

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM
3.29
(ID # 7315)

MEETING DATE:

Tuesday, June 26, 2018

FROM : EMERGENCY MANAGEMENT DEPARTMENT:

SUBJECT: EMERGENCY MANAGEMENT DEPARTMENT: Ratification and Execution of Amendment No. 2 to the Agreement with FirstWatch Solutions, Inc. for the Purchase of Additional System License and FirstPASS Module, without seeking competitive bids. [Districts: All] [Total \$238,101] [100% EMS Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify Amendment No. 2 to the Professional Service Agreement with FirstWatch for the purchase of additional system license and FirstPASS module, without seeking competitive bids, for a maximum contract amount not to exceed \$238,101, and authorize the Chairman of the Board to execute the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459 and as approved by County Counsel to sign amendments that do not change the substantive terms of the Agreement.

ACTION: Policy

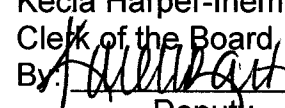

Bruce Barton, EMD Director 6/12/2018


Jim Smith, Chief Technology Officer 6/13/2018

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Jeffries and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington and Perez
Nays: None
Absent: Ashley
Date: June 26, 2018
xc: EMD, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 93,037	\$ 55,178	\$ 238,101	\$
NET COUNTY COST	\$	\$	\$	\$
SOURCE OF FUNDS: 100% EMS Funds			Budget Adjustment: No	
			For Fiscal Year(s):17/18-20/21	

CEO Recommendation: Approve

BACKGROUND:

Summary

The County of Riverside, on behalf of its Emergency Management Department (EMD) entered into an agreement with FirstWatch Solutions, Inc., effective February 15, 2012, for its FirstWatch Real Time Early Warning System to monitor real-time situational awareness, conduct data analysis and bio-surveillance. At this time, EMD is requesting to add the FirstPASS quality enhancement module, including support and maintenance, to establish an automated performance improvement system using the existing ImageTrend ePCR data. In addition, all EMS system providers have transitioned to ImageTrend ePCR, and therefore it is necessary to increase the license capacity, from 145,000 records to 500,000 records.

FirstPASS will enhance EMD's existing capabilities by establishing an automated notification program that monitors system performance, clinical performance, and risk reduction.

Key Benefits include:

- Real-Time Automated QA/QI
- Protocol Compliance
- Improved Documentation
- User Feedback
- Time Management and Resource Coordination
- Individual Performance

The following products will be added to the current configuration, which was approved previously (SSJ #17-026):

- Data Source 2 (DS2) System License (additional capacity for 500,000 records)
- FirstPASS Module with Protocol and Reporting Bundled
- Additional Annual Support and Maintenance

This purchase has been approved by TSOC and County Purchasing. The attached amendment has been approved as to legal form by County Counsel.

Impact on Residents and Businesses

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FirstPASS will give EMD the ability to monitor and analyze patient care data for the early detection of EMS system problems rapidly, consistently and automatically.

Contract History and Price Reasonableness

The price is reasonable given that FirstWatch has offered EMD a lower partnership cost as well as a credit to reduce the cost of the module. The annual cost of the original agreement was within the authority of the Buyer II to approve. This second amendment increases the amount of the agreement to a level requiring Board approval.

SUPPLEMENTAL:

Additional Fiscal Information

FirstWatch has given EMD a lower partnership cost, since EMD already uses Real-Time Early Warning System. A system credit of \$9,527 was also applied to reduce the cost of the purchase. For the FirstPASS module, half of the initial cost and support/maintenance will be paid up front, and half at "go-live".

Fiscal Year	Current System	Additions	Credit	Total
17/18	32,076	70,488	(9,527)	93,037
18/19	32,700	22,478		55,178
19/20	33,344	11,101		44,445
20/21	34,007	11,434		45,441
			Total:	238,101

ATTACHMENTS:

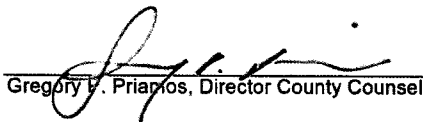
Amendment No. 2 to Agreement 11-114 with FirstWatch Solutions, Inc., dba FirstWatch
Sole Source Justification No. 219, approved by County Purchasing


Melissa Noone, Associate Management Analyst

6/19/2018


Teresa Summers, Director of Purchasing

6/12/2018


Gregory V. Priamos, Director County Counsel

6/14/2018


Jim Smith, Chief Technology Officer

6/13/2018



Bruce Barton
Director

Date: May 29, 2018
From: Bruce Barton, Director of Emergency Management Department
To: Board of Supervisors/Purchasing Agent
Via: Ofelia Acosta, Buyer II, and 951-358-7191
Subject: Sole Source Procurement; Request for FirstPASS Module, Data Source 2 (DS2) – ImageTrend ePCR, Annual Support & Maintenance for Years 2-5.

The below information is provided in support of my Department requesting approval for a sole source.

1. **Supplier being requested:** FirstWatch
2. **Vendor ID:** 0000064803
3. **Supply/Service being requested:** Procure the FirstPASS quality enhancement module including support and maintenance to establish an automated performance improvement system using existing Image Trend ePCR data source within FirstWatch.
4. **Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:** There are no other suppliers that are able to provide this software system. We currently have an approved sole source (17-026) with FirstWatch for the real-time early warning system that operates with FirstPass.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** Currently, the County of Riverside – Emergency Management Department (EMD) uses FirstWatch to monitor real-time situational awareness, conduct data analysis and bio- surveillance. FirstPASS will enhance our existing capabilities by establishing an automated notification program that monitors system performance, clinical performance, and risk reduction. Unique features of FirstPASS include:
 - FirstPass is a clinical quality measurement and protocol monitoring tool designed to alert users to deviations in expected treatments to medical protocols.
 - FirstPass provides continuous monitoring of ePCR and other data to quickly identify and provide real-time alerts related to protocol deviations, incomplete “care bundles” (which include scientifically validated patient care protocols), missing data elements or urgent patient safety issues.

- FirstPass "Bundle of Care" includes the following protocols: ACS/STEMI, Stroke, Trauma, Airway Management, Cardiac Arrest, Universal and Billing. Additional metrics to consider might be: Pain Management, Patient Care Aspect, High Risk/Low Frequency Event or Non-Transports/Refusals.
- metrics to consider might be: Pain Management, Patient Care Aspect, High Risk/Low Frequency Event or Non-Transports/Refusals.

Key Benefits include:

- Real-Time Automated QA/QI.
- Protocol Compliance
- Improved Documentation
- User Feedback
- Time Management and Resource Coordination
- Individual Performance

6. **Reasons why my department requires these unique features and what benefit will accrue to the county:** FirstPASS will give EMD the ability to monitor and analyze patient care data, identifying deviations rapidly, consistently and automatically. Data will assist in the early detection of system problems rather than relying solely on Hospital Emergency Department (ED) reportable data.

7. **Period of Performance:** From: 4/1/2018 to 6/30/2021
(total number of years)

Is this an annually renewable contract? No Yes
Is this a fixed-term agreement: No Yes

8. **Identify all costs for this requested purchase. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.**

Description:	FY 17/18	FY 18/19	FY 19/20	FY 20/21	Total
One-time New Costs:					
Data Source 2 (DS2) increase System License for 500K records	\$52,188				\$52,188
FirstPass Module w/Protocol & Reporting Bundled (Requires ePCR data source)	\$15,000	\$15,000			\$30,000
Credit from AMR MEDS ePCR Integration	\$(9,527)				\$(9,527)
Ongoing New Costs:					
FirstPass Annual Support & Maintenance	\$3,300	\$3,300	\$6,798	\$7,001.94	\$20,399.94
DS-2 Image Trend additional annual support & maintenance		\$4,177.57	\$4,302.90	\$4,431.98	\$12,912.45
Total New Costs:	\$60,961	\$22,477.57	\$11,100.90	\$11,433.92	\$105,973.39
Existing License Costs: (Approved SSJ#17-026)DS-2 Image Trend existing annual support & maintenance	\$32,075.78	\$32,700.55	\$33,344.07	\$34,006.89	\$132,127.29
Total Contract Cost:	\$93,036.78	\$55,178.12	\$44,444.97	\$45,440.81	\$238,100.68

9. **Price Reasonableness:** Since EMD already utilizes Real-Time Early Warning System, FirstWatch is offering EMD a lower partnership cost than what is normally offered. We are requesting the approval of this sole source for the next four years in the amount of \$105,973.39 for new licenses and support costs, and requests to combine the previously approved sole source # 17-026 into one single request for a combined total of \$238,100.68 for a four-year period. FirstWatch pricing has remained competitive with no significant increases.

10. **Projected Board of Supervisor Date (if applicable):** June 26, 2018

[Signature] Department Head Signature (or designee) FRUOF BAETO Print Name 5-31-18 Date

Purchasing Department Comments:

Approve Approve with Condition/s Disapprove

Not to exceed: \$ 238,100.48 One time Annual Amount through 6/30/21
(Date)

[Signature] Purchasing Agent 6/6/18 Date 18-219 Approval Number
(Reference on Purchasing Documents)

- List Attachments:
Form11
Amendment
Quote
RCIT Approval

COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
FIRSTWATCH SOLUTIONS, INC.

Original Contract Term: February 15, 2012 through June 30, 2016
Effective Date of Amendment: June 1, 2018
Amended Maximum Contract Amount: \$238,101 (through June 30, 2021)
Contract ID: EM-11-114

This Second Amendment to the Professional Service Agreement (the "Agreement") is entered into by and between the County of Riverside, a political subdivision of the State of California ("COUNTY") and FirstWatch Solutions, Inc., dba FirstWatch, a California corporation ("CONTRACTOR").

RECITALS

WHEREAS, COUNTY and CONTRACTOR entered into the Agreement (also identified as Contract No. 11-114) to monitor real-time situational awareness, conduct data analysis and provide bio-surveillance for the COUNTY on behalf of its Emergency Management Department;

WHEREAS, the Agreement, entered into as of February 15, 2012, was first amended on July 1, 2016 for an additional five year term, to expire on June 30, 2021; and

WHEREAS, COUNTY now desires to increase the number of licenses and acquire FirstPASS from the CONTRACTOR to meet the needs of the EMS System.

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, COUNTY and CONTRACTOR agree as follows:

1. The above recitals are true and correct.
2. Section 3.1 of the Agreement is deleted in its entirety and replaced with the following:

"COUNTY shall pay CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B-3, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed two hundred eighty three thousand one hundred one dollars (\$238,101), including all expenses."

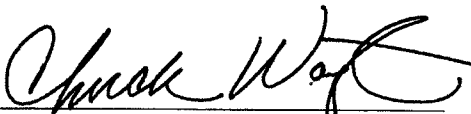
3. Exhibit A-1 (Scope of Service) of the Agreement is deleted in its entirety and replaced with the attached Exhibit A-2.
4. Exhibit B-2 (Payment Provisions) of the Agreement is deleted in its entirety and replaced with the attached Exhibit B-3.

COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
FIRSTWATCH SOLUTIONS, INC.

5. All other terms and conditions of the Agreement not modified herein shall remain unchanged and in effect. If any provisions of this Amendment or the Agreement shall be determined to be illegal or unenforceable, such determination shall not affect any other provision of the Agreement and all such other provisions shall remain in full force and effect. The language in all parts of the Agreement shall be construed according to its normal and usual meaning and not strictly for or against either party.

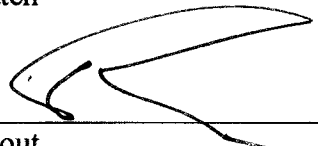
IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: 
Chuck Washington, Chairman
Board of Supervisors

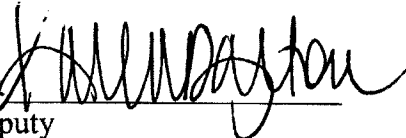
Dated: JUN 26 2018

FirstWatch Solutions, Inc., dba
FirstWatch

By: 
Todd Stout
President

Dated: 6-14-18

ATTEST:
Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel


By: 
Susanna Oh
Deputy County Counsel

EXHIBIT A-2

SCOPE OF SERVICE

CONTRACTOR agrees:

1. To continue to provide support and maintenance services to the following products on an annual basis:
 - a. Real-Time Early Warning System: Data Source 1 (DS1) – TriTech CAD
 - b. Module – Transfer of Care (TOC)
 - c. Module – Performance Plus Enhancement (PPE)
2. To provide data source conversion for “AMR Riverside Data Source 2 (DS2) – Meds” to “DS2 – ImageTrend ePCR” by January 2017
3. To provide prorated maintenance services for “DS2 – ImageTrend” from January 14, 2017 to June 30, 2017, and annually thereafter.
4. To transfer administrative rights for the Online Compliance Utility (OCU) module from AMR to REMSA by November 19, 2016, including 15 OCU triggers currently configured in the system.
5. As of June 2018, increase existing “DS2 – ImageTrend ePCR” system license from 144,000 Calls For Service (CFS) to 500,000 CFS to accommodate full implementation of ImageTrend ePCR with all EMS partners.
6. To install and configure FirstPASS Module with Standard Protocol, Clinical Triggers and Reporting Bundle. Description: FirstPass is a smart queue based QA/QI tool which includes a Recommended Base Bundle of (6) Standardized FirstPass Protocols (included with enhancement module) for: STEMI, Stroke, Cardiac, Trauma, Airway and Universal. These protocols are designed to provide measures against predefined, evidence based quality metrics. While the initial 6 protocols included in the bundle are preconfigured, the customer agency will also have the ability to add or vary unique metrics specific to their locality. Report Development Hours for Standardized/Base FirstPass Reports are included in the Bundle pricing; and will be based upon the above Standardized/Base FirstPass Protocols. Future Reports may offer simple overviews on; Protocol Deviation within the context of overall system (or individual) performance, Benchmarking and Paramedic Scorecards – all developed against the Standardized Protocols in the Bundle.
7. To provide support and maintenance services to the following products on an annual basis, in addition to the products listed in #1:
 - a. ImageTrend ePCR: Data Source 2 (DS2) up to 500,000 CFS
 - b. Module - FirstPASS

EXHIBIT B-3

PAYMENT PROVISIONS

CONTRACTOR shall be entitled to receive payment for those fees relative to the products to be purchased by COUNTY under the conditions of this agreement as follows:

1. **Pricing** - Data conversion and annual support renewal fees will be as follows:

Item	Description	Qty	2017/18	2018/19	2019/20	2020/21
DS Conv	ImageTrend ePCR	1	0	0	0	0
Maint	DS1 – Tritech CAD	1	13,735.07	14,147.12	14,571.54	15,008.68
Maint	DS2 - ImageTrend	1	7,090.71	7303.43	7522.53	7748.21
Software Maint	TOC Module	1	3,300	3,300	3,300	3,300
Software Maint	Performance Plus Module	1	550	550	550	550
Software Maint	OCU Module	1	4,400	4,400	4,400	4,400
Triggers	OCU – 15@\$200/each	15	3,000	3,000	3,000	3,000
	SUBTOTAL		32,075.78	32,700.55	33,344.07	34,006.89

2. **Additional Pricing (Amendment No. 2)** – Volume adjustment for DS2 (from 144,000 to 500,000 records per year) and purchase of First Pass Module (June 2018):

Item	Description	Qty	2017/18	2018/19	2019/20	2020/21
Maint	DS2 – ImageTrend Add'l License (500K)	1	52,188			
Maint	DS2 - ImageTrend	1		4,177.57	4,302.90	4,431.98
Software	First Pass Module (install/config)	1	15,000	15,000		
Software Maint	First Pass	1	3,300	3,300	6,798	7,001.94
Credit	MEDs Integration credit		(9,527)			
	SUBTOTAL		60,961	22,477.57	11,100.90	11,433.92
	TOTAL		\$93,036.78	\$55,178.12	\$44,444.97	\$45,440.81

3. Invoice:

- 2.1 COUNTY agrees to pay invoice submitted annually by CONTRACTOR as per requirements in item 2.2 below, as soon as reasonable in accordance with County policy and procedures. Payment by the COUNTY of an invoice shall not preclude the COUNTY from subsequently raising any errors which were present on such invoice and/or from taking a set off in the amount of such error from any amount the COUNTY still owes CONTRACTOR.
- 2.2 Invoice shall itemize actual expense incurred, CONTRACTOR's name and address, date, Purchase Order Number (to be assigned after execution of agreement) and original signature of CONTRACTOR.
- 2.3 CONTRACTOR shall submit annual invoice to:

For electronic processing: email address emdfiscal@rivco.org

For paper invoice, to the following address for processing:

Emergency Management Department

EMS Agency

Fiscal Division, Accounts Payable

4210 Riverwalk Parkway Suite 300

Riverside, CA 92505

4. Compensation payable to CONTRACTOR by COUNTY shall not exceed two hundred eight three thousand one hundred three dollars (\$238,101) including all expenses.

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