

Non-Competitive Contract with Medical Priority Consultants Incorporated for the Provision of Medical Priority Dispatch Training and Quality Assurance Support for Toronto Paramedic Services

Date: September 3, 2024

To: General Government Committee

From: The Chief, Toronto Paramedic Services and the Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to enter into a non-competitive contract with Medical Priority Consultants Incorporated (previously known as Priority Dispatch Corporation) to provide ongoing certification training and quality assurance services to support Toronto Paramedic Services' ongoing operation of Medical Priority Dispatch System, in the total amount of \$1,311,936 USD (\$1,797,352 CAD), net of all taxes and charges, (\$1,335,026 USD (\$1,828,986 CAD) net of HST recoveries), for a period of five (5) years from the date of award. The current contract 47022543 with Medical Priority Consultants Incorporated is due to expire on December 31, 2024. \$1 USD = \$1.37 CAD exchange rate (June 2024 – Average one-month forward rate – SAP Financial Systems). All expenditures are eligible for 100% funding from the Ministry of Health.

RECOMMENDATIONS

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

1. City Council, in accordance with Municipal Code Chapter 195-Purchasing, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year (5) commitment, 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, grant authority the Chief, Toronto Paramedic Services to negotiate and enter into a contract with Medical Priority Consultants Incorporated for the amount of \$1,311,936 USD (\$1,797,352 CAD) net of all taxes and charges (\$1,335,026 USD (\$1,828,986 CAD), net of HST recoveries), to provide ongoing certification training and quality assurance support services to support Toronto Paramedic Services' use of Medical Priority Dispatch System 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 \$1,311,936 USD (\$1,797,352 CAD), net of all applicable taxes and charges, \$1,482,488 USD (\$2,031,009 CAD), including all applicable taxes and charges. The total potential cost to the City is \$1,335,026 USD (\$1,828,986 CAD), net of HST recoveries.

Funding will be requested in the 2025 to 2029 Operating Budget Submissions for Toronto Paramedic Services in various cost centres, cost elements 2600, 4199, 4310, 4340 and 4995.

The cost calculations for the option years for contract awarded to Medical Priority Consultants Incorporated include an annual estimated 3% inflationary increase commencing in 2026. The conversion rate used to calculate the Canadian currency equivalent to \$USD is \$1.37. All expenditures are eligible for 100% funding from the Ministry of Health.

Funding details are provided in Table 1 to follow.

TABLE 1: Financial Impact Summary (US Dollars & Canadian Dollar Equivalent based on exchange rate)

Various Cost Centres/ 2600/4199/4310/4340/4995	USD	CAD (at \$1.37 USD)
January 1, 2025 to December 31, 2025	\$416,310	\$570,345
January 1, 2026 to December 31, 2026	\$263,616	\$361,154
January 1, 2027 to December 31, 2027	\$210,035	\$287,748
January 1, 2028 to December 31, 2028	\$218,176	\$298,901
January 1, 2029 to December 31, 2029	\$226,889	\$310,838
Total Net of HST Recoveries	\$1,335,026	\$1,828,986

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact section.

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 five (5) years.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.CD25.2>

At its meeting of October 29 and 30, 2019, City Council adopted EC8.2, for the provision of on-going certification training and quality assurance support services for Toronto Paramedic Services Communication Centre Medical Priority Dispatch System for the period from January 01, 2020, to December 31, 2024, all in accordance with the Agreement made in December 18, 2019.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.EC8.2>

COMMENTS

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

Medical Priority Dispatch System is approved by the Ministry of Health for use in the Province of Ontario. Toronto Paramedic Services Central Ambulance Communications Centre has been using the Medical Priority Dispatch System along with the associated software (ProQA) and supporting certifications, training and quality assurance services, also provided by Medical Priority Consultants Incorporated, since 1992. The Ministry of Health has recently contracted with Medical Priority Consultants Incorporated to implement Medical Priority Dispatch System Province-wide as a best-practice replacement for their current system.

Medical Priority Dispatch System is evidence based and 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. Medical Priority Dispatch System also supports Toronto Paramedic Services' goal of meeting response time standards set by the Ministry of Health while reducing exposure to risk and providing a consistent customer service experience.

Medical Priority Dispatch System 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 Medical Priority Consultants Incorporated 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, Toronto Paramedic Services 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 Medical Priority Dispatch

System protocols.

Medical Priority Consultants Incorporated supports the use of the Medical Priority Dispatch System software by providing a comprehensive suite of products and services that encompass every aspect of Toronto Paramedic Services' emergency call triage model. In addition to the Medical Priority Dispatch System software used by dispatchers to assess each emergency call, Medical Priority Consultants Incorporated provides:

- Initial Call Receiver and Emergency Medical 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 Call Receivers and Emergency Medical Dispatchers.

Medical Priority Dispatch System is an industry standard in Ambulance Communications Centres worldwide. Medical Priority Consultants Inc 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 Medical Priority Dispatch System platform. Together, all of these components ensure that Toronto Paramedic Services provides the highest level of service and best patient care to the residents of Toronto.

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

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SIGNATURE

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