



July 2, 2020

Ms. Michelle Patterson, Manager/EMS Agency Administrator
El Dorado Co Emergency Medical Services Agency
2900 Fairlane Court
Placerville, CA 95667

Dear Michelle,

The real-time situational awareness, dashboarding, data analysis/visualization, biosurveillance (and automated alerting) software system; known as **FirstWatch** – which is currently deployed and in use by hundreds of EMS, Fire, Law Enforcement, 9-1-1 Communications Centers, Public Health and Homeland Security teams is only available from a single vendor: **FirstWatch Solutions, Inc.** Further, FirstWatch software is highly proprietary and is considered to be a confidential intellectual property trade secret of FirstWatch Solutions, Inc. (and Stout Solutions, LLC).

FirstWatch is Patented Intellectual Property (IP) in the United States (# 9,642,562), Canada (# 2495768), New Zealand (# 538348), as well as in Australia (# 2003298552). Therefore, no other party is authorized to perform (or provide) the various system support functions and ongoing maintenance responsibilities (i.e. development, code corrections, product updates and/or 24.7.365 technical support), as there is absolutely no outside access to the proprietary FirstWatch IP source code whatsoever. Thus, FirstWatch is the single source for not only the acquisition, deployment, data source interface(s) and installation of the FirstWatch software / system, but the ongoing support of and maintenance service required for the aforementioned FirstWatch software / system as well. Furthermore, 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.

The FirstWatch software system is currently deployed and LIVE in more than 300 metro areas across the United States and Canada. As of the date of this letter; FirstWatch is in use by 500+ Public Safety, Public Health and Homeland Security agencies for situational awareness, operational & performance monitoring, clinical quality measurements, as well as health surveillance, bioterrorism and other early event detection.

In addition to the core real-time FirstWatch system functionality; FirstWatch has also developed proprietary, highly specialized industry leading innovations which are offered as add-on system enhancement modules. These FirstWatch modules are unique and only available from FirstWatch and are designed to provide very specific, proven functionality. Two such examples are the Online Compliance Utility (OCU) module, as well as the FirstPass system enhancement module.

The Online Compliance Utility (OCU) module was specifically designed to automatically monitor contractual compliance in near real-time via a FirstWatch interface into Computer-Aided Dispatch (CAD) data. The OCU is created using a rules-based approach based upon contractual requirements that allow both contracted EMS (or Fire) providers, as well as the administrative oversight agency to mutually review incidents with response times outside of the OCU parameters, using a secure web-based approach. Exemptions, Exceptions, as well as requests for additional information are handled within the secure OCU environment and submitted/reviewed on a daily or weekly (as needed) basis.

Likewise, the FirstPass module enhances the core FirstWatch system functionality by automatically reviewing every ePCR (electronic patient care report) created by paramedics (during a prehospital patient encounter) in real-time & identify deviations in the paramedics' patient treatment procedures when compared against evidence based medical protocols, procedures and directives. FirstPass ultimately improves the quality of care delivered to patients and mitigate potential risk by quickly identifying medic performance trends on high risk, low frequency emergency medical interventions, like; STEMI, Stroke, ACS/Cardiac, Trauma and Airway Management. FirstPass offers a workflow-driven process which provides continuous monitoring of electronic patient records to quickly identify outliers and provide real-time feedback and alerts about potentially concerning protocol deviations, incomplete or



missing ePCR data elements (documentation errors or omissions), as well as potentially urgent patient safety issues. No other product is capable of automatically consuming real-time ePCR data (from any ePCR vendor system) into the core FirstWatch system data interface to provide completely automated, real-time clinical QA/QI analysis & review. The FirstPass real-time QA/QI ePCR review process combined with the embedded work-flow tools helps medical directors and clinical QA/QI teams provide feedback to paramedics immediately after a patient encounter. Both the OCU & FirstPass modules are actively improving contractual compliance & paramedic performance (and patient outcomes) in more than 150 EMS Agencies & Fire Departments across the US and Canada.

Listed below are some of the exclusively unique benefits and demonstrated system functions which support the designation of FirstWatch as not only a single source product, but as a single source provider related to the FirstWatch real-time data analysis & automated early warning system and its various core and system enhancement components:

- **Alignment with Homeland Security Needs & Requirements:** According to FEMA, there are 2.3 million First Responders and 23 million people in their support, 25.3 million individuals involved in defense and support of the country's Public Safety and Public Health. The majority of the sites at which FirstWatch is currently deployed are located within a governmental (State, County or Local) agency of Law Enforcement, Fire Department, Emergency Medical Service, Office of Emergency Services (Management) or Public Health. As an automated, real-time Early Detection and Warning System (in existence since 1999), FirstWatch's scalable architecture and algorithmic abilities, continue to assist the agencies noted above (as well as their personnel and their support groups, large and small) across the US and Canada, in identifying threats to the welfare of the public and first responders alike.

FirstWatch helps to provide closure to Homeland Security Presidential Directive 8 (HSPD-8) Capability Gaps noted via the Homeland Security Authorized Equipment List- (AEL) #13 (IT) Terrorism Incident Prevention Equipment, specifically associated with the following items:

- AEL # 13IT-00-ALRT: System, Alert/Notification;
- AEL # 13IT-00-DACQ: Data Acquisition;
- AEL # 13IT-00-DEXC: Data Exchange and Interoperability;
- AEL # 13IT-00-DFSN: Data Fusion/Synthesis; and
- AEL # 13IT-00-INTL: Systems, Intelligence Sharing.

FirstWatch is particularly well suited as a single or multi-faceted capability to the needs of Homeland Security related to the AEL items listed above and, in conjunction with that association, to the Target Capabilities List (TCL) of such items as...

- Information Gathering and Recognition of Indicators and Warnings
 - Intelligence and Information Sharing and Dissemination
 - Intelligence Analysis and Production
 - Epidemiological Surveillance and Investigation
 - Disaster Planning and Preparedness
 - Medical Surge and System Busy
- **Proven Ability to Integrate and Aggregate:** Only FirstWatch is designed to monitor disparate (or similar) data sources and data types, for Public Safety and Public Health from: 9-1-1 Phone and Computer Aided Dispatch (Police, Fire and EMS CAD) systems, to Electronic Patient Care Records (ePCR) systems, to Records Management (RMS) systems, to ProQA (algorithmic expert / telephonic triage) systems for EMS, Fire & Police, as well as Hospital Emergency Data (ED) systems, Nurse Call Triage data systems and Poison Control Center data among others. Whether the emergency situation is related to natural disaster, bioterrorism, COVID-19, Ebola, Heroin/Opioid ODs, SARS, MERS, or even H1N1/ILI Flu - FirstWatch is designed to offer aggregated, real time data analysis, data visualizations and automated alerts to authorized stakeholders at the local, state or federal level.



- **Scalable System Design:** Only FirstWatch allows the addition of other data sources / data systems into “existing” deployed (“live”) FirstWatch systems. Real Time data from other FirstWatch customers may also be easily aggregated together (if authorization is provided and Triggers are available), to create a larger regional or statewide FirstWatch Network; for example, during the COVID-19 Pandemic, when FirstWatch provided COVID Triggers & Dashboards to our existing customers in 160 metro areas across the US & Canada (at no charge) to help protect First Responders and Citizens.
- **Exclusive Embedded Interface to FirstWatch within ProQA Software and Academy Analytics for ProQA:** Only FirstWatch has partnered with Priority Dispatch Corporation (PDC) & International Academies of Emergency Dispatch (IAED) to create an “embedded FirstWatch interface” which is designed to enable real-time analysis of ProQA data for Emerging Infectious Disease, CBRNE, as well as for EMS (EMD), Fire (EFD) and Law Enforcement (EPD) Dispatch Driven Protocols and algorithms. The “embedded FirstWatch interface” can be located within ProQA Academy Analytics, or ProQA Paramount in the “Admin Utility” or within legacy ProQA within the “Configuration Utility” (ProQA versions 3.4.1.41 (or newer)). FirstWatch is the ONLY real-time data monitoring & analysis (software) program in the world to seamlessly interface with both ProQA Academy Analytics as well as ProQA to provide dashboard analytics & functionality to mutual FirstWatch and ProQA / ProQA Paramount / ProQA Academy Analytics customers.
- **Experience with 9-1-1 / Public Safety (CAD, ProQA, Phone, ePCR, RMS) Data:** FirstWatch team members have more than 300 years of Public Safety experience collectively. Additionally, FirstWatch has more than 250 years of combined Public Safety software development experience. Since 1999 FirstWatch has been actively analyzing and aggregating 9-1-1 / Public Safety.
- **Automated, Real-Time Analysis & Alerting:** Only FirstWatch offers automatic analysis in real-time, from disparate Public Safety software platforms – to date more than (120) different vendor and home-grown systems have been interfaced with FirstWatch. The flexibility of the system offers user defined data analysis criteria, as well as offering new and innovative algorithms and algorithmic methodologies for real time data analysis and automated alerting.
- **Capacity:** Only FirstWatch analyzes and aggregates about **140,000** real time public safety records daily – on average one new record is analyzed every .05 seconds (that’s over 50,000,000 annually) **and the FirstWatch annual record volume grows, as new deployment sites go live.** To date, FirstWatch has processed more than **340 Million** public safety records (in real time) benefiting Public Safety, Public Health and Homeland Security teams across the US & Canada.
- **Existing LIVE Systems:** Only FirstWatch has LIVE systems deployed in 35 of the top 50 metro areas (by population) across the USA.

We hope the information provided above will help your team establish FirstWatch as the single source provider of not only the FirstWatch system itself, but also system enhancements, modules, maintenance and support for the FirstWatch system as well. If you have any other questions please let us know and we’d be happy to provide whatever additional information you may require. Thank you.

Respectfully,

Marc

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