



REPORT FOR ACTION

Non-Competitive Agreement with Priority Dispatch Corporation for Proprietary Training and Quality Assurance Support for Toronto Paramedic Services Use of Medical Priority Dispatch System

Date: September 26, 2019

To: Economic and Community Development Committee

From: Acting Chief, Toronto Paramedic Services and Chief Purchasing Officer,
Purchasing & Materials Management Division

Wards: All

SUMMARY

The purpose of this report is to request authority to enter into a non-competitive Agreement with Priority Dispatch Corporation, who is the current vendor providing Toronto Paramedic Services (TPS) Communications Centre with the Medical Priority Dispatch Triage System (MPDS), to provide ongoing certification training and quality assurance services to support TPS ongoing operation of MPDS, in the total amount of \$822,062 (USD), net of all taxes and charges (\$836,530 (USD) net of Harmonized Sales Tax recoveries) for a period of five (5) years from the date of award. The current contract with Priority Dispatch Corporation is due to expire on November 6, 2019.

City Council approval is required in accordance with Municipal Code Chapter 195-Purchasing, where the current non-competitive procurement request exceeds the Chief Purchasing Official's authority of the cumulative five year commitment limit under Article 7, Section 195-7.3 (D) of the Purchasing By-Law or exceeds the threshold of \$500,000 net of Harmonized Sales Tax allowed under staff authority as per the Toronto Municipal Code, Chapter 71- Financial Control, Section 71-11A.

RECOMMENDATIONS

The Acting Chief, Toronto Paramedic Services, and the Chief Purchasing Officer, Purchasing & Materials Management Division recommend that:

1. City Council authorize the Chief, Toronto Paramedic Services to negotiate and enter into a contract with Priority Dispatch Corporation in the amount of \$822,062 (USD), to provide ongoing certification training and quality assurance support services to support TPS use of MPDS for a period of five (5) years from the date of the Agreement, on terms and conditions satisfactory to the Chief, Toronto Paramedic Services and in a form satisfactory to the City Solicitor.

Financial Impact

The total potential cost of this contract including all years identified in this report is \$822,062 (USD), net of all taxes and charges (or \$1,085,122 CDN using a \$1.00 US = \$1.32 CAD Exchange Rate and \$1,104,220 CDN net of Harmonized Sales Tax Recoveries). Funding is available in the 2019 Approved Operating Budget for Toronto Paramedic Services. Approval of the contract will result in no financial implications in 2019 and future years as all expenditures are eligible for 100% funding from the Ministry of Health (MOH).

TABLE 1: Financial Impact - Approved 2019 funding and projected 2020-2024 funding request (Net of Harmonized Sales Tax Recoveries (CDN))

Agreement Term	Cost Centres / Cost Elements	Net of Harmonized Sales Tax (USD)	Converted to CDN\$ Net of all taxes (estimated using 1.32 exchange rate)	Total Net of Harmonized Sales Tax Recoveries (CDN)
Initial one (1) year term from November 7, 2019 to December 31, 2019	B33100 and B33118 / 4310 and 4474	\$ 6,618	\$ 8,736	\$ 8,889
Initial one (1) year term from January 1, 2020 to November 6, 2020	B33100 and B33118 / 4310 and 4474	\$131,519	\$173,605	\$176,661
Year 2 from November 7, 2020 to November 6, 2021	B33100 and B33118 / 4310 and 4474	\$191,331	\$252,557	\$257,002
Year 3 from November 7, 2021 to November 6, 2022	B33100 and B33118 / 4310 and 4474	\$162,171	\$214,066	\$217,833
Year 3 from November 7, 2022 to November 6, 2023	B33100 and B33118 / 4310 and 4474	\$162,493	\$214,491	\$218,266
Year 4 from November 7, 2023 to November 6, 2024	B33100 and B33118 / 4310 and 4474	\$167,930	\$221,667	\$225,569
TOTAL		\$822,062	\$1,085,122	\$1,104,220

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting of December 16, 2013, City Council adopted the report "Provision/Expansion of Proprietary Emergency Medical Services Communication Centre Medical Priority Dispatch System" awarding the provision of software, additional licences for the Medical Priority Dispatch System, certification training and quality assurance professional services to Priority Dispatch Corporation for a period of 5 years. <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.CD25.2>

COMMENTS

Priority Dispatch Corporation (PDC) is the exclusive proprietary rights provider of the MPDS software, as well as the associated quality assurance services, certification training, and MPDS support products. PDC holds exclusive proprietary rights, trademarks and patents for both the software and for the training and quality assurance support services. This report focuses solely on the procurement of these training associated support services (i.e. for ongoing certification training, quality assurance services and support products).

MPDS is approved by the Ministry of Health (MOH) for use in the Province of Ontario and since 1992, has been used in the TPS Central Ambulance Communications Centre along with the associated software (ProQA) and supporting certifications, training and quality assurance services, also provided by PDC. The MOH has recently contracted with PDC to implement MPDS Province-wide as a best-practice replacement for their current system.

MPDS allows 911 medical emergency calls to be triaged safely by using prescriptive triage protocols, each designed to elicit the most relevant information and, in turn, to assign the most appropriate paramedic resource. This ensures the delivery of effective patient care by paramedics, maximizes responder and bystander safety, and takes full advantage of service efficiencies such as the ability to safely refer low-acuity patients to more appropriate care. MPDS also supports TPS' goal of meeting response time standards set by the Ministry of Health while reducing exposure to risk and providing a consistent customer service experience.

MPDS was designed and is endorsed by physician experts, and is used as an industry standard in communications centres worldwide. The protocols used by dispatchers for taking and triaging emergency calls are frequently updated by PDC to ensure that its methodology and provision of pre-arrival instructions are based on the most current research available. The protocols benefit patients by their high sensitivity and specificity by consistently identifying seriously ill patients when analyzed against paramedic patient care documentation.

In addition, since 2008, TPS has been accredited by the International Academies of Emergency Dispatch as a "Centre of Excellence" because of its consistently high level of service delivery in the application of MPDS protocols.

PDC supports the use of the MPDS software by providing a comprehensive suite of products and services that encompass every aspect of TPS' emergency call triage model. In addition to the MPDS software used by dispatchers to assess each emergency call, PDC provides:

- Initial dispatcher training and certification;
- Bi-annual re-certification;
- Complete training and certification processes for ongoing quality assurance of the call-taking process; and
- Continuing Dispatch Education training material to maintain the skill level of the dispatchers.

MPDS is an industry standard in Ambulance Communications Centres worldwide. PDC is the only provider of a complete system containing triage protocols, associated quality assurance products and certifications, support services and holds exclusive proprietary rights, trademarks and patents for the MPDS platform. Together, all of these components ensure that TPS provides the highest level of service and best patient care to the residents of Toronto.

The Fair Wage Office has reported that Priority Dispatch Corporation has reviewed and understood the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

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