

STATE OF TEXAS §
 §
COUNTY OF FORT BEND §

ADDENDUM TO MOETIVATIONS, INC.'S AGREEMENT

THIS ADDENDUM ("Addendum") is entered into by and between Fort Bend County, ("County"), a body corporate and politic under the laws of the State of Texas, and Moetivations, Inc., ("Moetivations"), a company authorized to conduct business in the State of Texas (hereinafter each referred to as a "party" or collectively as the "parties").

WHEREAS, subject to the changes herein, the parties have executed and accepted Moetivations' Team on Demand Services Proposal (Quote #24MD106A) and QA/QI Services Description (collectively the "Agreement"), attached hereto as Exhibit "A" and incorporated fully by reference; and

WHEREAS, Fort Bend County desires that Moetivations establish Quality Assurance/Quality Improvement services, goals and standards; use score cards; provide monthly feedback, remote training aids and trend reports; and provide associated services (hereinafter the "Services"); and

WHEREAS, Moetivations represents that it is qualified and desires to perform such Services; and

WHEREAS, the Texas County Purchasing Act, § 262.024(a)(2) Texas Local Government Code, exempts from competitive bidding contracts that are necessary to preserve or protect the public health or safety of the residents of the county; and

WHEREAS, the Texas County Purchasing Act, §262.024(a)(7) Texas Local Government Code, exempts from competitive bidding contracts items that can be obtained from only one source; and

WHEREAS, Moetivations is the sole source provider of the Services as indicated by the letter attached hereto as Exhibit "B" and incorporated fully by reference; and

WHEREAS, the Fort Bend County Commissioners Court specifically finds that this Agreement is within the exception allowed for expenditures under the Texas County Purchasing Act, § 262.024(a)(2) based on the representations made by the Fort Bend County Sheriff in support of this Agreement and therefore grants an exemption from competitive bidding, insofar as any competitive bidding statute might apply; and

WHEREAS, the Fort Bend County Commissioners Court specifically finds that this Agreement is a sole source agreement is within the exception allowed for expenditures under the Texas County Purchasing Act, § 262.024(a)(7) and therefore grants an exemption from competitive bidding, insofar as any competitive bidding statute might apply; and

WHEREAS, the following changes are incorporated as if a part of the Agreement; and

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth below, the parties agree as follows:

AGREEMENT

1. **Recitals.** The recitals set forth above are incorporated herein by reference and made a part of this Agreement.
2. **Term.** The term of the Agreement is effective as of October 1, 2024, and shall expire no later than September 30, 2025, unless terminated sooner pursuant to the Agreement. This Agreement shall not automatically renew, but may be subsequently renewed in writing upon agreement of the parties. The parties acknowledge and agree that Services were and will be supported by good and valuable consideration during the Term of this Agreement, the sufficiency of which is acknowledged by the parties.
3. **Scope of Services.** Subject to this Addendum, Moetivations will render Services to County as described in Exhibits A and B. The Services shall be scheduled at a time that is mutually agreeable between the parties but without reasonable delay. All performance of the Scope of Services by Moetivations including any changes in the Scope of Services and revision of work satisfactorily performed will be performed only when approved in advance and authorized by County.
4. **Payment; Non-appropriation; Taxes.** Upon the County's Written Notice to Proceed, payment shall be made by County within thirty (30) days of receipt of invoice. Moetivations may submit invoice(s) electronically in a form acceptable to County via: apauditor@fortbendcountytexas.gov. If County disputes charges related to an invoice submitted by Moetivations, County shall notify Moetivations no later than twenty-one (21) days after the date County receives the invoice. If County does not dispute the invoice, then County shall pay each such approved invoice within thirty (30) calendar days. It is specifically understood and agreed that in the event no funds or insufficient funds are appropriated by Fort Bend County under this Agreement, Fort Bend County shall notify all necessary parties that this Agreement shall thereafter terminate and be null and void on the last day of the fiscal period for which appropriations were made without penalty, liability or expense to Fort Bend County. County is a body corporate and politic under the laws of the State of Texas and claims exemption from sales and use taxes. A copy of a tax-exempt certificate will be furnished upon request. Interest resulting from late payments by County shall be governed by Chapter 2251, TEXAS GOVERNMENT CODE. County reserves the right to withhold payment pending verification of satisfactory work performed.
5. **Limit of Appropriation.** Moetivations clearly understands and agrees, such understanding and agreement being of the absolute essence of this Agreement, that County shall have available the total maximum sum of Ninety-Four Thousand, Three Hundred Sixteen and 40/100 dollars (\$94,316.40), specifically allocated to fully discharge any and all liabilities County may incur. Moetivations does further understand and agree, said understanding and agreement also being of the absolute essence of this Agreement, that the total maximum

compensation that Moetivations may become entitled to and the total maximum sum that County may become liable to pay to Moetivations shall not under any conditions, circumstances, or interpretations thereof exceed Ninety-Four Thousand, Three Hundred Sixteen and 40/100 dollars (\$94,316.40). In no event will the amount paid by the County for all Services under this Agreement exceed this Limit of Appropriation without an amendment executed by the parties.

6. **Public Information Act and Open Meetings Act.** Moetivations expressly acknowledges that County is subject to the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, County will make any information related to the Agreement, or otherwise, available to third parties in accordance with the Texas Public Information Act. Any proprietary or confidential information marked as such provided to County by Moetivations shall not be disclosed to any third party, except as directed by the Texas Attorney General in response to a request for such under the Texas Public Information Act, which provides for notice to the owner of such marked information and the opportunity for the owner of such information to notify the Attorney General of the reasons why such information should not be disclosed. The terms and conditions of the Agreement are not proprietary or confidential information.

Moetivations expressly acknowledges that County is subject to the Texas Open Meetings Act, TEX. GOV'T CODE ANN. §§ 551.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, County will comply with the provisions of the Texas Open Meetings Act in relation to the Agreement.

7. **Indemnity.** The parties agree that under the Constitution and laws of the State of Texas, County cannot enter into an agreement whereby County agrees to indemnify or hold harmless another party; therefore, all references of any kind to County defending, indemnifying, holding or saving harmless Moetivations for any reason are hereby deleted. Moetivations shall indemnify and defend County against all losses, liabilities, claims, causes of action, and other expenses, including reasonable attorney's fees, arising from activities of Moetivations, its agents, servants or employees, performed under this agreement that result from the negligent act, error, or omission of Moetivations or any of Moetivations' agents, servants or employees.
8. **Applicable Law; Arbitration; Attorney Fees.** The laws of the State of Texas govern all disputes arising out of or relating to this Agreement. The parties hereto acknowledge that venue is proper in Fort Bend County, Texas, for all legal actions or proceedings arising out of or relating to this Agreement and waive the right to sue or be sued elsewhere. Nothing in the Agreement shall be construed to waive the County's sovereign immunity. County does not agree to submit disputes arising out of the Agreement to binding arbitration. Therefore, any references to binding arbitration or the waiver of a right to litigate a dispute are hereby deleted. County does not agree to pay any and/or all attorney fees incurred by Moetivations in any way associated with the Agreement.
9. **Certain State Law Requirements for Contracts.** The contents of this Section are required by Texas Law and are included by County regardless of content. For purposes of Sections

2252.152, 2271.002, and 2274.002, Texas Government Code, as amended, Moetivations hereby verifies that Moetivations and any parent company, wholly owned subsidiary, majority-owned subsidiary, and affiliate:

- a. Unless affirmatively declared by the United States government to be excluded from its federal sanctions regime relating to Sudan or Iran or any federal sanctions regime relating to a foreign terrorist organization, is not identified on a list prepared and maintained by the Texas Comptroller of Public Accounts under Section 806.051, 807.051, or 2252.153 of the Texas Government Code.
 - b. If employing ten (10) or more full-time employees and this Agreement has a value of \$100,000.00 or more, Moetivations does not boycott Israel and is authorized to agree in such contracts not to boycott Israel during the term of such contracts. "Boycott Israel" has the meaning provided in § 808.001 of the Texas Government Code.
 - c. If employing ten (10) or more full-time employees and this Agreement has a value of \$100,000.00 or more, Moetivations does not boycott energy companies and is authorized to agree in such contracts not to boycott energy companies during the term of such contracts. "Boycott energy company" has the meaning provided in § 809.001 of the Texas Government Code.
 - d. If employing ten (10) or more full-time employees and this Agreement has a value of \$100,000.00 or more, Moetivations does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and is authorized to agree in such contracts not to discriminate against a firearm entity or firearm trade association during the term of such contracts. "Discriminate against a firearm entity or firearm trade association" has the meaning provided in § 2274.001(3) of the Texas Government Code. "Firearm entity" and "firearm trade association" have the meanings provided in § 2274.001(6) and (7) of the Texas Government Code.
10. **Modifications and Waivers.** The parties may not amend or waive this Agreement, except by a written agreement executed by both parties. No failure or delay in exercising any right or remedy or requiring the satisfaction of any condition under this Agreement, and no course of dealing between the parties, operates as a waiver or estoppel of any right, remedy, or condition. The rights and remedies of the parties set forth in this Agreement are not exclusive of, but are cumulative to, any rights or remedies now or subsequently existing at law, in equity, or by statute.
11. **Human Trafficking.** BY ACCEPTANCE OF CONTRACT, MOETIVATIONS ACKNOWLEDGES THAT FORT BEND COUNTY IS OPPOSED TO HUMAN TRAFFICKING AND THAT NO COUNTY FUNDS WILL BE USED IN SUPPORT OF SERVICES OR ACTIVITIES THAT VIOLATE HUMAN TRAFFICKING LAWS.
12. **No Waiver of Jury Trial.** The County does not agree that all disputes (including any claims or counterclaims) arising from or related to this Agreement shall be resolved without a jury. Therefore, any references to waiver of jury trial are hereby deleted.
13. **Use of Customer Name.** Moetivations may use County's name without County's prior written consent only in any of Moetivations' customer lists, any other use, including the right

to bring control and enforcement actions in the County's name, must be approved in advance by County.

14. **Product Assurance.** Moetivations represents and warrants that its hardware, software and any related systems and/or services related to its software and/or hardware (collectively, the "Product") furnished by Moetivations to County will not infringe upon or violate any patent, copyright, trademark, trade secret, or any other proprietary right of any third party. Moetivations will, at its expense, defend any suit brought against County and will indemnify County against an award of damages and costs (including reasonable attorney fees, court costs and appeals), made against County by settlement or final judgment of a court that is based on a claim that the use of Moetivations' Product infringes an intellectual property right of a third party. Such defense and indemnity shall survive termination or expiration of the Agreement and Moetivations' liability for the above is not limited by any limitation of liability clauses that may appear in any document executed by the parties.

15. **Performance Warranty.** Moetivations warrants to County that Moetivations has the skill and knowledge ordinarily possessed by well-informed members of its trade or profession practicing in the greater Houston metropolitan area and Moetivations will apply that skill and knowledge with care and diligence to ensure that the Services provided hereunder will be performed and delivered in accordance with the highest professional standards.

Moetivations warrants to County that the Services will be free from material errors and will materially conform to all requirements and specifications contained in the attached Exhibit A and Exhibit B.

16. **Conflict.** In the event there is a conflict between this Addendum and the Agreement, this Addendum controls to the extent of the conflict.

17. **Understanding, Fair Construction.** By execution of this Addendum, the parties acknowledge that they have read and understood each provision, term and obligation contained in this Addendum. This Addendum, although drawn by one party, shall be construed fairly and reasonably and not more strictly against the drafting party than the nondrafting party.

18. **Captions.** The section captions used in this Agreement are for convenience of reference only and do not affect the interpretation or construction of this Agreement.

19. **Inspection of Books and Records.** Moetivations will permit County, or any duly authorized agent of County, to inspect and examine the books and records of Moetivations for the purpose of verifying the amount of work performed under the Scope of Services. County's right to inspect survives the termination of this Agreement for a period of four (4) years.

20. **Electronic and Digital Signatures.** The parties to this Agreement agree that any electronic and/or digital signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as the use of manual signatures.

21. **County Data.** Nothing in this Agreement will be construed to waive the requirements of § 205.009 of the Texas Local Government Code. Nothing in this Agreement will be construed to waive the requirements of any record retention laws applicable to County.
22. **Personnel.** Moetivations represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Services required under this Agreement and that Moetivations shall furnish and maintain, at its own expense, adequate and sufficient personnel, in the opinion of County, to perform the Services when and as required and without delays.

All employees of Moetivations shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of Moetivations or agent of Moetivations who, in the opinion of County, is incompetent or by his conduct becomes detrimental to providing Services pursuant to this Agreement shall, upon request of County, immediately be removed from association with the Services required under this Agreement.

When performing Services for the County, Moetivations shall comply with, and ensure that all Moetivations Personnel comply with, all rules, regulations and policies of County that are communicated to Moetivations in writing, including security procedures concerning systems and data and remote access thereto, building security procedures, including the restriction of access by County to certain areas of its premises or systems for security reasons, and general health and safety practices and procedures.

23. **Compliance with Laws.** Moetivations shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of this Agreement, including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required by County, Moetivations shall furnish County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.
24. **Confidential Information.** Moetivations acknowledges that it and its employees or agents may, in the course of performing their responsibilities under this Agreement, be exposed to or acquire information that is confidential to County. Any and all information of any form obtained by Moetivations or its employees or agents from County in the performance of this Agreement shall be deemed to be confidential information of County ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by Moetivations shall be treated with respect to confidentiality in the same manner as the Confidential Information. Confidential Information shall be deemed not to include information that (a) is or becomes (other than by disclosure by Moetivations) publicly known or is contained in a publicly available document; (b) is rightfully in Moetivations' possession without the obligation of nondisclosure prior to the time of its disclosure under this Agreement; or (c) is independently developed by employees or agents of Moetivations who can be shown to have had no access to the Confidential Information.

Moetivations agrees to hold Confidential Information in strict confidence, using at least the same degree of care that Moetivations uses in maintaining the confidentiality of its own confidential information, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than the provision of Services to County hereunder, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential. Moetivations shall use its best efforts to assist County in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limitation of the foregoing, Moetivations shall advise County immediately in the event Moetivations learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement and Moetivations will at its expense cooperate with County in seeking injunctive or other equitable relief in the name of County or Moetivations against any such person. Moetivations agrees that, except as directed by County, Moetivations will not at any time during or after the term of this Agreement disclose, directly or indirectly, any Confidential Information to any person, and that upon termination of this Agreement or at County's request, Moetivations will promptly turn over to County all documents, papers, and other matter in Moetivations' possession which embody Confidential Information.

Moetivations acknowledges that a breach of this Section, including disclosure of any Confidential Information, or disclosure of other information that, at law or in equity, ought to remain confidential, will give rise to irreparable injury to County that is inadequately compensable in damages. Accordingly, County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Moetivations acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interest of County and are reasonable in scope and content.

Moetivations in providing all services hereunder agrees to abide by the provisions of any applicable Federal or State Data Privacy Act.

24. Termination.

24.1. Termination for Convenience. County may terminate this Agreement at any time upon thirty (30) days written notice.

24.2. Termination for Default. County may terminate the whole or any part of this Agreement for cause in the following circumstances:

- (a). If Moetivations fails to timely perform Services pursuant to this Agreement or any extension thereof granted by the County in writing;
- (b). If Moetivations materially breaches any of the covenants or terms and conditions set forth in this Agreement or fails to perform any of the other provisions of this Agreement or so fails to make progress as to endanger performance of this Agreement in accordance with its terms, and in any of these circumstances does not cure such breach or failure to County's

reasonable satisfaction within a period of ten (10) calendar days after receipt of notice from County specifying such breach or failure.

- 24.3. If, after termination, it is determined for any reason whatsoever that Moetivations was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the County in accordance with § 24.1 above.
- 24.4. Upon termination of this Agreement, County shall compensate Moetivations in accordance with § 3, above, for those Services which were provided under this Agreement prior to its termination and which have not been previously invoiced to County. Moetivations' final invoice for said Services will be presented to and paid by County in the same manner set forth in § 3 above.
- 24.5. If County terminates this Agreement as provided in this Section, no fees of any type, other than fees due and payable at the Termination Date, shall thereafter be paid to Moetivations.
- 24.6. If County terminates this Agreement prior to the termination date, County shall not be subject to any early termination fee or other penalty.
- 24.7. Upon termination of this Agreement for any reason, if Moetivations has any property in its possession belonging to County, Moetivations will account for the same, and dispose of it in the manner the County directs.
25. **Independent Contractor.** In the performance of work or services hereunder, Moetivations shall be deemed an independent contractor, and any of its agents, employees, officers, or volunteers performing work required hereunder shall be deemed solely as employees of Moetivations or, where permitted, of its subcontractors. Moetivations and its agents, employees, officers, or volunteers shall not, by performing work pursuant to this Agreement, be deemed to be employees, agents, or servants of County and shall not be entitled to any of the privileges or benefits of County employment.
26. **Publicity.** Contact with citizens of Fort Bend County, media outlets, or governmental agencies shall be the sole responsibility of County. Under no circumstances whatsoever, shall Moetivations release any material or information developed or received in the performance of the Services hereunder without the express written permission of County, except where required to do so by law.
27. **Further Assurances.** Each party further agrees that it shall take any and all necessary steps and sign and execute any and all necessary documents or agreements required to implement the terms of the agreement of the parties contained in this contract, and each party agrees to refrain from taking any action, either expressly or impliedly, which would have the effect to prohibiting or hindering the performance of the other party to this Agreement.

28. **Third Party Beneficiaries.** This Agreement does not confer any enforceable rights or remedies upon any person other than the parties.

29. **Severability.** If any provision of this Agreement is determined to be invalid, illegal, or unenforceable, the remaining provisions remain in full force, if the essential terms and conditions of this Agreement for each party remain valid, binding, and enforceable.

30. **Insurance.**

A. Prior to commencement of the Services, Moetivations shall furnish County with properly executed certificates of insurance which shall evidence all insurance required and provide that such insurance shall not be canceled, except on 30 days' prior written notice to County. Moetivations shall provide certified copies of insurance endorsements and/or policies if requested by County. Moetivations shall maintain such insurance coverage from the time Services commence until Services are completed and provide replacement certificates, policies and/or endorsements for any such insurance expiring prior to completion of Services. Moetivations shall obtain such insurance written on an Occurrence form from such companies having Bests rating of A/VII or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:

1. Workers Compensation in accordance with the laws of the State of Texas. Substitutes to genuine Workers' Compensation Insurance will not be allowed.
2. Employers' Liability insurance with limits of not less than \$1,000,000 per injury by accident, \$1,000,000 per injury by disease, and \$1,000,000 per bodily injury by disease.
3. Commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.
4. Business Automobile Liability coverage applying to owned, non-owned and hired automobiles with limits not less than \$1,000,000 each occurrence combined single limit for Bodily Injury and Property Damage combined.
5. Professional Liability insurance for Information Technology, including Cyber Risk may be made on a Claims Made form with limits not less than \$1,000,000 each claim/loss with a \$2,000,000 aggregate. The insurance should provide coverage for the following risks:

(1). Liability arising from theft, dissemination, and/or use of confidential information (a defined term including but not limited to bank account, credit card account, personal information such as name, address, social security numbers, etc.,) stored or transmitted in electronic form.

(2). Network security liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an authorized third party to gain access to your services, including denial of service, unless caused by a mechanical or electrical failure

(3). Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a customer's or third person's computer, computer system, network, or similar computer-related property and the data, software, and programs thereon.

- B. County and the members of Commissioners Court shall be named as additional insured to all required coverage except for Workers' Compensation and Professional Liability (if required). All Liability policies written on behalf of Moetivations shall contain a waiver of subrogation in favor of County and members of Commissioners Court. For Commercial General Liability, the County shall be named as an Additional Insured on a Primary & Non-Contributory basis.
 - C. If required coverage is written on a claims-made basis, Moetivations warrants that any retroactive date applicable to coverage under the policy precedes the effective date of the Contract and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of 2 years beginning from the time the work under this Contract is completed.
 - D. Moetivations shall not commence any portion of the work under this Contract until it has obtained the insurance required herein and certificates of such insurance have been filed with and approved by Fort Bend County.
 - E. No cancellation of or changes to the certificates, or the policies, may be made without thirty (30) days prior, written notification to Fort Bend County.
 - F. Approval of the insurance by Fort Bend County shall not relieve or decrease the liability of Moetivations.
31. **Remote Access.** As applicable, if Moetivations requires remote access to County Systems for support, installation, integrations, configurations, and/or maintenance of the Services, except as otherwise agreed by the parties and approved by the County's Director of Information Technology and Chief Information Officer in writing, the below requirements must be met before Moetivations is granted remote access to County Systems:
- (A). Moetivations will adhere to the restricted and monitored channels that are provided by the County, or other technologies approved in advance in writing by the County's Director of Information Technology and Chief Information Officer.
 - (B). Moetivations will neither implement nor deploy a remote access solution which bypasses and/or is designed to bypass County provided or approved controls. Moetivations will not access County Systems via unauthorized methods.
 - (C). Moetivations' remote access to County Systems will only be requested and activated on as-needed basis and disabled when not in use.

- (D). Remote access is restricted only to County Systems necessary for Moetivations to provide Services to County pursuant to this Agreement.
- (E). Moetivations will allow only its Workforce approved in advance by County to access County Systems. Moetivations will promptly notify County whenever an individual member of Moetivations' Workforce who has access to County Systems leaves its employ or no longer requires access to County Systems. Moetivations will keep a log of access when its Workforce remotely accesses County Systems. Moetivations will supply County with evidence of access logs concerning remote access to County Systems upon written request from County. Such access logs will be provided to County, within three business days from the date of County's request. These requests may be used to confirm compliance with these terms and/or to investigate a security incident.
- (F). If any member(s) of Moetivations' Workforce is provided with remote access to County Systems, then Moetivations' Workforce will not remotely log-in to County Systems from a public internet access device (e.g., airport computer terminal, or Internet café). This is due to the possibility of sensitive information being monitored by video or computer surveillance in public areas.
- (G). Failure of Moetivations to comply with this Section may result in Moetivations and/or Moetivations' Workforce losing remote access to County Systems. County reserves the right at any time to disable remote access to protect County Systems.
- (H). For purposes of this Section, "Workforce" means employees, agents, subcontractors (where permitted), and/or other persons whose conduct, in the performance of work for Moetivations, is under the direct control of Moetivations, whether or not they are paid by Moetivations and who have direct or incidental access to County Systems.
- (I). For purposes of this Section, "Systems" means any: (i.) computer programs, including, but not limited to, software, firmware, application programs, operating systems, files and utilities; (ii.) supporting documentation for such computer programs, including, without limitation, input and output formats, program listings, narrative descriptions and operating instructions; (iii.) data and/or media; (iv.) equipment, hardware, servers, and/or devices; and/or (v.) network(s).

32. Notices.

- 32.1. Each party giving any notice or making any request, demand, or other communication (each, a "Notice") pursuant to this Agreement shall do so in writing and shall use one of the following methods of delivery, each of which, for purposes of this Agreement, is a writing: personal delivery, registered or certified mail (in each case, return receipt requested and postage prepaid), or nationally recognized overnight courier (with all fees prepaid).
- 32.2. Each party giving a Notice shall address the Notice to the receiving party at the address listed below or to another address designated by a party in a Notice pursuant to this Section:

County: Fort Bend County Sheriff's Office
Attn: Support Services Division

1840 Richmond Parkway
Richmond, Texas 77469

With a copy to: Fort Bend County
Attn: County Judge
301 Jackson Street
Richmond, Texas 77469

Contractor: Moetivations, Inc.
Attn: Maureen Dieckman
10288 W. Chatfield Avenue, Suite 306
Littleton, Colorado 80127

32.3. A Notice is effective only if the party giving or making the Notice has complied with subsections 32.1 and 32.2 and if the addressee has received the Notice. A Notice is deemed received as follows:

32.3.1. If the Notice is delivered in person, or sent by registered or certified mail or a nationally recognized overnight courier, upon receipt as indicated by the date on the signed receipt.

32.3.2. If the addressee rejects or otherwise refuses to accept the Notice, or if the Notice cannot be delivered because of a change in address for which no Notice was given, then upon the rejection, refusal, or inability to deliver.

(Execution Page Follows)

(Remainder of Page Intentionally Left Blank)

IN WITNESS WHEREOF, this Addendum is signed, accepted, and agreed to by all parties by and through the parties or their agents or authorized representatives. All parties hereby acknowledge that they have read and understood this Addendum and the attachments and exhibits hereto. All parties further acknowledge that they have executed this legal document voluntarily and of their own free will. This Addendum is effective upon execution by both parties.

FORT BEND COUNTY

KP George, County Judge

Date

ATTEST:

Laura Richard, County Clerk

MOETIVATIONS, INC.

Authorized Agent – Signature

Maureen Dieckmann

Authorized Agent- Printed Name

CEO

Title

December 10, 2024

Date

REVIEWED:

Fort Bend County Sheriff's Office

AUDITOR'S CERTIFICATE

I hereby certify that funds in the amount of \$_____ are available to pay the obligation of Fort Bend County within the foregoing Agreement.

Robert Ed Sturdivant, County Auditor

Exhibit A: Moetivations' Team on Demand Services Proposal (Quote #24MD106A) and QA/QI Services Description

Exhibit B: Sole Source Letter

Exhibit A



MOETIVATIONS



TEAM ON DEMAND SERVICES PROPOSAL:

QUALITY ASSURANCE / QUALITY IMPROVEMENT

Assessments, Evaluation Scores, & Reports
Body Worn Camera Evaluations

LEADERSHIP DEVELOPMENT

Virtual and Onsite Training
Mentor & Coaching Programs

OPERATIONS SUPPORT SERVICES

Dispatcher on Demand
SOP & Policy Editing
Peer Support & Wellness Programs
Cyber Security Analysis

RENEWAL PREPARED FOR:

Fort Bend County Sheriff's Office, TX
Meghan Rivas
Communications Manager

PREPARED BY:

Mike DeSeve
miked@moetivations.com
Main Office 303.993.7850
www.moetivations.com



MOETIVATIONS

AGENCY: Fort Bend County Sheriff's Office,
TX

DATE: 9-11-2024

CONTACT: Meghan Rivas

QUOTE #: 24MD106A

PROPOSAL

QA/QI SERVICES

Based on

435,000

CALLS FOR SERVICE

QA Team includes 3 to 4 team personnel, calibrating & rotating
CJIS Certified & Experienced QA EVALUATORS; QA team lead, Instructors & Admin
QI Coaching & Job Aides & QI Training Support
Presentations: webinar, monthly reports & Executive Readouts

QA/QI - October 1, 2024 through September 30, 2025

ITEM	DESCRIPTION	QTY	MONTHLY UNIT PRICE	DISCOUNT	MONTHLY FEE	ANNUAL TOTAL
MQAM-001	ADVANCED QA/QI PROGRAM: Evaluations; Based on 492 per month. Work towards application of NENA APCO ANSI Standards. Mixed protocols; random selection. 12-Month Term	5,904	\$ 11,808.00	\$ (2,952.00)	\$ 8,856.00	\$ 106,272.00
WEEKLY 114	MONTHLY 492	ANNUAL 5,904				
Credit on Account:						\$ (11,955.60)
2024-2025 QA Services Subtotal						\$ 94,316.40
Prepaid Discount on or before Oct 21, 2024						\$ (12,392.10)
Total (If paid before deadline)						\$ 81,924.30



MOETIVATIONS

AGENCY: Fort Bend County Sheriff's Office,
TX

DATE: 9-11-2024

CONTACT: Meghan Rivas

QUOTE #: 24MD106A

VIRTUAL / ONLINE TRAINING SERVICES & QI Feedback Loop

Wellness Program Support included - October 1, 2024 through September 30, 2025

ITEM	DESCRIPTION	QTY	UNIT LIST PRICE	UNIT DISCOUNT	MONTHLY FEES	ANNUAL TOTAL
Based on						
64	Total Agency student count: Management and staff					
MTL-00B	Launch & Set Up fee /One Time Fee	1	\$ 650.00	\$ (162.50)	\$ -	Waived
MT-002	Online Training: Basic Courses & Peer Community - for Management, Supervisors and Training Dept.	3	\$ 14.99	\$ (4.50)	\$ 31.47	\$ 377.64
MT-001	Online Training: Basic Courses & Peer Community - for Staff (dispatcher & TC team)	61	\$ 12.99	\$ (4.50)	\$ 517.89	\$ 6,214.68
Prepaid Discount						\$ (934.86)
VIRTUAL TRAINING SUBTOTAL:						\$ 5,657.46

MT-001AW	Optional Upgrade** 6 Months of Advanced Supervisor Workshops for Management and Training Dept.	3	\$ 29.75	\$ (4.50)	\$ 75.75	\$ 454.50
TOTAL INCL. OPTIONAL UPGRADE ADD-ON:						\$ 6,111.96

OPTIONAL ONSITE TRAINING SERVICES

ITEM	DESCRIPTION	QTY	UNIT PRICE	DISCOUNT	TOTAL
MT-1904T	Onsite Training (4 full days): Discounted to allow agency to host and invite other agencies to attend at the rate of \$150 per seat.	1	\$ 11,050.00	\$ (4,972.50)	\$ 6,077.50
ONSITE TRAINING TOTAL:					\$ 6,077.50



MOETIVATIONS

AGENCY: Fort Bend County Sheriff's Office,
TX

DATE: 9-11-2024

CONTACT: Meghan Rivas

QUOTE #: 24MD106A

APPROVAL PAGE

Quote Valid for 120 days

QA LAUNCH FEE INCLUDES:

Secure file set up and documentation approval; SOPs and communication workflow between agency and QA/QI TEAM
Evaluator access & responsibilities for QAEs.
QAE assignments and agency percentage goals.
Refresh existing process requirements or create new ones.
Training Aids, Job Aids, and Scorecard documentation.
Monthly reporting schedule.
Set up of 'Coaches Corner' and feedback loop.
Virtual training and onsite training implementation (optional).

PAYMENT TERMS

SERVICES	DEPOSIT	Launch Fee or 25% of program
	Monthly Fee	Net 21
	Prepaid & Discounted	Net 30
TRAINING	ONSITE	40% due upon signing. 60% due within 10 days of training date.
	VIRTUAL	NET 30

PROPOSAL APPROVAL

Total \$

AUTHORIZING SIGNATURE

Date

AUTHORIZING NAME

TITLE

OPTIONS APPROVED

Total \$

The authorizing party must have budgetary discretion to approve the terms described in this Proposal. Final invoices to include any taxes or credit card processing fees, if applicable. The approved proposal will be attached as an Exhibit to the Service Agreement, as needed.

Statement of Confidentiality & Non-Disclosure

This document contains proprietary and confidential information. All data submitted to your agency is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with MOETIVATIONS, Inc. The recipient of this document agrees to inform employees of your agency who view or have access to its content of its confidential nature. The recipient agrees not to duplicate or distribute or permit others to duplicate or distribute any material contained herein without MOETIVATIONS, Inc. express written consent. MOETIVATIONS, Inc. retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia. By acceptance of this document, the recipient agrees to be bound by the aforementioned statement.



LEADERSHIP DEVELOPMENT & WELLNESS

Character and Communications Leadership displayed during crisis and critical emergencies is based on training, history, personal experience, upbringing, and stress level...all which Impact or guide team response, expectations and behavior.

Methodology: Revive morale; improve coping skills; reduce the long-term impact of crisis related stress. Reset common courtesies, customer satisfaction intentions, personal accountability, being mindful, encouraging increase in positivity; reduces gossip.

Training content includes best practices; communicating in a way that improves team during crisis, reduce bullying & intimidation; Practical Workplace Application
Thrive-ability! Reveal Life Application techniques, Healthy lifestyles & hobbies
Encourage character-based communications, discretion, honor



Reset Discipline goals; Improving Manager & Staff interaction, noticing negativity and not tolerating toxic behaviors to spread throughout a team; Review Leadership skills by example, as shown in the workplace.

Personal Development; notice improvement in the most unlikely individuals.

Mentoring & Coaching: Supervisors in the workplace

Emotional Strength & Peer Support

Recognizing stress in yourself and others

Resilience & Readiness; Restoration

Coping Skills & Wellness Program development

Customer Service

Officer Safety

OPERATIONS SUPPORT

SOP & POLICY EDITING SERVICES

EXAMPLE SOP & POLICY EDITING / SCOPE OF WORK

Author Policy Main Categories and Subcategories (quantity to be determined)

Recommend SOP supporting/not supporting and recommendations to SOP Manual

Use pre-determined template and client-provided Table of Contents.

Draft, revisions, and re-draft SOP or Policies - Includes re-drafting before HR or legal approval.

Align SOPs with known HR rules.

Facilitate presentation process and discussions; Facilitate editing, approval process, and signatures required for file and mutually approved posting/implementation date.

POLICY & SOP EDITING SUPPORT FOR PSAPs

Coordinate completion for main categories to align with client-provided training memos and client-provided training to support maximum adoption. Support training goals with memo recommendations

Revisions to include where requested a high level summary of the SOPs: Summary to include SOPs best practices where needed for management and supervisors to use in messaging for consistency; recommendations such as mandatory or non-mandatory; example distribution best practices: Place notices, training schedule, and new SOP(s) on bulletin boards; distribute same at shift roll-call.

Note in the SOP documentation (where requested) whether the employees are required to read and acknowledge the SOP(s), and if a system exists to track the employee and the date the SOP(s) was opened. Or if signatures are required.

Document the staggered and/or preset Implementation dates as needed.



MOETIVATIONS

QUALITY ASSURANCE QUALITY IMPROVEMENT

QA / QI PROFESSIONAL SERVICES

- QA/QI Professional Services Team
- Utilize required protocols and industry best practices
- Application of APCO/NENA ANSI standards, IAED, Powerphone, APCO, state and local requirements
- Recommend SOP & Policy additions & edits
- Monthly reports, statistics, goal setting, & trend tracking
- Performance recommendations & customized job aids



BASIC

We will assist agency in setting up internal QA/QI program, document the workflow and processes; set up goals in a 'crawl, walk, run' method. Services include QA Team training, calibration, and ongoing coaching.



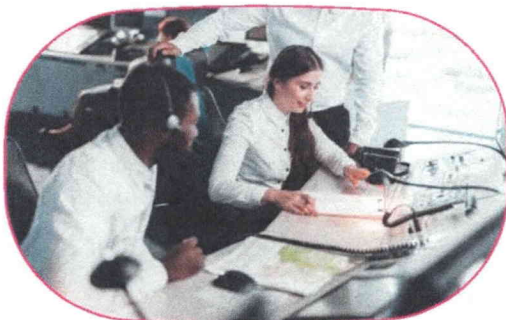
ENHANCED

Our QA/QI professionals will assess agency existing program, update the feedback loop, and support the appeal processes. Evaluators will QA the existing QA program, customize scorecards, calibrate scoring and provide training recommendations. Services include policy editing support, and 'coaches corner'.



ADVANCED

Complete QA/QI agency program: Weekly evaluations, monthly reports, job aids, training recommendations, policy & SOP editing support, calibration, customized scorecards. Evaluations for call-taking, radio; Law, Fire, EMD, for SOP based and protocol based, TCPR Case Reviews.



*We're better
when we work
together!*



QUALITY ASSURANCE SERVICES

TCPR
& CASE REVIEWS

WEEKLY EVALUATIONS

MONTHLY REPORTS

UNBIASED & OBJECTIVE
FEEDBACK LOOP

CUSTOMIZED
SCORECARDS

CERTIFICATIONS IN
EMD, EFD, EPD, APCO

APPEALS PROCESS

COACHING SUPPORT

VIRTUAL TRAINING

WELLNESS PROGRAMS

STRESS MANAGEMENT
ACTIVITIES

RECOGNITION &
REWARD KITS



Attn: Krystle Sanchez, Buyer II
Fort Bend County
301 Jackson Street, Suite 201
Richmond, TX 77469
Tel: (346) 481-6632 / Fax: (281) 341-8645
Email: Krystle.Sanchez@fortbendcountytexas.gov

Dear Ms. Sanchez,

Moetivations, Inc. has provided continuation of QA/QI Services for current fiscal year, as outlined in Exhibit 24MD106A to run as requested and scheduled by Meghan Rivas; October 1, 2024, through September 30, 2025. The outline includes options, not yet chosen, listed as Online and Onsite Training, TCOLE CEU instructors, for your consideration.

Founded in 2012, Moetivations, Inc is an organization comprised of Public Safety certified professionals, dispatchers, training coordinators, QA/QI subject matter experts and 9-1-1 operations managers with decades of APCO, NENA standards, training, and 9-1-1 process management experience. We employ subject matter experts in several PSAP key areas such as QA/QI programs, protocol compliance, supervisor coaching, emergency operations response, operations assessments, and training program updates. Moetivations, Inc., provides this response for Team on Demand professional services with high integrity and in the spirit of public safety partnership.

Our Quality Assurance and Quality Improvement personnel are CJIS trained and certified, and many are current/former dispatchers, CTOs, law enforcement, PSAP Supervisors, Operations Managers or 9-1-1 Directors. We are deeply experienced in QA/QI, policy writing, SOP editing, soft skills training, call & radio incident reconstruction, QA evaluations, Police/Fire/EMD scorecards, job aids and standards compliance.

We are a diverse team, 100% female owned business based in Denver, Colorado: certified DSBO, DBE and an approved vendor in 50 states. Our team members hold industry certifications such as ENP, RPL, CJIS, CALEA, IAED accreditation credentials, and other necessary protocol education & certifications needed to accomplish this important service.

Per your request, we are providing the following descriptions of our services.



QA/QI Services (current services renewal) includes the following:

This service provides Quality Assurance evaluations for a predetermined number of calls per month (492) and provides Quality Improvement suggestions to improve the overall performance of The Fort Bend County call-takers and dispatchers.

Team on Demand QAEs (Quality Assurance Evaluators) perform multiple aspects of quality assurance. QAEs use feedback to feed forward your training programs and implement procedures that support continuous customer service improvement, officer safety, adherence to SOPs including but not limited to developing focused training aids. Goals and compliance requirements can be revised anytime in the future as policies evolve.

Our QAEs listen and report for:

- **Attitude:** Tone of voice, empathy, and community service; soft skills; professionalism.
- **Protocol:** Applying policy and procedures as agreed upon; grow your agency towards NENA APCO ANSI standards and compliance with other related certifications as needed. (Example: IAED, Police/Fire/EMD, CALEA, and other required protocols)

Our Team on Demand QA Managers and QAE Public Safety Professionals are committed to supporting your staff where shortages exist and where advanced quality performance is required. We are highly skilled in reports, policy documentation and 9-1-1 Management best practices.

QAEs will select calls, as directed by Fort Bend County Sheriff, and use a scorecard for objective samplings of calls, radio, and screen recordings for evaluation. We will use schedules and rules that you prefer, and vary the scope of calls based on tenure, new hire needs, and performance review schedules at your discretion. We will adapt forms and tailor feedback based on skills, incident type, responsibilities, and other performance priorities that we mutually set.

- **Documenting:** validating policy and standards as it relates to NENA APCO ANSI Standard; drafting Policy examples if needed, utilizing accreditation where required; Notice trends and address them by recommending corrective training or coaching maneuvers.
- **Reporting:** Team on Demand will provide quantitative documentation to the agency to assist with employee evaluations, and performance enhancements. All reports will be stored on a secure drive or on a specified agency platform, for ease of access for Fort Bend County Sheriff.
 - Monthly & Quarterly Reporting
 - Implementing New or Revised Policy / Recommendations / Minor editing included
- **QA Standards Application:** We use the industry APCO/NENA voluntary standards, as well as local and national requirements based on agency rules, most of which describe recommended policy and QA program launch roadmap. We will define internal QA standards based on Industry Best Practices. The QA/QI program, processes, and requests for release of information shall comply with all applicable federal, tribal, state/provincial, and local laws, rules, and regulations.



PROGRAM GOALS:

- Application of APCO NENA ANSI Standards
- Accreditation goal setting and/or maintaining as needed.
- Reduce liability exposure & risk associated with improper response.
- Reduce turnover caused by error and over-discipline.
- Notice early Intervention needs.
- Improve efficiency, quality of service for responders & community.
- Enhance productivity; Drive accountability and utilize staff retention strategies.
- Reduce complacency & customer complaints.
- Create better responder & community alliances.

QA LAUNCH: Infrastructure, IT Access, & Portal Files

- Set up files and document process for evaluators and PSAP.
- Evaluator access & responsibilities for QAEs
- Goals for agency percentages and expectations
- Refresh existing or create new process requirements
- Refresh or create Performance Review & Evaluation SOPs
- Documentation & reporting requirements/schedule
- Set Up Coaches Corner, Feedback Loop
- Recommendations for improvement workflow
- Agency responsibilities: Provide access to key system data for the purpose of evaluating & scoring. Access points: CAD & Logging Recorder

QA TEAM: Listening to predetermined calls weekly.

- Includes rotating Team on Demand personnel
- CJIS Certified & Experienced QAEs
- Assign QA team lead, QA personnel
- Application of APCO NENA ANSI Standard.
- Includes recommendations, job aids & remote training
- Calibration schedule & monthly reports
- Quarterly Readouts: webinar, recording or training materials.



OPTIONAL: MOE911 Online Virtual Training Portal & Onsite Training

This online subscription service provides access for the Fort Bend County 911 center to over 600 available courses and is priced to accommodate 3 supervisors/managers and 61 call-takers / dispatchers. Unused virtual logins will be tallied at the end of the contract and will appear as a credit on the renewal.

The MOE911 LMS Team includes 9-1-1 expert staff and trainers that hold industry certifications including but not limited to ENP, RPL, CTO, CJIS, IAED accreditation credentials, PMP and other necessary Public Safety education needed to accomplish Onsite & Virtual Training, & Leadership Development.

Our TEAM ON DEMAND and MOE911 expert personnel and instructors:

- Deliver training in 9-1-1 Basic Skills & Advanced Workshops, PSAP critical systems assessment, Systems Training (NG9-1-1, CAD, RADIO, MAP, TEXT).
- Are well versed in supporting & facilitating learning paths, online training programs, documenting required CEUs, certifications programs, and reports.
- Are well-versed in conducting & facilitating LIVE and recorded training & conferences.
- Develop and edit video/ audio content, can help your agencies with editing specific agency content, uploads & scheduling, providing tests, surveys, report generation and setting up automated agency dashboards.
- Coach and mentor agency regarding staffing retention strategies, Career Development training and new hire onboarding best practices.
- Are Experts in the implementation and support of ongoing support of Health & Wellness & Peer Support programs.

Included in our proposed MOE911 LMS solution:

- Online, web browser-agnostic front-end interface proposed as the primary means of use by telecommunicators and course instructors.
- Back-end system that will be the primary means of system administration, course creation, course and student tracking, and statistical analysis.
- MOE911 system that is capable of ingesting a variety of standardized online instructor-led courses (synchronous courses), online self-paced (asynchronous courses), and hybrid courses (a synchronous course with various asynchronous components) that can be prepared by MOE911 instructors, WMD administrators, PSAP trainers, or another organization.
- Training, which includes trainer certification for future classes.
- MOE911 LMS Implementation services and other components necessary for a turnkey solution



MOE911 LMS allows email notifications to be automated, turned on, and turned off. Previous pre-requisites may be uploaded, manually entered, and stored in order to show proof of meeting pre-requisites. Certificates of Completions may be entered from previous training outside /external training, and new certificates in the system are logged, downloadable, and stored in a list in each user training record.

Tests are configurable, with multiple features such as setting question order and weight, multiple choice, fill the gap, drag and drop, SCORM, free text, shuffle question & answer, password protected, 'continue' permissions based on sections passed, question randomization, repetition, and so on. Pass/fail notifications are automated and notified to students and can be copied to others based on configurations. User progress is stored with user training records and are exportable to excel, infographics and various configurable dashboard reports.

Certificates of completion are customizable using agency or other logos, and downloadable. Previous records can be imported.

Exhibit B



AGENCY NAME: Fort Bend County Sheriff's Office
ADDRESS: 1840 Richmond Parkway, Richmond, TX 77469

Attn: COMMUNICATIONS MANAGER Meghan Rivas
PHONE #: (281) 341-4764

Date: November 21, 2024

REFERENCE: Team on Demand, QA/QI Advanced Services, 9-1-1 Leadership Job Aids, SOPs & Policies Support.

Thank you for the opportunity to continue to provide QA services, Training Aids, and Leadership Development to Ft Bend County Sheriff's Office.

Moetivations, Inc. is certified in the unique operations and professional services for PSAPs and 9-1-1 communications centers providing specialized & certified QA services, Public Safety organizational SOPs & policies development, and onsite/online training, including but not limited to stress management, health and wellness, and 9-1-1 operations improvement services. Maureen Dieckmann, Founder and CEO has pulled together a team of 9-1-1 operations and staffing subject matter experts with decades of PSAP management experience, 9-1-1 policies and procedures implementation, QA/QI protocol performance, dispatch training, and industry standards related to 9-1-1 professional services.

While other general consulting or training organizations may exist in one area of PSAP expertise or another, Moetivations, Inc. is the only company in the U.S. that provides the following from one team:

- 1) Staff that are trained and/or certified to use protocols such as Priority Dispatch, PowerPhone, National and Regional protocols, including customized EMD programs, Frontline, Guardian Tracking, & pertinent 9-1-1, CAD and RADIO software platforms.
- 2) Your bundle may include as requested and contracted, three critical service areas that provide additional staffing workload support:
 - a. QA / QI third party weekly & certified program; CJIS certified personnel
 - i. Includes special requests.
 - b. Onsite Instruction and Online Training Aids with or without a Portal related to PSAP Roles, Responsibilities & Customized Skills
 - i. Training includes QA, QI standards best practices, Customized Job Aids, supervisor feedback coaching, character based 9-1-1 communications skills, and Health/Wellness programs, on demand (special requests) training, agency specific SOP training.
 - ii. Portal allows agency specific & Vendor training to be loaded without add-on fees.
 - c. SOPs and Policy editing, writing, and implementation support; including protocol job aids/corrective advice docs, policy editing and unlimited library.



TEAM ON DEMAND Services are provided by one team of employees, who are experienced and aligned with the PSAP unique rules and are not provided as a collective of bids from multiple companies. Services are not provided by independent contractors, nor does Moetivations require agencies to contract with independent contractors.

- Site by site customized and unique scope of work is based on pre-site surveys, operations assessments, required certifications, professional training and real-life PSAP scenarios.
 - Comprehensive research and data is collected prior to each QA and training program, allowing the team to recommend improvement in appropriate areas such as stress management, officer safety, protocol updates, and restoration programs, utilizing individual stress management techniques not available by other training organizations.
 - Delivery of curriculum, training aids, and job aids that are derived from specialized training and certified instructors: 9-1-1 technology, negotiations training, professional liaison, character-based communications, conflict management, and project management.
 - Peer Community online and QA coaching for team leads, supervisors, and management.
- QA professional services, QA of QA programs, and QA training:
 - QA program includes protocol plus attitude; applying strategies that drive personal development, professionalism, and (as needed) accreditation goals.
 - Provides feedback loop to include focus for understaffed, overworked teams, creating an individual approach to morale improvement and critical attention for first responders.
- Policy and Procedures (SOPs for dispatch)
 - Performance Evaluation Updated documentations; early intervention reporting, editing where SOPs might be outdated, training aid recommendations for current best practices.
 - Editing recommendations; Policy Updates that impact performance or PSAP operations: this includes supporting customized training for policy changes loaded into the portal, at no additional fees.
- ✓ Moetivations is the only PSAP professional QA services organization in the U.S. that was registered in the diversity government category for small business, CDOT, MWDBE, DBE and is a 100% minority, female owned business.
- ✓ All information presented in our programs, training and online peer community was developed, created, or discovered by or on behalf of Moetivations, Inc.
- ✓ All information including course content and curriculum, presentations, handouts, working sessions are proprietary to Moetivations, Inc.'s team of PSAP professionals, partners, and instructors.
- ✓ We share our expertise with the industry associations such as NENA, APCO and customize training for agencies to support betterment of staffing retention goals, wellness programs, peer support programs, and professional development within PSAPs.

Sincerely,

Maureen Dieckmann
Founder & CEO