Budget Revision # _____

Item No. _____

Date: _____

Caldwell County Board of Commissioners

BUDGET REVISION

Subject:

Background and explanation for the Budget Revision:
This budget revision allows for the purchase of the First Watch software for EMS, Opioid fund and Comms.

The Budget Ordinance is hereby amended by making a Supplemental Appropriation with appropriations and revenues being adjusted as follows:

SUPPLEMENTAL APPROPRIATION

Line Item #	Title	I/D		Amount	Line Item #	Title	I/D		Amount
45.4650.397000	Fund Balance App	I	$	96,675.00	45.4650.451000	Equipment	I	$	96,675.00
10.9800.397000	Fund Balance App	I	$	41,260.00	10.9000.451000.4600	Equipment	I	$	40,260.00
					10.9000.451000.4603	Equipment	I	$	1,000.00
Total				**137,935.00**	**Total**				**137,935.00**

Attachments (Yes or No): Yes
Public Hearing (Yes or No):

Distribution:
Original - Finance Office
Duplicate - Clerk to the Board
Triplicate - Department Head

Staff Recommendation:

Board Action:

Department Head	Date	Finance Director	Date	County Manager	Date
			07/03/25		

Anthony (Tony) Helton

From: Trevor Key
Sent: Wednesday, July 2, 2025 5:22 PM
To: Anthony (Tony) Helton
Subject: FirstWatch Budget Revision
Attachments: Caldwell County Emer Svcs_2DS(CS CAD, ESO ePCR), Tgrs, P+, IDV, AA to FW, FirstPass, Rpt Dev Hrs_030725.pdf

FirstWatch is a CAD & ePCR Data Monitoring, Alerting, Situational Awareness and Quality Improvement System that will benefit EMS, Communications, Public Health & Law Enforcement.

FirstWatch turns raw data into meaningful information, helping agencies improve situational awareness, operational performance and clinical patient outcomes. The system does this by securely capturing, translating and transmitting information about their 9-1-1 callers, patients and systems via FirstWatch triggers all in real-time.

It has two payment options, I assume we would do all at once. The breakdown is listed in the email below. We can pay the bulk from opioid funds, however if we get into the details, the appropriate way would be to break it down as noted below as the $40,260 Clinical QI Module and $1000 Academy Analytics for Communications would not be relevant to opioid funds.

Breakdown as projected in Budget-
Opioid- $96,674.50
EMS- $40,260.00
Comms- $1,000

Annual Support (Next Budget Year & Beyond)
$22,794.98 + 5% annual Increase
Opioid- $15,034.98
EMS- $7,260
Comms- $500

Trevor C. Key
Emergency Services Director
Caldwell County Emergency Services
P.O. Box 2200
Lenoir, NC 28645
o(828)757-1328
m(828)260-6659
tkey@caldwellcountync.org

FIRST WATCH
Helping the Helpers

CAD & ePCR Data Monitoring, Alerting, Situational Awareness and Quality Improvement System

FirstWatch Solutions, Inc.
2035 Corte Del Nogal, Suite 101
Carlsbad, California 92011 USA
Phone: 760-943-9123 Fax: 760-268-0922
Atten: Phil Davis, Regional Manager (727.432.2312)

New System Quote

Customer Information:

Name: **Trevor Key, Emergency Services Director**
Organization: **Caldwell County Emergency Services**
Address: **P.O. Box 2200**
City, ST Zip: **Lenoir, NC 28645**
Phone: **(828)260-6659**
Email: **tkey@caldwellcountync.org**

Quote Information:

Date: 3/7/2025
Expiration Date: 9/3/2025

EMS Call Volume: 14,000
Population: 80,500

Qty	Description	Unit Price	Item Total
	FirstWatch System (FW) w/ Primary Data Source 1 (DS1) - ESO ePCR		
1	(DS1) System License - ePCR	$18,736.00	**$18,736.00**
1	(DS1) Annual Support & Maintenance	$4,121.92	**$4,121.92**
1	Installation / Configuration	$3,500.00	**$3,500.00**
1	(DS1) Data Source Integration	$7,500.00	**$7,500.00**
1	(DS1) Training / Trigger Consultation	$5,500.00	**$5,500.00**
1	(DS1) Project Management	$5,500.00	**$5,500.00**
		Sub-total	**$44,857.92**
	Data Source 2 (DS2) - Central Square ?? CAD		
1	(DS2) System License - CAD	$14,989.00	**$14,989.00**
1	(DS2) Annual Support & Maintenance	$3,297.58	**$3,297.58**
1	(DS2) Data Source Integration	$7,500.00	**$7,500.00**
		Sub-total	**$25,786.58**
	Triggers & Report Development		
20	Standard FirstWatch Triggers (Included with new system)	$0	**$0**
20	Standard FirstWatch Triggers	$400.00	**$8,000.00**
20	Standard FirstWatch Triggers Annual Support & Maintenance	$200.00	**$4,000.00**
40	Customized FirstWatch Reports Development	$225.00	**$9,000.00**
40	Customized FirstWatch Reports Annual Support & Maintenance	$49.50	**$1,980.00**
		Sub-total	**$22,980.00**
	Interactive Data Visualization Module (IDV)		
1	IDV Module (Included with new system)	$0	**$0**
1	IDV add-on (Requires a Trigger - either new or existing)	$2,500.00	**$2,500.00**
1	IDV Annual Support & Maintenance	$550.00	**$550.00**
		Sub-total	**$3,050.00**
	Performance Plus Module (PP)		
1	Performance Plus Module (Included with new system)	$0	**$0**
		Sub-total	**$0.00**
	Academy Analytics - (Purchased separately via contract w/PDC)		
1	Academy Analytics to FirstWatch Data Integration	$1,000.00	**$1,000.00**
1	Academy Analytics to FirstWatch Data Integration Annual Support & Maint	$500.00	**$500.00**
		Sub-total	**$1,500.00**
	FirstPass Clinical QI Module (FP)		
1	FirstPass Module - Standard - Single ePCR & Agency OR Multi-Agency	$33,000.00	**$33,000.00**
1	FirstPass Module Annual Support & Maintenance	$7,260.00	**$7,260.00**
0	Custom Protocol (beyond the basic bundle)	$1,500.00	**$0.00**
0	Custom Protocol Annual Support & Maintenance	$330.00	**$0.00**
		Sub-total	**$40,260.00**
		Total of Items Above (in USD)	**$138,434.50**

FirstWatch offers the following payment option choices for your consideration

Option #1 - 'Software as a Service' Payments

New System 'Software as a Service' Start-up Services & 1st Month Subscription Fee - Total:	**$47,330.46**
Monthly Subscription Fee:	**$3,497.13**

- OR -

Option #2 - Payment of All Year One Fees

New System (Payment of All Year One Fees) - Total:	**$138,434.50**

Estimated Annual Support & Maintenance beyond Year 1 (not applicable to Software as a Service option above)

Estimated Annual Support & Maintenance for Year 2 (based on a 5% annual increase):	**$22,794.98**
Estimated Annual Support & Maintenance for Year 3 (based on a 5% annual increase):	**$23,934.72**

Important Project Notes

NOTE: If Customer's data from CAD, ePCR, RMS (or other system(s)) is to be provided to FirstWatch via another Vendors Hosted Environment, fees payable to that Vendor (not reflected/included in this project quote) may be required. FirstWatch recommends that the Customer learn about options and costs associated with their Hosted Vendors approach & process - as fees will likely be required by Vendor to establish data feed/connection into FirstWatch.

If customer plans to switch Vendor for CAD, ePCR or RMS (other data system) from existing data interface feeding into FirstWatch, in addition to the Data Source Interface fee of $7,500, additional work & fees will be required to convert specialized system enhancement modules such as FirstPass, OCU as well as Complex Triggers & Customized Reports, all of which can be Price upon Request (in advance). Also, when Customer selects a new Vendor (for CAD, ePCR or RMS (other data system)), FirstWatch highly recommends a minimum of 90-day advanced notice so as to provide quote for work required, as well as to allow FirstWatch enough lead time to plan conversion work prior to new system cut-over. Additional Details about Proposed Project and Data Source Interfaces and Changes are outlined on Page 2. All Fees Quoted are in US Dollars (USD).

NOTE: Academy Analytics Dashboard is 'powered by FirstWatch' - but quoted and sold by Priority Dispatch Corp (PDC). Please contact your PDC Rep (or let FW know & we'll assist with making that connection) in order to request a quote for Academy Analytics. Once AA is LIVE, the FW to AA interface (quoted above) can be enabled to bring your ProQA/AA data into FirstWatch / FirstWatch Triggers (data analysis / data visualizations) and also be used as include/exclude data filter criteria for analysis and automated alerts via FirstWatch.

Please see Page 2 for Additional Information

Thank you for the opportunity to present this quote.

To authorize FirstWatch to proceed with proposed enhancements, please send PO or signed copy (all pages) back to:
Fax - Sales @ (760) 268-0922 or Email - pdavis@firstwatch.net

Accepted: _____

Title: _____

Date: _____

Caldwell County Emergency Services
'New System Quote' - 03/07/2025 - Additional Information

General Project Information

FirstWatch has worked diligently to keep pricing 'fair and reasonable,' as well as in developing a REMOTE approach to FirstWatch software sales, presentation, deployment, installation, data interface, system configuration and training; as such we have NOT included any fees for travel associated with this project. If travel is requested / required by customer, customer will be asked to pay for all travel-related expenses (e.g., transportation, accommodations, food) incurred by FirstWatch at the request of customer and approved by customer in advance, for Software-related services such as on-site installation, training, customization, integration, support and maintenance.

This quotation is valid for 180 days from creation as noted on the top of page 1. For additional information or questions please contact the FirstWatch Representative also noted on the top of page 1.

Payment Option - New System Standard Purchase

This traditional software license payment program option includes all Year 1 project fees, with a typical project payment breakdown based upon the following project milestones: 50% of all Year 1 project fees payable at software license execution; 40% payable at system installation & Go Live of the Base FirstWatch System (typically DS1 & All Calls Trigger for DS1) and remaining balance (10%) payable at Acceptance of Base System functionality.

Payment Option - Software as a Service (Monthly Subscription)

Software as a Service (SaaS) / Monthly Subscription Fee acquisition option offers a flexible, (pay-over-time style) payment program which offers a lower upfront investment requirement and is designed to help "operationalize" FirstWatch deployment costs over a number of years (not just Year 1). This SaaS payment program requires one initial payment which includes (all fees to install, configure, train and project manage the quoted products and services) and offers a monthly payment plan going forward. The fixed, ongoing monthly subscription payment includes all FirstWatch fees (including recurring annual support and maintenance).

FirstWatch - Primary Data Source #1 (ESO ePCR)

Preliminary project pricing (in US Dollars, which does not include taxes or externally imposed fees), as outlined on page 1, is for a single FirstWatch remote-client system installed on client provided PC / Server / Virtual Server (configured to FirstWatch specifications and integrated with Data Source's outlined on page 1) using ODBC or client provided data push configuration to move data to the FirstWatch Data Centers. Preliminary pricing is based on customer provided annual call volume / annual patient encounters noted on page 1 (plus/minus 20%).

Primary FirstWatch System Data Source (DS1) is the first data source integration/interface to be made, regardless of type (CAD, ePCR, RMS, etc.). All Data Source Interfaces proposed on page 1 (DS1, DS2, DS3, etc.) are priced based on data availability via the same network and using the standard FirstWatch approach. Configurations outside standard FirstWatch approach (as outlined above) may require additional costs and may not include all functionality. All Data Analysis (including GIS mapping) is done within the FirstWatch Data Centers and is based on analyzing a subset of data elements present within client's database and will likely not contain every available data element. Interface will commonly include information related to location, times, symptoms, treatment and responses, but may include other available elements.

Unless quoted differently, this FirstWatch thin-client deployment includes: Twenty (20) Regular FirstWatch Triggers. Default FirstWatch thin-client deployment also includes access for (50) Simultaneous users. Additional Triggers or Simultaneous User accounts may be purchased at anytime. Trigger and Simultaneous User account fees recur annually and will be billed as separate line item on Annual Maintenance and Support invoice.

FirstWatch Training & Trigger Consultation includes up to 10 hours of Remote (online) FirstWatch Training & Trigger Configuration / System Orientation sessions.

FirstWatch Enhancement Modules are NOT included with Standard FirstWatch and instead are priced separately (if needed) based upon customer request. FirstWatch Enhancement Modules require Standard FirstWatch deployment be in place first. FirstWatch Enhancement Modules may require additional Triggers (like Online Compliance Utility - OCU) and Triggers for FirstWatch Enhancement Modules will appear as a separate line item in the Additional Options & Enhancement Modules Section of Worksheet on Page 1, or elsewhere on FirstWatch System Enhancement Quotes. At this time, the following FirstWatch Enhancement Modules are offered as System Enhancements / Upgrades (and require additional fees initially and annually recurring support fees): Performance PLUS, FW FTP Data Mover, Online Compliance Utility (OCU), FirstPass (FP), Demand Analysis, EMS Transport / Hospital Status Dashboard tool, Patient Transfer of Care (TOC) tool, Resource Planner, Fire Operations & Accreditation Module (FOAM), Interactive Data Visualization (IDV), Billing Analytics Module (BAM) and Upgraded SQL Reporting Services tools, features, assistance or automated report distribution functionality.

This quote does not include allowance for any potential costs / fees (directly) payable to ESO in order for them to provide FirstWatch with a full and comprehensive data set which is required for FirstWatch to perform the quality monitoring expected from this ePCR Data Source. FirstWatch recommends that you discuss this project and any potential associated fees directly with ESO to fully understand their potential cost of this Data Source interface and ongoing process.

FirstWatch - Data Source #2 (Central Square ?? CAD)

This Data Source has a minimum prerequisite of a base FirstWatch system that includes Data Source #1. Should additional Triggers or customized Reports be needed for this Data Source or you need additional information, please notify the FirstWatch representative shown at the top of page 1.

FirstWatch - Standard Triggers

Standard FirstWatch triggers are defined as: existing (commercially available) FirstWatch trigger technology that does not require any custom programming. Regular triggers are based on existing functionality, related to existing data sources and data structures. Triggers requiring custom programming are considered non-standard or custom triggers and may have additional cost associated, which will be based on the estimated development efforts. Regular triggers are generally based on Syndromic Surveillance, Operational/Performance, or Situational Awareness monitoring. Details available upon request...or see Regular Trigger definition document for more details.

FirstWatch - Report Development

FirstWatch has used its best effort in estimating the number of Report Development hours required for this project. Depending upon the complexity of actually developing & testing the aforementioned report, additional report development hours may be required (at additional cost) above & beyond estimated hours provided on this quote. If cancellation of Report occurs after customer's authorization to begin (by signing and returning this quote sheet or issuing a P.O. to FirstWatch), customer will be responsible for all costs associated with actual work completed prior to cancellation notification to FirstWatch. Again, please note that ALL Report Development hours quoted are are actually always ESTIMATED based on best effort of FW team, along with customer input and accurate description of report needs/objectives (purpose).

When customer has FirstWatch Customized Reports and switches to new CAD, ePCR, RMS (or other data system); a quote will be provided for the required Report Re-Configuration. This is in addition to a $7,500 fee for each new Data Source Interface required (one each for new CAD, ePCR, RMS, etc.). Report Re-Configuration and data mapping, testing & validation is needed to confirm that all FirstWatch Report generation processes are functioning correctly against all new data sources.

FirstPass- w/ Standard Protocol, Clinical Triggers and Reports Bundle

FirstWatch System Enhancement: ADDING FirstPass ('FP') enhancement module to existing FirstWatch Base System. Please NOTE: the FirstPass enhancement module requires a data source interface into ePCR data system. 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. Additional FirstPass Protocols, Reports and Clinical Triggers can be added (at additional cost initially/annually) and will be priced upon request. Please see Regional Manager for additional information.

When customer has FirstWatch FirstPass enhancement module LIVE and switches to new ePCR system; a FirstPass Re-Configuration Fee of up to $12,000 will be required to modify and validate FirstPass protocol tests and automated queue-based processes and FirstPass reports against customers new ePCR system data. This is in addition to a $7,500 new Data Source Interface fee (for total of $19,500).

Annual Support & Maintenance (ASM)

Annual Support recurs annually and includes: system enhancements, updates and patches, 24/7 urgent technical support, business hour support for routine issues and guidance with configuration of your FirstWatch System. Support fees increase annually. Annual Support fee increase is projected (for budget purposes) at 5% per year.