01/20/2010	VA	Vacation		0	24
			01/21/2010	VA	Vacation		0	24
			01/22/2010	VA	Vacation		0	24
			01/22/2010	VA	Vacation		0	9
			01/23/2010	VA	Vacation		0	24
			01/24/2010	VA	Vacation		0	24
			01/25/2010	VA	Vacation		0	24
						Leave Totals:	0	321
		Overtime	01/28/2010	FY	FLSA Overtime	FLSA Loss 9 Hours	0	0
						Overtime Totals:	0	0
GEORGE BRADFIELD	1-O	Overtime	01/28/2010	FY	FLSA Overtime	FLSA Earned	0	9
						Overtime Totals:	0	9
SULEMAN BRANNON	1-O	Overtime	01/28/2010	FY	FLSA Overtime	FLSA Earned	0	9
						Overtime Totals:	0	9
JUSTIN BROWN	1-O	Overtime	01/28/2010	FY	FLSA Overtime	FLSA Earned	0	9
						Overtime Totals:	0	9
RYAN BROWN	1-O	Leave	01/02/2010	VA	Vacation		0	1
			01/26/2010	VA	Vacation		0	24
			01/27/2010	VA	Vacation		0	24
			01/28/2010	VA	Vacation		0	24
						Leave Totals:	0	73
		Overtime	01/28/2010	FY	FLSA Overtime	FLSA Loss 9 Hours	0	0
						Overtime Totals:	0	0

Skill Reports for Individuals

AgencyWeb

Personnel Skills Report

Name Last	First	Middle	District	RegAssign	Shift	Badge	Employee No	Sworn
AGUE	NEAL	R	1-O	06T	A	2201	102611	Y

Skill Group	Skill	Proficiency	Cert	Date	Expires	Notes
	Advanced Fire Cert		Y	10/01/2001		
	EMT		N	06/09/1996		
	EMT 9+yr		N			
COSA Training	Customer Excellence Part I	Pass	N	06/25/2008		
	Ethics	Pass	N	10/17/2006		
TCFP Certifications	TCFP Structural Firefighter	Advanced	Y	09/25/2004		
TDH Certifications	TDH Emergency Medical Tech (EMT)	Basic EMT	Y	06/09/1996		

ASHLEY	SHAWN	ERIC	1-O	04E	A	2181	110819	Y

Skill Group	Skill	Proficiency	Cert	Date	Expires	Notes
	Basic Fire Cert		Y	10/01/2001		
	EMT		N	08/20/1995		
	EMT 9+yr		N			
	Paramedic		N			
COSA Training	Customer Excellence Part I	Pass	N	06/25/2008		
	Ethics	Pass	N	10/17/2006		
TCFP Certifications	TCFP Structural Firefighter	Basic	Y	09/25/2004		
TDH Certifications	TDH Emergency Medical Tech (EMT)	Basic EMT	Y	08/20/1995		

AUNKST	DAVID	CLARENCE	1-O	06T	A	2043	110489	Y

Skill Group	Skill	Proficiency	Cert	Date	Expires	Notes
	Basic Fire Cert		Y	10/01/2001		
	EMT		N	05/27/1990		
	EMT 9+yr		N			
COSA Training	Customer Excellence Part I	Pass	N	06/25/2008		
	Ethics	Pass	N	10/19/2006		
TCFP Certifications	TCFP Structural Firefighter	Basic	Y	09/25/2004		
TDH Certifications	TDH Emergency Medical Tech (EMT)	Basic EMT	Y	05/27/1990		

Phone Roster Report

AgencyWeb — Phone Roster 05/28/2010 Friday — Shift: C

RegAssign	Employee	Other Phone	Type	Hrs	1st/2nd	Remarks	Details	#Prs
805	COLUNGA, ROBERT L							
	ESCAMILLA, CHANCE R							
806	CLARK, JAMES E							
	GEARHART, ROBERT A		VA	24				
	HUBBARD, RODNEY R							
807	QUINTANILLA, RENE C		VA	24				
	VILLAREAL, MARIA T							
808	HERNANDEZ, MARIO	(210) 859-6559						
	KOERBER, BRAD S	(210) 525-1547						
	ZAMORA, DANNY J	(210) 927-0984						
809	ACKLEY, BRYAN M							
	HOSEK, JUSTIN J							
810	STRINGFELLOW, MICHAEL L							

On Duty Roster Report

AgencyWeb — Personnel Roster — Date: 05/27/2010

On Duty

Name	Badge	Title	Time	RegAssign	Position	Unit No	Radio No.
RICHARD AGUILAR	2077	PVT Firefighter	9:00AM - 9:00AM	06T	C-06T-PVT3		
JAMES ALVARADO	2893	PVT Firefighter	9:00AM - 9:00AM	04E	C-04E-PVT3		
LUE ARNN	2745	PVT Firefighter	9:00AM - 9:00AM	11T	C-11T-PVT2		
RICHARD BARING	1913	Fire Apparatus Operator	9:00AM - 9:00AM	11T	C-11T-FAO2		
MATTHEW BATES	2648	PVT Firefighter	9:00AM - 9:00AM	11E	C-11E-PVT1		
DOUGLAS BERRY	2277	Fire Lieutenant	9:00AM - 9:00AM	01E	C-01E- LT		
STEVEN BOLDWAY	1820	Fire Captain	9:00AM - 9:00AM	11T	C-11T-CPT		
GEORGE BRADFIELD	2393	Fire Lieutenant	9:00AM - 9:00AM	04E	C-04E-LT1		
KEITH CRUSIUS	2097	District Fire Chief	9:00AM - 9:00AM	1-O	C-1-O-DC1		
BRIAN DESCHENES	2873	PVT Firefighter	9:00AM - 9:00AM	11E	C-11E-PVT3		
ERIC ELIZONDO	2824	PVT Firefighter	9:00AM - 9:00AM	11T	C-11T-PVT3		
RUDY ELIZONDO	2427	Fire Apparatus Operator	9:00AM - 9:00AM	06E	C-06E-FAO		
SAMUEL ELIZONDO	2497	Fire Apparatus Operator	9:00AM - 9:00AM	06T	C-06T-FAO		
LUKE EVANS	3024	PVT Firefighter	9:00AM - 9:00AM	08T	C-08T-PVT3		
ANDREW FRAWLEY	2555	Fire Lieutenant	9:00AM - 9:00AM	08T	C-08T-LT1		
GLENN FROST	2839	PVT Firefighter	9:00AM - 9:00AM	01E	C-01E-PVT2		
DAVID GIBSON	2491	PVT Firefighter	9:00AM - 9:00AM	06E	C-06E-PVT2		
MICHAEL GRAY	2733	PVT Firefighter	9:00AM - 9:00AM	01T	C-01T-PVT3		
CHRISTOPHER HILDEBRAND	3106	Firefighter (Probationary)	9:00AM - 9:00AM	1-O			
MARK HITCHCOCK	2897	PVT Firefighter	9:00AM - 9:00AM	06T	C-06T-PVT1		
PETER HONS	2076	PVT Firefighter	9:00AM - 9:00AM	11T	C-11T-PVT1		

Monthly View Minimum Staffing Report

AgencyWeb — Monthly Shift Report with Minimums

May 2010	Sat 01	Sun 02	Mon 03	Tue 04	Wed 05	Thu 06	Fri 07	Sat 08	Sun 09	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15	Sun 16	Mon 17	Tue 18	Wed 19	Thu 20	Fri 21	Sat 22	Sun 23	Mon 24	Tue 25	Wed 26	Thu 27	Fri 28	Sat 29	Sun 30	Mon 31
SHIFT: A																															
REGASSIGN: 057																															
AGUE, NEAL R		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		21ADD 30D	RDO	SDP
AUNAZT, DAVID CLARENCE		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	
BORTH, MARVIN ANTHONY	VA	RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	
LEAL, VICTOR J		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	
PAGE, RICHARD F		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO		RDO	RDO	VA	RDO	RDO	VA	RDO	RDO	VA
057 Totals (Min 7)	4	6	6	5	6	6	5	6	6	5	6	6	5	6	6	5	6	6	5	6	6	5	6	6	4	6	6	4	6	6	3
A Totals (Min 7)	4	6	6	5	6	6	5	6	6	5	6	6	5	6	6	5	6	6	5	6	6	5	6	6	4	6	6	4	6	6	3

Filtered By

Last Name: Badge: Division: Fire RegAssign: 057 Include Type(s): ALL

First Name: Employee ID: District: I-O Shift: A

Sign Off Sheets – used when announcements are made in meetings and formal signatures are needed to acknowledge receipt or attendance at announcement.

AgencyWeb — 852-A Sign Off Sheet 05/12/2010 Wednesday

Subject: **Sequence:** **Verification:** **Due Date:**

RegAssign	Employee	Other Phone	Type	Signature	Date
	Fire Lieutenant				
852	MEADE, WILLIAM	(210) 723-5507	RDO		
	Fire Apparatus Operator				
810	FORY, JAMES A		RDO		
	GUADIANO, STEVEN P	(210) 732-9007	RDO		
819	SLEEPER, ERIK J	(979) 492-3708	RDO		
	THOMPSON, ALTON C		RDO		
827	HICKS, BEN L		RDO		
	TORANS, STEVEN D	(210) 413-7250	RDO		
828	CARROLA, ANTHONY L	(210) 735-3345	RDO		
	COLES, PHILLIP E		RDO		
	MC CULLOUGH, JOHN K	(210) 844-7504	RDO		
834	ALVA, RICARDO R	(210) 863-4009	RDO		
	GRAY, MICHAEL A	(210) 379-6602	RDO		
	SANCHEZ, JIM B		RDO		
837	MAYS, RAYMOND E		RDO		
	MC DONALD, KENNETH S		RDO		
841	FOX, JOEL M	(210) 381-7936	RDO		
	GUZMAN, EMMETT R		RDO		
	MIRELES, EUGENE S	(210) 706-9698	RDO		
842	JUAREZ, REYNALDO G	(210) 834-4846	RDO		

Backfill Report – includes links and higher class pay indicates or overtime indicators.

AgencyWeb

Backfill Detail Report

Name	Badge	Job Title	Reg Workposition	Adjusted Workposition	Date	Time	HC	OT	Type	Total Time	Backfill	Badge	Job Title	Org	Type
FRED MORRIS	163	POLICE OFFICER	SECTION B-B-1	SECTION A-EVE	4/27/10	1:00 PM - 11:00 PM	N	N		10					
ANNA HOWELL	195	POLICE OFFICER	MALL SHIFT-B-1	SECTION C-B-1	5/21/10	5:00 PM - 6:00 PM	N	N		1					
CHARLES TRAVIS	136	POLICE OFFICER	SECTION B-EVE	SECTION C-EVE	6/21/10	2:00 PM - 3:00 PM	N	N		1					
OLGA BURNS	165	POLICE OFFICER	SECTION A-DAY	FLEET-DAYS-1	8/19/10	7:00 AM - 3:00 PM	N	Y	BF	8	PAUL LEON	922	POLICE SERVICE AIDE	FLEET	SL

Filtered By

Leave and Overtime Summary Report

AgencyWeb

Overtime and Leave Summary Report

Name	Battalion	Type	Date	Leave or OT Type	Leave or Overtime Description	Pending Time	Approved Time
Shift:							
NEAL AGUE	1-O	LEAVE	08/08/2010	LS	LINE OF DUTY SICK LEAVE	0	0
					LEAVE TOTALS:	0	0
		OVERTIME	08/06/2010	OT	04-FF	0	0
					OVERTIME TOTALS:	0	0
Shift: A							
BRENDAN POHLEN	1-O	LEAVE	08/01/2010	VA	VACATION	0	24
			08/02/2010	VA	VACATION	0	24
			08/03/2010	VA	VACATION	0	24
			08/04/2010	VA	VACATION	0	24
			08/05/2010	VA	VACATION	0	24
					LEAVE TOTALS:	0	120
Shift: C							
STEVEN BOLDWAY	1-O	LEAVE	08/25/2010	BL	BONUS LEAVE	0	0
					LEAVE TOTALS:	0	0

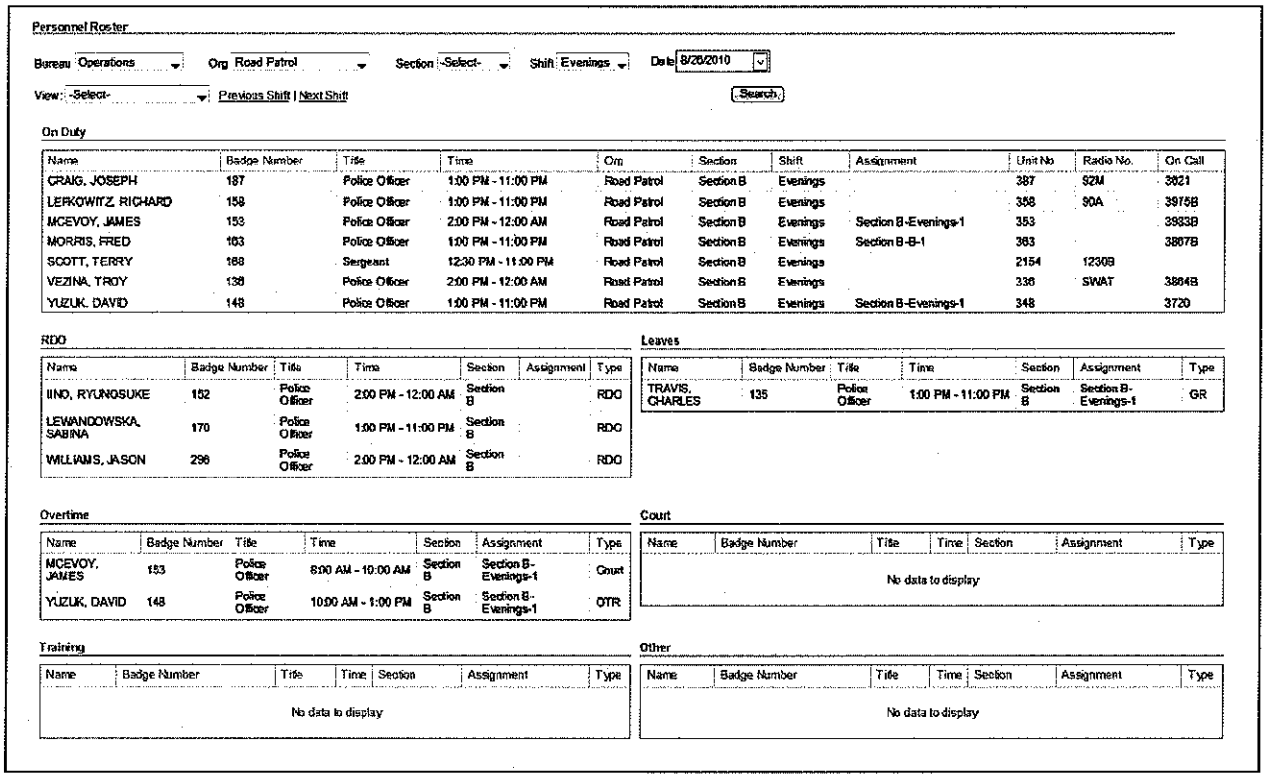
Overtime Pay Report

AgencyWeb

Group Overtime Pay Report

Name	Command	Work Date	Overtime Type	Overtime Reason	Pending Time	Approved Time	Amount
GLENN CAMUSO	FINANCE	07/12/2010	OPERATIONAL	1102 : MANNING LATE RELIEF	4	0	$0.00
MANUEL CARRILLO	2ND PRECINCT	01/05/2010	OPERATIONAL	1103 : MANNING NOTICE	0	0	$0.00
MANUEL CARRILLO	2ND PRECINCT	02/19/2010	ARRESTS	2002 : OFF DUTY ARREST	0	0	$0.00
MICHAEL HAGOOD	LIAISON UNITS	02/03/2010	OPERATIONAL	1707 : ARENA HOCKEY PROFESSIONAL	0	5	$232.80
MICHAEL HAGOOD	LIAISON UNITS	06/08/2010	OPERATIONAL	1401 : COMP TIME - INVOLUNTARY MISSED LUNCH PERIOD	1	0	$0.00
MICHAEL HAGOOD	LIAISON UNITS	05/19/2010	OPERATIONAL	1102 : MANNING LATE RELIEF	0	5	$232.80
ALFRED SQUARTINO	2ND PRECINCT	02/19/2010	OPERATIONAL	1101 : EXTENDED TOUR/Q-ALERT	0	0	$0.00
JASON ORTIZ	2ND PRECINCT	01/04/2010	COURTS	3101 : MUNICIPAL- DAY	0	3	$169.53
ANDRE EVANS	LIAISON UNITS	01/17/2010	OPERATIONAL	1901 : TRAFFIC	0	6	$279.36
DINELIA DIAZ	2ND PRECINCT	02/15/2010	OPERATIONAL	1105 : MANNING SICK	0	4	$157.40
ANTHONY BUONO JR.	2ND PRECINCT	05/17/2010	OPERATIONAL	1101 : EXTENDED TOUR/Q-ALERT	0	3	$133.92
JOAO BARBOSA	2ND PRECINCT	02/19/2010	OPERATIONAL	1102 : MANNING LATE RELIEF	0	0	$0.00
JOAO BARBOSA	2ND PRECINCT	03/03/2010	OPERATIONAL	1102 : MANNING LATE RELIEF	2	0	$0.00
BETHZAIDA VALLEJO	2ND PRECINCT	01/31/2010	OPERATIONAL	1602 : QOL DETAIL	0	6	$172.92

Roster Reports



Personnel Roster

Bureau: Operations | Org: Road Patrol | Section: -Select- | Shift: Evenings | Date: 8/26/2010

View: -Select- | Previous Shift | Next Shift | Search

On Duty

Name	Badge Number	Title	Time	Org	Section	Shift	Assignment	Unit No	Radio No.	On Call
CRAIG, JOSEPH	187	Police Officer	1:00 PM - 11:00 PM	Road Patrol	Section B	Evenings		387	92M	3821
LEPKOWITZ, RICHARD	158	Police Officer	1:00 PM - 11:00 PM	Road Patrol	Section B	Evenings		358	90A	3975B
MCEVOY, JAMES	153	Police Officer	2:00 PM - 12:00 AM	Road Patrol	Section B	Evenings	Section B-Evenings-1	353		3933B
MORRIS, FRED	163	Police Officer	1:00 PM - 11:00 PM	Road Patrol	Section B	Evenings	Section B-B-1	363		3807B
SCOTT, TERRY	168	Sergeant	12:30 PM - 11:00 PM	Road Patrol	Section B	Evenings		2154	1230B	
VEZINA, TROY	136	Police Officer	2:00 PM - 12:00 AM	Road Patrol	Section B	Evenings		336	SWAT	3864B
YUZUK, DAVID	148	Police Officer	1:00 PM - 11:00 PM	Road Patrol	Section B	Evenings	Section B-Evenings-1	348		3720

RDO

Name	Badge Number	Title	Time	Section	Assignment	Type
IINO, RYUNOSUKE	152	Police Officer	2:00 PM - 12:00 AM	Section B		RDO
LEWANDOWSKA, SABINA	170	Police Officer	1:00 PM - 11:00 PM	Section B		RDO
WILLIAMS, JASON	296	Police Officer	2:00 PM - 12:00 AM	Section B		RDO

Leaves

Name	Badge Number	Title	Time	Section	Assignment	Type
TRAVIS, CHARLES	135	Police Officer	1:00 PM - 11:00 PM	Section B	Section B-Evenings-1	GR

Overtime

Name	Badge Number	Title	Time	Section	Assignment	Type
MCEVOY, JAMES	153	Police Officer	8:00 AM - 10:00 AM	Section B	Section B-Evenings-1	Court
YUZUK, DAVID	148	Police Officer	10:00 AM - 1:00 PM	Section B	Section B-Evenings-1	OTR

Court

Name	Badge Number	Title	Time	Section	Assignment	Type
No data to display						

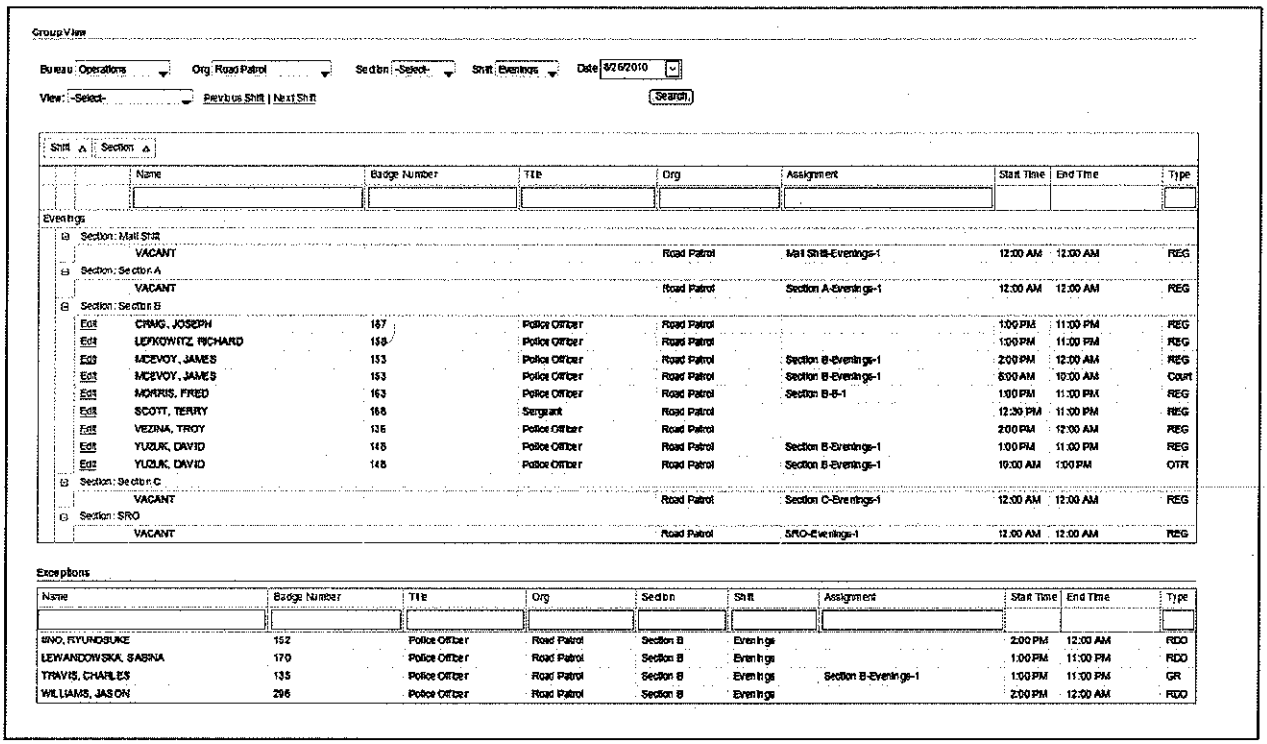
Training

Name	Badge Number	Title	Time	Section	Assignment	Type
No data to display						

Other

Name	Badge Number	Title	Time	Section	Assignment	Type
No data to display						

Roster Group View Report with Vacancies



Group View

Bureau: Operations | Org: Road Patrol | Section: -Select- | Shift: Evenings | Date: 8/26/2010

View: -Select- | Previous Shift | Next Shift | Search

Shift | Section

	Name	Badge Number	Title	Org	Assignment	Start Time	End Time	Type
Evenings								
Section: Mall Shift								
	VACANT			Road Patrol	Mall Shift-Evenings-1	12:00 AM	12:00 AM	REG
Section: Section A								
	VACANT			Road Patrol	Section A-Evenings-1	12:00 AM	12:00 AM	REG
Section: Section B								
Edit	CRAIG, JOSEPH	187	Police Officer	Road Patrol		1:00 PM	11:00 PM	REG
Edit	LEPKOWITZ, RICHARD	158	Police Officer	Road Patrol		1:00 PM	11:00 PM	REG
Edit	MCEVOY, JAMES	153	Police Officer	Road Patrol	Section B-Evenings-1	2:00 PM	12:00 AM	REG
Edit	MCEVOY, JAMES	153	Police Officer	Road Patrol	Section B-Evenings-1	8:00 AM	10:00 AM	Court
Edit	MORRIS, FRED	163	Police Officer	Road Patrol	Section B-B-1	1:00 PM	11:00 PM	REG
Edit	SCOTT, TERRY	168	Sergeant	Road Patrol		12:30 PM	11:00 PM	REG
Edit	VEZINA, TROY	136	Police Officer	Road Patrol		2:00 PM	12:00 AM	REG
Edit	YUZUK, DAVID	148	Police Officer	Road Patrol	Section B-Evenings-1	1:00 PM	11:00 PM	REG
Edit	YUZUK, DAVID	148	Police Officer	Road Patrol	Section B-Evenings-1	10:00 AM	1:00 PM	OTR
Section: Section C								
	VACANT			Road Patrol	Section C-Evenings-1	12:00 AM	12:00 AM	REG
Section: SRO								
	VACANT			Road Patrol	SRO-Evenings-1	12:00 AM	12:00 AM	REG

Exceptions

Name	Badge Number	Title	Org	Section	Shift	Assignment	Start Time	End Time	Type
IINO, RYUNOSUKE	152	Police Officer	Road Patrol	Section B	Evenings		2:00 PM	12:00 AM	RDO
LEWANDOWSKA, SABINA	170	Police Officer	Road Patrol	Section B	Evenings		1:00 PM	11:00 PM	RDO
TRAVIS, CHARLES	135	Police Officer	Road Patrol	Section B	Evenings	Section B-Evenings-1	1:00 PM	11:00 PM	GR
WILLIAMS, JASON	296	Police Officer	Road Patrol	Section B	Evenings		2:00 PM	12:00 AM	RDO

Monthly Shift Report by Section

AgencyWeb

Monthly Shift Report by Section

August 2010	Sun 01	Mon 02	Tue 03	Wed 04	Thu 05	Fri 06	Sat 07	Sun 08	Mon 09	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21	Sun 22	Mon 23	Tue 24	Wed 25	Thu 26	Fri 27	Sat 28	Sun 29	Mon 30	Tue 31
Shift: DAYS																															
SECTION: FLEET																															
BURNS, OLGA	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	REGULAR	--	--	--	--	--	--	--	--	--	--	--	--
FLEET TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SECTION: MALL SHIFT																															
GRAY, CAROLYN	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO	
MALL SHIFT TOTALS	0	0	1	1	1	1	0	0	0	1	1	1	1	0	0	0	1	1	1	1	0	0	0	1	1	1	1	0	0	0	1
SECTION: SECTION A																															
AUGUSTINE, MICHELLE	RDO						RDO	RDO						RDO	RDO						RDO	RDO						RDO	RDO		
BASCLE, KEVIN		RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO
BURNS, OLGA			RDO	RDO						RDO	RDO						RDO	RDO	--					RDO	RDO						RDO
CHALEM, JAIME	RDO						RDO	RDO						RDO	RDO						RDO	RDO						RDO	RDO		
FERNANDEZ, JASON				RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO				
FINLAY, GLENN	RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO
FRIEDER, MARC	RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO
HUFFMAN, MARK	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO				RDO	RDO	RDO			
KAPTAINE, GLENN					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO				RDO	RDO	RDO				
KITCHEN, GLENN				RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO				RDO	RDO	RDO					
MORRISON, HELEN					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO				RDO	RDO	RDO				
MUNDY, THOMAS	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO	
RICHARDS, VELMA L	RDO						RDO	RDO						RDO	RDO						RDO	RDO						RDO	RDO		
SECTION A TOTALS	6	5	5	5	5	5	6	6	5	5	5	5	5	6	6	5	5	5	6	5	6	6	5	5	5	5	6	6	6	5	5
SECTION: SECTION B																															
BRIZUELA, RUBEN L					RDO	RDO						RDO	RDO						RDO	RDO						RDO	RDO				
SECTION B TOTALS	1	1	1	1	0	0	1	1	1	1	1	0	0	1	1	1	1	1	0	0	1	1	1	1	1	0	0	1	1	1	1
SECTION: SRO																															
ARANGO, HARVEY					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO					RDO	RDO	RDO			
GONZALEZ, MANUEL	RDO						RDO	RDO						RDO	RDO						RDO	RDO						RDO	RDO		
SRO TOTALS	1	2	2	2	1	1	0	1	2	2	2	1	1	0	1	2	2	2	1	1	0	1	2	2	2	1	1	0	1	2	2
DAYS TOTALS	8	17	13	13	11	10	7	8	12	13	13	11	10	7	8	12	13	13	10	10	7	8	12	13	13	11	10	7	8	12	13

Weekly Timesheet Report

AgencyWeb

Weekly Timesheet Report (08/22/2010-08/28/2010)

		Sunday 08/22/2010	Monday 08/23/2010	Tuesday 08/24/2010	Wednesday 08/25/2010	Thursday 08/26/2010	Friday 08/27/2010	Saturday 08/28/2010
TRAVIS, CHARLES BRYAN								
	Scheduled	10.00	RDO	RDO	RDO	10.00	10.00	10.00
Actuals	Regular Time	10.00	RDO	RDO	RDO		10.00	10.00
	Time Off					10.00		
	Overtime							
VEZINA, TROY								
	Scheduled	RDO	10.00	10.00	10.00	10.00	RDO	RDO
Actuals	Regular Time	RDO	10.00	10.00	10.00	10.00	RDO	RDO
	Time Off							
	Overtime							
WILLIAMS, JASON P								
	Scheduled	10.00	10.00	10.00	10.00	RDO	RDO	RDO
Actuals	Regular Time	10.00	10.00	10.00	10.00	RDO	RDO	RDO
	Time Off							
	Overtime							
YUZUK, DAVID								
	Scheduled	RDO	RDO	RDO	10.00	10.00	10.00	10.00
Actuals	Regular Time	RDO	RDO	RDO	10.00	10.00	10.00	10.00
	Time Off							
	Overtime					3.00		

Bid Eligibility Report

Bid Eligibility

First Name: N/A
Last Name: N/A
Class: N/A
Badge Number: N/A
Employee Number: N/A
Org Code: N/A

Eligible for Bid	Name	Badge	Employee No.	Assigned Org
☑	JORGE ALONSO [292]	292	292	Det
☑	BELINDA ALVAREZ [176]	176	176	Road Patrol
☑	ANTHONY ANGULO [179]	179	179	Det
☑	HARVEY ARANGO [132]	132	132	Road Patrol
☑	BARBARA AROCHA [141]	141	141	Road Patrol
☑	ELRICCO BARNES [198]	198	198	Road Patrol
☑	KEVIN BASCLE [191]	191	191	Road Patrol
☑	MICHAEL BENTOLILA [159]	159	159	Staff Ad
☑	SEAN BERGERT [162]	162	162	CSU
☐	CHASE BONVILLE [110]	110	110	TRAF
☑	KARYN BRINSON [192]	192	192	Det
☐	RUBEN BRIZUELA [113]	113	113	Road Patrol

SAP Import Report

AgencyWeb

Personnel Import SAP Report (07/18/2010 - 07/18/2010)

Transaction				Last Name	First Name	Middle	Cost Center Org	Badge	Employee No	Race	Sworn
Type	Date	Status	Message								
UPDATE	07/18/10	PROCESSED	SUCCESS	MIESSE	MATTHEW	FRANKLIN		2490	106693		True
UPDATE	07/18/10	PROCESSED	SUCCESS	GONZALEZ	EDELMIRO			2224	106694		True
UPDATE	07/18/10	PROCESSED	SUCCESS	VALADEZ	UBRADO	V		2629	106706		True
UPDATE	07/18/10	PROCESSED	SUCCESS	ZEPEDA	PATRICK	F		2025	105386		True
UPDATE	07/18/10	PROCESSED	SUCCESS	ZAMARRON	OMAR	RAUDEL		2807	118417		True
UPDATE	07/18/10	PROCESSED	SUCCESS	ZUNIGA	EDWARD	A		1758	110552		True
INSERT	07/18/10	PROCESSED	SUCCESS	ZAPATA	DAVID				107563		True
UPDATE	07/18/10	FAILED	DATATYPE MISMATCH	ZAMORA	DANNY	J		1628	108997		True
UPDATE	07/18/10	PROCESSED	SUCCESS	BRADBURY	STEVEN	JAY		2205	106579		True
UPDATE	07/18/10	PROCESSED	SUCCESS	LEWIS	ROBERT	ALLEN		2657	106580		True
UPDATE	07/18/10	PROCESSED	SUCCESS	BARTO	DANIEL	PHILLIP		2515	106581		True
UPDATE	07/18/10	PROCESSED	SUCCESS	TEDFORD	CLAYTON	LEE		1348	106631		True

2.6.14 Overview of Approach to Software Customization

1. Ability to submit an application for a special assignment, including uploading of documents and notification of receipt of application.
    a. Business Analysis will meet with the agency to receive and document this work flow.
    b. The work flow will be reviewed with the customer including any changes to the application interface to show the proposed changes.
    c. Development – the applicant functional already contains the ability to receive application forms, therefore it is perceived this is just the generation of a new form or the re-utilization of an existing for and the tweaking of the fields based upon the type of assignment.
    d. Development – uploading documents. This is already a function of the applicant system and will just be an addition to categorize the document and link it to the special assignment opportunity.
    e. Notification – this is already a functional piece within the system and a new line for the notification grid will be added; and the receiver of the application will be able to select notify user and include a note or comment to the applicant.
    f. Overall development time end-to-end for this is consider less than 10 hours and is a minor system change.
2. Customizations that involve business rule changes are commonly managed in the following methodology.
    a. Document client business rules.
    b. Present how these business rules are applied within Administrator. This includes screen shots and other tools to make sure Orion has captured the exact results desired by the client.
    c. Development of the customization and release to the client for testing and review.
    d. Include in formal Acceptance Testing Process like all other functions.
3. Reports are common customizations and are approached as follows:
    a. Document client business rules.
    b. Present how these business rules are applied within Administrator. Includes search criteria, report query logic, report result layout.
    c. Development of the report and release to the client for testing and review.
    d. Include in formal Acceptance Testing Process like all other functions.
4. Cisco IVR customizations
    a. Document client business rules.
    b. Presentation of a Visio flow of the business rules including all data lookups, system decisions, caller decisions, success paths and extensions for exceptions.
    c. Deploy the flow in the logic of the IVR solution and release to the client for testing and review.
    d. Include in formal Acceptance Testing Process like all other functions.

5. Interfaces following a standard Interface Requirements Document (IRD). If the interface is not customized, but falls within Orion standard interfaces previously deployed and in usage then a General Interface Document is generate and doesn't require the IRD details.
    a. Create an interface requirements document that contains the following elements:
        i. Web Service Methods
        ii. Use Cases for insert, updates, deletions
        iii. Use Cases for data validation and exception handling
        iv. Web Service Flow Drawing
        v. Data Fields
        vi. Data Required Fields and Constraints
        vii. Data Types
        viii. Implementation Tasks
        ix. Assumptions
        x. WSDL for Web Service
        xi. Error Management
        xii. Approvals

2.6.15 Process for Archiving Historical Records

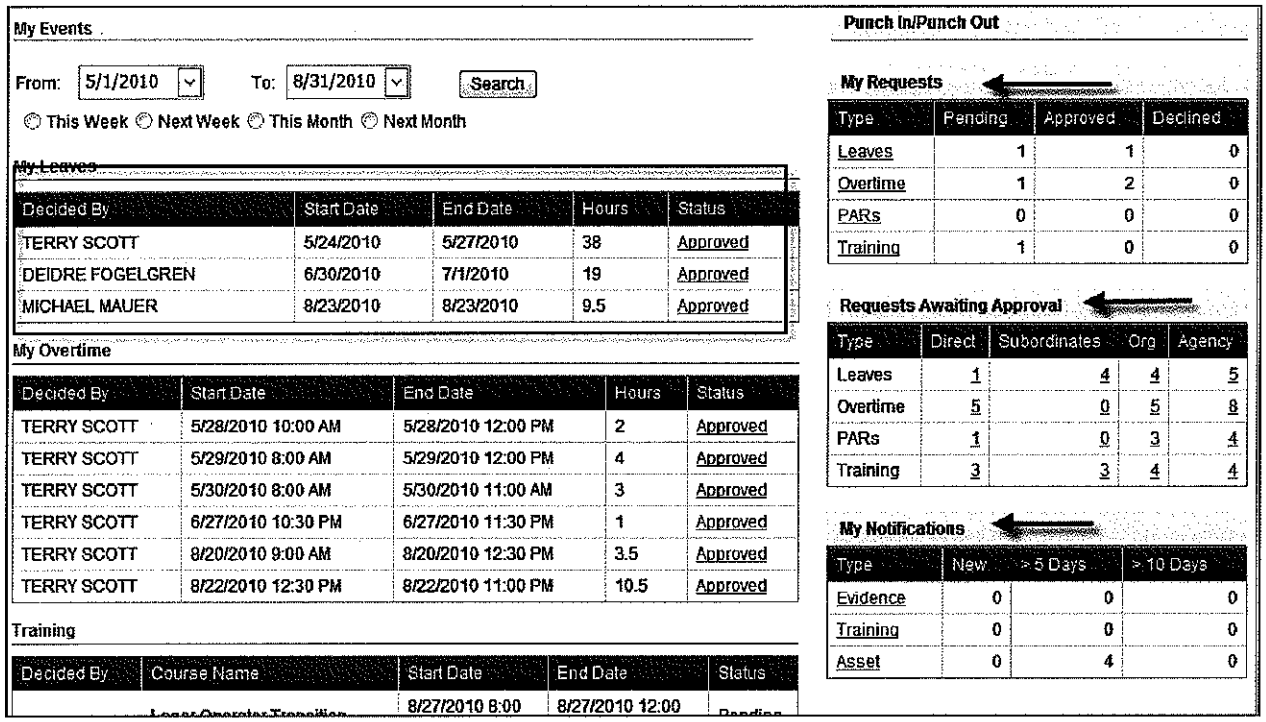
Orion recommends historical archiving include saving off an instance of the application at the time of archival. This allows the data to be viewed in the application at the version of the archival. For example, annually one of Orion's clients backs up the entire application to save a full instance of the information. This allows them to independently view archived data easily for investigations or audits.

Removing historical data is limited in Administrator. The largest growth within the application will be within the Shift Schedules tables. These tables can be archived and data can be removed from the application without issue. This is taught in the certification class recommended in Orion's pricing proposal.

2.6.16 Overview of System's Date Reminders

The system was designed to use the home screen dashboard as a notification tool. There are three key areas of grids used for notification management. In the center of the screen additional details are used to prompt users with more information. The system can set notifications to change colors and even force users to deal with certain notification types before moving into other functions within the application.

Reminders can come in as notifications and also will be displayed as their events for the week, month, next week, or any combination. These events that are approved are also indicated on their calendar views, roster views, and weekly views.


My Events

From: 5/1/2010 To: 8/31/2010 Search

This Week Next Week This Month Next Month

My Leaves

Decided By	Start Date	End Date	Hours	Status
TERRY SCOTT	5/24/2010	5/27/2010	38	Approved
DEIDRE FOGELGREN	6/30/2010	7/1/2010	19	Approved
MICHAEL MAUER	8/23/2010	8/23/2010	9.5	Approved

My Overtime

Decided By	Start Date	End Date	Hours	Status
TERRY SCOTT	5/28/2010 10:00 AM	5/28/2010 12:00 PM	2	Approved
TERRY SCOTT	5/29/2010 8:00 AM	5/29/2010 12:00 PM	4	Approved
TERRY SCOTT	5/30/2010 8:00 AM	5/30/2010 11:00 AM	3	Approved
TERRY SCOTT	6/27/2010 10:30 PM	6/27/2010 11:30 PM	1	Approved
TERRY SCOTT	8/20/2010 9:00 AM	8/20/2010 12:30 PM	3.5	Approved
TERRY SCOTT	8/22/2010 12:30 PM	8/22/2010 11:00 PM	10.5	Approved

Training

Decided By	Course Name	Start Date	End Date	Status
		8/27/2010 8:00	8/27/2010 12:00	

Punch In/Punch Out

My Requests

Type	Pending	Approved	Declined
Leaves	1	1	0
Overtime	1	2	0
PARs	0	0	0
Training	1	0	0

Requests Awaiting Approval

Type	Direct	Subordinates	Org	Agency
Leaves	1	4	4	5
Overtime	5	0	5	8
PARs	1	0	3	4
Training	3	3	4	4

My Notifications

Type	New	> 5 Days	> 10 Days
Evidence	0	0	0
Training	0	0	0
Asset	0	4	0

2.6.17 Installation Phases

Upon receipt of a Purchase Order, Orion will initiate the project. Initiation of the project will comprise of the following activities:

Orion will be provided a client Project Manager contact to work with and they will be the focal person Orion will coordinate all activates as it relates to the project. Orion will provide an on-site kick off meeting and will coordinate that meeting and all agenda items with the Client Project Manager. The following is a summary list of the activities that comprise a kick-off meeting.

2.6.17.1 Review of the Scope of Work and RFP Requirements

Orion will provide a summary overview of the applications purchased by this contract:

- AgencyWeb – Administrator
- AgencyWeb – Agent(s) for all Interfaces
- Business Analysis and Configuration Services
- System Administration and Certification Opportunities for ETSD

Orion will present drawings that show the flow of data for each AgencyWeb – Agent interface acquired within this contract. This includes providing a document that describes the standard most typical data that is exchanged in these interfaces.

Key elements discussed during the Kick Off meeting and system overview include:

1. AgencyWeb Administration
    a. Enabling System Features and Functionality
    b. Determining System Settings and Terminology
    c. Permission Settings
    d. Agency Organizational Structure
    e. Job Title and Unique Identifiers
    f. Roster, Leave, and Overtime Management
    g. External Application Integration
    h. Approval Request and Decision Processing
    i. Virtual Viewer Integration
2. AgencyWeb Activity Tracker
3. AgencyWeb Training
    a. Course Schedule
    b. Attendance Management
    c. Class Notification and Acceptance
    d. Training Bulk Entry
4. AgencyWeb Virtual Viewer
    a. External System Data Sets
    b. External System ODBC Accessibility
    c. External System XML File Options
    d. Field Definitions by System
    e. Field Permission Access Public versus Private
5. System Interfaces
    a. Access requirements to retrieving data
    b. Field Definitions and table relationships
    c. System data views
    d. Data Content

2.6.17.2 Roles and Responsibilities

Orion will introduce the Orion Business Analyst that will be assigned to the project; and explain their role and purpose for configuration of aspects of the application, as well as providing the training services for the project.

Orion will introduce the Project Management team, including the operational support services that are provided by Orion's help desk. During this session, Orion will review the project matrix that shows the key steps in the project and discusses the expectations of the Orion team and the Client's team to properly configure and prepare the system for production usage.

Category	Tasks
Server	Setup Server – Orion provides a server configuration and setup document for the Agency to utilize.
Software License Receipt	Receipt of the Software License CDs and End User Licenses
Application Installation	Installation of the application using Orion's default settings
System Administration Training Day	Training using Orion's Default Settings to explain the application and functionality in more detail to the Client Subject Matter Experts (SMEs)
Configuration Documentation	Completion of Orion's System Configuration Documentation include the data exchange fields for standard AgencyWeb Interfaces.
Deployment of Configuration Settings	Deployment of the Client's configuration settings and support for the SMEs data entry of system data and settings. Includes setting of organizational structure, job classes, all administrative codes, field definitions, private labels, permission settings, information dates, and schedules.
Personnel Data Load	Loading of the Personnel Data into the system by the SMEs
System Acceptance	System Acceptance is a formal process which includes a formal walk through of system functionality following an agreed upon acceptance document.
System Training	Once the System Acceptance document has been signed, then formal training is conducted to prepare for system usage by the agency(s).

2.6.17.3 System Configuration

Orion will distribute to the Client the following configuration documents. These documents provide information on the applications acquired by this contract and the setting options for system configuration beyond the standard default settings.

- Administrator Configuration Document
- Interface Configuration Documents

In additional to providing these configuration documents, Orion will include PowerPoint documents that provide commonly asked questions by Orion customers. This PowerPoint is intended to assist the SMEs in understanding the application purpose, capabilities, and contract terms. The Business Analyst will be responsible for answering all SME questions and providing follow-up documentation during the project. Also, the Business Analyst will be responsible to work with the Client's Project Manager to plan out the on-site events and make sure the travel expectations match the travel plans within the pricing terms.

2.6.17.4 Project Schedule

Orion will work directly with the Client to establish a project schedule. The project schedule will following the key deployment steps including but not limited to:

- Server Setup
- Delivery of Software Media and EULA Acceptance
- Software Installation using Default Configuration
- System Configuration Services
- Acceptance Testing Process
- Training Services
- Production Application Readiness Services
- Go Live Coordination
- Post Go Live Support

2.6.17.5 License Software Delivery

Orion will deliver the software for all applications in the form of a CD housing the application media. The receipt of this software includes the End User License information (see Addendum). The Client will need to sign off on the End User License at this time or Orion will need to working directly with the Client to have the End User License reviewed and approved.

2.6.17.6 Application and Database Installation

Orion will work directly with the Client's IT staff to implement the core application and database. The systems are configured using Orion's standard default settings and default content. The following steps are used to setup the Application and Database servers in preparation for the Orion Applications. All default selections should be selected unless identified by an install step below. To insure proper communication the Application server will need to be able to connect to the SQL server via Web Services port 80 and SQL access via port 1433.

Application Server

1. Install OS: Microsoft Windows Server 2003 R2 32-bit SP2
2. Assign Static IP
3. Remove Internet Explorer Enhanced Security Configuration
4. Allow Internet access for updates.
5. Grant Local Administrative access (This can be a domain account)
6. Create Local or Network user account(This will be a service account)
7. Enable Remote Desktop access
8. Install Windows Components
    a. Network COM+ access
    b. Internet Information Services (IIS).
    c. Internet Information Services Manager
    d. World Wide Web Service
    e. Active Server Pages
    f. Server Side Includes
    g. World Wide Web Service
9. Install .NET Framework (Install after IIS is installed to insure proper registration)
    a. Microsoft .NET Framework 2.0 Service Pack 1
    b. Microsoft .NET Framework 3.0 Service Pack 1
    c. Microsoft .NET Framework 3.5 Service Pack 1
10. Crystal Reports 2008 Runtime Redistributable MSI package
11. Install all Microsoft updates

SQL Server

1. Install OS: Microsoft Windows Server 2003 R2 32-bit SP2
2. Assign Static IP
3. Remove Internet Explorer Enhanced Security Configuration
4. Allow Internet access for updates.
5. Create Local Administrative access (This can be a domain account)
6. Enable Remote Desktop access
7. Install Windows Components
    a. Network COM+ access
    b. Internet Information Services (IIS).
    c. Internet Information Services Manager
    d. World Wide Web Service
    e. Active Server Pages
    f. Server Side Includes
    g. World Wide Web Service
8. Install SQL Services: (Use Mixed Authentication mode)
    a. Database Service
    b. Integration Services
    c. Reporting Services (Use default setup)
    d. Administrative Tools (Do not install sample databases or documentation)
9. Install SQL Service Pack 3
10. Create SQL User Accounts
    a. Local SQL Admin Account with SYSADMIN rights
    b. Application SQL Account for DBO access to the database
    c. SSRS User Account for Read-Only access to the database
11. Install all Microsoft updates

2.6.17.7 MDCR System Configuration

The process of configuration of the application with the terminology and settings specific to the Client will be a hands-on process between the Business Analyst from Orion and the Client SME(s). Orion will leverage the following tools for the completion of this process:

- Orion Configuration Documentation
- Orion Application Administration User Interface
- Orion Database Administration and Content Setup
- Orion Stored Procedures
- Orion Web Service Configuration Settings
- Phone Conferences
- WebEx Conferences
- On-Site Meetings – Please note the travel fees allocated for this project. *Any travel and time outside of these estimates will result in a change order for additional funding.*

2.6.17.8 System Training

The contract includes providing training to the Client based upon train-the-trainer services.

Orion will provide the following services:

- PowerPoint Presentation
- System Hands-on Training
- Orion Application User Guides
- Online Computer Training

2.6.17.9 Acceptance Test Process

Orion will provide a test plan document for review with the Client. This test plan is a formal document that provides the test case, the description and the sequence of steps to be tested. The Client SME is responsible for reviewing the document and signing off on the test plan prior to conducting the test plan.

Orion conducts the acceptance process by walking through each test case and working with the client to document the results. This document is used for final acceptance of the application, as well as to document the acceptance testing has been conducted.

Test Case:	TC-UC-1 Logging In/Out		
Description:	User logs into and out of Agency Web application. User changes default password upon initial log in.		
Primary Actors:	User	**Executed By:**	
Preconditions:	User has been assigned a username and password.	**Date Executed:**	
Success Guarantees:	User is able to log into and out of application. User successfully changes default password.		

TC-UC-1-Main	Procedure / Inputs	Expected Results	Pass/Fail
1. Enter Agency Web URL address on web browser	Enter Agency Web URL	System returns log into screen	
2. Logging In			
2.1. Enter assigned username	Enter username		
2.2. Enter assigned default Password	Enter default Password		
2.3. Select Log In button	Select Log in Button	System displays user's home screen	
3. Changing default password			
3.1. Select the "Welcome Username" link from the upper right corner of home screen	Select Welcome Username link	System displays user's base personnel record	
3.2. From base personnel record, select "Contact" tab	Select Contact tab	System displays user's contact information	
3.3. In the Password box, erase current password and enter new password	Erase existing password and enter new password		
3.4. Select Save	Select Save	System displays pop-up window "The record was successfully updated" select "OK"	
4. Logging Out			
4.1. Select the Log Off link from the upper right corner of Home Screen	Select Log Off link	System logs user off and displays log in screen	

2.6.17.10 Go Live Coordination

Orion assists the Client in the process of going live with the production site by providing the Client a go live checklist. This check list includes tasks for Orion, the Client's IT department, other vendors, and the SME representing the Client. Orion will work with the client to confirm all servers and scheduled processes are in place. Final review of the go live check list and application set up is performed with the client and Orion on-site.

2.6.18 Software Escrow

Orion agrees to deposit source code with an Escrow Agent and to enter into an Escrow Agreement to assure Licensee with access to the Source Code based upon the terms of the Escrow Agreement. Orion utilizes Iron Mountain as the Escrow agent.

Orion maintains a copy of the source code and data structure in Iron Mountain that matches the current version of code in production. Orion provides updates to Iron Mountain on a quarterly basis to maintain source code. Included in the source code is a maintained report of the customer's system server settings include all stored procedures and scheduled tasks.

2.6.19 Exceptions

Changes in scope will only be executed through a mutually agreed upon Change Management Process that defines the change request, the proposed solution, schedule of events, and authorization.

2.7 Training and Documentation

2.7.1 Training Plan

Orion will provide training on all system functions prior to commencement of the reliability test period. A detailed training plan will be submitted that will outline the objectives, needs strategy and curriculum to be addressed during training for end users. Training will cover hardware operations, operating system maintenance utilities and end-user application software features.

2.7.1.1 General Training

MDCR will provide acceptable classroom space for training sessions. This will include computers in classroom space for all training sessions in order to conduct hands-on computer-based training for end-users. Each computer will have Internet connectivity, in order to connect with end-user training system.

Orion will provide any and all instructional materials, presentation media, and course instructors. Student to instructor ratios for any specific training session will be no greater than 20 to 1.

In addition to formalized training programs, Orion will list any electronic utilities that provide an on-line or off-line training environment. The nature of such utilities shall be presented, along with the content of such courses.

2.7.1.2 Training Schedule

Orion will coordinate the training schedules with MDCR 45 days prior to starting any training. Orion will supply to MDCR, for its approval, a sample of all training materials 30 days prior to the start of any training classes. (Time frames specified are subject to change).

2.7.1.3 System Operations and Administration

Training in system administration shall include all operating positions. Common functions include system functionality, workstation setup, system login, electronic messaging, and security procedures.

Specific minimum position level training includes:

- Installation, configuration and features
- Security concepts
- User definition and maintenance
- Monitor functions and reports
- Backup procedures
- Failure mode procedures

2.7.1.4 Minimum Personnel Training Requirements

Orion will supply instructing personnel and involved participants with training and experience on the functionality supplied under these requirements and all necessary instructional materials. All materials shall become the property of the attendees.

2.7.1.5 System Maintenance Training

The training shall be scheduled at least 90 days (subject to change) in advance for a minimum of two maintenance personnel, and shall include, but not be limited to, the following:

- Distribution of training literature in electronic format.
- A presentation of the equipment/system theory, configuration, and features.
- A description of routine maintenance procedures and troubleshooting techniques.
- A question and answer session.

2.7.1.6 Training Documentation

Orion will provide the following documentation for the client.

- System Administration User Guide
- Operation and Application User Guide
- Application Configuration Document

2.7.2 Train-the-Trainer Approach

In addition to initial training for operational level positions, Orion will provide MDCR a train-the-trainer level course for each functional area of the application. Orion will provide all training materials, users' guides and training presentations in electronic format.

2.7.3 Interactive Training

Orion will provide an on-line, web-based, self-paced training application that can be accessed by personnel to be trained from a location designated by the Client. Web-based training will include interactive access to a test-site where the training can be applied in a real-time environment for the student. Additionally, each student will be required to complete a brief post-training evaluation to identify gaps in understanding. Results of the online post-training evaluation will be provided to the agency. This training may also be configured to comply with any POST or LEOSE requirements in order for students to receive general subject matter continuing education credit.

2.7.4 Other Types of Training

Orion provides training through a variety of delivery mechanisms including live, online web conferencing, platform training, and interactive web-based training.

2.7.5 Training Syllabus

2.7.5.1 Summary

1. Master Administrator Training
    a. Requires two 8-hour sessions per agency
    b. Max Class Size 10 Students per session
2. End User Training Supervisor
    a. Requires one 8 hour session for Supervisors
    b. Max Class Size 20 Students per session
3. End User Training Line Personnel
    a. Requires one 4 hour session for Line Personnel
    b. Max Class Size 20 Students per session

2.7.5.2 Employee Information, Requests, Notifications and Scheduling: Master Admin

1. Overview
    a. Permission Types and Capabilities
        i. Basic User
        ii. Password Administrator
        iii. FMLA Leave Administrator
        iv. Supervisor
        v. Executive
        vi. Administrator
    b. Entering and Exiting
        i. First Time Users
        ii. Logging In
        iii. Logging Out

iv. Forgotten User Name or Password

c. Navigating in Administrator Personnel

d. Home Screen

e. Managing Personnel

i. Adding New Employee Records

ii. Personnel Information Screen

1. View Log Pull-Down Menu
2. Seniority Icon
3. Photo Icon
4. New PAR Icon
5. Evaluations Icon
6. Skills Icon
7. Awards Icon
8. Documents Icon
9. Leaves Icon
10. Overtime Icon
11. Shift Icon
12. Employee Tab
13. Info Tab
14. Payroll Tab
15. Background Tab
16. Contact Tab
17. Notes Tab

iii. Saving Personnel Information

iv. Personnel Action Request (PAR)

1. Initiating a Request
2. Approval Process

2. Overtime

a. Requesting Overtime

b. Modifying a Pending Overtime Request

c. Responding to Overtime Requests

3. Leave Requests

a. Submitting a Leave Request

b. Submitting a Medical Leave Request

c. Submitting a Non-Consecutive Leave Request

d. Responding to Leave Requests

e. Responding to FMLA Leave Requests

f. Editing or Deleting a Leave Request

4. Reports
5. Agency Administration
    a. Definitions
    b. Holidays
    c. Job Titles
    d. Leave Types
    e. Overtime Types
    f. Bureau Codes
    g. Divisions
        i. Division Code Sections
        ii. Admin Supervisors
    h. Minimum Staffing
    i. Contact Groups
    j. P.I. Management
        i. Editing Vacant P.I. Numbers
        ii. Reassigning Existing P.I. Numbers
        iii. Searching for Compatible P.I. Numbers
    k. User Permissions
    l. User Photo
6. Time & Attendance
    a. Roster Views
        i. Monthly Schedule View
        ii. Weekly Schedule View
        iii. Daily Schedule
    b. Working with Rosters
        i. Modifying Personnel Schedule
        ii. Removing Personnel from Schedule
        iii. Adjusting Actual Time Worked
        iv. Quick Schedule Entry
        v. Printing Daily Line Up

2.7.5.3 Employee Information, Requests, Notifications and Scheduling: Line Personnel Train-the-Trainer

1. Overview
2. Entering and Exiting
    a. First Time Users
    b. Logging In

c. Logging Out
d. Forgotten User Name or Password

3. Navigating in Administrator Personnel
4. Home Screen
5. Reviewing Personnel Base Record
    a. Personnel Information Screen – based on user permission setting
        i. View Log Pull-Down Menu
        ii. Seniority Icon
        iii. Photo Icon
        iv. New PAR Icon
        v. Evaluations Icon
        vi. Skills Icon
        vii. Awards Icon
        viii. Documents Icon
        ix. Leaves Icon
        x. Overtime Icon
        xi. Shift Icon
        xii. Employee Tab
        xiii. Info Tab
        xiv. Payroll Tab
        xv. Background Tab
        xvi. Contact Tab
        xvii. Notes Tab
    b. Personnel Action Request (PAR)
        i. Supervisor Role: Initiating a Request
        ii. Supervisor Role: Approval Process
6. Overtime
    a. Requesting Overtime
    b. Modifying a Pending Overtime Request
    c. Supervisor Role: Responding to Overtime Requests
7. Leave Requests
    a. Submitting a Leave Request
    b. Submitting a Medical Leave Request
    c. Submitting a Non-Consecutive Leave Request
    d. Supervisor Role: Responding to Leave Requests
    e. Supervisor Role: Responding to FMLA Leave Requests
    f. Editing or Deleting a Leave Request

8. Reports

2.7.5.4 Assets: Master Admin Training

- Requires one 4-hour session per agency
- Max Class Size 10 Students per session

1. Overview
2. Permission Types
    a. Asset Coordinators
    b. Asset Managers
    c. Asset Administrators
3. Asset Screen
    a. Responsibilities Section
    b. Asset Coordinator View
    c. Asset Manager View
    d. Asset Administrator View
    e. Audits
    f. Initiating an Audit Request
    g. Responding to an Audit Request
4. Agency Assets for Employees
    a. Searching for Employee Assets
    b. Personnel Information Screen
        i. Current Items Tab
        ii. Item Pickup Tab
        iii. Transit Pickup Tab
        iv. Alteration Pending Tab
        v. Notes Tab
        vi. History Tab
5. Managing Issuances
    a. Issuing New Items
        i. In Person Delivery Type
        ii. Transit Delivery Type
    b. Viewing New Item Notifications
    c. Picking Up Issued Items
        i. In Person Pickup
        ii. Transit Pickup
        iii. Employee Receiving Transit

d. Managing Returned Items
    i. Reuse Setting
    ii. Dispose Setting
    iii. Unknown Setting
6. SKU Management
    a. Adding a SKU
    b. Editing a SKU
    c. Tracking SKUs
7. Asset Manager Agency Administration
    a. Permission Levels
    b. Customizable SKU Fields
    c. Customizable SKU Templates

2.7.5.5 Assets: End User Training

- Requires one 2-hour session per agency
- Max Class Size 10 Students per session

1. Agency Assets for Employees
    a. Searching for Employee Assets
    b. Personnel Information Screen
        i. Current Items Tab
        ii. Item Pickup Tab
        iii. Transit Pickup Tab
        iv. Alteration Pending Tab
        v. Notes Tab
        vi. History Tab
2. Issuing New Items
    a. In Person Delivery Type
    b. Transit Delivery Type
3. Viewing New Item Notifications
4. Picking Up Issued Items
    a. In Person Pickup
    b. Transit Pickup
    c. Employee Receiving Transit

2.7.5.6 Training Scheduling and Attendance: Master Admin

- Requires one 4-hour session per agency
- Max Class Size 10 Students per session

1. Overview
2. Permission Types and Capabilities
    a. Training Coordinator
    b. Training Administration
3. Training Screen
    a. Course Attendance
    b. Sign Up Awaiting Approval
    c. Available Course Signups
    d. Course Signups Declined
4. Managing Courses and Schedules
    a. Searching for Courses
    b. Scheduling Courses
    c. Adding Pupils to a Scheduled Course
    d. Deferring Pupil Assignment to Supervisors
    e. Rescheduling or Canceling Courses
    f. Deleting a Student from a Course Schedule
    g. Managing Course Attendance Rosters
    h. Duplicating a Course
5. Bulk Scheduling
6. Reports
7. Training Manager Agency Administration
    a. Courses
        i. Adding a New Course
        ii. Modifying a Course
    b. Providers
        i. Adding a Provider
        ii. Modifying a Provider
    c. Instructors
        i. Adding an Instructor
        ii. Modifying an Instructor
8. Employee Training Logs

2.7.5.7 Training Scheduling and Attendance: Line Personnel Training

- Requires one 2-hour session per agency
- Max Class Size 10 Students per session

1. Training Screen
    a. Course Attendance
    b. Sign Up Awaiting Approval
    c. Available Course Signups
    d. Course Signups Declined

2.7.5.8 Applicants: Master Admin

- Requires one 4 hour class
- Max Students 5 per class

1. Overview
2. User Permissions
3. Applicant Screen
4. Managing Candidates
    a. Entering New Candidate Information
    b. Searching for Existing Candidates
    c. Candidate Information Screen
        i. Information Icon
            1. Interview Tab
            2. Marketing Tab
            3. Tasks Tab
            4. Notes Tab
        ii. Applicant Processing Icon
            1. Progression Tab
            2. Disposition Tab
            3. Documents Tab
            4. Application Tab
        iii. Delete Icon
        iv. Transferring Candidate data to Personnel Manager (New Hire)
5. Applicant Tracker Agency Administration

2.7.5.9 Activity Tracking

- Master Admin Training
  - Requires one 2 hour session for set up and reports
- End User Training (Supervisors)
  - Requires one 2 hour session for Supervisors
  - Max Class Size 20 Students per session

1. Overview
2. Permission Types and Capabilities
   a. Basic User
   b. Activity Administration
3. Activity Screen
   a. Viewing CAD Activities
   b. Manually Entering Activities
   c. Editing Manual Entry Activities
4. User Activity Summaries
5. Reports
6. Activity Tracker Agency Administration
   a. Activity Types
      i. Adding Activity Types
      ii. Editing Activity Types
      iii. Deleting an Activity Type
   b. Incident Types
      i. Adding an Incident Type
      ii. Editing Incident Types
      iii. Deleting an Incident Type
   c. Detail Associations
      i. Creating Detail Associations
      ii. Adding a New Activity to a Detail
      iii. Editing Detail Associations

2.7.5.10 Virtual Viewer Tool

- Master Admin and End User Training
  - Requires one 2-hour session
  - Max Class Size 20 Students per session

1. Overview
2. Permission Types and Capabilities
    a. Agency User
    b. Public User
    c. Media User
3. Entering and Exiting
    a. Logging In
    b. Logging Out
4. Virtual Viewer Screen
    a. Navigating to Different Databases
    b. Generating Searches
5. Search Results
    a. Viewing Results
        i. Tabular Format
        ii. Report Format
    b. Moving Columns
    c. Drill-Down Links
    d. Printing Results
    e. Exporting Results
    f. Emailing Results
6. Virtual Viewer Agency Administration
    a. User Permissions
    b. Inactivating Users
    c. Managing Data Sources
    d. Tracking User Queries

2.8 Solution Architecture Questionnaire

2.8.1 Multi-Level Security Access

There are multiple permission groups in the Administrator solution. These are set by the System Administrator. When the system ships, it is configured with the default settings for each role type. But all settings can be updated by the System Administrator subsequent to deployment.

Standard role types include, but not limited to:

- Administrator
- Executive
- Password Administrator
- Supervisor
- User
- Application Tracking Administrator
- Training Administrator
- Training Coordinator
- Activity Tracking Administrator
- Bid Proctor
- Shift Supervisor
- Shift Administrator

The system is designed to flexibility establish view and edit rights based upon database settings. Therefore, these settings are easy to update by the administrator.

Once the system is configured based upon the permissions desired by the agency, a matrix view of rules is available for reference:

	Self		User		Direct Sprvsr		Supervisor		Exec		Admin	
Personnel Record	**Read**	**Write**	**Read**	**Write**	**Read**	**Write**	**Read**	**Write**	**Read**	**Write**	**Read**	**Write**
Employee Section	☑	☐	☑	☐	☑	☐	☑	☐	☑	☐	☑	☑
Supervisor Section	☑	☐	☑	☐	☑	☑	☑	☑	☑	☐	☑	☑
Shift Section	☑	☐	☑	☐	☑	☑	☑	☐	☑	☐	☑	☑
Payroll Section	☑	☐	☐	☐	☐	☐	☑	☐	☑	☐	☑	☑
Background Section	☑	☐	☐	☐	☑	☐	☑	☐	☑	☐	☑	☑
Contact Section	☑	☑	☐	☐	☑	☑	☑	☑	☑	☐	☑	☑
Info Section	☑	☐	☐	☐	☑	☐	☑	☐	☑	☐	☑	☑
Notes Section	☐	☐	☐	☐	☑	☑	☑	☐	☑	☐	☑	☑
P.A.R	Only Admins may initiate a P.A.R.											

The default settings of the system include:

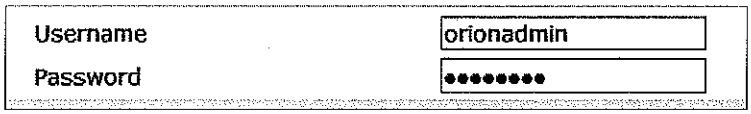
System Basic User

- View their own personnel information
- Maintain their contact information
- Request leaves
- Request overtime
- View roster information

- View assigned training courses

System Password Administrator
Same permissions as system base user, plus:

- Reset employee passwords



System Executive

- The System Executive has full read-only access to all employee records and can make note entries on employee Personnel Information screens.

System Supervisor
Same as system basic user, plus:

- Manages employee personnel data
- Generates HR related activities
- Manages and edits rosters
- Generates requests, such as leaves and overtime
- Approves requests such as leaves, overtime and training
- Runs certain agency related reports

Supervisor's have the same access privileges on their Home Screen as a basic user, plus access to:

- Leave requests from subordinates awaiting the Supervisor's approval
- All leave requests awaiting approval within their Division or Bureau
- Overtime requests from subordinates awaiting the Supervisor's approval
- All overtime requests awaiting approval within their Division or Bureau
- Training requests from subordinates awaiting the Supervisor's approval
- All training requests awaiting approval within their Division or Bureau

Within Administrator there are two different types of Supervisor settings:

- Direct Supervisor – permissions when you are a supervisor and the user is dealing with a direct report.
- Supervisor – permissions when you are a supervisor, but the user is not dealing with a direct report.
  Additionally, Supervisors are locked out of HR Notes

System Administrators
Same as System Supervisor, plus:

- Sets permission levels for agency personnel
- Enters and manages agency settings
- Finalizes Personnel Action Requests
- Manages imports of personnel information
- Accesses additional reports

Other User Level permission include the following:

Log Administrator
Individuals can be given the right to administer certain log file regardless of their settings as a basic user, supervisor, admin, or executive.

Asset Administration
A user can be set as an administrator of Assets and not be a Master Administrator within the base application. Additional permissions for Assets include Asset Administrator, Asset Manager, and Asset Coordinators

This permission can be given to any user regardless of their role in any other area of the application.

Asset Coordinators
- Can see and track late returns, pickups and transit pickup notifications for employees in their associated Division(s)

Asset Managers
- Issues items, accepts returns and discharges items
- Releases items during employee pick-ups
- Edits SKUs
- Tracks SKU inventory

Asset Administrators
- Full viewing and editing capabilities in the Administrator Asset module
- Issues items, accepts returns and discharges items
- Releases items during employee pick-ups
- Adds and/or edits SKUs
- Tracks SKU inventory
- Assigns permissions levels within Administration Asset
- Limits Asset Coordinator and Asset Manager permissions to specific Divisions

Shift Supervisor
- View monthly, weekly and daily schedules
- Create schedules and rosters
- Add, remove, edit personnel to a schedule within the same Division
- Edit actual work times
- Edit employee positions and shift assets
- Create and approve leaves and overtimes within Time & Attendance
- View and print daily rosters

Shift Administrator
- View monthly, weekly and daily schedules
- Create schedules and rosters

- Add, remove, edit personnel to a schedule within the same Division
- Edit actual work times
- Edit employee positions and shift assets
- Create and approve leaves and overtimes within Time & Attendance
- View and print daily rosters
- Lock/unlock rosters
- Add and/or remove personnel to a schedule within any Division

Applicant Administrator

- Get access to the Applicant path to access the applicant tool
- Sets definitions for current jobs, race, and task status

Training Administrator

- Sets permissions within Administrator Training
- Enters courses, providers and instructor information
- Generates schedules
- Manages course administration

This permission can be given to any individual regardless of other permission settings in the application for that user.

Training Coordinator

- Generates schedules
- Assigns students to training
- Manages course administration

The name of the Training Coordinator is selectable from within the Info tab on a base record to be assigned to an individual as that employee's Training Coordinator.

Activity Administrator

- Creates, edits and deletes Activity Types and settings
- Creates, edits and deletes Incident Types and settings
- Creates and edits Detail Associations
- Runs reports regarding Activities

This permission can be given to any individual regardless of other permission settings in the application for that user.

Virtual Viewer Law Enforcement Agency Administrator

- Runs queries, views data, prints reports
- Access to SQL query history for agency users
- Access to system exception history

2.8.2 Security Architecture Questionnaire

Please describe the proposed Solution's security features by completing the Security architecture questionnaire below.

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Are there any implementations of this solution at other government locations/agencies comparable in size with MDCR? List where in the comments column.	X		• Dallas, Texas • El Paso, Texas • El Paso County, TX • Oklahoma City, OK • Miami, FL • Newark, NJ • Bexar County, TX • San Antonio, TX • Louisville, KY (New) • Memphis, TN (Contract Pending)
Operating solution Questions			
Solution is supported for operating solution level AIX 5.3 TL05 or higher with the use of the Virtual IO Server (VIO) which allows for the sharing of Network and SAN resources.		X	Solution is Microsoft web based application
Solution is supported for operating solution level AIX 6.1 or higher with the use of Workload Partitioning and Virtual IO Server (VIO) which allows for the sharing of Network and SAN resources.		X	Solution is Microsoft web based application
Solution is supported for operating solution level Windows 2003 Enterprise edition or higher.	X		
Solution is supported for operating system level z/VM/Release 5.4 or higher and Z/Linux Release 9 or higher.		X	Solution is Microsoft web based application
Solution is supported for operating system level z/OS 1.11 and higher.		X	Solution is Microsoft web based application
Solution is supported for operating solution level Ret Hat Linux AS 4 or higher.		X	Solution is Microsoft web based application

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Solution is supported for use with CITRIX XenApp v4 or XenDesktop v4 software.		X	Solution is Microsoft web based application
Database Questions			
Solution is supported for use with Oracle Enterprise Edition Release 11.1.0.7 RAC Certified solutions (Enterprise Solution).		X	Solution uses Microsoft SQL for its backend database
Solution is supported for use with AIX Oracle Non-Grid 11.2.0.1.		X	Solution uses Microsoft SQL for its backend database
Solution is supported for use with MSSQL 2008 Enterprise 64 bit.	X		
Middleware Questions			
Solution has a web-based presentation layer that is compatible with Internet Explorer version 7 or higher.	X		
Solution has a web-based presentation layer that is compatible with Netscape version, or higher.		X	Non-Supported platform
Solution has a web-based presentation layer that is compatible with Firefox version, or higher.		X	Non-Supported platform
Solution is supported on Websphere solution Server 6.x or higher.		X	Non-Supported platform
Solution is supported on IIS 6.x or higher.	X		
Solution does not use non-Microsoft DLL's, Com Objects, DHTML and Active X components	X		
Solution can be presented as a Websphere Portal Server version 6.x or higher portlet.		X	Non-Supported platform
Solution can run in a shared enterprise solution server environment. If no, explain why in the comments column.	X		
Solution Development, Integration and Support Questions			
Solution is J2EE 1.3 based and includes Servlet 2.3, EJB 2.0 and SDK 1.3.x or 1.4.x.		X	Solution uses .NET and ColdFusion
Solution is .NET Framework 2.0 or higher.	X		

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Solution is heavy client J2EE 1.3 or higher.		X	Solution uses .NET and ColdFusion
Solution is heavy client Visual Basic 2005 or higher.	X		
Solution is heavy client Visual C# 2005 or higher.		X	Solution uses .NET and ColdFusion NOTE: ColdFusion is being phased out of all Orion products and will be eliminated by end of calendar year 2011.
Solution is capable of consuming WC3 complaint web services.	X		
Solution publishes its own WC3 complaint web services as a means of integration.	X		
Solution does not use web services but provides a proprietary API as a means of integration.		X	Solution uses Web Services and ODBC connections for integrations
Solution has mobile wide area network functionality. Please provide examples.		X	Solution does not support mobile access
Electronic Document Imaging (EDMS) Questions			
Do you want to store digital representations of forms in the document imaging system?	X		
Do you want to store standard operating procedures (SOP) in the document imaging system?		X	
Do you want to store digital pictures in the document imaging system?	X		
Do you want to store computer generated reports in the document imaging system?		X	
Do you want to store other types of very large documents in the document imaging system?	X		
Do you want to store architectural or engineering plans (E size) in the document imaging system?		X	

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Do you want to store executed contracts or other legal documents in the document imaging system?		X	
Do expect the document in the EDMS to be the legal document of record and destroy all paper equivalents?	N/A		
The solution authenticates users/processes at all relevant architectural levels (e.g. operating solution, network, database and solution).	X		
The solution is integrated with Microsoft Active Directory.	X		
Each user (individual or process) is uniquely identified. If no, explain in the comments column.	X		
Generic user-IDs are used. If yes, explain their usage in the comments column.		X	
Does the solution automatically disable IDs after a period of 60 days of inactivity?		X	
Does the solution use passwords as its authentication mechanism?	X		
Are passwords suppressed (not echoed back) as they are entered by the user?	X		
Are passwords encrypted in storage?	X		
Are passwords encrypted before they are transmitted?		X	
Are minimum length (8 characters) passwords enforced?	X		Solution uses ADS authentication or it can be setup with Strong Password settings.
Is password complexity enforced (e.g. passwords must contain at least one alphabetic and one numeric character and must not be the same as the User ID)?	X		Solution uses ADS authentication or it can be setup with Strong Password settings.
Does the solution enforce the periodic changing of user passwords (passwords must have a maximum lifetime of 90 days)? Does the solution provide for variability in this		X	Solution uses ADS authentication or it can be setup with Strong

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
setting either globally or by "use case"?			Password settings. Forcing a password change every 90 days would be a configuration setting for all users to follow when ADS is not being used.
Does the solution enforce the periodic changing of privileged (administrator) passwords (privileged passwords must either have a maximum lifetime of 15 days or compensating controls)?		X	Solution uses ADS authentication or it can be setup with Strong Password settings.
Are users prohibited from reusing the previous 8 passwords?		X	Solution uses ADS authentication or it can be setup with Strong Password settings.
Can users change their own passwords?	X		That is a configuration setting. And password management can be given to any user to administer passwords without giving them full system administration rights in the event password management is controlled.
Does the solution require users to change their password upon initial log-on?		X	Depends upon deployment, it can be setup to do this or not.
Can administrators reset passwords (in the event a password is compromised)?	X		
When an administrator resets or initially sets a password, does the solution force the user to change it?		X	
Are developers prohibited from hard-coding passwords into the solution?	X		
The solution provides a mechanism for password resets. Explain in the comments column.		X	

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Does the solution use an authentication mechanism other than passwords (e.g. Smartcards, tokens) that meets or exceeds security controls otherwise provided by password authentication mechanisms? Explain in comments column.	X		The system can be setup to utilize 2nd security, but that is not a standard configuration setting at this time.
Does the solution provide a mechanism for limiting the number of unsuccessful login attempts to at most three?		X	
Does the solution limit the simultaneous usage of the same User ID (i.e. can the solution restrict concurrent sessions)?	X		
Can administrators temporarily disable and re-activate user IDs?	X		
During the user login process, does the solution display the date and time of the last successful sign-on and the number of unsuccessful attempts since the last sign-on?		X	
Is there a mechanism in place to time-out the user's session after a period of inactivity?	X		
Does the solution prevent users from bypassing its access control mechanisms (e.g. for client/server solutions, password logic employed only at the client level can allow SQL sessions to bypass solution access control mechanisms)?	X		
Does the solution limit users' access to solution data based on region, client, business line or functional levels? Explain in the comments column	X		Users are assigned permission levels that dictate access.
Does the solution, the network or the operating solution display a warning banner during network or solution login?		X	
Is the solution designed such that users are associated to user groups and user groups to privileges?	X		
Are tools available to report the access rights of the current user population (locations, permissions/privileges, group memberships, user profiles)?	X		Yes, reports are provided. Searches are also provided to search all users that have certain permissions.
Are software version controls in place to ensure that outdated software is denied DBMS connectivity?		X	

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
For web-based solutions, can administrators validate the author and date published of all site content?		X	
Is external access to the solution (clients, vendors, support, and contingency sites) well controlled?	X		
Are outbound communications generated? Explain what data is contained in said messages (e.g. email alerts, automated reports, SMNP traps...).	X		
If the solution's database is relational, is referential integrity enforced by the RDBMS?	X		
Is mandatory field population controlled at the database rather than at the front-end?	X		
Are data types enforced at the database level rather than at the front-end?	X		
Are batch processing failures automatically detected and correctly managed?	X		
Does the solution help to prevent erroneous transactions (e.g., confirmation screens, 2nd person verifications)?	X		
Does the solution prohibit users, developers, DBA's or solution administrators from making changes to posted, completed or closed transaction records?		X	
Are rollback processes incorporated into the database for all critical transactions?		X	
Are there legal or regulatory responsibilities to safeguard the data? If so, Explain in the comments column which regulations and why.		X	
Is sensitive data encrypted during transmission over the client's network (across LANs/WANs or through the use of RLA)?		X	
Is sensitive information which is vulnerable to unauthorized access, encrypted while in storage?	X		
Is sensitive information encrypted for transmission over external networks or connections?	X		Through the use of SSL certificates.
Are all successful user actions that would be necessary for an after-the-fact investigation recorded in the audit trail?		X	

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Are all successful administrator actions that would be necessary for an after-the-fact investigation recorded in the audit trail?	X		Base record fields are tracked by date/time/user changed from and to. All schedule changes are tracked as date/time/user changed from and to. All requests and subsequent processing of requests are tracked as date/time/user changed from and to.
For each audited event, does the audit trail contain information sufficient for post-event investigation (at a minimum: Date and time of event, User ID, IP address, Type of event, Success/Failure Indicator)?	X		Date/Time of Event, User ID, Event Type, Data Changed from and to.
Does the solution prohibit administrators from disabling the audit mechanism?		X	
Are unsuccessful login attempts recorded in the audit trail?		X	
Are unsuccessful attempts to access sensitive information or process restricted transactions recorded in the audit trail?		X	The system does not display the navigation for this information therefore there can be no attempted access.
Is the audit log protected from unauthorized access? (i.e. Are logs simultaneously sent to a logging server in addition to being maintained locally)?	X		
Does the solution prevent users or administrators from editing the audit log?	X		NOTE: There is a feature to allow edits for the purpose of seeding the system and cleaning up seeded data. But this can be turned off.
Are the audit log files kept for a minimum of 13 months?	X		
Are the logs periodically reviewed and if so how often?	X		These logs are available

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
			for review on the front end or through back end reports.
Does the solution identify the source or originator of all significant transactions and/or messages?	X		
Does the solution confirm the receipt or completion of all significant transactions/messages?	X		
Interactive Voice Response (IVR) Questions			
Does the solution have a stand-alone, proprietary IVR component?		X	
Can the IVR sub-system of the solution run in a shared Websphere Voice Server/Response enterprise environment, release level 5.1.x (WVS) and 4.2.3 (WVR)?	N/A		We are including the use of the ETSD Cisco IVR otherwise Orion offers a hosted solution using TCP/IP connectivity.
Branding and Usability Questions			
Can the user interface of the solution be customized to reflect the County's approved branding (logo, colors, banner, footer, etc.)?	X		Yes for a fee. There is a fee to setup and implement the branding and then to maintain the site as a branded site.
Can the solution be successfully used by color-blind users?	X		
Does the solution comply with VPAT (Voluntary Product Accessibility Template)? http://www.itic.org/index.php?submenu=Resources&submenu=Resources&src=gendocs&ref=vpat&category=resources	X		
Is the solution ADA (Section 508) compliant? http://www.section508.gov/	X		
Is user help/guidance documentation embedded as links within the screens of the solution?		X	Help Link at the top of the application in the header bar.
Can custom links and additional text (introductions, explanations, etc.) be added to key screens of the solution?	X		

Place an X or N/A in the Yes or No column as appropriate. If your answer is "No", please provide an explanation in the comments column. If the requested is not applicable, please provide an explanation in the comment's column	Yes	No	Comments
Are form field and button labels configurable (e.g. through resource files) or are they hard coded in the solution?	X		Managed in a private label table within the database.
Portal Integration Questions			
Does the solution provide the ability to create portlet components?		X	
Does the solution support integration with portals using the JSR-168 or JSR-268 standards?		X	
Does the solution support integration with LDAP repositories such as Tivoli Access Manager, and Tivoli Directory Server?	NA		Administrator is a .NET The application and has been designed for authentication with Microsoft ADS. The ability to work with Tivoli is dependent upon compatibility between .Net and Tivoli.
Does the solution provide a standard API to be used for systems integrations and customizations?		X	

3.0 Affidavits / Acknowledgements

3.1 Form A-2 – Lobbyist Registration for Oral Presentations

AFFIDAVIT OF MIAMI-DADE COUNTY
LOBBYIST REGISTRATION FOR ORAL PRESENTATION

(1) **Project Title:** Staff Scheduling Solution **Project No.:** RFP# EPP-RFP752
(2) **Department:** Miami-Dade Corrections and Rehabilitation Department
(3) **Proposer's Name:** Orion Communications, Inc.
Address: 8235 Douglas Avenue, Suite 410, Dallas, TX **Zip:** 75225
Business Telephone: (214) 361-1203

(4) **List All Members of the Presentation Team Who Will Be Participating in the Oral Presentation:**

NAME	TITLE	EMPLOYED BY	TEL. NO.
Leslie F. DeLatte	President/Owner	Orion Communications	214-878-1501
Rusty Byers	Vice President of Sales	Orion Communications	214-620-3905
Heather Kocks	Director of Client Services	Orion Communications	214-361-1203, #2411
William Bagwell	Director of Technology	Orion Communications	214-361-1203, #2410

The individuals named above are Registered and the Registration Fee is not required for the Oral Presentation ONLY.

Any person who appears as a representative for an individual or firm for an oral presentation before a County certification, evaluation, selection, technical review or similar committee must be listed on an affidavit provided by the County. The affidavit shall be filed with the Clerk of the Board at the time the response is submitted. The individual or firm must submit a revised affidavit for additional team members added after submittal of the proposal with the Clerk of the Board prior to the oral presentation. Any person not listed on the affidavit or revised affidavit may not participate in the oral presentation, unless he or she is registered with the Clerk's office and has paid all applicable fees.

Other than for the oral presentation, Proposers who wish to address the county commission, county board or county committee concerning any actions, decisions or recommendations of County personnel regarding this solicitation in accordance with Section 2-11.1(s) of the Code of Miami-Dade County MUST register with the Clerk of the Board and pay all applicable fees.

I do solemnly swear that all the foregoing facts are true and correct and I have read or am familiar with the provisions of Section 2-11.1(s) of the Code of Miami-Dade County as amended.

Signature of Authorized Representative: _____ **Title:** President/Owner

STATE OF Texas, COUNTY OF Dallas

The foregoing instrument was acknowledged before me this 26th OF AUGUST,
by LESLIE DELATTE, a OFFICER OF ORION COMMUNICATIONS who is personally known
(Individual, Officer, Partner or Agent) (Sole Proprietor, Corporation or Partnership)
to me or who has produced _____ as identification and who did/did not take an oath.

_____
(Signature of person taking acknowledgement)

WAYNE R. BYERS
(Name of Acknowledger typed, printed or stamped)

_____ _____
(Title or Rank) (Serial Number, if any)

Revised 2/7/05

3.2 Form A-3 – Acknowledgement of Addenda

ACKNOWLEDGEMENT OF ADDENDA

Instructions: Complete Part I or Part II, whichever is applicable.

PART I: Listed below are the dates of issue for each Addendum received in connection with this solicitation.

Addendum #1, Dated August 13, 2010

Addendum #2, Dated _____, 201___

Addendum #3, Dated _____, 201___

Addendum #4, Dated _____, 201___

Addendum #5, Dated _____, 201___

Addendum #6, Dated _____, 201___

Addendum #7, Dated _____, 201___

Addendum #8, Dated _____, 201___

Addendum #9, Dated _____, 201___

PART II:

____ No Addendum was received in connection with this solicitation.

Authorized Signature: _____ Date: 8/24/10

Print Name: Leslie F. DeLatte **Title:** President/Owner

Firm Name: Orion Communications, Inc.

3.3 Form A-5 – Proposer's Disclosure of Subcontractors and Suppliers

SUBCONTRACTOR/SUPPLIER LISTING
(Ordinance 97-104)

NAME OF PROPOSER: Orion Communications, Inc.

This form, or a comparable listing meeting the requirements of Ordinance No. 97-104, **MUST** be completed by all bidders and proposers on County contracts for purchase of supplies, materials or services, including professional services which involve expenditures of $100,000 or more, and all bidders and proposers on County or Public Health Trust construction contracts which involve expenditures of $100,000 or more. **This form, or a comparable listing meeting the requirements of Ordinance No. 97-104, must be completed and submitted even though the bidder or proposer will not utilize subcontractors or suppliers on the contract. The bidder or proposer should enter the word "NONE" under the appropriate heading in those instances where no subcontractors or suppliers will be used on the contract.** A bidder or proposer who is awarded the contract shall not change or substitute first tier subcontractors or direct suppliers or the portions of the contract work to be performed or materials to be supplied from those identified except upon written approval of the County.

Business Name and Address of First Tier Subcontractor/ Subconsultant	**Principal Owner**	**Scope of Work to be Performed by Subcontractor/Subconsultant**	**(Principal Owner)** Gender	Race
None.	N/A	N/A		
Business Name and Address of Direct Supplier	**Principal Owner**	**Supplies/Materials/Services to be Provided by Supplier**	**(Principal Owner)** Gender	Race
None.	N/A	N/A		

I certify that the representations contained in this Subcontractor/Supplier Listing are to the best of my knowledge true and accurate.

Signature of Proposer's: _____

Print Name: Leslie F. DeLatte **Print Title:** President/Owner **Date:** 8/26/2010

Authorized Representative

(Duplicate if additional space is needed)

Form A-5(new 5/7/99)

3.4 Form A-6 – Fair Subcontracting Policies

FAIR SUBCONTRACTING POLICIES
(Section 2-8.8 of the Miami-Dade County Code)

FAIR SUBCONTRACTING PRACTICES

In compliance with Section 2-8.8 of the Miami-Dade County Code, the Proposer submits the following detailed statement of its policies and procedures for awarding subcontracts:

Orion Communications will not be using any subcontracted vendors.

I hereby certify that the foregoing information is true, correct and complete.

Signature of Authorized Representative: _____

Name: Leslie F. DeLatte **Title**: President/Owner **Date**: 8/26/2010

Firm Name: Orion Communications, Inc.

Form A-6 Rev. 2/13/01

4.0 Byrd Anti-Lobbying Amendment

LOBBYING
31 U.S.C. 1352
49 CFR Part 19
49 CFR Part 20

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Contractors who apply or bid for an award of $100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding $100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure.]

The Contractor, ORION COMMUNICATIONS, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

_____ Signature of Contractor's Authorized Official

LESLIE DEMATTE Name and Title of Contractor's Authorized Official

8/24/10 Date

Miami-Dade County, Florida *EPP-RFP No. 752*

ADDENDUM 1

AGREEMENT FOR GOODS AND SERVICES FUNDED BY U.S. FEDERAL GRANT (NON-CONSTRUCTION CONTRACTS)

The U.S. Federal Government imposes certain procurement requirements on organizations receiving financial assistance directly from Federal awarding agencies to carry out a project or program ("Recipients"). It requires that all contracts, including small purchases, awarded by Recipients and their contractors shall contain the following provisions. For the Agreement (the "Agreement"), between MIAMI-DADE COUNTY ("County") and Orion Communications, Inc. ("Contractor"). the parties agree that (1) the following terms and conditions apply to the Agreement, (2) the Contractor has the obligation to impose, and shall impose, the same provisions on contractors it may engage in the performance of this work, and (3) by signing this Agreement, the Contractor makes the certifications set forth herein."

1. Equal Employment Opportunity – In fulfilling its obligations under the Agreement, Contractor shall comply with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

2. Rights to Inventions Made Under a Contract or Agreement – To the extent that the Agreement requires the performance of experimental, developmental or research work, Contractor agrees that the Federal Government and County shall have rights in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the Federal agency from which the County received financial assistance to carry out the work contemplated by the Agreement (the "Awarding Agency").

3. Clean Air Act (42 U.S.C. § 7401 *et seq.*) and the Federal Water Pollution Control Act (33 U.S.C. § 1251 *et seq.*), as amended – In the event that the fees payable to Contractor under the Agreement exceed $100,000, Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401 *et seq.*) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251 *et seq.*). Violations shall be reported to the Awarding Agency and the Regional Office of the Environmental Protection Agency (EPA).

4. Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352) – Each tier shall certify to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures shall be forwarded from tier to tier up to County.

The Contractor certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit

Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions to the COUNTY.

(3) The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

5. Debarment and Suspension (E.O.s 12549 and 12689) – Contractor certifies to the best of its knowledge and belief, that it and its principals (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from a covered transaction by any Federal department or agency; (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

6. Access to Records – Contractor agrees that the County, the Awarding Agency, the Comptroller General of the United States or any of their duly authorized representatives shall have access to any books, documents, papers and records of the Contractor that are directly pertinent to Contractor's discharge of its obligations under the Agreement for the purpose of making audits, examinations, excerpts and transcriptions.

7. Trafficking in Persons (22 U.S.C. 7104(g)) – Contractor agrees to comply with the Trafficking Victims Protection Act of 2000 as implemented by 2 CFR 175.

8. Applicability to Subcontractors – Contractor agrees that all contracts it awards pursuant to the Agreement shall be bound by the foregoing terms and conditions except small awards for which the provisions may not be applicable.

MIAMI-DADE COUNTY	**CONTRACTOR**
By: _____	By: _____
Title: _____	Title: President
Date: _____	Date: 8/26/10

5.0 Form B-1 Price Proposal Schedule

The Proposer's price shall be submitted on this Form B-1 "Price Proposal Schedule", and in the manner stated herein. Proposer is requested to fill in the applicable blanks on this form and to add additional pages as necessary.

*The Proposer must submit this Form B-1 "Price Proposal Schedule" together with the technical portion of the Proposal in one package for evaluation. All pricing must include **all cost elements** including but not limited to implementation, integration, training, travel, warranty, hardware, equipment, maintenance, support, and other professional support services provided in the Proposal response.*

A. PROPOSED PRICE

The Proposer shall state its price for providing all services as stated in Section 2.0 - Scope of Services.

TOTAL PROPOSED PRICE FOR THE STAFF SCHEDULING SOLUTION FOR THE INITIAL FIVE (5) YEAR TERM:

$ $715,175.58

Note: The selected Proposer must be willing to negotiate the payment schedule based on the completion of project milestones and deliverables, with a portion of the contract contingent upon project completion within the designated project period.

B. BREAKDOWN OF PROPOSED PRICE

The Proposer shall provide a breakdown of the "Proposed Price" stated in Section A above in the below tables. Items that are not applicable shall be identified as "N/A"; items that are at no charge to the County shall be identified as "N/C".

DESCRIPTION	PRICE
Software License Fee	$342,056.80
Implementation Services *(Including GAP Analysis, Configuration, Testing, and Implementation)*	$155,801.98
Hardware *(Please provide detailed cost breakdown below in Item C)*	$151,756.80
Interface Development *(Please provide detailed cost breakdown below)*	$81,000.00
Data Conversion Services *(Please provide detailed cost breakdown below)*	$ NA
Customization Services (if applicable) *(Please provide detailed cost breakdown below)*	$ NA
Training and Documentation *(Please provide detailed cost breakdown below)*	$61,350.00
Software Escrow Agreement *(Initial Contract Term)*	$2500
Travel Expenses *(if applicable)*	$ 20,800
Additional Costs and Fees *(Please list and add additional sheets as necessary in the table below)*	$ NA
Software and Hardware Maintenance and Technical Support Service Fees (Initial Contract Term)	
Software and Hardware Maintenance and Technical Support Service Fees Year 1	N/A – Warranty Period
Software and Hardware Maintenance and Technical Support Service Fees Year 2	$102,728.12
Software and Hardware Maintenance and Technical Support Service Fees Year 3	$102,728.12
Software and Hardware Maintenance and Technical Support Service Fees Year 4	$102,728.12
Software and Hardware Maintenance and Technical Support Service Fees Year 5	$102,728.12
Total Proposed Price*	**$ 715,175.58**

**** Note: Total Proposed Price shall be equal to the Proposed Price stated in Section A above.***

PRICE BREAKDOWN FOR IMPLEMENTATION SERVICES			
Position	Anticipated Hours	Proposed Hourly Rate	**Total** (Hours x Rate)
Interfaces	175	$150	$26,250
Business Analyst	30	$150	$4,500
Custom Report Writing	16	$150	$2,400
Project Management	240	$150	$36,000
Application Software	561	$150	$84,151.98
Other	**Description**		
Software Escrow Agreement			$2,500
			$
		Total for Implementation Services:	**$155,801.98**

PRICE BREAKDOWN FOR DATA CONVERSION SERVICES			
Position	Anticipated Hours	Proposed Hourly Rate	**Total** (Hours x Rate)
NA		$	$
		$	$
		$	$
		$	$
		$	$
Other	**Description**		
			$
			$
		Total for Data Conversion Services:	**$00.00**

PRICE BREAKDOWN FOR CUSTOMIZATION SERVICES			
Position	Anticipated Hours	Proposed Hourly Rate	**Total** (Hours x Rate)
NA		$	$
		$	$
		$	$
		$	$
		$	$
		$	$
Other	**Description**		
			$
			$
			$
		Total for Customization Services:	**$00.00**

PRICE BREAKDOWN FOR INTERFACE DEVELOPMENT			
Position	Anticipated Hours	Proposed Hourly Rate	**Total** (Hours x Rate)
e-Notify Integration	90	$150	$13,500
PT&L System	90	$150	$13,500
Blue Book System	90	$150	$13,500
EID System	90	$150	$13,500
PeopleSoft	90	$150	$13,500
IVR System	90	$150	$13,500

		$	$
		$	$
		$	$
Other	**Description**		
			$
			$
		Total for Interface Development:	**$81,000.00**

PRICE BREAKDOWN FOR TRAINING AND DOCUMENTATION			
Position	Anticipated Hours	Proposed Hourly Rate	**Total** (Hours x Rate)
Certification Training	25	$150	$3,750
Administrator / System Admin	16	$150	$2,400
Master Admin	40	$150	$6,000
Supervisor (Train the Trainer)	80	$150	$12,000
Virtual Viewer	8	$150	$1,200
Other	**Description**		
Computer Based Web Training	Web based tool for continued agency usage for training		$36,000
			$
			$
		Total for Training and Documentation:	**$61,350.00**

C. HARDWARE PRICE BREAKDOWN

The Proposer should itemize all hardware that will need to be purchased by the County to make the proposed Solution operate according to the specifications in Section 2.0 of this RFP. Please provide manufacturer, model numbers, and pricing for all hardware as applicable.

Hardware	Number of Units	Manufacturer (Including CPU Size and Operating System Version, if Applicable)	Model Number	Unit Price	Extended Price / Total
Production Database server		Please see detailed HW listing with attached itemized Orion quote.			$34,221.60
Production Application Server					$11,107.20
Training/Test Server					$45,238.80
E-mail Server *(if applicable to solution proposed)*					NA
Networking Equipment					NA
Report Writing Server *(if applicable to solution proposed)*					$15,770.40
Interactive Voice Notification *(if applicable to solution proposed)*					NA
Bluecoat Appliances for Filtering *(if applicable to solution proposed)*					NA
Backup/Recovery					$45,328.80
Other (Please specify)					
GRAND TOTAL :					**151,666.80**

D. OPTIONAL SERVICES

The Proposer shall state its price for providing all Optional Services and related services as provided for in the table below. **These prices should not be included in the Proposer's Total Proposed Price.** Unless otherwise negotiated by County and selected Proposer, these rates will remain in effect for the duration of any contract issued as a result of this RFP, including all option-to-renew periods and extensions exercised by the County.

OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE

DESCRIPTION	ANNUAL FEE	TOTAL
OTR 1 - Ongoing Maintenance and Technical Support Service Fees (Years 6 through 7)		**$213,674.48**
Ongoing Maintenance and Technical Support Service Fees Year 6	$106,837.24	
Ongoing Maintenance and Technical Support Service Fees Year 7	$106,837.24	
OTR 2 - Ongoing Maintenance and Technical Support Service Fees (Years 8 through 9)		**$213,674.48**
Ongoing Maintenance and Technical Support Service Fees Year 8	$106,837.24	
Ongoing Maintenance and Technical Support Service Fees Year 9	$106,837.24	
OTR 3 - Ongoing Maintenance and Technical Support Service Fees (Years 10 through 11)		**$217,947.96**
Ongoing Maintenance and Technical Support Service Fees Year 10	$106,837.24	
Ongoing Maintenance and Technical Support Service Fees Year 11	$111,110.72	

OTR 4 - Ongoing Maintenance and Technical Support Service Fees (Years 12 through 13)		**$222,221.44**
Ongoing Maintenance and Technical Support Service Fees Year 12	$111,110.72	
Ongoing Maintenance and Technical Support Service Fees Year 13	$111,110.72	
OTR 5 - Ongoing Maintenance and Technical Support Service Fees (Years 14 through 15)		**$222,221.44**
Ongoing Maintenance and Technical Support Service Fees Year 14	$111,110.72	
Ongoing Maintenance and Technical Support Service Fees Year 15	$111,110.72	

Please provide a detailed description of the services to be provided in the fields below.

OPTIONAL TIME AND ATTENDANCE SYSTEM		
Software / Equipment/Services Required	**Description**	**Price**
NA		$
		$
		$
		$
		$
		$
		$
		$
		$
Grand Total for Optional Time and Attendance System:		$

OPTIONAL SOFTWARE AS A SERVICE (SAAS) BUSINESS MODEL

Software	Description	Price
Software Subscription Fee	Annual fee for use of the proposed Staff Scheduling Solution inclusive of hosting, maintenance, and support services	$
Services Required	**Description**	**Price**
Implementation	NA	$
Training and Documentation		$
Data Conversion Services		$
Interface Development		$
Disaster Recovery		$
Software Escrow		$2,500
		$
		$
		$
		$
Equipment Required	**Description**	**Price**
		$
		$
		$
		$
		$
		$
Grand Total for Optional SaaS Business Model:		$

E. **ADDITIONAL SERVICES**

Proposer must provide rates for disciplines of its personnel for any additional services requested by County which are not part of this Scope of Services, but may become necessary at a later time.

Position	Proposed Rate
Project Manager	$ 150 Per Hour
Programmer	$ 150 Per Hour
Junior Programmer	$ 150 Per Hour
Web Developer	$ 150 Per Hour
Consultant	$ 150 Per Hour
Trainer	$ 150 Per Hour
System Administrator	$ 150 Per Hour
Database Administrator	$ 150 Per Hour
On-Site Training (Per Day)	$ 150 Per Hour
Other	

NOTES:

1. Compensation to the selected Proposer for Additional Services shall be based on the projects assigned. The selected Proposer shall use agreed upon hourly rates to calculate the not-to-exceed cost statement required for each project.
2. See *Section 6 – Orion Communications, Inc. Quote* for additional pricing details.

Proposer: ORION COMMUNICATIONS, INC

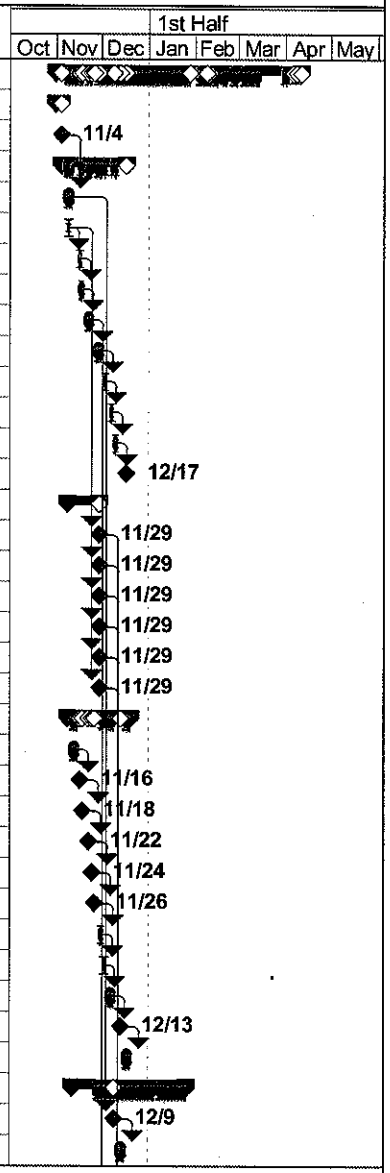
Authorized Signature: [signature]

Print Name & Title: LESLIE DEMITZ PRESIDENT

6.0 Addendum

Orion Project Plan
MDCR RFP Response

ID	Milestone	Task Name	Duration	Start	Finish	Predecessors
1	**No**	**MDCR Administrator**	**116 days?**	**Mon 11/1/10**	**Mon 4/11/11**	
2	**No**	**Project Initiation**	**4 days**	**Mon 11/1/10**	**Thu 11/4/10**	
3	Yes	Kick Off Meeting On Site	4 days	Mon 11/1/10	Thu 11/4/10	
4	**No**	**Business Analysis Services**	**31 days**	**Fri 11/5/10**	**Fri 12/17/10**	
5	No	Administrator Configuration Document	5 days	Fri 11/5/10	Thu 11/11/10	3
6	No	External System Seeding Documentation	1 day	Mon 11/8/10	Mon 11/8/10	
7	No	MDCR Organizational Structure	2 days	Mon 11/15/10	Tue 11/16/10	6
8	No	MDCR Approval Processing Business Rules	4 days	Mon 11/15/10	Thu 11/18/10	7
9	No	MDCR Work Schedules Business Rules	4 days	Fri 11/19/10	Wed 11/24/10	8
10	No	MDCR FLSA Business Rules	5 days	Thu 11/25/10	Wed 12/1/10	9
11	No	MDCR Leaves and Compensation Time Business Rules	2 days	Thu 12/2/10	Fri 12/3/10	10
12	No	MDCR Permission Requirements	2 days	Mon 12/6/10	Tue 12/7/10	11
13	No	MDCR IVR Business Rules	3 days	Wed 12/8/10	Fri 12/10/10	12
14	Yes	MDCR Configuration Settings	5 days	Mon 12/13/10	Fri 12/17/10	13
15	**No**	**Interface Requirements Documentation**	**15 days**	**Tue 11/9/10**	**Mon 11/29/10**	
16	Yes	IRD - Blue Book Interface	15 days	Tue 11/9/10	Mon 11/29/10	6
17	Yes	IRD - MDCR Training Interface	15 days	Tue 11/9/10	Mon 11/29/10	6
18	Yes	IRD - Payroll Interface	15 days	Tue 11/9/10	Mon 11/29/10	6
19	Yes	IRD - EID Interface	15 days	Tue 11/9/10	Mon 11/29/10	6
20	Yes	IRD - HR Interface	15 days	Tue 11/9/10	Mon 11/29/10	6
21	Yes	IRD - Cisco IVR Interface	15 days	Tue 11/9/10	Mon 11/29/10	6
22	**No**	**System Installation**	**30 days**	**Tue 11/9/10**	**Mon 12/20/10**	
23	No	Server Hardware and Software Setup	5 days	Tue 11/9/10	Mon 11/15/10	
24	Yes	Receipt of Administrator Application Code	1 day	Tue 11/16/10	Tue 11/16/10	23
25	Yes	Application Installation Production	2 days	Wed 11/17/10	Thu 11/18/10	24
26	Yes	Application Installation Stage	2 days	Fri 11/19/10	Mon 11/22/10	25
27	Yes	Application Installation Test	2 days	Tue 11/23/10	Wed 11/24/10	26
28	Yes	Application Installation Development	2 days	Thu 11/25/10	Fri 11/26/10	27
29	No	Export of CNS MDCR Data to Administrator	3 days	Mon 11/29/10	Wed 12/1/10	28
30	No	ODBC Access to Cisco IVR ETSD System	1 day	Thu 12/2/10	Thu 12/2/10	29
31	No	Web Service Access to ETSD External Applications	5 days	Fri 12/3/10	Thu 12/9/10	30
32	Yes	Demonstrate Administrator Core System Functionality	2 days	Fri 12/10/10	Mon 12/13/10	31
33	No	Deploy Mirror Interfaces for Development Site	5 days	Tue 12/14/10	Mon 12/20/10	32
34	**No**	**System Configuration & Customizations**	**54 days**	**Fri 11/12/10**	**Wed 1/26/11**	
35	Yes	Administrator Admin Tab Settings	20 days	Fri 11/12/10	Thu 12/9/10	5
36	No	PI Numbers Seeding or Auto Generate	5 days	Fri 12/10/10	Thu 12/16/10	35

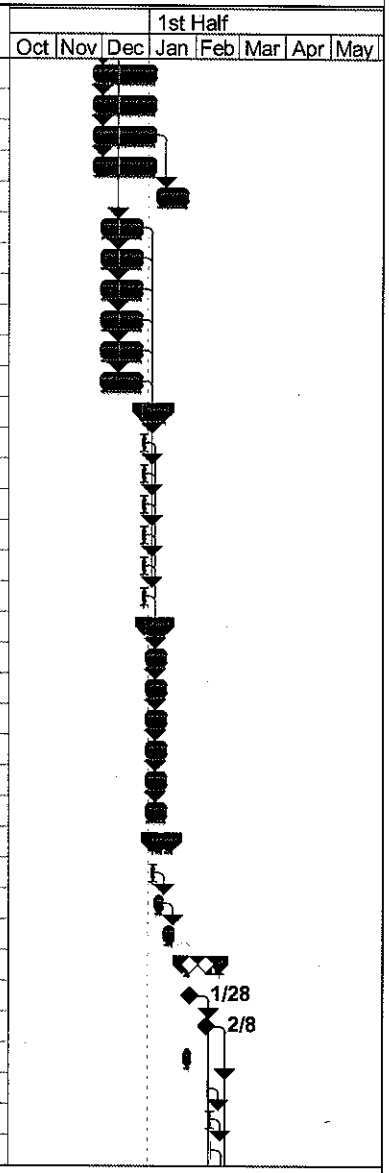


Project: Project Plan MDCR.mpp
Date: Thu 8/26/10

Task — Milestone — External Tasks
Split — Summary — External Milestone
Progress — Project Summary — Deadline

Orion Project Plan
MDCR RFP Response

ID	Milestone	Task Name	Duration	Start	Finish	Predecessors
37	No	Work Positions and Attributes	30 days	Thu 11/25/10	Wed 1/5/11	9
38	No	Rescheduling Rules - Automatic Position Fill	30 days	Thu 11/25/10	Wed 1/5/11	9
39	No	Posting Work Positions for Available Signup	30 days	Thu 11/25/10	Wed 1/5/11	9
40	No	Field Displays for Bidding Screen	30 days	Thu 11/25/10	Wed 1/5/11	9
41	No	Workforce Reports	15 days	Thu 1/6/11	Wed 1/26/11	39
42	No	Web Service Interface - Blue Book	20 days	Tue 11/30/10	Mon 12/27/10	16
43	No	Web Service Interface - MDCR Training	20 days	Tue 11/30/10	Mon 12/27/10	17
44	No	Web Service Interface - Payroll	20 days	Tue 11/30/10	Mon 12/27/10	18
45	No	Web Service Interface - EID	20 days	Tue 11/30/10	Mon 12/27/10	19
46	No	Web Service Interface - HR	20 days	Tue 11/30/10	Mon 12/27/10	20
47	No	Cisco IVR - ODBC, XML, HTTP Interface	20 days	Tue 11/30/10	Mon 12/27/10	21
48	**No**	**Web Service Deployment**	**12 days**	**Tue 12/28/10**	**Wed 1/12/11**	
49	No	Web Service Interface - Blue Book	2 days	Tue 12/28/10	Wed 12/29/10	42
50	No	Web Service Interface - MDCR Training	2 days	Tue 12/28/10	Wed 12/29/10	43
51	No	Web Service Interface - Payroll	2 days	Tue 12/28/10	Wed 12/29/10	44
52	No	Web Service Interface - EID	2 days	Tue 12/28/10	Wed 12/29/10	45
53	No	Web Service Interface - HR	2 days	Tue 12/28/10	Wed 12/29/10	46
54	No	Cisco IVR - Scripts and Interface	2 days	Tue 12/28/10	Wed 12/29/10	47
55	**No**	**Web Service Testing**	**10 days**	**Thu 12/30/10**	**Wed 1/12/11**	
56	No	Web Service Interface - Blue Book	10 days	Thu 12/30/10	Wed 1/12/11	49
57	No	Web Service Interface - MDCR Training	10 days	Thu 12/30/10	Wed 1/12/11	50
58	No	Web Service Interface - Payroll	10 days	Thu 12/30/10	Wed 1/12/11	51
59	No	Web Service Interface - EID	10 days	Thu 12/30/10	Wed 1/12/11	52
60	No	Web Service Interface - HR	10 days	Thu 12/30/10	Wed 1/12/11	53
61	No	Cisco IVR - Scripts and Interface	10 days	Thu 12/30/10	Wed 1/12/11	54
62	**No**	**eNotify Integration Testing Stage**	**11 days**	**Mon 1/3/11**	**Mon 1/17/11**	
63	No	Prepare eNotify Stage Site	2 days	Mon 1/3/11	Tue 1/4/11	
64	No	Update eNotify Stage to Synchronize Data with Administrator	4 days	Wed 1/5/11	Mon 1/10/11	63
65	No	Conduct enotify Stage Testing	5 days	Tue 1/11/11	Mon 1/17/11	64
66	**No**	**Acceptance Testing**	**19 days**	**Mon 1/24/11**	**Thu 2/17/11**	
67	Yes	ATP Document Administrator Delievery and Approval	5 days	Mon 1/24/11	Fri 1/28/11	
68	Yes	Administrator End to End Acceptance Testing	2 days	Mon 2/7/11	Tue 2/8/11	67FS+5 days
69	No	ATP Document Web Services Delievery and Approval	5 days	Mon 1/24/11	Fri 1/28/11	
70	No	ATP - Web Service Interface - Blue Book	1 day	Wed 2/9/11	Wed 2/9/11	68
71	No	ATP - Web Service Interface - MDCR Training	1 day	Thu 2/10/11	Thu 2/10/11	70
72	No	ATP - Web Service Interface - Payroll	1 day	Fri 2/11/11	Fri 2/11/11	71

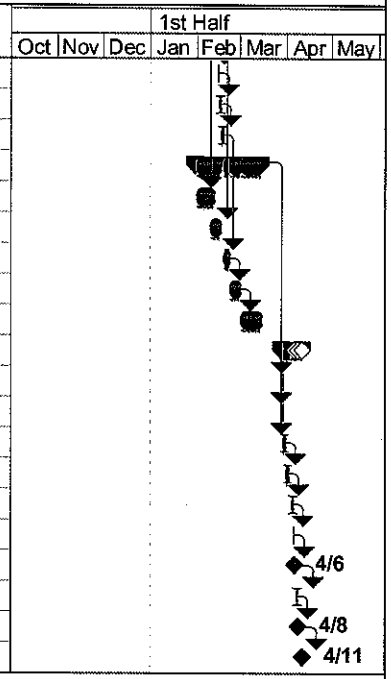


Project: Project Plan MDCR.mpp
Date: Thu 8/26/10

Task
Split
Progress
Milestone
Summary
Project Summary
External Tasks
External Milestone
Deadline

Orion Project Plan
MDCR RFP Response

ID	Milestone	Task Name	Duration	Start	Finish	Predecessors
73	No	ATP - Web Service Interface - EID	1 day	Mon 2/14/11	Mon 2/14/11	72
74	No	ATP - Web Service Interface - HR	1 day	Tue 2/15/11	Tue 2/15/11	73
75	No	ATP - Cisco IVR	2 days	Wed 2/16/11	Thu 2/17/11	74
76	**No**	**Training**	**31 days**	**Mon 1/31/11**	**Mon 3/14/11**	
77	No	Update Computer Based Training for MDCR Settings (CBT)	10 days	Mon 1/31/11	Fri 2/11/11	67
78	No	Prepare Test Site as Traininng Site for Administrator	5 days	Wed 2/9/11	Tue 2/15/11	68
79	No	System Administration Training	2 days	Fri 2/18/11	Mon 2/21/11	75
80	No	Master Administration Training	5 days	Tue 2/22/11	Mon 2/28/11	79
81	No	Supervisor Training	10 days	Tue 3/1/11	Mon 3/14/11	80
82	**No**	**Go Live Activities**	**10 days?**	**Tue 3/29/11**	**Mon 4/11/11**	
83	No	Deploy Go Live Version of Administrator to Development	1 day?	Tue 3/29/11	Tue 3/29/11	76FS+10 days
84	No	Deploy Go Live Version of Administrator to Stage	1 day	Tue 3/29/11	Tue 3/29/11	76FS+10 days
85	No	Deploy Go Live Version of Administrator to Production	2 days	Tue 3/29/11	Wed 3/30/11	76FS+10 days
86	No	Update eNotify Stage for Production Release Preparation	2 days	Thu 3/31/11	Fri 4/1/11	85
87	No	Update All Seed Data to Current Status	1 day	Mon 4/4/11	Mon 4/4/11	86
88	No	Update all eNotify Data to Current Status	1 day	Tue 4/5/11	Tue 4/5/11	87
89	Yes	Turn on all Interfaces to Maintain Data Currency	1 day	Wed 4/6/11	Wed 4/6/11	88
90	No	Push eNotify data and code updates to Production	1 day	Thu 4/7/11	Thu 4/7/11	89
91	Yes	Turn on eNotify Integration on Production	1 day	Fri 4/8/11	Fri 4/8/11	90
92	Yes	Implement Go Live Support Monitoring	1 day	Mon 4/11/11	Mon 4/11/11	91



Project: Project Plan MDCR.mpp
Date: Thu 8/26/10

Task
Split
Progress
Milestone
Summary
Project Summary
External Tasks
External Milestone
Deadline

Quote

Confidential

Orion Communications, Inc.

To: Commander Frank Brophy
Miami-Dade Co Corrections

Purpose: Enterprise - Administrator and Virtual Viewer

Date: 08/27/10
Quote Valid Through: 11/25/10

From: Rusty Byers
Orion Communications, Inc.
8235 Douglas Avenue, Suite 410
Dallas, TX 75225
214-620-3905
rbyers@Orioncom.com

Salesperson		Shipping Method	Shipping Terms	Delivery Date	Payment Terms	Due Date
Byers					Per Contract	

Qty	Item Type	Description	List Price	Discount	Total
Software Components					
1	SFT-S-S	AgencyWeb - Administrator Miami-Dade County	$ 294,446.00	20%	$ 235,556.80
1	SFT-S-S	AgencyWeb - Virtual Viewer Miami-Dade County	$ 67,500.00	20%	$ 54,000.00
1	SFT-S-S	AgencyWeb - Agent Complete Integration to eNotify	$ 15,000.00	100%	Incl
1	SFT-S-S	AgencyWeb - Agent Interface to PT&L System	$ 15,000.00	10%	$ 13,500.00
1	SFT-S-S	AgencyWeb - Agent Interface to Blue Book System	$ 15,000.00	10%	$ 13,500.00
1	SFT-S-S	AgencyWeb - Agent Interface to Training System	$ 15,000.00	10%	$ 13,500.00
1	SFT-S-S	AgencyWeb - Agent Interface to EID System	$ 15,000.00	10%	$ 13,500.00
1	SFT-S-S	AgencyWeb - Agent Interface to PeopleSoft	$ 15,000.00	10%	$ 13,500.00
1	SFT-S-S	AgencyWeb - Agent Interface to IVR Solution	$ 15,000.00	10%	$ 13,500.00
				Software Total	**$ 370,556.80**
Development Server Components					
1	SFT-S-S	AgencyWeb - Development Server Mirrored Interfaces (SW only)	$ 105,000.00	50%	$ 52,500.00
				Total Development Server Cost	$ 52,500.00

Installation Services					
1	INT-SFT-S	AgencyWeb - Administrator Miami-Dade County	$ 73,611.00	7%	$ 68,458.23
1	INT-SFT-S	AgencyWeb - Virtual Viewer Installation/Configuration	$ 16,875.00	7%	$ 15,693.75
1	INT-SFT-S	AgencyWeb - Agent Interface to eNotify	$ 3,750.00	0%	$ 3,750.00
1	INT-SFT-S	AgencyWeb - Agent Interface to PT&L System	$ 3,750.00	0%	$ 3,750.00
1	INT-SFT-S	AgencyWeb - Agent Interface to Blue Book System	$ 3,750.00	0%	$ 3,750.00
1	INT-SFT-S	AgencyWeb - Agent Interface to Training System	$ 3,750.00	0%	$ 3,750.00
1	INT-SFT-S	AgencyWeb - Agent Interface to EID System	$ 3,750.00	0%	$ 3,750.00
1	INT-SFT-S	AgencyWeb - Agent Interface to PeopleSoft	$ 3,750.00	0%	$ 3,750.00
3	BA-S	Business Analyst Services	$ 1,500.00	0%	$ 4,500.00
2	RTP-INST-S	Custom Report Writing Services	$ 1,200.00	0%	$ 2,400.00
1	INT-SFT-S	IVR Inegration Services	$ 3,750.00	0%	$ 3,750.00
1	SW-ESCR	Software Escrow Fee via Iron Mountian	$ 2,500.00	0%	$ 2,500.00
1	PM-S	Project Management (240 man-hours)	$ 36,000.00	0%	$ 36,000.00
1	TRV	Project Travel & Expense	$ 20,800.00	0%	$ 20,800.00
				Services Total	**$ 176,601.98**
Training Services Priced Per Day Train the Trainer Pricing					
1	TRN-CERT	AgencyWeb - Certification Training (4 days) for ETSD	$ 3,750.00	0%	$ 3,750.00
2	TRN	AgencyWeb - Administrator/System Administration Miami-Dade Co Corrections	$ 1,200.00	0%	$ 2,400.00
5	TRN	AgencyWeb -Master Administrator Training Miami-Dade Co Corrections	$ 1,200.00	0%	$ 6,000.00
10	TRN	AgencyWeb -Supervisor Training Miami-Dade Co Corrections	$ 1,200.00	0%	$ 12,000.00
1	TRN	AgencyWeb - Virtual Viewer Training Miami-Dade Co Corrections	$ 1,200.00	0%	$ 1,200.00
1	TRN	Computer Based Web Training Development (CBWT)	$ 36,000.00	0%	$ 36,000.00
				Services Total	**$ 61,350.00**
Hardware					

Production Environment			List Price	Mark-up	Sales Price
2	HW	Application Server - Production Environment	$ 9,256.00	20%	$ 11,107.20
2	HW	SQL Servers Clustered	$ 28,518.00	20%	$ 34,221.60
1	HW	Reporting Server	$ 13,142.00	20%	$ 15,770.40
		Production Total	$ 50,916.00		**$ 61,099.20**

Development / Stage / Test Environment			List Price	Mark-up	Sales Price
2	HW	Application Server - Production Environment	$ 9,256.00	20%	$ 11,107.20
2	HW	SQL Servers Clustered	$ 28,518.00	20%	$ 34,221.60
		Development / Stage / Test Total	$ 37,774.00		**$ 45,328.80**

Disaster Recovery Environment			List Price	Mark-up	Sales Price
2	HW	Application Server - Disaster Recovery Environment	$ 9,256.00	20%	$ 11,107.20
2	HW	SQL Servers Clustered - Disaster Recovery Environment	$ 28,518.00	20%	$ 34,221.60
		Development / Stage / Test Total	$ 37,774.00		**$ 45,328.80**

Annual SW Maintenance	**$102,728.12**
1st Year will be included.	

Software & Service Total	$	661,008.78
Hardware Total	$	151,666.80
Preferred Customer Discount	$	(100,000.00)
Grand Total	**$**	**712,675.58**

5 Year Total Cost of Ownership

Year	Item Description	Total
Year 1	Contract Price for Software, Hardware and Services	$ 712,675.58
	Software Maintenance	Incl
	Software Escrow	$ 2,500.00
	Year 1 Total	$ 715,175.58
Year 2	Software Maintenance	$ 102,728.12
	Software Escrow	$ 2,500.00
	Year 2 Total	$ 105,228.12
Year 3	Software Maintenance	$ 102,728.12
	Software Escrow	$ 2,500.00
	Year 3 Total	$ 105,228.12
Year 4	Software Maintenance	$ 102,728.12
	Software Escrow	$ 2,500.00

		Year 4 Total	$ 105,228.12

Year 5	Software Maintenance	$	102,728.12
	Software Escrow	$	2,500.00
		Year 5 Total	$ 105,228.12

5 Year Total Cost of Ownership	**$**	**1,136,088.06**

ORION COMMUNICATIONS, INC. END USER LICENSE AND SUPPORT AGREEMENT

THIS IS A CONTRACT. BY INDICATING YOUR ACCEPTANCE BELOW, OR BY USING THE LICENSED SOFTWARE, YOU ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. This End User License and Support Agreement ("EULA") constitutes an offer that may be accepted by _____ ("Client"). Acceptance is expressly limited to the terms hereof, and no different or additional terms contained in any purchase order, confirmation or other writing with respect to the subject matter herein shall have any force or effect unless expressly agreed to in writing by Orion Communications, Inc. ("Orion").

1.0 License.

1.1 Subject to the terms and conditions of this EULA, Orion grants to Client a perpetual, nonexclusive, nontransferable, right and license to use the Orion software listed on Exhibit A in object code form only and the user documentation provided therewith, and a nonexclusive, nontransferable right and license (in each case, without the right to sublicense) to access and use the functionality of the Orion software (collectively the "Licensed Software") solely for the Client's own internal use. This EULA does not grant Client any title or right of ownership in the Licensed Software. Client may make up to two copies of the Licensed Software for backup or archival purposes only, but not otherwise.

1.2 Client shall not use the Licensed Software except as provided in this EULA. Without limiting the generality of the foregoing, Client shall not (a) modify the Licensed Software; (b) copy, rent, lease, sell, sublicense, create derivative works or transfer the Licensed Software or the user documentation provided therewith; (c) reverse assemble, reverse compile, or otherwise translate the Licensed Software; or (d) use the Licensed Software to provide call taking or dispatching services for third parties, other than the agencies/entities identified in the Statement of Work ("SOW") attached hereto as Exhibit B (the implementation of the Licensed Software is sometimes referred to as the "Project").

1.3 Client acknowledges that the Licensed Software is subject to the export laws and regulations of the United States. The Licensed Software is classified EAR 99 (No License Required). However, said export laws and regulations prohibit or make subject to special controls the export or re-export of the Orion software or the documentation to certain countries listed in Country Group E in Supplement No. 1 to Part 740 of the U.S. Export Administration Regulations ("Prohibited Countries"), to certain persons and entities on the Denied Persons List contained in Supplement No. 2 to Part 764 of the Regulations and to certain Specially Designated Nationals and Blocked Persons listed by the U.S. Office of Foreign Assets Control (OFAC) (collectively "Prohibited Persons"). Accordingly, Client shall not, directly or indirectly, export, re-export, license, sell, give, loan, transfer, disclose or otherwise grant access to the Licensed Software or the documentation to any Prohibited Country or Prohibited Person, to any foreign national of a Prohibited Country, to any person affiliated with a Prohibited Person, or to any person or entity outside the country in which the Designated Site is located without the express written consent of Orion. These prohibitions shall apply whether said person or entity is a subsidiary, parent, sister company or other affiliate of Client.

2.0 Delivery and Installation. Orion will use its best efforts to deliver and install the Licensed Software in accordance with the implementation schedule included in attached Scope of Work. Orion will not be responsible for delays caused by events or circumstances beyond its reasonable control. Client is responsible for obtaining computers and operating systems compatible with the Licensed Software, as shown in the technical specifications for the Licensed Software. Installation shall be complete (and acceptance shall be deemed to have occurred) when the Licensed Software has been installed on Client's computer system and the executability of the Licensed Software on such computer system has in Orion's reasonable judgment been sufficiently demonstrated. Completion of installation shall constitute Client's acceptance of the license for the Licensed Software, but shall not affect any warranties in effect under Section 5.0.

3.0 License Fees. Client agrees to pay the license fees for its license of Licensed Software in the amount and in the manner set forth in Exhibit A.

4.0 Term and Termination.

4.1 Provided that the terms and conditions of this EULA are complied with at all times, and subject to the termination provisions below, the licenses provided hereunder are perpetual.

4.2 Client may surrender the licenses granted hereunder at any time by giving written notice to Orion and ceasing use of the Licensed Software.

4.3 Orion may terminate the licenses granted hereunder for cause if Client materially breaches any term of this EULA or otherwise infringes Orion's intellectual property rights in the Licensed Software, which breach is not remedied within thirty (30) days after the date of written notice to Client of such breach.

4.4 Upon termination of the licenses granted hereunder, Client shall permanently remove any Licensed Software from Client's equipment, back-up media, or other storage locations and either (i) return all copies thereof to Orion, or (ii) destroy such copies, as Orion directs.

4.5 The provisions of Section 4.0, 5.0, 6.0, 7.0, 8.0, 9.0 and 11.0 shall survive the termination of the licenses granted herein.

5.0 Warranty. The Licensed Software is warranted to function in substantial conformity with the Orion documentation provided with it for a period of twelve (12) months following acceptance of the Licensed Software by Client. Orion does not warrant that the Licensed Software will be error-free in all circumstances. In the event of any defect or error covered by such warranty, Client agrees to provide Orion with sufficient detail to allow it to reproduce the defect or error. As Client's exclusive remedy for any defect or error in the Licensed Software covered by such warranty, and as Orion's entire liability in contract, tort or otherwise, Orion will correct such error or defect by issuing corrected instructions, a restriction or a bypass. If Orion is unable to correct such defect of error after a reasonable opportunity, Orion will refund to Client's outstanding vendor the license fees paid for such Licensed Software. Orion shall not be responsible for any defect or error not reported during the warranty period. **THIS WARRANTY EXTENDS SOLELY TO CLIENT AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR USE OR PURPOSE, WHICH ARE EXPRESSLY EXCLUDED.**

5.1 The warranty set forth above shall be void during any period that any of the following circumstances exist:

(a) The Licensed Software is modified by any person except an authorized Orion employee or agent.

(b) The License Software is not used in accordance with the Orion documentation, or other instructions provided by Orion, or by misuse or neglect by Client.

(c) Client fails to install and implement the latest version of the Licensed Software offered to it by Orion or Client's vendor.

(d) Client fails to maintain the equipment configuration and/or the site requirements specified in the Orion documentation or by Client's vendor.

5.2 Upon expiration of the warranty period indicated in Section 5.0, Orion's responsibility to maintain the Licensed Software shall end unless Client enters into a Software Maintenance Agreement offered by Orion. In the event that Client requests consulting services that are beyond the scope of this EULA and the Software Maintenance Agreement, Orion may provide such services or recommend appropriate outside consultants. In all cases, fees for such services will be charged at Orion's standard rates.

6.0 Intellectual Property Infringement.

6.1 Orion represents and warrants that, to its actual, current knowledge, the Licensed Software does not infringe the copyrights, patents, trade secrets or trademarks (collectively "Intellectual Property Rights") of any third party. In the event of a claim, action or proceeding (collectively "Claim") brought against Client for infringement by the Licensed Software of the Intellectual Property Rights of a third party, Orion will at its expense defend against such Claim, provided that Client promptly notifies Orion of such Claim and cooperates fully with Orion and its legal counsel in the defense thereof. Orion may in its

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discretion (i) contest, (ii) settle, (iii) procure for Client the right to continue using the Licensed Software, or (iv) modify or replace the Licensed Software so that it no longer infringes (while maintaining substantially equivalent functionality and performance to that described in the user documentation.) Client may participate in the defense of such Claim at its own expense. If Orion concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Client's use of the Licensed Software is permanently enjoined as a result of a judgment of a court of competent jurisdiction in respect of such Claim, then Orion will return to Client (or Client's outsourcing vendor, as the case may be) the Licensed Software license fee(s) paid by Client (or Client's outsourcing vendor to Orion on behalf of Client) in connection with this EULA, less a portion of said fee(s) for Client's use of the Licensed Software, prorated over a period of three (3) years, and the licenses granted in this EULA shall terminate (Client's outsourcing vendor will, in turn, be responsible for returning to Client the corresponding fee(s) paid by Client to outsourcing vendor, less a portion of said fee(s) for Client's use of the Licensed Software, prorated over a period of three (3) years). In addition, in the event such Claim results in a final money judgment against Client which does not arise, wholly or in part, from the actions or omissions of Client, its officers, directors, employees, contractors, agents or elected officials, or a third party, Orion will indemnify Client therefrom to the extent indemnification for such judgment is not provided under Client's insurance policies (unless Client is self-insured in which case the preceding clause shall not apply). This Section 6.1 states the entire obligation of Orion regarding infringement of Intellectual Property Rights, and it will survive the termination of this EULA.

6.2 Notwithstanding the above, Orion shall have no duty under this Section 6.0 with respect to, and Client shall not bring an action against Orion for indemnification or other causes of action with respect to any Claim arising from or related to infringements (i) by the equipment or operating system software upon or with which the Licensed Software runs, (ii) arising out of modifications to the Licensed Software not made by or under the direction of Orion, (iii) resulting from use of the Licensed Software to practice any method or process which does not occur wholly within the Licensed Software, or (iv) resulting from modifications to the Licensed Software prepared pursuant to specifications or other material furnished by or on behalf of Client.

7.0 Limitation Of Liability.

7.1 The total liability of Orion for any claim or damage arising under this EULA, whether in contract, tort, by way of indemnification or under statute shall be limited to (i) direct damages which shall not exceed the license fees paid hereunder, or (ii) in the case of bodily injury or property damage for which defense and indemnity coverage is provided by Orion's insurance carrier(s), the coverage limits of such insurance.

7.2 IN NO EVENT SHALL ORION BE LIABLE, WHETHER IN CONTRACT OR IN TORT, FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR NON-USE OF THE LICENSED SOFTWARE, OR OTHERWISE RELATED TO THIS EULA, REGARDLESS OF WHETHER ORION HAD KNOWLEDGE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

8.0 Confidentiality. Client acknowledges that the Licensed Software and its associated documentation (the "Confidential Information") constitute the trade secrets and proprietary information of Orion. Client shall hold the Confidential Information in confidence and shall not disclose it to third parties except as necessary to exercise the licenses granted hereunder. Without limiting the generality of the foregoing, Client shall use reasonable means, not less than those used to protect its own trade secret and proprietary information, to safeguard the Confidential Information. Client shall not attempt, or authorize or permit others to attempt, to imitate the Licensed Software using the Confidential Information or any part thereof, or to reverse engineer the Licensed Software by any method, now known or later discovered.

9.0 Arbitration. Any controversy or claim arising under or related to this EULA shall be settled by binding arbitration under the Commercial Rules of the American Arbitration Association (the "Association"). The location of any such arbitration shall be the principal place of business of Client or Orion, at the option of the party against whom a demand for arbitration is filed with the Association. The arbitrator shall be selected from the national technology panel of the American Arbitration Association. Any court having jurisdiction over the matter may enter a judgment upon the award of the arbitrator. Service of a petition to confirm the arbitration award may be made by United States Mail, postage prepaid, or by any regularly conducted commercial express mail service, to the attorney for the party or, if not so represented, to the party at the address set forth herein, or to the party's last-known business address. The prevailing party in any action or proceeding shall be entitled to recover its arbitration administrative fees and arbitrator fees.

10.0 Force/Majeure. Neither party shall be liable for delays or failures of performance resulting from circumstances beyond its control, including without limitation, acts of God, transportation delays, riots, acts of war or terrorism, government regulations imposed after the date of this EULA, communications line or other network failures, interruptions or delays, or power failures.

11.0 General Terms.

11.1 This EULA, including the exhibits hereto, represents the entire agreement between the parties hereto and a final expression of their agreements with respect to the Licensed Software, and supersedes all prior written agreements, oral agreements, representations, descriptions, understandings or negotiations with respect to the matters covered by this EULA. If any term, provision, condition or covenant of this EULA is held to be invalid, void or unenforceable, the rest of the EULA shall remain in full force and effect and shall in no way be affected, impaired or invalidated. No amendment to this EULA shall be effective unless it is in writing and signed by an authorized officer of the party to be charged. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any other different or subsequent breach. Neither this EULA nor any rights or obligations hereunder shall be assigned or otherwise transferred by Client without the prior written consent of Orion. This EULA shall be binding on and shall inure to the benefit of the successors and assigns of the parties hereto, but nothing in this paragraph shall be construed as a consent to any assignment of this EULA except as provided hereinabove. A facsimile of this EULA and its exhibit(s) may be used as an original. The parties and their counsel have jointly reviewed and revised this EULA, and as a result the normal rule of construction to the effect that any ambiguities are to be resolved against the drafting party shall not be employed in the interpretation of this EULA.

11.2 Except to the extent that this EULA is governed by the laws of the United States, this EULA shall be governed, interpreted and enforced in accordance with the laws of the State of Texas, USA, without regard to its conflict of law provisions or the United Nations Convention for the International Sale of Goods.

11.3 All notices required to be given under this EULA shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or email followed immediately by first-class mail, or (iv) by personal delivery, to the address set forth herein, or such other address as provided in writing. Such notices shall be deemed given three (3) days after mailing pursuant to (i) above, or one (1) day after full compliance with (ii), (iii) or (iv) above.

ORION COMMUNICATIONS, INC.

8235 Douglas Avenue Suite 410
Dallas, Texas 75225

By:_____

Title:_____

Date:_____

Client:

By:_____

Title:_____

Address:_____

_____

Date:_____

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Unpublished – Rights reserved under the copyright laws of the United States

MAINTENANCE AGREEMENT

THIS MAINTENANCE AGREEMENT (the "Agreement") is entered into between Orion Communications, Inc. ("Orion"), and the client indicated on the signature page hereof (the "Client") concurrently with that certain End User License and Support Agreement of even date herewith between Orion and Client (the "EULA").

1. **Scope of Agreement.** During the term of this Agreement, as set forth in Section 3, **Orion** agrees to provide Client standard maintenance and technical support and education services (collectively, "Maintenance"), as set forth in Sections 4, 6, 7, and 8, for the Licensed Software and user manuals listed in Exhibit A to the EULA (collectively, the "System").

2. **Maintenance Fee.** Orion will provide Client with Maintenance under this Agreement for the Licensed Software during the Initial Term (as defined in Section 3(a)) for a fee (the "Maintenance Fee") set forth in Exhibit A. For each Renewal Term (as defined in Section 3(a)), Client shall pay Orion a Maintenance Fee of the greater of (a) the amount set forth in Exhibit A, or (b) the price set by Orion for a Renewal Term, provided that Orion may not increase the annual fee by more than 4% in any one year (the foregoing limitation does not apply to the extent that Licensed Programs are augmented by additional software; Maintenance with respect thereto that result in an increase in the annual maintenance shall be set forth in change orders with respect thereto). Client will pay the Maintenance Fee on or before the 1st day of the 13th month after the acceptance (as described in the EULA) or production usage of any part of the software solution and on each successive annual anniversary thereafter.

(a) **Discontinuance**. If Client discontinues this Agreement and then reinstates this Agreement, or another maintenance agreement, with respect to the System, Client shall pay Orion a pro-rated Maintenance Fee for the discontinued period, plus the Maintenance Fee for the term of the maintenance agreement then commencing; and,

(b) **Other Charges**. Client shall pay Orion for charged for Enhancements (as defined herein), additional modules, custom programming services, on-site support, and training in the amount and pursuant to the terms set forth in Orion's invoice for such services.

3. **Term.**

(a) **Effective Date.** This Agreement shall take effect upon the first day of the calendar month on which all Licensed Software is made available to the Client (the "Effective Date"). During the period of warranty under the EULA, Orion will provide Maintenance to Client as described herein without charge. Thereafter, commencing on the on the 1st day of the 13th month after the date of acceptance, and continuing thereafter through the one-year anniversary of that date (the "Initial Term"), Orion will provide Maintenance with respect to the System in consideration of the payment of the Maintenance Fee. This Agreement will automatically renew thereafter for successive one-year terms (each, a "Renewal Term") unless otherwise terminated in accordance with its terms.

(b) **Termination Date.** This Agreement shall terminate upon the earliest to occur of the following:

(i) The effective date of any subsequent agreement concerning maintenance services entered into between Client and Orion;

(ii) Upon the material breach of this Agreement by a party, the other party may terminate this Agreement, provided the non-breaching party first provides the breaching party with notice of any material breach and 30 days within which the breaching party may cure such breach;

(iii) Client may terminate this Agreement at the end of the then-current term by providing Orion with notice that it does not intend to renew the Agreement at least 30 days before the end of the then-current term; or

(iv) Orion may terminate this Agreement for Client's failure to pay any undisputed invoice when due, provided Orion provides Client with notice of any such failure and such undisputed invoice is not paid upon the later of 45 days after the date due or 15 days after notice.

(c) **Client's Failure to Pay Maintenance Fee**. Notwithstanding the provisions of Section 3(b)(iv), Orion agrees that a temporary delay in making payments due to the Client's accounting and disbursement procedures shall not place the Client in default of this Agreement and shall not render the Client liable for interest or penalties, provided such delay shall not exceed 30 calendar days after its due date.

(d) **Taxes.** Client will be liable for any sales taxes lawfully imposed or levied on any payment it makes to Orion under this Agreement.

4. **Standard Maintenance Services.**

(a) **Scope of Services.** During the term of this Agreement, Orion shall provide Client with the following services as Maintenance for the System;

(i) Corrections of substantial defects in the System so that the System will operate substantially in accordance with the technical specifications included in the applicable documentation with respect to the System;

(ii) Periodic updates of the System that may incorporate:

(A) Corrections of any substantial defects;

(B) Fixes of any minor bugs; and

(C) At the sole discretion of Orion, enhancements to the System; and,

(b) The following are the support services offered by this Agreement:

Orion business hours include: 8 am to 6 pm (CT) on weekdays excluding federal holidays. After-hours package rate includes weekend, nights, and holidays; otherwise, after-hours time and materials rates apply.

Support Response Priority

Orion provides services that support 7 x 24 365 days a year services as required by the RFP specifications. The following are the support services offered by Orion's Maintenance Agreement:

Severity Level	*Response Process*
Severity Level 1 - Critical	**Business Hours**: Telephone calls to 866-779-1689 – are answered and managed as they come in with no need for a call back. **After Hours**: Sixty (60) minute call back after Client telephone contact to 866-779-1689 *If the root cause of the reported issue is the result of Client's provided component of the solution, the Client will be responsible for resolution of the problem rather than Orion support personnel. If the Client elects to*

Severity Level	Response Process
	have Orion troubleshoot the Client's component of the issue, a time and materials fee $150 / hour with a one (1) hour minimum will be charged.
Severity Level 2 – Urgent Priority	**Business Hours**: Telephone calls to 866-779-1689 – are answered and managed as they come in with no need for a call back. **After Hours**: Ninety (90) minute call back after Client telephone contact to 866-779-1689 *If the root cause of the reported issue is the result of Client's provided component of the solution, the Client will be responsible for resolution of the problem rather than Orion support personnel. If the Client elects to have Orion troubleshoot the Client's component of the issue, a time and materials fee $150 / hour with a one (1) hour minimum will be charged.*
Severity Level 3 – High Priority	**Business Hours**: Telephone calls to 866-779-1689 – are answered and managed as they come in with no need for a call back. **After Hours**: This priority of issue is not managed via after hours support. *If the root cause of the reported issue is the result of Client's provided component of the solution, the Client will be responsible for resolution of the problem rather than Orion support personnel. If the Client elects to have Orion troubleshoot the Client's component of the issue, a time and materials fee $150 / hour with a one (1) hour minimum will be charged.*
Severity Level 4 – Medium Priority	**Business Hours**: Telephone calls to 866-779-1689 – are answered and managed as they come in with no need for a call back. **After Hours**: This priority of issue is not managed via after hours support. *If the root cause of the reported issue is the result of Client's provided component of this solution, the Client will be responsible for resolution of the problem rather than Orion support personnel. If the Client elects to have Orion troubleshoot the Client's component of the issue, a time and materials fee $150 / hour with a one (1) hour minimum will be charged.*
Severity Level 5 – Low Priority	**Business Hours**: Telephone calls to 866-779-1689 – are answered and managed as they come in with no need for a call back. **After Hours**: This priority of issue is not managed via after hours support. *If the root cause of the reported issue is the result of a Client's provided component of this solution, the Client will be responsible for resolution of the problem rather than Orion support personnel. If the Client elects to have Orion troubleshoot the Client's component of the issue a time and materials fee $150 / hour with a one*

Severity Level	Response Process
	(1) hour minimum will be charged.

Severity 1 = Critical Priority
Critical Applications or entire System is in a non-responsive state and severely impacts Client personnel productivity, citizen security/safety, and/or departmental revenue generation. This is defined as the application is down, critical servers are inoperative, complete interruption of data intake or retrieval, or loss of data and high levels of corruption.

Severity 2 = Urgent Priority
A serious Software Error not meeting the criteria of a critical priority but which severely impacts the ability of a large number of users to utilize the System or if they do use the System the errors will be consistent and reproducible.

Severity 3 = High Priority
A issue which does not have significant impact on productivity for the Client department and/or its personnel. Generally this means over 25% of the System is not function or negatively impacts users by this error. Typically not covered in an afterhours service support incident.

Severity 4= Medium Priority
A software error related to a user functionality which does not prevent routine use of the System or a high priority issue when a reasonable workaround has been provided. Typically not covered in an afterhours service support incident.

Severity 5= Low Priority
All other software or documentation errors not described above. Client technical questions would be a part of this level.

(c) **Services Not Included.** Maintenance Services shall not include:

(i) Charged for enhancements updates, enhancements and modifications to the System (collectively, "Enhancements") or additional modules that are offered, at Orion's sole discretion, to Client upon payment of a license fee therefor;

(ii) Custom programming services;

(iii) On-site support;

(iv) Training; or

(v) Hardware and related supplies.

5. **Charged-For-Enhancements and Modules.** From time to time, at Orion's sole discretion, Orion will make available Client Enhancements or additional modules to the System that Client may license from Orion upon payment of the applicable license fee(s) therefore and development charges established by Orion. Any such Enhancements or additional modules licensed by Client shall be considered part of the System under this Agreement.

6. **Remote Support.** Remote support requires that Client provide to Orion secure access to the server running the System. The System can operate on a secure VPN using a public internet address utilizing internet authentication services through Microsoft Server. Orion will comply with Client's security requirements published from time to time and which are noticed to Orion to maintain secure remote access to Client's System. The remote system access will allow Orion to submit updates, patches and immediate trouble ticket resolutions online at agreed upon maintenance windows as approved by Client. Orion will also provide administrative backup to Client in the event of a server or service failure. Orion will work directly with Client on immediate resolution. Orion will also train one

technologist selected by Client on the administration and maintenance of the System. This individual will be given direct access to Orion's engineer assigned to support Client (direct access means personal cell phone number and after hour emergency contact numbers).

7. **Help Desk Services.** Orion shall maintain a help desk so that Client may report problems and obtain assistance in the installation and/or use of the System.

(a) Online Trouble Ticket System

(i) Access to trouble ticket system for submission of ticket requesting and online review of status

(ii) Email notification of trouble ticket resolution and ticket web link.

8. **Obligations of Client.**

(a) **Client Contact.** Client shall notify Orion of Client's designated Client Contact. To the maximum extent practicable, Client's communications with Orion will be through the Client Contact.

(b) **Installation.** Client shall install all corrections of substantial defects, minor bug fixes and updates, including any Enhancements, for the System in accordance with the instructions and in order of receipt from Orion.

(c) **Facility and Personnel Access.** Client shall to grant Orion access to Client's facilities and personnel concerned with the operation of the System to enable Orion to provide services.

(d) **No Modification of System.** Client shall not modify, enhance or otherwise alter the System, unless, and only to the extent, specifically authorized in Orion's System Manuals or the express prior written consent of Orion is obtained.

(e) **Error Documentation.** Upon detection of any error in the System, Client, as requested by Orion, shall provide Orion a listing of output and any other data, including databases and backup systems, that Orion reasonably may request in order to reproduce the error and the operating conditions under which the error occurred or was discovered.

9. **Warranty.**

(a) **Warranty.** Orion warrants that it will provide Maintenance under this Agreement in a workmanlike manner, consistent with applicable industry standards.

(b) **Warranty Exclusions.** EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT OR IN THE EULA, ORION PROVIDES THE LICENSED SOFTWARE AND MAINTENANCE AS IS AND AS AVAILABLE. ORION MAKES NO OTHER REPRESENTATION OR WARRANTY, EITHER EXPRESS OR IMPLIED, REGARDING THE LICENSED SOFTWARE OR MAINTENANCE PROVIDED BY IT HEREUNDER, AND EXPRESSLY DISCLAIMS ANY OTHER REPRESENTATION OR WARRANTY REGARDING THE PERFORMANCE, AVAILABILITY, FUNCTIONALITY OR ANY OTHER ASPECT OF THE LICENSED SOFTWARE OR MAINTENANCE PROVIDED BY ORION HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

10. **Indemnification and Limitation of Liability.**

(a) **Indemnity.** Orion agrees to indemnify, defend and hold harmless Client, and its officers, agents, directors and employees, from any and all losses, claims, liabilities, damages, costs and expenses

(including, without limitation, reasonable attorneys' fees and costs of litigation) arising out of or related to any claim by a third party that the Maintenance infringes upon the intellectual property of any third party.

(b) **Limitation of Liability.** EXCEPT FOR A BREACH OF SECTION 10(a), IN NO EVENT WILL EITHER PARTY'S LIABILITY TO THE OTHER PARTY ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER BASED IN CONTRACT, NEGLIGENCE, STRICT LIABILITY, TORT OR OTHER LEGAL OR EQUITABLE THEORY, EXCEED THE FOLLOWING AMOUNTS: (I) IN THE CASE OF DIRECT DAMAGES, NOT IN EXCESS OF THE LIMITS OF COVERAGE UNDER ORION'S POLICY OF INSURANCE COVERING GENERAL LIABILITY BY ORION AND ITS EMPLOYEES (WHICH ORION AGREES TO MAINTAIN WITH AGGREGATE COVERAGE LIMITS OF AT LEAST $5 MILLION EACH OCCURRENCE AND ANNUAL AGGREGATE DURING THE TERM OF THIS AGREEMENT), OR (II) IN THE CASE OF BODILY INJURY OR PROPERTY DAMAGE FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY ORION'S INSURANCE CARRIER(S), THE COVERAGE LIMITS OF ORION'S GENERAL LIABILITY INSURANCE COVERING SUCH RISKS.

11. **Exclusion of Consequential Damages.** NEITHER ORION NOR CLIENT SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS) SUSTAINED OR INCURRED IN CONNECTION WITH THIS AGREEMENT REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE AND WHETHER OR NOT SUCH DAMAGES ARE FORESEEABLE OR UNFORESEEABLE. IN ADDITION, NEITHER ORION NOR CLIENT SHALL BE LIABLE FOR EXEMPLARY OR PUNITIVE DAMAGES IN CONNECTION WITH THIS AGREEMENT.

12. **Ownership.** Client acknowledges that Client has been advised that CourtNotify, L.P., a Texas limited partnership ("CNL"), owns all proprietary rights, including patent, copyright, trade secret and other proprietary rights, in and to the System and any corrections, bug fixes, enhancements, updates or other modifications, including custom modifications and modules, and Orion is the exclusive licensing agent of CNL for the System.

13. **Survival.** The parties acknowledge that many of the obligations in this Agreement will survive the term, termination and cancellation hereof. Accordingly, the respective obligations of Orion and Client under this Agreement, which by nature would continue beyond the termination, cancellation or expiration thereof, shall survive termination, cancellation or expiration hereof.

14. **Governing Law.** This Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of Kentucky, without regard to its conflict of law provisions or the United Nations Convention for the International Sale of Goods.

15. **Notices.** All notices required to be given under this Agreement shall be made in writing by (i) first-class mail, postage prepaid, certified, return receipt, (ii) by regularly scheduled overnight delivery, (iii) by facsimile or email followed immediately by overnight delivery, or (iv) by personal delivery, to the address set forth herein, or such other address as provided in writing. Such notices shall be deemed given three days after mailing pursuant to (i) above, or one business day after full compliance with (ii), (iii) or (iv) above.

16. **Force Majeure.** Neither party shall be deemed in default of this Agreement to the extent that performance of its obligations or attempts to cure any breach are delayed or prevented by reason of an act of God, flood, fire, storm, earthquake, hacker, acts of war or terrorism,, insurrection, riot, labor disturbance, including strike and lockout, transportation delays, equipment malfunction, cut wire or fiber, governmental regulation or interference, communications line or other network failures, interruptions or delays, power failures, or other events not within the reasonable control of the responsible party and which such party is unable to overcome by the exercise of reasonable diligence (each, a "Force Majeure"). In the event of such Force Majeure, the time for performance of cure shall be extended for a period equal to the duration of the Force Majeure, but not in excess of 120 days.

17. **Miscellaneous.** Together with the EULA and the exhibits thereto, this Agreement contains the entire understanding of the parties relating to the subject matter contained herein and supersedes all prior agreements and

understandings, written or oral, relating to the subject matter hereof. If any term, provision, condition or covenant of this Agreement is held to be invalid, void or unenforceable, the rest of this Agreement shall remain in full force and effect and shall in no way be affected, impaired or invalidated. This Agreement shall not be modified, amended or terminated except in a writing signed by the party against whom enforcement is sought. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any other different or subsequent breach. Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by Client without the prior written consent of Orion. This Agreement shall be binding on and shall inure to the benefit of the successors and permitted assigns of the parties hereto, but nothing in this paragraph shall be construed as a consent to any assignment of this Agreement except as provided hereinabove. This Agreement may be executed in one or more counterparts for the convenience of the parties hereto, all of which together shall constitute one and the same instrument. A facsimile of this Agreement may be used as an original. Orion and the Client each acknowledge that the provisions of this Agreement were negotiated to reflect an informed, voluntary allocation between them of all risks (both known and unknown) associated with the transactions associated with this Agreement. The warranty disclaimers and limitations in this Agreement are intended to limit the circumstances of liability. The remedy limitations and the limitations of liability are separately intended to limit the forms of relief available to the parties hereto. The Exhibit attached hereto is incorporated herein by reference.

[the next page is the execution page]

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective as of the Effective Date.

ORION:

Orion Communications, Inc.

By: _____

Name: Leslie DeLatte

Title: President

8235 Douglas Avenue Suite 410
Dallas, Texas 75225

Date: _____

CLIENT:

_____

Address: _____

_____

Date: _____

ADMINISTRATOR

Increases efficiencies with agency-defined business rules that automate workflow processes

Simplifies processes using centralized "command-central" for accurate employee administration

Reduces costs and eliminates data entry redundancies

Saves time and eliminates manual paper processes

Improves compliance with saved logs of employee activities

Tracks employee positions, jobs and associated pay rates

Controls budgeted head count with position identification tools

Agency-defined security levels control information access and ensure employee privacy

Simple to learn and intuitive design easy for workforce to use

Orion Planning
8235 Douglas Ave, Suite 410, Dallas, TX 75225
T: 214.361.1206 F: 214.234.0790
WWW.ORIONCOM.COM

AgencyWeb®

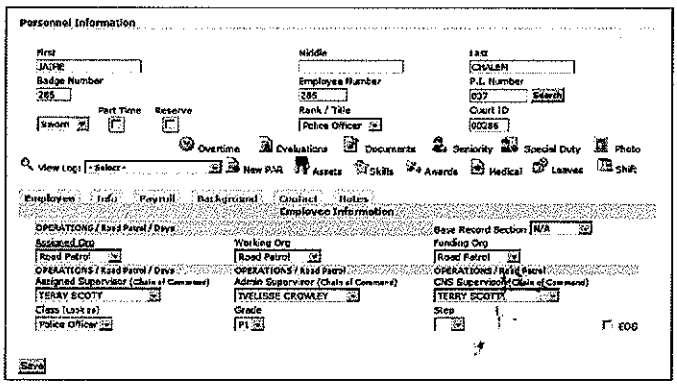
EMPLOYEE INFORMATION

The *Administrator Public Safety Business Management System* enables agencies to store, retrieve, and manage comprehensive workforce information and to direct employee administrative activities. This includes electronic records for sworn, civilian, part-time, reserves and auxiliary employees. By sharing *Administrator's* data with other systems, agencies have immediate access to coordinated information from one centralized platform.

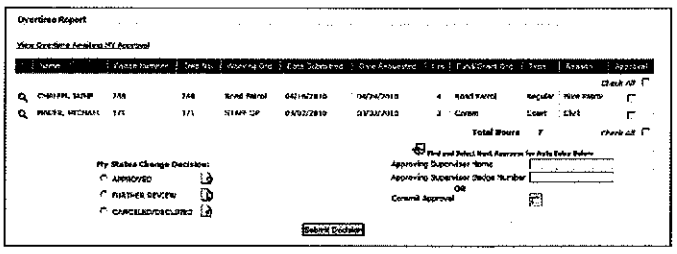
Through *Administrator's* agency-defined role and permission levels, users view or update a wide range of employee information, such as chain-of-command, assignments, rank, employee classifications, seniority, contacts, evaluations, awards, certifications and skills, assets, medical history and injuries, payroll and pay incentives, shifts, and significant dates, special-duty, leave time and overtime. This includes easy-to-view workforce reports, such as audit compliance, training and certifications, and injury reports. And ad hoc reports are available using Crystal Reports® and Microsoft® SSRS.

Administrator accurately tracks the organization an employee is officially or temporarily assigned to, as well as any funding organizations. This includes their rank, title and associated pay rates. Employee records include historical logs of all saved employee activities, such as shift history, assignments, special-duty, assigned assets, training, suspensions and personnel action changes. Each employee's photo or relevant documents can be stored within their electronic record.

Real-time workforce information saved within each employee's base record is used to automate administrative activities. Agency-defined user permission levels determine the type of information employees can view and/or modify.



Administrator includes standard reporting capabilities that include workflow automation for authorized users. Agency business rules define approval routing.



Administrator

Contact Orion Sales at
214.620.3905
or
Sales@orioncom.com
for an
Online Demonstration.

Orion Communications
8235 Douglas Ave. Suite 450 Dallas, TX 75225
T. 214.361.1203 F. 214.234.0790
www.orioncom.com

AgencyWeb®

Employee Information Features

Real-Time Workforce Information Management **with role and permission levels for users to store,** retrieve and manage workforce data. Dynamic updates.

Agency-Defined User Capabilities with viewing and editing restrictions based on user-types. Sworn or civilian workforce selections drive agency-defined rank and titles settings. Ability to track part time, full-time, reserves and auxiliary members. Includes former name search tool for employee name queries based on former or maiden names.

Chain-of-Command Tools manages employee chain-of-command, work assignments, funding organizations, and transfers.

Employee Information Tracking of agency-defined employee dates, payroll, background, contacts, evaluations, seniority in class, medical history, awards, skills and awards that automate notification triggers. Includes ability for authorized personnel to enter and save notes based on agency-defined classification types (i.e., Discipline, HR, etc.)

Comprehensive History Logs of shift, assets, assignments, special-duty, training, suspension, HR, and payroll changes.

Payroll and Special Compensation Automation by titles, classes, and grades with key date triggers. Associates job title, class, grade and step with agency-defined pay rate.

Audit Compliance Reporting summarizes pay status, leave requests, training, etc.

Workforce Position Management reconciles position slots with funding allocation. Classifies funding source, division, effective dates and types.

Document and Photo Management for uploading documents to employee base record. Upload employee images (GIF or JPEG).

Employee Asset Viewing of assigned assets. Displays all current items, pending pickup or alteration items, and discharged items. Includes ability to add notes relevant for each item.

External Users includes ability to add external agency users. Includes IP address controls.

User Access Levels by Role for work positions and work groups. Includes Internet, Intranet, Active Directory, and off-site access.

Standard and Customer Reporting includes system generated reports, Crystal Reports®, SSRS reports. Supports customer generated reports with embedding tools.

Health Frame Work monitors and reports on system performance with comprehensive exception reporting and interface tracking to support one or two-way system interfaces.

Typical Interfaces include Record Management Systems, Computer Aided Dispatch Systems, Timecard and HR Systems, Court Management Systems, Evidence Systems, Mobile Data Terminals, Third Party Training Systems, City Personnel Systems, and State Systems.

Integration Supports Internet Explorer 5+, Hand-Held Bar Code Scanning Technologies, Portable PDA's supporting IE Browser Technologies, Active-X Electronic Signature Pads, Off-the-Shelf Image Scanning Technologies.

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AgencyWeb®

ADMINISTRATOR

Automates employee requests using agency-defined business processes for employee call-to-action notices

Automates employee requests scheduling

Eliminates time-consuming manual

Provides employees all information electronic

Provides role-based drill-down capabilities

Automatically matches the business

Allows call-to-action notifications based on selected activities, such as unscheduled personnel

Streamlines and controls agency

Plano, TX 75025

EMPLOYEE REQUESTS AND NOTIFICATIONS

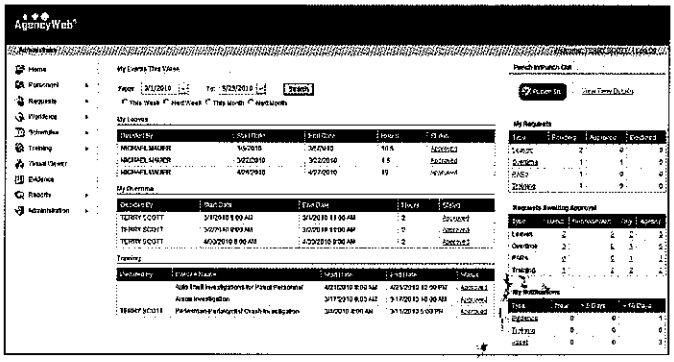
The *Administrator Public Safety Business Management System* automates employee requests and call-to-action notifications using agency-defined business processes. With *Administrator*, employees use workflow approval routing to request leave time, overtime, special-duty or training activities. Authorized users route personnel-related requests for approval authorization. All employees view the status of each requests on their home screen as either pending, approved or declined.

Designed as role-based engine, *Administrator* matches the user's experience with their daily performance requirements. As such, supervisors also use their home screen to view and respond to leave, overtime, personnel or training requests routed to them -- or to their organization. Drill-down links display request details and allow quick response. Response automation includes conflict prompts, such as scheduling conflicts or unauthorized leave accruals and overtime funding.

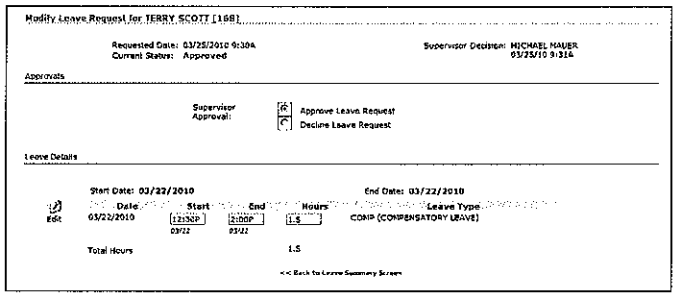
Home screen call-to-action notifications inform employees, or employee groups, about unscheduled events or routine activities, such as training, overtime, leave time, asset and property room pick-ups or returns and court notifications. Notification viewing can be expanded based on selected date ranges.

Standard or ad hoc reporting provides real-time information that allows personnel to make better, more informed decisions at all management levels. This includes easy-to-view standard workforce reports, such as overtime and leave summaries, special-duty and personnel action reports.

The Administrator home screen displays call-to-action notices based on selected date ranges. Employee requests and notifications display numerical counts with drill-down detail links. Supervisor easily response requests using summary charts.



Once approved, leave time applied against leave time accruals. Agencies define and control leave and overtime type settings. All requested responses logged in employee's base record.



AgencyWeb®

Requests and Notifications Features

Employee Requests Routing for leave time, overtime and training using agency-defined approval routing rules. Home screen requested status summary as pending, approved or declined. Drill-down links for details.

Personnel-Action Requests made by authorized users. Ability to set effective dates for pre-approved or retroactive authorizations. Ability to add employee specific notes in routing process. Ability to submit final approval to authorized personnel for commitment to employee's record.

Leave Management of requests with workflow approval routing coordinates with shift schedules, approved overtime, training and court dates. Authorized time worked applied against leave time accruals. Ability to split schedules for leave requests. Agency-defined leave types. Ability for supervisors to make requests on behalf of others. Ability to add notes.

Overtime Management of requests with workflow approval routing coordinates with shift schedules, approved leave time, training and court dates. Supports overtime accrual to comp codes. Agency-defined settings for OT requests types, reasons and costs centers. Ability to add OT notes. Ability for supervisors to make OT requests on behalf of others.

Asset Issuance Management by authorized personnel. Ability to assign inventory items with restrictions by specific organizations or ranks. Includes agency-defined issuance settings, such as alterations pending, expendable (by date), or return required. Automated return due dates available with issuance. Time and date stamps all returned inventory. Return type settings include reuse, dispose and unknown.

Asset Inventory Management enables authorized personnel to set SKU inventory fields, assign sub-categories, and control expiration dates. Includes ability to add item serial numbers and authorization codes. Ability to restrict items to certain divisions or by funding organizations. Threshold levels setting to flag reorder points Inventory automatically ranks inventory balances, reorder points, and stock quantities of all agency assets.

Requests Awaiting Approval on home screen for authorized users. Includes drill-down links to review and respond to subordinate, organizational or agency requests for leave time, overtime, personnel-actions or training. Removed from home screen once response submitted.

Property and Evidence Requests allow authorized users to make evidence processing requests, such as sending items to labs or starting an item's disposal process. Requests logged as tasks for appropriate processing clerks, such as items requiring further processing, return of overdue items or information regarding items awaiting location assignments. Includes ability to send investigators or labs instant notices regarding status and location of items. Ability to monitor processing of specific items or groups of items.

Employee Notifications in real-time for scheduled events, such as approved leave time, overtime, training and court activities. Delivers notifications via employee's *Administrator* web-screen, telephone, agency e-mail and text messaging.

Group Notifications includes the ability to create, edit and archive contact groups. Includes start and expiration dates. Agency-defined group roles, including minimum number of personnel slots within group.

Emergency Notifications to individuals or designated groups. Agency-defined communication devices include employee's *Administrator* web-screen, telephone, agency e-mail and text messaging.

Training Notifications include elective or mandatory course attendance. Ability to notify individual employees or entire student groups. Agency-defined notification types, such as mandatory, elective, or disregard previous notices. Includes embedded links for employee attendance confirmation.

Assigned Asset Notifications for employees to pickup or return agency assets. Includes time and date stamps with electronic signatures. Printed pick-up receipts available. Allows 'proxy pickup notices' for employees to pickup items on behalf of others. Automates asset return due dates with issuance. Time/ date stamps all returned inventory. Return type settings as reuse, dispose and unknown. Disposed item settings as lost, stolen, damaged, or destroyed.

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Scheduling Coordination

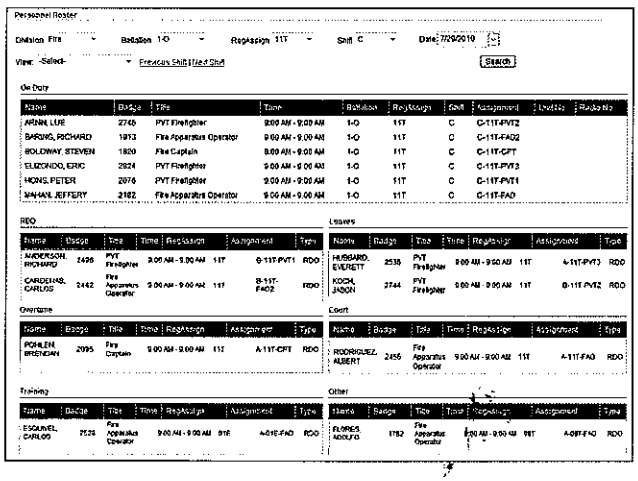
The *Administrator Public Safety Business Management System's* scheduling capabilities are designed to accommodate public safety's complex 24/7/365 requirements. This includes the coordination of daily shift schedules, leave time, overtime, training, special-duty, and court events. And time and attendance tools are used to verify what occurred during an employee's scheduled shift so that it can be accurately reported to payroll.

An unlimited number of employee schedules can be set as multiple shifts, rotating positions or future assignments. Any combination of work periods can be define and associated with FLSA agency rules. Seniority based position bidding can be offered, allowing eligible employees to bid for assignments and schedules.

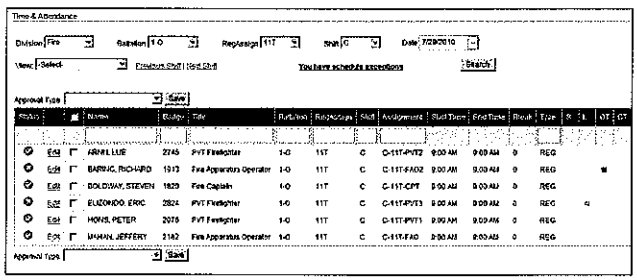
Employees view all their scheduled events using rolling, monthly calendars. Daily rosters are viewed online, printed, exported or saved as PDF. Rosters include on-duty and off-duty employees, as well as those with approved leave time, overtime, training, court, on call status, or special-duty events.

Administrator's position management tool allows for definition of work positions for assigning personnel into positions within a shift, tracking minimum staffing, skill requirements and allowing for tracking of higher class pay events. Group views allow users to visually see assigned versus vacant positions within a workgroup. Interface Roster views provide shift assignment information and allow the view to quickly identify available employees that can then be chosen to back fill selected positions.

With *Administrator* employee activity data from external systems, such as RMS activities or CAD incidents, can be automatically collected. Cumulative roll-up summaries of employee's activities can be viewed in chart or list formats to analyze performance and better direct agency efforts.



Rosters consolidate current or future schedules for workforce groups. Rosters can be edited by shift supervisors and used to move employees to other organizations. Shift assignment views can locate available employees in order to backfill positions. Automated updates display real-time scheduling changes.



Schedule exceptions prompt supervisors about approved requests not yet accepted in time and attendance. Once accepted, employee's actual schedule is reported to payroll and logged in base records. Green and red indicators show in real-time employees who are on-duty versus on break or have not yet arrived for work.

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Scheduling Coordination Features

Automated Scheduling by an organizational structure such as Division/Bureau, Command/Organization, Section and Shift. Work group and work position management. Unlimited number of schedules supports multiple shifts that cross multiple days, rotating positions, and future assignments. Ability to maintain planned original schedule and track actual schedule events.

Agency-Defined Business Rules with ability to apply an agencies unique rules for calculating of employee FLSA data, bonus days, higher class pay events, and other situations that result in payment tracking based upon shift or position schedules.

Rotation Management settings for non-rotating or rotating shifts such as daily, weekly, monthly, 4/10, or user specified schedules. Includes effective date setting with expiration or non-expiration dates.

Employee Assignment Bidding for available shift schedule, work position, and vacation groups.. Automatic bid selections supports seniority bid slot management, schedule bidding time slots, notification of bid time slots, read only access for viewing bid results, and bid receipt management.

Scheduling Coordination of on-duty, regular-days-off, leave, training, overtime special-duty and court events.

Employee Schedule Viewing using rolling, monthly calendars that include approved events. Ability to view other employee's calendars. Dashboard interface to provide shift schedules and approved employee attendance such as training, overtime, leaves, and court. Automatic notifications about shift changes using *Administrator* web-screen, telephone, agency e-mail and text messenger.

Punch In / Out Clock for employees to enter work start and end times. Server stamped time sheet runs similar to a physical time clock. Ability for employees to enter schedule related notes.

Time and Attendance displays most current approved schedules, including red-flagged schedule exceptions of employees to notify shift supervisors of schedule changes. Includes roll call authorization, editing, approval and locking final employee work time. Flags employees with split shifts, approved leave, overtime, and court events.

Actual Work Time Reporting to Payroll of employee's verified time worked. Logs historical data in employee's base record, including date data changed.

Shift Rosters with real-time views based on selected date range, for any Division/Bureau, Command/Organization, Section, and Shift. Includes scheduled, operational and unexpected updates. Ability to edit rosters and move employees to other organizations. Ability to view previous or future roster shifts. Downloadable in PDF format.

Position Management for authorized users to make changes to schedule directly from daily rosters. Ability to add or move personnel and/or work groups from other organizations. Quick entry available for backfilling of positions. Ability to revert to original schedule.

Employee Activity Tracking Integration with CAD, Citation, RMS and Court systems. Include summary reports of employee activities. Auto-populated entries with view-only numeric values of counts and/or minutes. Manual entry of numeric counts and/or minutes also available for agency-defined activity types.

Employee Activity Categories associate any agency-defined incident or event types. Activity category based report summaries and performance analysis. Drill down ability to review the event details such as CAD incidents, Citations, and False Alarms.

Activities Viewing by employee's of their own activities. Expanded views for supervisors. Administration permission level for establishing reports, agency fields and settings.

Employee Activity Reporting of individual or shift activity for analytical management and policy decisions, (i.e., field strength evaluations, top performers, etc.). Summaries run by administrators based on search criteria. Available in chart or list formats. Includes ability to rank activities by points, display averages and other statistical data.

Standard and Customer Reporting includes system generated reports, Crystal Reports®, SSRS Reports.

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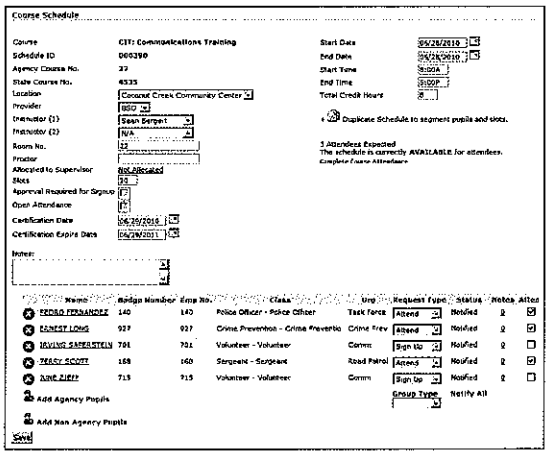
Training Scheduling and Attendance

The *Administrator Public Safety Business Management System* allows agencies to streamline training course scheduling, attendance tracking and results reporting. Agency administrators setup and manage course schedules. Courses can be set for mandatory or elective attendance. They can also be made available for the entire agency, limited to specific groups or offered by the available number of student slots.

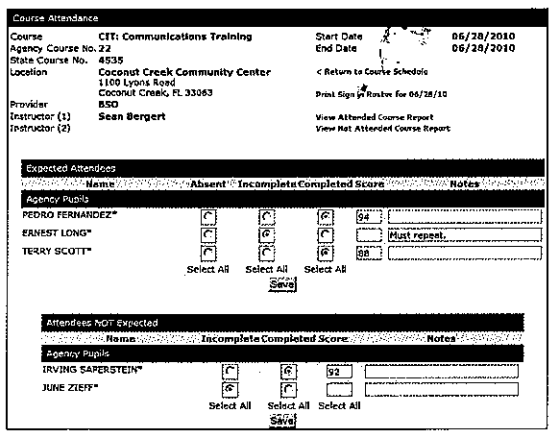
Simple point-and-click tools are used to add any agency employee to scheduled courses. Elective, mandatory, and disregard notification settings are included. Courses can be set to require supervisor approval. Student assignment can also be delegated directly to supervisors. Automated call-to-action notifications inform agency personnel about upcoming training activities. Notices can be sent to individuals or entire student groups.

Simple acknowledgment buttons are used by students to confirm attendance, which automatically adds their names to attendance lists. Once attendance and course results are saved, they are automatically transferred into each employee's training log within their base record. This includes employee certification and expiration dates.

Agencies administrators enter / edit course details. Associated course instructors and locations are pre-loaded for easy selection. Easy scheduling notifications are sent in real-time to agency employees, recruits, reserves or volunteers. Course attendance acknowledgements can be monitored in real-time.



Student attendance is tracked as absent, incomplete, or completed. Employee scores and associated notes are saved within each employee's base record. Employee training and/or certifications can be setup to automatically report to state or external training systems.



ADMINISTRATOR

Provides substantial cost savings by automating manual processing and paperwork

Schedules training courses and assigns the appropriate employee attendance rosters

Interfaces course dates with employee work schedules, leave and case management

Automatically tracks employee results for compliance reporting

Automatically tracks and maintains employee certifications

Easily interfaces with state mandated and external training systems

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Training Scheduling and Attendance Features

Course Scheduling for all agency courses. Includes dates, time, location, credit hours, certification dates, attendance requirements, available student slots and instructor/providers.

Duplicate Scheduled Courses for alternative times/dates when additional student slots are needed.

Attendance Management includes mandatory or elective attendance settings. Set attendance as open to entire agency, limited to specific groups or by student slot availability. Ability to print sign-in rosters.

Student Management used to add individual agency employees or select groups by Organization, Class, Sworn or Non-Sworn criteria.

Course Approval Setting for mandatory or elective courses requiring supervisor approval.

Assignments by Supervisors transfers student assignments to authorized supervisors.

New Hire Coordination automatically adds new hires to pool of agency students.

Certification Date Management maintains employee and instructor certification dates, including expiration dates.

Limited Attendance Tool sets number of available student slots for each course.

Embedded Confirmation Links for student attendance confirmation.

Elective Course Selections for students to accept or decline elective courses. Administrators monitor responses in real-time.

Student Course Views of assigned, available, and pending approval courses with course details.

Student Course Date Selection for courses with multiple course dates.

Registration Tracking of student's course registration in real-time.

Student Attendance and Results Tracking as absent, incomplete, or completed. Include scores and notes. Ability to interface with State reporting and training systems to automatically report results.

Employee Training Log of course attendance, score results and certifications.

Employee Access their training activities. Expanded capabilities for coordinators and administrators.

Standard and Customer Reporting includes system generated reports, Crystal Reports®, SSRS reports. Supports customer generated reports with embedding tools.

Typical Interfaces include third party training systems or state reporting systems.

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ADMINISTRATOR

- *Centralizes the collection of agency-defined applicant data*
- *Saves time tracking candidate's progression stages through to academy acceptance*
- *Tracks marketing and recruitment activities for each candidate*
- *Increases control of administrative applicant processing*
- *Reports new hires and start dates for academy classes*
- *Easily interfaces with HR and city personnel systems*

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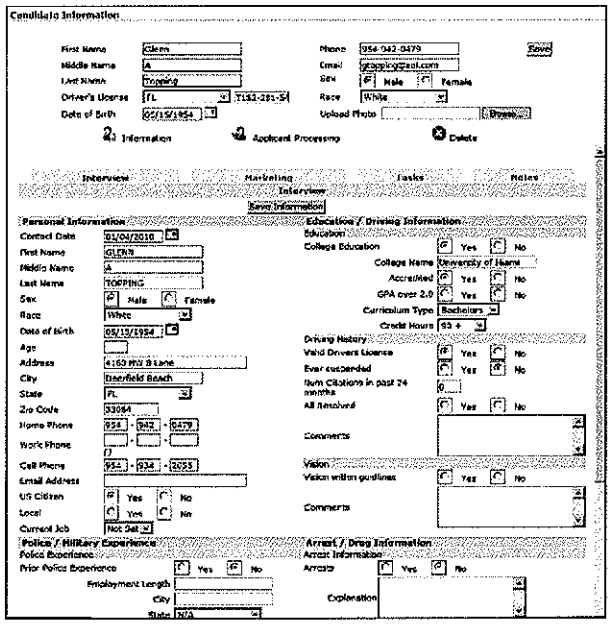
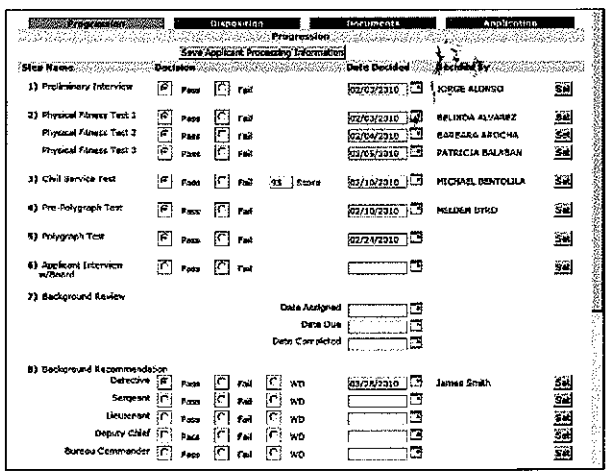
RECRUITMENT AND APPLICANT COORDINATION

The *Administrator Public Safety Business Management System* enables agencies to easily collect agency-defined candidate information and manage the entire hiring process of recruits online. Candidate information can be collected by recruits or internal administrative clerks. Notes can be added regarding specific candidates with follow-up tasks assigned as cold, hot, or important. A convenient recruitment tool tracks how applicants learned about agency positions.

With *Administrator*, Division leaders save time viewing application summaries from one centralized location. All candidate progression stages are tracked -- including interviews, background checks and testing stages. A disposition tool tracks the final progression status – including notification dates, methods of communication and by whom. Once candidates are flagged as accepted, new hire start dates can be reported for academy classes. All candidate information is automatically saved within the new hire's employee base record.



An initial interview screen allows for the collection of basic information for candidates prior to the formal applicant processing phase.



Administrator's automation improves efficiencies by tracking all candidate progression stages.

Progression steps include simple pass/fail check-points, with milestone dates and the names of personnel responsible for specify candidate stages.

ADMINISTRATOR

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RECRUITMENT AND APPLICANT FEATURES

APPLICANT INTERVIEW TOOL stores defined interview questions (i.e., education, driving record, police/military experience, and any arrest or drug history). Expanded views of selected candidate's application and interview data.

APPLICANT TASK MANAGEMENT sets follow up tasks regarding specific candidates. Includes time/date stamps and cold, hot, important, verified statuses.

RECRUITMENT TRACKING of candidate's associated marketing and recruitment initiatives (i.e., recruiters, web site, publications, broadcast, events, etc.).

CANDIDATE PROGRESSION TRACKING with ability to enter and view candidate's interview, testing, background checks, review and offer stages. Notes can be added for specific candidates. Includes time / date stamps.

CANDIDATE DISPOSITION TOOL sets progress stages as pending, in process, accept, reject, withdrawn and dormant. Includes notification date, method, and any person involved. Tracks letter of interest review and mailed dates; and any military exempt status.

CANDIDATE DOCUMENTS LOG of collected documentation with return dates and by whom.

NEW HIRE SUMMARIES displays the number of new hires registered for academy classes and their entry time frame. Automatically transfers new hire's personnel data to employee's base record.

SECURE ACCESS by authorized agency personnel based on agency-defined permission rules.

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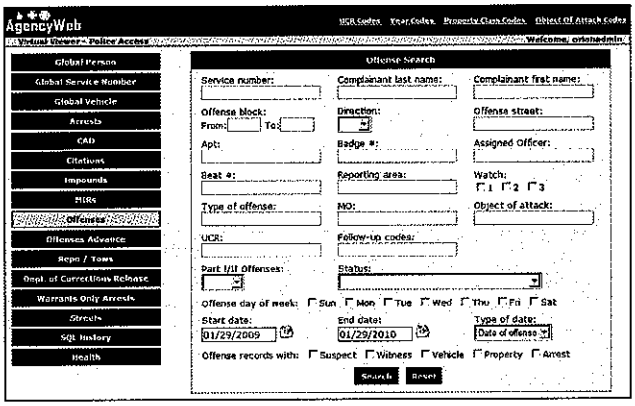
VIRTUAL VIEWER

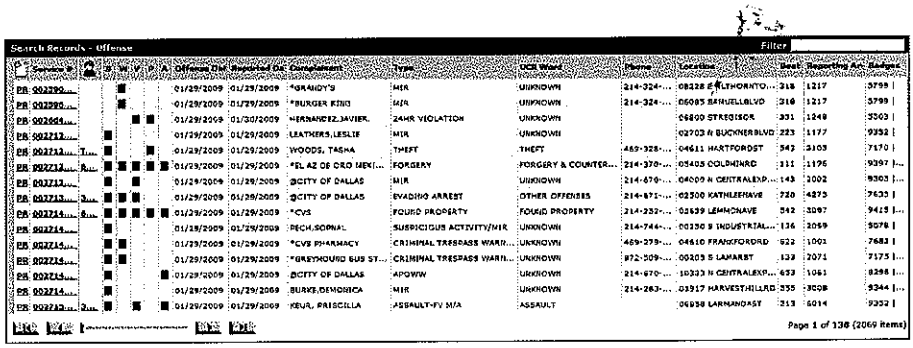
The *Administrator Public Safety Business Management System* includes an interactive *Virtual Viewer* tool that allows users to access information from many different types of separate systems. Because no functional replication is needed to view data stored from separate systems, the *Administrator Virtual Viewer* tool is often used as a pathway to access real-time data stored in new, legacy and external systems.

Simple navigational buttons are used to display search criteria that generate real-time results. Global searches, using common search criteria across multiple internal and/or external platforms, can be used to view results from multiple systems. Results are displayed through dynamic tabular formats with detail drill-down links. Query results can be printed and exported.

Administrator's data access tool is completely noninvasive. It takes data from existing platforms and provides data sets that can be easily utilized by other platforms. As a result, users can access shared data without having to migrate it to external or off-site databases. Data owners that choose to allow other agencies to view their data remain in complete control of ownership, access rights and tracking.



Data sets are generated using web tools that are viewed in user-friendly layouts. Queries are analyzed for quick viewing of results and tabularized for easy sorting and consolidation.



Red flags indicate whether the report includes suspect, witness, vehicle, property or arrest information. Report details include tools that control the content allowed to be seen by citizens using a public access site.

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Virtual Viewer Features

Web Based Solution supports IE 6.0 and above.

Active Directory Integration with user management through *AgencyWeb Administrator.* Access to *Virtual Viewer* launched through *Administrator*, providing *Virtual Viewer* session permission details. Used to track and report user's system queries and resulting views.

Role Based Security allows for permissions to be set by *Virtual Viewer* role, with intelligence to control access to tabs, query screens, tabular field results, and drill down field displays.

Restricted Field Viewing Capabilities by User Roles for Public Users with ability to provide an external export of bulk file reports that contain only information summaries for public release.

Secure Access Methods for External Agencies based upon the agency-defined data exchange security requirements.

Reads Data from Multiple Data Repositories with access to different database systems using various access data methods. Standard method is the utilization of data views from an external platform or leveraging of a web service to authenticate with the external platform. Retrieves, conditions, and presents data to the user, based upon user roles and restrictions.

Global Search Capabilities that include last name, first name, alias/nickname, race, gender, DOB, age, and the age now from/to date. Ability to perform global searches by area(s), including but not limited to city name, street name, reporting area, beat, substation, council district. UCR Crime type search are included by UCR categories and fully qualified.

Wildcard Searches on multiple fields, such as names, street address and numbers.

Ability to Search and Exclude Data using redaction technology.

Returns Results Under 20 Seconds (during average system loads) with useful content to start within 5 seconds. Performance is a composite of services operating from within *Virtual Viewer* and other database systems. Includes trace tool that tracks request made of external application and when the data returned.

Returns Data Results and Reports Common Public Safety Categories including arrests, CAD, citations, incident reports (pre-CAD), impounds, offenses, supplemental reports, repossessions / tows, Department of Corrections release data, warrants only arrests, streets, and evidence information.

Exporting Services of approved data content, including external export of bulk data for law enforcement use. Export data into various formats such as such as XML, CSV, RSS feeds, and PDF exports.

Dynamic PDF Report Generation of query result views.

System Administration Audit logs user's viewing and printing events. Logs viewable by authorized users with ability to print reports.

Health Frame Work Technology tracks all events within the interface and includes trace details to provide root cause event information in a documented methodology.

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