

RESOLUTION APPROVING AGREEMENT WITH JUVARE, LLC (FKA KNOWLEDGE CENTER) FOR EMERGENCY OPERATIONS CENTER MANAGEMENT (EOC) SOFTWARE, EMA

WHEREAS, Mike Fitchet, Director of EMA has presented an agreement for the approval of the Board, to-wit:

Scope: Software for use by the Emergency Operations Center

Provider: Juvare, LLC, 235 Peachtree Street NE, Suite 2300 Atlanta, GA 30303

Cost: No additional cost to the county

Term: begins upon signing and terminates on February 28, 2022; now

THEREFORE, BE IT RESOLVED, By the Board of Commissioners of Ashtabula County, Ohio that the Agreement, as noted above, is approved in accordance with the copy now on file in this office.

BE IT FURTHER RESOLVED that the President of the Board, on behalf of the Board of Commissioners of Ashtabula County, is authorized to execute any and all necessary documents.

**ASHTABULA COUNTY COMMISSIONERS
CERTIFICATION PAGE**

Resolution No. 2021-273

July 13, 2021

Resolution Approving agreement with Juvare for Emergency Operations Center Management (EOC Software, EMA

Upon the motion of Casey R. Kozlowski, seconded by J.P. Ducro IV.

VOTE:

**Kathryn L. Whittington
J.P. Ducro IV
Casey R. Kozlowski**

**Aye
Aye
Aye**

CERTIFICATE OF CLERK

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution acted upon and duly passed by the Board of County Commissioners of Ashtabula County, Ohio, on the date noted above.



Crystal Sturgill, Clerk of the Board, *Acting clerk*
Board of County Commissioners
Ashtabula County, Ohio



Knowledge Center Enterprises, LLC | a Juvare company



Ashtabula County

Project Charter

Date:06/14/2021



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1.0 Declarations

This Project Charter (“Project Charter”), dated June 14, 2021 (Effective Date”), is made by and between Juvare, having acquired Knowledge Center Enterprises, LLC, (“Juvare”) and Ashtabula County (“Client”). This Project Charter is governed by, incorporated into, and supplements the terms and conditions of the Software as a Service Agreement signed by Client and Knowledge Center with an effective date of April 1, 2019 (hereinafter referred to as the “Agreement”). Unless defined herein, all capitalized terms shall mean as defined in the Agreement. This Project Charter shall be subject in all respects to the terms of the Agreement and presents no additional cost(s) to Client. In the event of any conflict between the terms of this Project Charter and the Agreement, the terms of this Project Charter shall govern for purposes of this Project Charter and the Services (as defined below) provided hereunder.

General Information

1.1 Phase 1: Express Implementation

1.1.1 The objective of the first phase is to rapidly deliver a working WebEOC Professional solution with essential configurations sufficient to allow for initial use by the Client’s administrative and “power user” segment of end user populace (<10 users). Specifically, Juvare will install and configure its standard emergency management board set; the WebEOC boards that will be installed and configured are listed in Section 1.4 below. In addition to installing and configuring these standard emergency management boards, Juvare will also load standard WebEOC positions that support typical emergency management roles and responsibilities. The Express Implementation is limited to a maximum of 30 calendar days following the Effective Date of the charter.

1.2 Kickoff and Essential Communications

1.2.1 One (1) Kickoff call – Typically, one hour in length with a maximum duration of two hours per session which will be held at a mutually agreeable time after execution of this charter

1.2.2 Up to three (3) weekly Progress & Action calls thereafter. Typically, one hour in length with a maximum duration of two hours per session.

1.2.3 Up to three (3) ad-hoc Working sessions. Maximum duration is two hours per session.

1.3 Environment Stand Up

1.3.1 Establish Client’s hosted WebEOC environment and provide access details to Client’s designated administrator(s).

1.4 Included standard emergency management boards

1.4.1 After Action Review

1.4.2 Checklists

1.4.3 Damage Assessment

1.4.4 Event Reporting

1.4.5 File Library

1.4.6 Incident Creator

1.4.7 Requests/Tasks

1.4.8 Road Closures



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- 1.4.9 Schedule
- 1.4.10 Shelters
- 1.4.11 Sign In/Out
- 1.4.12 Situation Report
- 1.4.13 Facility Status
- 1.4.14 Distribution Sites

1.5 Users and Organization Structure Requirement

- 1.5.1 Client is responsible for providing Juvare. with the initial user & organizational structure no later than 7 calendar days following the Effective Date of this charter. Otherwise, Juvare will configure the software based upon its knowledge of the Client and industry best practice for structure and organization

1.6 Configuration Scope

- 1.6.1 Setup and configuration of WebEOC workflows are on an “as is” basis, meaning that structural changes, additions, edits, and deletions expressed by the Client are not included.
- 1.6.2 One Computer Aided Dispatch (CAD) API will be configured to replace the current API to Corvena.

2.0 Training

2.1 WebEOC Virtual Bootcamp

- 2.1.1 Client has two (2) slots to attend virtual *WebEOC Bootcamp*, an immersive administrative training class taught over four ½ day sessions by one of Juvare’s WebEOC experts. Client may select any open class (sessions are scheduled monthly) within the first 12 months following the completion of the project

2.2 End-User

- 2.2.1 Juvare. will provide one (1), four (4) hour remote (e.g. Zoom or MS Teams Meeting web conferencing) train-the-trainer training session (max 10 attendees). Client personnel will lead and conduct actual end user training.

- 2.3 All sessions will be recorded for re-use at Client’s discretion

3.0 Key Project Information

Client	Ashtabula County	Contact Info
Project Description	State and Local Express WebEOC Implementation	
Expected Project Kickoff	TBD	
Expected Project Completion	TBD	
Client Project Manager		
Client Project Sponsor		
Juvare Client Success Mgr	Dave Wojs	Dave.Wojs@Juvare.com

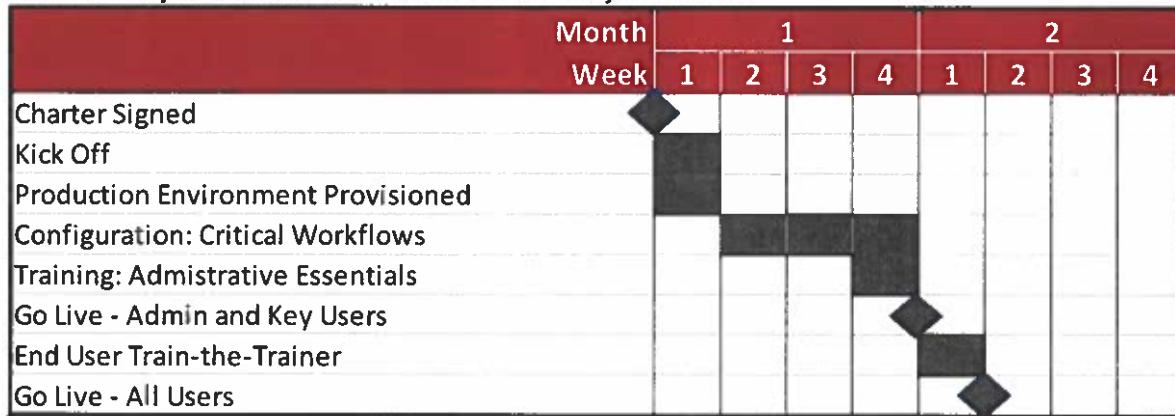


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Juvare Project Manager	Talbott Young	Talbott.Young@Juvare.com
Juvare SIA/TIA	Blake Beasley	Blake.Beasley@Juvare.com

4.0 Project Timeline

Estimate Project Duration is 6 weeks from the Project Kickoff.



5.0 Agreement of Parties

This Project Charter and any Change Requests set forth the entire agreement of Client and Juvare with respect to the services and deliverables to be provided. Nothing contained herein obligates either party to enter into engagements beyond that stated herein.

The signature of an authorized representative of each party on this document acknowledges that such party agrees with the basic requirements as stated.

IN WITNESS WHEREOF, the parties have caused this Project Charter to be executed by their duly authorized representatives. All terms and conditions of the Agreement, unless specifically amended herein, shall remain in full force and effect.

Client

By

Signature Kathryn Whittington

Name President

Title 7-13-21

Date

Juvare, LLC

DocuSigned by:

Signature Nicholas Meeks

Name Executive VP & CFO

Title July 6, 2021 | 12:35:07 EDT

Date



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1 APPENDIX 1 – CHANGE CONTROL FORM

Change Number	Change Type	Description of Change	Requestor	Date Submitted	Date Approved	Status

Special Notes or Comments	
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Juvare Approvals

	Name	Signature	Date	Approved (Yes/No)
Juvare Project Manager				
Juvare Client Services Manager				
Juvare EMSystems				


Customer Approvals

	Name	Signature	Date	Approved (Yes/No)
Position				
Position				

Signature Page

Agreement Title: Project Charter – Change of party and software service for Knowledge Center 2019 contract

Approved as to Legal Form Only:

By: 
Colleen M. O'Toole,
Ashtabula County Prosecutor

Contact: Lisa Hawkins, Clerk

Dated: July 11, 2021

«Reference Number»