



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 24-539

Board Meeting Date: 6/25/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Travis Kusman, Director, San Mateo County Emergency Medical Services Agency

Subject: Amendment to the Agreement with FirstWatch Solutions, Inc. to Provide Real-Time Data Monitoring and Analytics for the 9-1-1 Emergency Medical Services System

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with FirstWatch Solutions, Inc. to provide real-time data monitoring and analytics for the 9-1-1 emergency medical services system, extending the term through June 30, 2029, and increasing the amount by \$350,000 to an amount not to exceed \$850,000.

BACKGROUND:

The San Mateo County Emergency Medical Services Agency (EMS Agency) provides administrative and regulatory oversight for the local emergency medical services system (EMS system). The EMS Agency's primary function is to plan, implement, and evaluate the local EMS system and its various components. This includes the licensing, authorization, and contract management of 9-1-1 emergency ambulance and medical first responder services.

On July 23, 2019, this Board approved an agreement with FirstWatch Solutions, Inc. (FirstWatch) for the term of July 1, 2019, through June 30, 2022, in an amount not to exceed \$500,000. FirstWatch provides comprehensive data aggregation, analytics and reporting tools used by the EMS Agency to monitor EMS system clinical care and response time performance. These tools are highly specialized, meet state and federal requirements, include real-time surveillance and alerting, and facilitate active coordination, oversight and performance management of EMS first response and ambulance transport provider entities. American Medical Response (AMR) is mandated to use and fully fund the cost of FirstWatch services under the terms of its agreement to provide Emergency Ambulance Services to the County.

In June 2022, the San Mateo County EMS Agency exercised its option to amend the agreement with FirstWatch, extending the term to June 30, 2024, with no change to the not-to-exceed amount. The purpose of this amendment was to synchronize the FirstWatch service term with the initial five-year term of the Emergency Ambulance Services agreement, ensuring uninterrupted oversight by the EMS Agency of the prehospital emergency medical services system of care.

DISCUSSION:

The Emergency Ambulance Services Agreement with American Medical Response (AMR), which requires the use of FirstWatch, was recently extended by the County through June 30, 2029. This amendment extends the FirstWatch agreement through this same end date.

The County Contracts Manager has reaffirmed the waiver allowing a contract term greater than three years.

EMS Agency is requesting a waiver to the Request for Proposal requirement for this agreement, as FirstWatch is a sole source provider of real-time National EMS Standards compliant 9-1-1 prehospital monitoring and data analysis systems.

The resolution contains the County's standard provisions allowing amendment of the County fiscal obligations by a maximum of \$25,000 (in aggregate).

The amendment and resolution have been reviewed and approved by County Counsel as to form.

It is anticipated that 100 percent of prehospital 9-1-1 system provider agencies will supply data which is processed within FirstWatch for clinical and operational continuous quality assurance and improvement purposes by the end of FY 2024-2025.

PERFORMANCE MEASURE:

Measure	FY 2023-24 Actual	FY 2024-25 Projected
Percentage of 9-1-1 system providers that supply data which is processed by FirstWatch for clinical and operational continuous quality assurance and improvement purposes by end of FY 2024-2025.	67%	100%

FISCAL IMPACT:

The term of the amended agreement is July 1, 2019, through June 30, 2029. This amendment increases the contract amount by \$350,000 to an amount not to exceed \$850,000 for the full term of the agreement. This amended agreement has no Net County Cost and is funded by revenue from the County's Emergency Ambulance agreement with American Medical Response and Maddy funds.