



March 21, 2011

**Cuyahoga County:
Public Safety Answering Point Assessment**

Statement of Work

Prepared by:

Attevo, Inc.
One Cleveland Center
1375 E. 9th Street, Suite 2500
Cleveland, OH 44114

March 21, 2011

Norberto Colon, Deputy Chief of Staff
Cuyahoga County, Department of Justice
1219 Ontario Street
Cleveland, OH 44113

Dear Norberto:

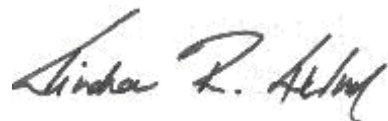
Per our January 18 meeting, the enclosed contains a Statement of Work (SOW) for a PSAP Assessment of the current 47 Public Safety Answering Points (PSAPs) throughout Cuyahoga County. Specifically, this SOW defines Attevo's role in the information gathering, technical analysis, and proposed recommendations for areas for improvement.

The final deliverable will be an assessment report reporting our findings and recommendations about the select PSAPs along with the business justification surrounding our recommendations. Additionally, a recommendation about the most likely site to be able to serve as a failover dispatch communication site for the City of Cleveland will be included.

As always, we would like you to consider Attevo to be your partner for this implementation and going forward where we can help you with your ongoing technology needs.

I view this Statement of Work as a collaborative initiative and look forward to your feedback. If you have any questions, please contact me at +1 (440) 724-9922 or via email at khelm@attevo.com.

Best Regards,



Kindra Helm, Director
Attevo, Inc.
www.attevo.com

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1. Project Overview

Cuyahoga County currently has 47 Public Safety Answering Points (PSAPs) within its geographic footprint. It is recommended that a detailed analysis be conducted to better understand where overlap exists and develop a plan to save the County money. The goal of this assessment is to determine the current capabilities and status of the PSAPs within the County.

It is also requested that research and analysis be conducted to better understand which current county PSAP(s) could be a natural failover site for the City of Cleveland Dispatch Center. The proposed analysis will revolve around comparing site with similar call volume, complexity, as well as level of interest. The size of the facility will also be a factor as additional backup workstations may need to be strategically located at the site to account for the potential of increased staff and call volume.

The final deliverable of the assessment study will include recommendations of specific areas of efficiency for the County. Recommendations will be gained through the use of a tailored questionnaire to be submitted to all 47 PSAPs. Focus groups will also be held to acquire in-person feedback from all PSAPs within the County. The recommendations will be provided in a final report, and a presentation to the governing agencies or body will be delivered.

2. Project Outline

This outline of engagement comprises the total agreement for the described level of effort. Upon execution of this engagement, Attevo, Inc. (Attevo) will provide the project management and technical services described herein.

2.1 Project Name

Proposal for the Public Safety Answering Point Assessment within Cuyahoga County. The project outcome will include a list of recommendations that could be used to consolidated PSAPs within the County thereby saving tax dollars.

2.2 Service Terms and Conditions

This Statement of Work (SOW) presents an outline of the services provided to Cuyahoga County with an understanding of the technical professional services offered by Attevo resources. A more detailed account of services and a list of resources for this specific engagement are contained in the [Project Scope](#) section of this SOW.

2.3 Approach

Attevo provides a project management team for the oversight and support of the project. During the project, Attevo will utilize the roles of Project Manager and Business Analyst. Attevo will apply our methodology to performing the following activities: project management, strategic planning, information and requirements gathering, documentation, discovery, and project governance.

Each agency and activity will be evaluated once the team has begun the process of applying our project management to the County project. Each activity will be broken down into manageable tasks using Attevo's project management techniques and methodologies.

3. Project Scope

The business objective of this document is to define the Scope of Work provided to Cuyahoga County with an understanding of the technical and functional services offered by Attevo to deliver the review of the Public Safety Answering Points listed below.

#	PSAP Number	Name of Community
1	456	BAY VILLAGE POLICE
2	457	BEACHWOOD POLICE
3	460	BEDFORD HEIGHTS POLICE
4	461	BEDFORD POLICE
5	466	BEREA POLICE
6	469	BRATENAHL POLICE
7	470	BRECKSVILLE POLICE
8	471	BROADVIEW HEIGHTS POLICE
9	472	BROOKLYN FIRE and POLICE
10	474	BROOKPARK POLICE
11	477	CHAGRIN FALLS POLICE
12	482	OH CLEVELAND HEIGHTS FIRE
13	483	OH CLEVELAND HEIGHTS POLICE
14	486	CLEVELAND POLICE DEPT ¹
15	494	CUYAHOGA CECOM ²
16	497	CUYAHOGA HEIGHTS POLICE
17	500	EAST CLEVELAND FIRE and POLICE
18	504	EUCLID POLICE
19	508	FAIRVIEW PARK FIRE and POLICE
20	516	GARFIELD HEIGHTS POLICE
21	524	HIGHLAND HEIGHTS POLICE
22	530	INDEPENDENCE POLICE
23	538	LAKESWOOD POLICE
24	545	LYNDHURST POLICE
25	550	MAPLE HEIGHTS POLICE
26	554	MAYFIELD HEIGHTS POLICE
27	555	MAYFIELD VILLAGE POLICE
28	561	MIDDLEBURGH HEIGHTS POLICE
29	567	NORTH OLMSTED POLICE
30	568	NORTH ROYALTON POLICE
31	571	NEWBURGH HEIGHTS POLICE

^{1,2} Information taken from previous interview and study. Minimal interview are expected.

#	PSAP Number	Name of Community
32	573	NORTH RANDELL POLICE
33	575	OAKWOOD POLICE
34	577	OLMSTED FALLS POLICE
35	578	OLMSTED TOWNSHIP POLICE
36	582	PARMA HEIGHTS POLICE
37	583	PARMA POLICE
38	584	PEPPER PIKE POLICE
39	594	RICHMOND HEIGHTS POLICE
40	595	ROCKY RIVER POLICE
41	596	SOUTH EUCLID POLICE
42	601	SHAKER HEIGHTS POLICE
43	602	SOLON POLICE
44	609	STRONGSVILLE POLICE
45	619	UNIVERSITY HEIGHTS POLICE
46	625	WARRENSVILLE HEIGHTS POLICE
47	629	WESTLAKE POLICE

3.1 Services

Attevo will assign a Project Manager and Business Analyst to the project. All resources have extensive knowledge in gathering requirements, conducting focus group interviews and managing projects. The Project Team will be tasked with the following responsibilities throughout the duration of the project:

- Create a tailored questionnaire to be administered to all 47 PSAPs
- Review data returned from the questionnaire
- Conduct 8-12 in-person focus group interviews to understand any ad-hoc functionality that exists within the county PSAPs
- Review budget and organizational information from county PSAPs
- Research information on other counties that have conducted efficiency reviews of PSAPs of similar size, functionality and technological complexity
- Research key emergency management equipment industry trends for Positrons, smart phone apps, server virtualization and networking.
- Research telephone industry trends within emergency management including voice phone systems and hearing impaired options
- Update the primary and secondary PSAP information in appendices of the revised County Wide 911 plan dated May 10, 2006.
- Derive recommendations for which if any current PSAPs would be a logical choice for the failover of Cleveland's Dispatch Center
- Provide final recommendations delivered via a presentation and final report

4. Project Timeline

This proposal focuses specifically on 10-12 week project timeline. The project start date is dependent upon Statement of Work approval.

4.1 Project Roles

Project Role	Description
Project Manager (1):	The Project Manager provides issue and scope management, ensures visibility to ongoing tasks through a project plan, action item tracking, develops ongoing testing methodologies, and manages a project plan giving visibility to risks and dependencies and offers ongoing support.
Business Analyst (1):	The Business Analyst provides analysis and research skills to the project and assists the Project Manager in the execution of the project plan tasks.

4.2 Project Tasks & Deliverables

The following list illustrates the project tasks and deliverables to be provided throughout this engagement.

Task/Deliverable
Kick-off meeting
Survey preparation
Survey distribution & answer questions for 47 PSAPs
Survey review of 47 PSAPs
Conduct 12 group agency interviews
Consolidate interview documentation for 12 Sessions
Update data base of primary and secondary PSAP sites
Research data gathering
Research review & analysis
Research documenting
Organization reviews & documenting
Statistics review & documenting
Budget reviews & documenting
Recommendations meeting
Recommendations Report preparation and review
Preliminary 'Recommendations Report' review with Cuyahoga County
Report follow-up edits or redirects
Report Presentation & Delivery

4.3 Project Assumptions

The following assumptions were made in developing this proposal:

- Attevo's interpretation of the requirements as communicated by Cuyahoga County is accurate.
- Attevo and Cuyahoga County mutual agree that not all 47 PSAPs may choose to participate in the assessment interviews, surveys, requests for information, etc.
- Participating PSAPs may not share all organizational or budget information.
- Timing of the engagement is dependent upon PSAP personnel availability for meetings and answering questions including the initial survey.
- The project team will attempt up to three times to accommodate the schedule of the PSAP personnel for an interview and/or request for information.
- Physical and electronic access to appropriate data, networks and applications will be provided with minimal delay.
- Attevo personnel will have access to project work space and equipment as necessary and are not restricted to weekday, 8 hour per day work times.
- Should new effort be determined necessary or tasks be reassigned to Attevo personnel, the Change in Scope will be documented in a new Addendum to the Services Agreement, including associated fees, for timely approval as described in this Statement of Work.
- Senior Attevo Project Management personnel will have direct access to project sponsors through Executive meetings for reporting project progress, issue resolution, scope change approval and other communications. In the event of critical issues the County will be notified on a timely basis for resolution.
- Additional resources can be added or extended as required with the agreement of the County and Attevo.

5. Total Fees

The engagement of Professional Services between Attevo and the Cuyahoga County is detailed below. The project resources have been allocated according to known current and expected project requirements. Changes to the number and kind of resources available can be made but must be presented in writing and agreed upon by both parties.

The total fees payable for the deliverables identified in this Statement of Work are defined below for the hours and costs associated with development efforts. The rates listed for each role identified reflect our favored customer rates according to Attevo’s current Ohio State Term Schedule (STS) which is effective from June 2009 to June 2011.

Role	STS Rate	Hours	Total
Project Manager	\$170	276	\$ 46,920
Business Analyst	\$153	138	\$ 21,114
Total		414	\$ 68,034

5.1 Billing Procedures

Attevo requires an initial deposit of 30% upon approval of the contract. Following the execution of a contract between Attevo and the County, the remaining 70% of the total contract will be invoiced monthly. These invoices will be based on a time and materials cost, subject to the agreed scope of services. Invoices will be submitted on a monthly basis for actual hours worked within the given time period. A credit to the County will also be included within each invoice to offset the initial upfront payment.

The invoice for the initial deposit will be delivered upon contract signing and is due immediately upon receipt. All other invoices will be submitted monthly, due and payable thirty (30) days after invoice receipt.

5.2 Reimbursable Expenses

Attevo shall be compensated for approved reimbursable expenses incurred in the interest of this project. No mark-up is permitted on reimbursable expenses. Typical reimbursable expenses include travel, supplies and reproduction/copying. Reimbursable expenses will be itemized and submitted with appropriate documentation in the invoice. Expenses will be reviewed with the County before they are submitted for approval. No expenses are expected with this engagement.

5.3 State Term Schedule

Attevo is listed on the Ohio State Term Schedule for Professional IT Services, enabling us to serve customers in Ohio state government agencies with a minimum of administrative effort.

Attevo's current state term contract which is effective until June 2011 may be used by any state agencies, as well as properly registered political subdivisions, as defined in Section 125.04(B) of the Revised Code. Additionally, state universities, vocational schools, community colleges, and other institutions of higher education may use this contract. But such use is subject to those entities meeting all requirements under their procurement authority. It is not a requirements contract, and no state agency or political subdivision is obligated to make purchases under it.

Attevo State Term Schedule Contract Number: 534132

5.4 Project Exclusions

No specific exclusions will be stated prior to an agreement with Cuyahoga County personnel, and this statement of work is limited to the technologies and implementations identified herein.

5.5 Proprietary Rights

All products and intellectual property rights therein (including source code and object code of software and related documentation) developed by Attevo in performing services pursuant to this Agreement shall be the property of the County unless otherwise agreed and specified in any exhibit hereto.

Anything to the contrary in this Agreement notwithstanding, the County shall be entitled to use in its business and in other engagements, concepts, ideas, techniques and methods relating to information technology and information processing that are developed in the course of performing services hereunder. The County hereby grants Attevo a perpetual, worldwide, royalty-free and fully-paid license to all such items

5.6 Limitation of Liability

Attevo, Inc. shall not be liable to you the client, or any other party, for any loss of use, interruption of business or any indirect, special, incidental or consequential damages of any kind, including without limitation lost profits or loss of data, regardless of the form of action whether in contract, tort (including negligence and strict product liability) or otherwise, even if Attevo has been advised of the possibility of such damages.

5.7 Compliance with Applicable Law and Other Obligations

Each party agrees to comply with all laws, regulations, and policies applicable to the delivery and use of Attevo's services, as applicable. You agree to pay all applicable charges for the services agreed. Prices do not include applicable taxes, for which you are responsible.

5.8 Confidentiality

This document was prepared specifically for Cuyahoga County. Duplication, reproduction or disclosure of information in this document without the express written consent of Attevo, Inc. is prohibited.

6. Authorization to Proceed

By signing below, I indicate my approval to proceed with the Statement of Work as described above. Further, I agree that I am a representative of Cuyahoga County and am duly authorized to execute this agreement on the behalf of my organization.

I acknowledge that execution of this agreement requires an Authorized Signature and company-issued Purchase Order. Signed Agreement and Purchase Order can be sent to Attevo, Inc., 1375 East 9th Street, Suite 2500, Cleveland Ohio 44114 or emailed to khelm@attevo.com.

Accepted by:
Norberto Colon

Deputy Chief of Staff for Justice
Departmental Approval

Date

Accepted by:
Attevo, Inc.

Signature

Kindra Helm

Director

Date