

## **DIRECTIVE NO. IT 2025-15**

**Authorizing the Executive to execute a master service agreement with Needl., Inc., dba Aurelian to process non-emergency calls using automated voice assistance for various Summit County public safety answering points, for implementation and a one-year term, from 5/1/25 to 4/30/26, in an amount not to exceed \$284,000.00, for the Executive's Department of Public Safety and the Office of Information Technology.**

**WHEREAS**, the Executive's Department of Public Safety wishes to enter a master service agreement ("MSA") with Needl., Inc., dba Aurelian ("Aurelian") to implement and provide one year of service, beginning on 5/1/25, in an amount not to exceed \$284,000.00; and

**WHEREAS**, Aurelian will provide processing of non-emergency calls using an automated voice assistant, for various Summit County public safety answering points ("PSAPs"); and

**WHEREAS**, the County 9-1-1 Plan, adopted on July 9, 2024, has the intention of ensuring that each PSAP within Summit County has the same technology available to them, for the benefit of public safety; and

**WHEREAS**, the master service agreement with Aurelian is exempt from competitive bidding pursuant to Codified Ordinance 177.07(a)(14), as part of the purchase of the 9-1-1 system; and

**WHEREAS**, this project will be funded by the Summit County 9-1-1 Funds; and

**WHEREAS**, the Board of Control, at its meeting held March 27, 2025, approved a master service agreement with Aurelian, subject to the approval of the Information Technology Board and County Council, for non-emergency phone triaging, for implementation and one-year of service to various Summit County PSAPs beginning on 5/1/25, in an amount not to exceed \$284,000.00; and

**WHEREAS**, the County of Summit Information Technology Board finds and determines, after reviewing all pertinent information, that it is necessary and in the best interest of the County of Summit to authorize the County Executive to execute a master service agreement with Needl., Inc., dba Aurelian to process non-emergency calls using automated voice assistance for various Summit County public safety answering points, for implementation and a one-year term, from 5/1/25 to 4/30/26, in an amount not to exceed \$284,000.00;

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of the County of Summit Information Technology Board that:

### **SECTION 1**

The County Executive is hereby authorized to execute a master service agreement with Needl., Inc., dba Aurelian to process non-emergency calls using automated voice assistance for various Summit County public safety answering points, for implementation and a one-year term, from 5/1/25 to 4/30/26, in an amount not to exceed \$284,000.00.

## SECTION 2

It is found and determined that all formal actions of the Board concerning and relating to the adoption of this Directive were taken in an open meeting of the Board, and of any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with the law, including Section 121.22 of the Ohio Revised Code.

## SECTION 3

This Directive shall take effect immediately upon its adoption.

Fantozzi moved for adoption of this Directive

Holland seconded the Directive and the roll being called upon the question of its adoption, the vote resulted as follows:

Ayes: 7

Nays: 0

Abstain: -

Absent: -

ADOPTED, 10<sup>th</sup> day of April 2025.


Signed by:  
  
CB033E40D287473  
Chairperson

DS  


## CERTIFICATE OF SECRETARY

I hereby certify that the foregoing is a true and correct copy of a Directive adopted on the 10<sup>th</sup> day of April 2025.

DocuSigned by:  
  
F99D29FB2FD3424  
Secretary

DocuSigned by:  
  
D681482007AA4E1  
Chief Information Officer