



# Williamson County Emergency Communications

*Respectful, Professional, Excellence in Service and Care*

RE: Sole Source - First Watch

09/18/2020

To Whom it May Concern,

FirstWatch was procured by Williamson County Emergency Services in 2011. Following implementation of FirstWatch, Williamson County foresees the continued need for the services, modules, and data connections that are offered by FirstWatch. No vendor, other than FirstWatch Solutions, Inc. offers the specific hardware, software, and services. This resource is essential and necessary for monitoring system and other key performance indicators for WCEC.

After reviewing the documentation, our Technology Division Manager has concluded that FirstWatch Solutions, Inc. is the only supplier of FirstWatch currently in use at Williamson County Emergency Communications and Williamson County EMS. There are no resellers that offer this product, modules, software, or services. Please move forward with the Sole Source process for continued use of this resource.

Warmest Regards,

Kelly Luna

Director

Williamson County Emergency Communications

(512) 864-8249

ksluna@wilco.org