



Bid Waiver Form

Short Description of Goods/Services	Purchase of FirstWatch software tool for 911 Center
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Date	October 3, 2019
Department	Public Safety Communications
Name	Rich McVicar
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Phone	608-283-2911
Purchasing Agent	Carolyn Clow

Vendor Name	FirstWatch
Vendor MUNIS #	
Requisition #	2056
Requisition Year	2019
Total Cost	\$ 114,160
Vendor Quote Attached	<input checked="" type="checkbox"/> Yes – Quote is required to be attached.

Provide a detailed description of the goods/services intended to be purchased:

FirstWatch is a software tool to aggregate data analysis through, visualizations and dashboards. Triggers are used to notify staff during incidents so actions can be considered at the time. Source data comes from the live Computer-Aided Dispatch (CAD) system and call taking protocol software (Priority Dispatch ProQA) as incidents are being received, dispatched and worked.

FirstWatch automates collection of raw information from the 9-1-1 center's computer-aided dispatch and protocol question/answer systems. The raw data is displayed in dashboard, statistical form in the 911 Center for real time monitoring of key metrics such as call answer process times. The raw data is also evaluated against County-specified triggers/alerts intended to make automatic notification of certain situations, such as atypical increases in call volume.

The existing computer-aided dispatch system is geared towards individual call takers entering individual calls for radio dispatch by individual dispatchers. Summary screens allow individuals to see what's happening in their areas of responsibility, but are not optimized for supervisory awareness of timeliness or general over watch of developing trends. With this software, Managers will have better information in real time due to the automation, which can be used to manage the 911 Center. Currently, this information is only available via labor intensive manual data extraction and calculations. This system will save staff time in calculating metrics, provide better information for utilizing/managing staff and allow for automated notification of other agencies such as ambulance usage for Madison Fire and overdose deaths to Public Health Madison Dane County. There are also options for further integrations with these agencies in the future using other modules of this software, which will allow for better data to inform policy making and improve public safety.



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Procurement Exception List	
<input type="checkbox"/>	Emergency Procurement
<input checked="" type="checkbox"/>	Only one vendor possesses the unique and singularly available ability to meet the Department's requirements
<input type="checkbox"/>	Unique and specific technical qualifications are required
<input type="checkbox"/>	A special adaptation for a special purpose is required
<input type="checkbox"/>	A unique or opportune buying condition exists

Provide a detailed explanation as to why the competitive bidding (RFB/RFP) process cannot be used. Also provide a detailed justification in relation to the Procurement Exception chosen:
<p>Only FirstWatch Solutions, Inc. provides a platform for integrating with Dane County's CAD Vendor, Tritech and Priority Dispatch to allow for realtime situational awareness, dashboarding, data analysis, biosurveillance and automated alerting. This software is not available via any existing state or cooperative contract.</p> <p>FirstWatch is the single source for the acquisition, deployment, data source interface(s) and installation of the FirstWatch software / system, and the ongoing support of and maintenance service required for the aforementioned FirstWatch software / system as well.</p> <p>As this is a proprietary software product, no other party is authorized to provide FirstWatch system enhancements, add-ons or system enhancement modules, additional features, capacity or hardware upgrades for (or to) the core FirstWatch system functionality. As such, Dane County can only acquire this solution via a sole source procurement.</p> <p>Other public agencies in Wisconsin who are currently FirstWatch clients include, Fond du Lac, Greenfield Fire, La Crosse Fire, Milwaukee Fire, North Shore Fire Rescue and Wauwatosa Fire.</p>

Bid Waiver Approval (Purchasing Use Only)

Under \$36,000 Controller Approval	Date
\$36,000 or over Personnel & Finance Committee Approval Date	