

AGENDA ITEM REPORT

DATE: March 19, 2024
DEPARTMENT: Public Safety
REQUESTER: Benjamin Abes
TITLE: Award Contract for Automated Quality Assurance System

I. MOTION REQUESTED

A) Award Request for Proposal No. RFP230492CJV, Automated Quality Assurance system for Public Safety to FirstWatch Solutions, Inc. for an automated public safety quality assurance system, including start-up fees and 36-months of software subscription fees, in the amount of \$568,997.20.

B) Authorize the Chair to execute the contract documents on behalf of the Board of County Commissioners.

C) Grant the County Manager or designee the authority to renew the contract, for up to two additional one-year periods, and to execute all associated documents, as approved in the departments' annual adopted budgets, if doing so is in the best interest of Lee County, and there are no cost increases associated with the renewal(s).

II. ITEM SUMMARY

Approval of this item awards a contract to Automated Quality Assurance System for Public Safety to FirstWatch Solutions, Inc., in the amount of \$568,997.20. FirstWatch Solutions, Inc. provides data analysis and alert notifications in real-time to Public Safety leadership and provides analytical capabilities not currently available. The first-year expense is \$84,028.06, which includes implementation services and four months of service. This is a planned and budgeted expense in the Department's annual budget, and future year costs will be included in future budgets. There are no cost escalations during the term or renewals of the agreement. The system will be fully operational by August.

III. BACKGROUND AND IMPLICATIONS OF ACTION

A) Board Action and Other History

Last fall, Public Safety and Procurement issued Request for Proposal No. RFP230492CJV, Automated Quality Assurance System for Public Safety. Through that process, FirstWatch Solutions, Inc. was selected for the award.

FirstWatch Solutions will augment our high performing EMS system by providing real/near time data to make critical operational decisions. With connections to the computer aided dispatch (CAD) and patient care reporting system, FirstWatch Solutions will provide essential information to emergency decision makers related to emergency resource movement, public health symptom surveillance (pandemic), quality improvement metrics, resource utilization statistics, amongst other operational metrics.

B) Policy Issues

C) BoCC Goals

D) Analysis

There is no cost escalation during the term of the agreement. Each year's payment for the service will be budgeted in future fiscal years.

E) Options

IV. FINANCIAL INFORMATION

A)	Current year dollar amount of item:	\$84,028
B)	Is this item approved in the current budget?	Yes
C)	Is this a revenue or expense item?	Expense
D)	Is this Discretionary or Mandatory?	Discretionary
E)	Will this item impact future budgets? If yes, please include reasons in III(D) above.	Yes
F)	Fund: General Fund Program: Public Safety/Emergency Medical Services Project: Account Strings: KF5260100100.503490	

G)	Fund Type?	General Fund
H)	Comments:	

V. **RECOMMENDATION**
 Approve

VI. **TIMING/IMPLEMENTATION**

VII. **FOLLOW UP**

ATTACHMENTS:

Description	Upload Date	Type
FIRSTWATCH COI	2/26/2024	Backup Material
SUNBIZ	2/26/2024	Backup Material
VENDOR EXECUTED FirstWatch Agreement	2/26/2024	Agreement

REVIEWERS:

Department	Reviewer	Action	Date
Public Safety	Tucker, Mary	Approved	3/8/2024 - 10:42 AM
Public Safety	Abes, Benajamin	Approved	3/8/2024 - 11:02 AM
Budget Services	Henkel, Anne	Approved	3/8/2024 - 12:01 PM
Budget Services	Winton, Peter	Approved	3/8/2024 - 2:22 PM
County Attorney	Fraser, Andrea	Approved	3/8/2024 - 3:49 PM
County Manager	Brady, Christine	Approved	3/11/2024 - 11:50 AM