

Capability Statement

Orion Communications, Inc.

Physical Address: 8350 NC Expressway,
Suite 700, Dallas, TX 75206

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BUSINESS DATA

DUNS: 073465127

UEI: ZJFYMG2ASNN4

CAGE Code: 3PJD4

GSA Contract Number: 47QTCA22D0032

Geographic Coverage: 48 States, DC

Small Business / Women Owned Business

CERTIFICATIONS

NCTRCA DBE Cert. #WFDB62062N1222

WBENC National Cert. #2005123601

AWARED SIN CODES

511210 - Software Licenses

518210C - Related IT Pro Services

54151S – IT Professional Services

AWARED SOFTWARE

- Workforce Management PLUS
 - + HR/Payroll Toolbelt
 - + Scheduling Toolbelt
 - + Operations Toolbelt
- CourtNotify Subpoena Management
- Orion Mobile App / MobileTRKR
- Orion Inbound/Outbound IVR
- Interactive Analytics
- Interface Agent (1-way or 2-way)

AWARED SERVICES

- IT Project Manager
- IT Business Analyst / Data Specialist
- IT Engineer
- Senior Systems Engineer
- Cloud Hosted Infrastructure via Microsoft Azure Government

EXECUTIVE SUMMARY

Orion Communications, Inc. provides cloud-based workforce management software that simplifies the administrative and operational complexities of managing personnel in Federal, State, & Local governments. Our solutions are highly configurable, integrate with other technology platforms, and are securely hosted within Orion's Azure Microsoft Government infrastructure.

- Orion can support small, medium to large (5,000+ workforce) agencies.
- Orion Help Desk personnel are CJIS certified, with no contracted labour.
- Orion can provide FedRAMP-certified high impact level services.

When we say “Our Mission is to Serve Those Who Serve” – we mean it. This is our company mission and we have been doing it for over two decades.

CORE COMPETENCIES

Orion's core competencies include a blend of technical expertise with subject matter experts who understand the complexities of managing government personnel.

- Automation of complex administrative and operational workforce processes
- API solutions for exporting, importing, and validating data exchanges
- Consulting expertise for adapting manual processes to online efficiencies

KEY DIFFERENTIATORS

It's 'What's Under the Hood' that sets Orion's software apart.

- **Rules-based automation technology** of highly complex workforce policies with adaptable role capabilities for reassigned personnel
- **Exchanging continuously changing workforce data with disparate systems** for data analytics and increased efficiencies
- **Embedded workforce analytics** that provide administrative and operational insights for data-driven decision making and cost-of-services

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GENERAL SERVICES ADMINISTRATION SERVICES

FEDERAL SUPPLY SERVICE AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>

Schedule Title: Multiple Award Schedule (MAS)

Large Category	Subcategory	PSC
Information Technology	IT Software	7A21
Information Technology	IT Solutions	DB10
Information Technology	IT Services	DA01
Miscellaneous	Complementary Special Item Numbers (SINs)	0000

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

Contract Number: 47QTCA22D0032

Contract Period: January 6, 2022 to January 5, 20227

Contractor: Orion Communications, Inc.
8350 N Central Expy Ste 700
Dallas, TX 75206

Contractor's Administration Source:
Jackie Belasky
Phone: 214-316-1203, Ext. #2413
Cell: 337-852-3455
Fax: 214-234-0790
Email: jbelasky@orioncom.com

Business Size: Small Business
Woman Owned business

Prices shown herein are Net (Discount deducted)

FEDERAL SUPPLY SERVICE

CUSTOMER INFORMATION:

1a. Awarded Special Item Numbers (SINs)

Large Category	Subcategory	SINs	SIN Title
Information Technology	IT Software	511210	Software Licenses
Information Technology	IT Solutions	518210C	Cloud Computing and Cloud Related IT Professional Services
Information Technology	IT Services	54151S	Information Technology Professional Services
Miscellaneous	Complementary Special Item Numbers (SINs)	OLM	Order Level Materials

1b. Lowest Priced Model Number and Price For Each SIN:

SIN	Part Number	Price
511210	MO-APP	\$11.37

1c. Hourly & Service Rates: See price list on page 7

2. MAXIMUM ORDER:

Large Category	Subcategory	SINs	Maximum Order
Information Technology	IT Software	511210	\$250,000
Information Technology	IT Solutions	518210C	\$250,000
Information Technology	IT Services	54151S	\$250,000
Miscellaneous	Complementary Special Item Numbers (SINs)	OLM	\$250,000

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. **POINT(S) OF PRODUCTION:** Same as contractor
6. **DISCOUNT FROM LIST PRICES:** Prices shown are GSA Net, discount deducted.
7. **QUANTITY DISCOUNT(S):** 1% discount for all single orders that exceed \$250,000
8. **PROMPT PAYMENT TERMS:** 2% Net 10 Days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. **FOREIGN ITEMS:** Not Applicable
- 10a. **TIME OF DELIVERY:** Services: Determined on the Task Order Level; Products: 10 days
- 10b. **EXPEDITED DELIVERY:** Services: Contact contractor; Products: 5 days
- 10c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact contractor
- 10d. **URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
11. **FOB POINT:** Destination
- 12a. **ORDERING ADDRESS:** Same as contractor
- 12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
13. **PAYMENT ADDRESS:** Same as contractor
14. **WARRANTY PROVISION:** Not Applicable
15. **EXPORT PACKING CHARGES:** N/A
16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
- 18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

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- 18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A**
 - 19. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A**
 - 20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A**
 - 21. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A**
 - 22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A**
 - 22b. Section 508 Compliance for EIT: N/A**
 - 23. Unique Entity Identifier (UEI) Number: ZJFYMG2ASNN4**
 - 24. Contractor has an active registration in the SAM database.**

PROFESSIONAL SERVICES WORK SCOPE

SIN	SIN Title	Subcategory
511210	Software Licenses	IT Software
<p>DESCRIPTION: Includes cloud-based term software license and maintenance.</p> <p>NOTE: Subject to Cooperative Purchasing</p>		
SIN	SIN Title	Subcategory
518210C	Cloud Computing and Cloud Related IT Professional Services	IT Solutions
<p>DESCRIPTION: Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud computing services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to, or governance/management of cloud computing. Specific cloud related IT professional labor categories and/or fixed-price professional services solutions (e.g., migration services) that support activities associated with assessing cloud solutions, refactoring workloads for cloud solutions, migrating legacy or other systems to cloud solutions, providing management/governance of cloud solutions, DevOps, developing cloud native applications, or other cloud oriented activities are within scope of this SIN.</p> <p>NOTE: Subject to Cooperative Purchasing</p>		
SIN	SIN Title	Subcategory
54151S	Information Technology Professional Services	IT Services
<p>DESCRIPTION: IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.</p> <p>NOTE: Subject to Cooperative Purchasing</p>		
SIN	SIN Title	Subcategory
OLM	Order-Level Materials (OLM)	Complementary Special Item Numbers (SINs)
<p>DESCRIPTION: OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.</p> <p>OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.</p> <p>OLM SIN-Level Requirements/Ordering Instructions: OLMs are:</p> <ul style="list-style-type: none"> - Purchased under the authority of the FSS Program - Unknown until an order is placed - Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs) - Only authorized for use in direct support of another awarded SIN. - Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) - Subject to a Not To Exceed (NTE) ceiling price 		

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OLMs are not:

- Open Market Items.
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

AWARDED SERVICE PRICES & DESCRIPTIONS

SIN	Service	GSA Price w/ IFF	UOI
54151S	Senior Systems Engineer	\$257.68	HR
54151S	IT Business Analyst / Data Specialist	\$234.26	HR
54151S	IT Project Manager	\$187.41	HR
54151S	IT Engineer	\$234.26	HR
518210C	Cloud Hosted Infrastructure via Microsoft Azure Govt.	\$546.39	MTH
518210C	Cloud Hosted Database Infrastructure via Microsoft Azure Govt.	\$1,881.65	MTH
518210C	Cloud Hosted Managed Disk via Microsoft Azure Govt.	\$161.76	MTH
518210C	Cloud Hosted Unmanaged Disks & Page Blobs via Microsoft Azure Govt.	\$117.90	MTH
518210C	Cloud Hosted Premium Support via Microsoft Azure Govt.	\$1,196.47	MTH
518210C	Cloud Hosted VPN Gateway via Microsoft Azure Govt.	\$543.04	MTH
518210C	Cloud Hosted Security via Microsoft Azure Govt.	\$107.68	MTH
518210C	Cloud Hosted Backup Storage via Microsoft Azure Govt.	\$109.19	MTH
518210C	Cloud Hosted Security Compliance via Microsoft Azure Govt.	\$107.68	MTH
518210C	Cloud Hosted Log Analytics via Microsoft Azure Govt.	\$149.56	MTH
Service/Labor Title	Service/Labor Description	Minimum Education	Minimum Yrs. Experience
Senior Systems Engineer	Provides customer expertise regarding advanced engineering of Orion software and integrated systems by planning, advising, analyzing, designing, testing, and managing these systems. Provides recommendations and integrates different approaches and methods to ensure all working systems. Acts as a technical resource for IT engineering team members. Performs a range of design, development and analysis on varies customer interfaces. Verifies and complies with documentation standards and test procedures. Applies expertise towards the development of effective and innovative information technology solutions as a key member of the technical team.	Bachelor Degree	4
IT Business Analyst / Data Specialist	Complies, organizes and analyzes customer data as it pertains to policies, procedures and compliance requirements. Supports customer data management design, creation and maintenance to enable software configuration, including data integration design with other systems. Works directly customer to resolve data conflicts and inappropriate data usage. Performs data analysis and reports findings to Orion Engineering teams.	Bachelor Degree	5
IT Project Manager	Manages customer software deployments and provides requirements for the development of new software products. Understands Agile Development methodology and possesses a technical understanding of software development. Gathers software requirements and specifications used to design and deliver software applications. Works with customer to implement plans to reach each milestone. Serves as the bridge between the customer and Orion IT Engineering, Business Analyst/Data Specialist and Product Trainer. Ensures that projects are delivered on time, within scope and budget.	Bachelor Degree	5

IT Engineer	Designs, develops, codes, tests, and debugs new Orion software or makes enhancements to existing software. Analyzes software problems and develops specifications to resolve them. Participates in large system and subsystem planning for customers. Tests and debugs assigned components and units. Adheres to product build and release schedules and strategies. Supports Technical Writer's development of software documentation used for multiple purposes.	Bachelor Degree	4
Cloud Hosted Infrastructure via Microsoft Azure Govt.	1 virtual machine(s) x 744 hours: D3 v2: 4 cores, 14 GB RAM, 200 GB disk The virtual machine provides the application server services allowing the Orion Product to be available to the customer.	None	0
Cloud Hosted Database Infrastructure via Microsoft Azure Govt.	Azure Database Server 1 virtual machine(s) x 744 hours: D3 v2: 4 cores, 14 GB RAM, 200 GB disk The virtual machines provides the application server access to the data that will be presented to the screen for users to interact with while using PLUS.	None	0
Cloud Hosted Managed Disk via Microsoft Azure Govt.	Azure Managed Disks are high-performance, highly durable block storage designed to be used with Azure Virtual Machines - 1 TB Managed Disk Premium SSD for Premium performance. The Managed Disk provides real time monitoring of the database for proper service performance.	None	0
Cloud Hosted Unmanaged Disks & Page Blobs via Microsoft Azure Govt.	Azure Unmanaged Disks & Page blobs type, LRS redundancy, Premium (SSD) tier. This service allows for documents to be stored and large files such as audio, video, and images.	None	0
Cloud Hosted Premium Support via Microsoft Azure Govt.	The Azure Premier Support plan offers 24/7 technical support, 365 days a year with less than one hour response time.	None	0
Cloud Hosted VPN Gateway via Microsoft Azure Govt.	Azure VPN Gateway for Integrations and Active Directory. The VPN (Virtual Private Network) provides a secure network tunnel between the customers datacenter and the Azure data center.	None	0
Cloud Hosted Security via Microsoft Azure Govt.	Azure Security Center Standard tier, 4 nodes. This solution provide Security to be overlayed on the access solution to make sure encryption methodologies are technically utilized.	None	0
Cloud Hosted Backup Storage via Microsoft Azure Govt.	Azure Backup Storage VM Backups Block Blob Storage, General Purpose V2, GRS Redundancy, Hot Access Tier, 1,000 GB Capacity, 100,000 Write operations, 100,000 List and Create Container Operations, 100,000 Read operations, 1 Other operations. 1,000 GB Data Retrieval, 1,000 GB Data Write, 1000 GB Geo-replication data transfer	None	0
Cloud Hosted Security Compliance via Microsoft Azure Govt.	Azure Security Compliance Standard tier, 4 nodes The compliance solution maintain secure FedRAMP industry standards for physical and logical system access.	None	0
Cloud Hosted Log Analytics via Microsoft Azure Govt.	Azure Log Analytics Standard tier, 4 nodes This provides the customer with the ability to view the performance of the application and database services including network and security performance through a web based interface.	None	0

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly the Service Contract Act (SCA), apply to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories/services have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

AWARDED PRODUCTS & PRICES

SIN	Mfr Part NO	Product	GSA Price w/ IFF	UOI
511210	WMP-HRP-100	Workforce Management PLUS - HR AND PAYROLL TOOLBELT (1 - 100 User Tier)	\$137.83	Annual Per User
511210	WMP-HRP-500	Workforce Management PLUS - HR AND PAYROLL TOOLBELT (101 - 500 User Tier)	\$51.69	Annual Per User
511210	WMP-HRP-2000	Workforce Management PLUS - HR AND PAYROLL TOOLBELT (501 - 2,000 User Tier)	\$48.82	Annual Per User
511210	WMP-HRP-2000+	Workforce Management PLUS - HR AND PAYROLL TOOLBELT (2,000+ User Tier)	\$45.94	Annual Per User
511210	WMP-SCH-100	Workforce Management PLUS - SCHEDULING TOOLBELT (1 - 100 User Tier)	\$172.29	Annual Per User
511210	WMP-SCH-500	Workforce Management PLUS - SCHEDULING TOOLBELT (101 - 500 User Tier)	\$60.30	Annual Per User
511210	WMP-SCH-2000	Workforce Management PLUS - SCHEDULING TOOLBELT (501 - 2,000 User Tier)	\$50.43	Annual Per User
511210	WMP-SCH-2000+	Workforce Management PLUS - SCHEDULING TOOLBELT (2,000+ User Tier)	\$29.29	Annual Per User
511210	WMP-OPS-100	Workforce Management PLUS - OPERATIONAL TOOLBELT (1 - 100 User Tier)	\$206.75	Annual Per User
511210	WMP-OPS-500	Workforce Management PLUS - OPERATIONAL (101 - 500 User Tier)	\$71.79	Annual Per User
511210	WMP-OPS-2000	Workforce Management PLUS - OPERATIONAL TOOLBELT (501 - 2,000 User Tier)	\$68.92	Annual Per User
511210	WMP-OPS-2000+	Workforce Management Plus - OPERATIONAL TOOLBELT (2,000+ User Tier)	\$63.17	Annual Per User
511210	CNS-100	CourtNotify Subponea Mangement System (1 - 100 User Tier)	\$114.86	Annual Per User
511210	CNS-500	CourtNotify Subponea Mangement System (101 - 500 User Tier)	\$103.38	Annual Per User
511210	CNS-2000	CourtNotify Subponea Mangement System (501 - 2,000 User Tier)	\$91.89	Annual Per User
511210	CNS-2000+	CourtNotify Subponea Mangement System (2,000+ User Tier)	\$80.40	Annual Per User
511210	MO-APP	Orion Mobile App	\$11.37	Annual Per User
511210	MO-TRKR	Orion MobileTRKR	\$23,929.47	EA
511210	IVR-IN	Orion Inbound IVR (3000 monthly minutes)	\$3,445.84	YR

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511210	IVR-OUT	Orion Outbound IVR (4000 monthly minutes)	\$8,270.03	YR
511210	ANALY	Interactive Analytics	\$14,357.68	YR
511210	AGENT-1W	Interface Agent (1-Way)	\$7,465.99	YR
511210	AGENT-2W	Interface Agent (2-Way)	\$14,931.99	YR