



REPORT FOR ACTION

Award of Request for Proposal 3405-17-0035 for a Mobile Dispatch Software Solution

Date: April 5, 2019

To: General Government and Licensing Committee

From: Acting Chief, Toronto Paramedic Services, Chief Information Officer and Chief Purchasing Officer

Wards: All

SUMMARY

The purpose of this report is to advise on the results of the Request for Proposal ("RFP") 3405-17-0035 for the provision of a Mobile Dispatch Software Solution for Toronto Paramedic Services. The Mobile Dispatch Software Solution uses wireless connectivity to provide field operational units (i.e. ambulances and emergency response units) with the details and locations of their assigned emergency calls, and provides Emergency Medical Dispatchers and Operations Superintendents with real-time automatic vehicle status and vehicle location information.

Staff are seeking City Council authority to negotiate and to enter into an agreement with the recommended proponent, TriTech Software Systems, for an initial term of five (5) years, with the option to renew for an additional three (3) separate one (1) year periods. The City's option to renew will be based on the annual review of the Vendor's performance level over the prior years and the availability of funds in the City's operating budget for the renewal term.

In accordance with the City's "Procurement Processes Policy", City Council approval is required for this purchase as the term of the proposed contract exceeds five (5) years, including option years.

RECOMMENDATIONS

The Acting Chief of Toronto Paramedic Services, the Chief Information Officer and the Chief Purchasing Officer recommend that:

1. City Council grant authority to the Acting Chief of Toronto Paramedic Services and the Chief Information Officer to negotiate and enter into an agreement with TriTech Software Systems, who was the only proponent meeting the requirements as set out in the Request for Proposal 3405-17-0035 for an initial term of five (5) years from the date of award in the amount of \$372,723 excluding all taxes (\$379,283 net of Harmonized

Sales Tax recoveries) with the option to renew for three (3) additional separate one (1) year periods in the amount of \$101,067 excluding all taxes (\$102,846 net of Harmonized Sales Tax recoveries), for a total contract value of \$473,790 excluding all taxes (\$482,129 net of Harmonized Sales Tax recoveries) based on the terms and conditions satisfactory to the Acting Chief, Toronto Paramedic Services, and the Chief Information Officer and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The total contract award identified in this report including all option years is \$473,790 net of all applicable taxes and charges (\$482,129 net of HST recoveries).

Funding in the amount of \$264,150 net of HST recoveries is available in the Toronto Paramedic Services 2019 Capital Budget. Additional funding totalling \$115,133 net of HST recoveries will be requested in the 2020-2023 Operating Budget Submissions for Toronto Paramedic Services. Should the City choose to exercise the option years, then additional funding totalling \$102,846 net of HST recoveries will be requested in the 2024-2026 Operating Submissions for Toronto Paramedic Services. Funding details are set out in the Table 1 below.

Table 1: Capital Cash Flow Funding and Operating Impacts

WBS Element / Cost Centre	Initial term					Optional Terms			Total Net of HST recoveries
	2019 Net of HST recoveries	2020 Net of HST recoveries	2021 Net of HST recoveries	2022 Net of HST recoveries	2023 Net of HST recoveries	2024 Net of HST recoveries	2025 Net of HST recoveries	2026 Net of HST recoveries	Total Net of HST recoveries
CAM015-10 /3020	\$264,150 (carry forward from 2018)								\$264,150
B31100 /4474		\$26,800	\$27,900	\$29,300	\$31,133	\$32,624	\$34,255	\$35,967	\$217,979
Total Cost	\$264,150	\$26,800	\$27,900	\$29,300	\$31,133	\$32,624	\$34,255	\$35,967	\$482,129

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

DECISION HISTORY

In September 2002, through a sole source process, Toronto Paramedic Services (then Toronto Emergency Medical Services) acquired a specialized Mobile Data Application from TriTech Medical Systems (formerly Ortivus, formerly AVel-Tech). The Application uses wireless technology to provide frontline Paramedic crews with the details and locations of their assigned emergency calls, and provides Emergency Medical Dispatchers and field Superintendents with vehicle status and location information for each crew. When it was acquired, the Application was customized to fully integrate with the Computer Aided Dispatch System currently used by Toronto Paramedic Services.

In 2015, TriTech discontinued its support and, as a result, the Mobile Data Application has since been supported in-house. The Application is based on legacy technology and must be replaced with a new solution that ensures compatibility with current and future technology, and that supports Toronto Paramedic Services' operational and business continuity requirements.

The recommended solution addresses these needs and provides enhanced features that support frontline staff in the performance of their duties as well as their health and safety. These include routable mapping with driving directions and turn-by-turn notifications for assigned incidents; instant messaging between dispatchers and paramedics for improved safety and situational awareness; and better tools for frontline superintendents to track the real-time status and locations of paramedic crews. These features improve the Division's ability to continue responding safely and effectively to 911 emergency calls and, as a result, improves its service delivery to the public.

COMMENTS

Request for Proposal (RFP) 3405-17-0035 – Procurement Process

RFP No. 3405-17-0035 for the provision of a Mobile Dispatch Software Solution for Toronto Paramedic Services was issued by the Purchasing and Materials Management Division (PMMD) on December 12, 2017, and was made available to download on the City's internet website. The closing date for submissions was February 28, 2018, at 12:00 p.m. As a result, one (1) firm submitted a proposal: TriTech Software Systems.

The RFP process was conducted as a two-envelope system whereby the proponents were required to submit two separate envelopes. Envelope one (1) contained the technical proposal submission and envelope two (2) contained the cost of services. The cost of services envelope was only opened for the proponent who met the 70% threshold or 56 out of 80 points for the entire Stage 2 activities, i.e. detailed evaluation and demonstration of solution.

Evaluation of the Request for Proposal (RFP) No. 3405-17-0035 Submissions

A formal Selection Committee was comprised of five (5) staff members from Toronto Paramedic Services, with ongoing support from I&T Finance/Contract Management, Legal and PMMD. All staff involved in the evaluation process signed and submitted a Non-Disclosure and Declaration of Conflict of Interest Agreement, under the supervision of PMMD, and evaluated the technical proposals in compliance with the criteria set out in the RFP as follows:

- Stage 1: Mandatory Evaluation
- Stage 2A: Detailed Evaluation
- Stage 2B: Demonstration
- Stage 3: Cost Evaluation

Stage 1: Mandatory Evaluation

In compliance with the RFP, a list of mandatory requirements had to be met in order to advance to Stage 2A. As a result of this compliance review, one (1) firm met the mandatory requirements and advanced to Stage 2A of the evaluation process.

Stage 2A: Detailed Evaluation

At Stage 2A, the proponent was evaluated on their Technical Proposal, based on the criteria defined in the RFP. In order to advance to Stage 2B – Demonstration, the proponent had to meet or exceed a minimum threshold of 70% overall.

One (1) proposal was evaluated at Stage 2A and as a result, one (1) proponent, TriTech Software Systems, met the minimum thresholds and progressed to Stage 2B.

Stage 2B: Demonstration

At this stage, the proponent was requested to demonstrate the proposed Solution and answer questions to clarify and/or validate the relevant technical qualifications, functional requirements of the software, and experience of the proponent.

Based on the Demonstrations, one (1) proponent met the minimum threshold of 56 out of 80 points for Stage 2 to advance to Stage 3 – Cost Evaluation.

Stage 3: Cost Evaluation

At Stage 3, the cost of services envelope was opened for TriTech Software Systems, being the only proponent that met the 70% threshold (or 56 points out of 80 points). The costs of solution submission was reviewed and the calculations of the total costs and price scores were validated by Selection Committee and Purchasing & Materials Management Division.

The proponent's scores and staff analysis of the evaluation results can be provided to Councillors in an in-camera presentation if requested by Members of Council.

The Fair Wage Office has reported that the recommended firm has indicated that it has reviewed and understands the Fair Wage Policy and labour Trades requirements and has agreed to comply fully.

CONTACT

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SIGNATURE

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