

Amendment to Non-Competitive Purchase Order Number 6045009 with Bramic Creative Business Products Ltd. for the Provision of Servicing, Parts and Maintenance of Specialized Dispatch Consoles for Toronto Paramedic Services

Date: September 8, 2021

To: Economic and Community Development Committee

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

Wards: All

SUMMARY

The purpose of this report is to request City Council approval for the Chief, Toronto Paramedic Services to amend Purchase Order Number 6045009 issued to Bramic Creative Business Products Ltd. for the provision of servicing, parts and maintenance of Toronto Paramedic Services' highly specialized dispatch consoles in its Central Ambulance Communications Centre, for an additional amount of \$280,950 net of HST (\$285,895 net of HST recoveries), and to extend the contract validity date for an additional five (5) years from December 31, 2021 to December 31, 2026.

Toronto Paramedic Services' current dispatch consoles are manufactured by Bramic and were procured between 2007 and 2018. The consoles continue to be used in a high-demand, 24/7 emergency dispatch environment and, as a result, experience ongoing wear and tear. As the manufacturer, Bramic holds exclusive rights and is the only vendor certified to provide servicing, parts and maintenance (including specialized cleaning) of the consoles.

In 2017, a non-competitive purchase order was issued by PMMD for Bramic to service and maintain the consoles under a five (5) year contract. This has enabled Toronto Paramedic Services to extend the operational life and reliability of the consoles versus complete replacement which would cost approximately \$1.0 million. The current service and maintenance contract expires on December 31, 2021.

This report seeks an additional five-year, non-competitive contract with Bramic to ensure uninterrupted provision of service and maintenance to further extend the operational life of the consoles while avoiding significant replacement costs.

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

Approval of the contract is not expected to result in financial implications in 2021 or future years as all expenditures are eligible for 100% funding from the Ministry of Health (MOH).

RECOMMENDATIONS

The Chief, Toronto Paramedic Services, and the Chief Procurement Officer recommend that:

1. City Council grant authority to the Chief, Toronto Paramedic Services, to amend Purchase Order Number 6045009 issued to Bramic Creative Business Products Ltd. for the provision of servicing, parts and maintenance of Toronto Paramedic Services' specialized dispatch consoles in its Communications Centre, for an additional amount of \$280,950 net of HST (\$285,895 net of HST recoveries), and to extend the contract validity date for an additional five (5) years from December 31, 2021 to December 31, 2026.

FINANCIAL IMPACT

Funding for the requested Purchase Order Amendment amount is \$280,950 net of HST (\$285,895 net of HST recoveries).

Funding has been included in Toronto Paramedic Services' 2022-2024 Operating Budget submissions under Cost Centres B33100/B55201 – GL 4407. Future years' funding will be included in future operating budget submissions for Council consideration.

Table 1: Financial Impact Summary

Cost Centre	2022	2023	2024	2025	2026	Total (Net of HST Recoveries)
B33100, B55201 / 4407	\$57,179	\$57,179	\$57,179	\$57,179	\$57,179	\$285,895

Approval of the contract is not expected to result in financial implications in 2021 or future years as all expenditures are eligible for 100% funding from the Ministry of Health (MOH).

The Chief Financial Officer and Treasurer has been provided the financial impacts associated with this program for review as part of the 2022 budget process.

DECISION HISTORY

At its meeting of December 18, 2006, the City's Bid Committee authorized the award of a contract to Bramic Creative Business Products Ltd., in the total estimated amount of \$898,191 (net of GST), for the supply of dispatch consoles for Toronto Paramedic Services' (then Toronto Emergency Medical Services') Central Ambulance Communications Centre.

<https://www.toronto.ca/legdocs/2006/agendas/committees/bc/bc061222/it014.pdf>

On May 19, 2017, PMMD issued a Non-Competitive Purchase Order Number 6045009 to Bramic Creative Business Products Ltd., to service and maintain the proper functioning of the consoles as Bramic is the only vendor certified to provide servicing, parts and maintenance (including specialized cleaning). This existing non-competitive five (5) year contract expires on December 31, 2021.

COMMENTS

The highly specialized dispatch consoles in Toronto Paramedic Services' Central Ambulance Communications Centre are in continuous, 24/7 use by Call Takers and Emergency Medical Dispatchers in a high-demand dispatch environment. The consoles are ergonomically designed and are manufactured for heavy-duty use. Each console supports the weight of multiple monitors, computers, radios and fans, along with paper-based documentation and reference materials used by multiple staff. Consequently, the consoles experience ongoing wear and tear, and require regular maintenance. As the manufacturer, Bramic holds exclusive rights and is the only vendor certified to provide servicing, parts and maintenance (including specialized cleaning) of the consoles.

In 2017, PMMD issued a non-competitive purchase order for Bramic to service and maintain the consoles under a five (5) year contract. This has enabled Toronto Paramedic Services to extend the operational life and reliability of the consoles without the need for a complete replacement. The current service and maintenance contract expires on December 31, 2021.

Toronto Paramedic Services has evaluated the replacement of the existing consoles (versus extending their operational life) and estimates that such replacement would cost approximately \$1.0 million. Replacement would also involve significant logistical challenges, due to the complexity of the console components and the requirement to integrate the consoles with the technology they support.

Therefore, this report seeks to amend Purchase Order Number 6045009 for an additional five-year term to ensure uninterrupted provision of service and maintenance to extend the operational life and reliability of the consoles and to avoid significant replacement costs. As a result, and in accordance with the City's Purchasing By-law (Chapter 195-7.3.D), Standing Committee and Council approval is required for this purchase. Approval of the contract is not expected to result in financial implications in 2021 or future years as all expenditures are eligible for 100% funding from the Ministry of Health (MOH).

Toronto Paramedic Services will undertake a competitive procurement process in the future to replace the consoles when required.

CONTACT

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SIGNATURE

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