

Non-Competitive Contract with Zoll Medical Canada Inc. for the provision of Cardiac Monitors / Defibrillators with all Accessories, Proprietary Consumables and Extended Maintenance Services

Date: October 22, 2025

To: General Government Committee

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

Wards: All

SUMMARY

The purpose of this report is to request City Council authority to enter into a non-competitive contract with Zoll Medical Canada Inc. for supply and delivery of Cardiac Monitor/Defibrillators with all Accessories, Proprietary Consumables and Extended Maintenance Agreement for various City of Toronto Divisions. The total amount of this request is \$24,758,371 net of all applicable taxes and charges (\$25,194,118 net of HST recoveries), for a period of one (1) year from the date of award to October 31, 2026, with the option to renew for four (4) additional one (1)-year periods. The current Blanket Contract 47019673, awarded competitively, with Zoll Medical Canada Inc., will expire on November 15, 2025.

Non-competitive procurements may be undertaken where both the proposed procurement and supplier can be justified in good faith based on an exception set out in Toronto Municipal Code Chapter 195, Procurement. This procurement will be proceeding under the exception related to compatibility where Zoll Medical Canada Inc., and the City has determined in good faith that both the proposed procurement and the selected supplier, along with the terms and conditions of the contract are beneficial to the City (Toronto Municipal Code, Chapter 195, Procurement, Section 7.1E).

City Council approval is required in accordance with Municipal Code Chapter 195, Purchasing, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year commitment limit 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 Harmonized Sales Tax allowed under staff authority as per the Toronto Municipal Code, Chapter 71, Financial Control, Section 71-11(A).

RECOMMENDATIONS

Non-Competitive Contract with Zoll Medical Canada Inc.

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

1. City Council authorize the Chief Procurement Officer to negotiate and enter into an agreement with Zoll Medical Canada Inc., for the provision of cardiac monitor/defibrillators including all accessories, proprietary consumables and extended maintenance services, in a potential amount not to exceed \$24,758,371 net of all applicable taxes and charges (\$25,194,118 net of HST recoveries). This contract will be from the date of the award to October 31, 2026, with the option to renew for four (4) additional one (1)-year periods, on terms and conditions satisfactory to the Chief Procurement Officer 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 \$25,194,118, net of HST recoveries in the amount detailed below.

The materials on this contract will be purchased for PMMD Stores inventory purposes. The material value will be held in inventory holding Balance Sheet accounts (160004, 160026, 160049, 160067, 160068, 160082, 160083, 160085, 160171) until City Divisions require the material to support their work programs at which time the material value is charged to the appropriate Divisions' approved operating budgets as per the details in Table 1.

Funding from date of award to December 31, 2025 is available in appropriate Divisions' 2025 Operating Budget and additional funding for the balance of the initial contract year will be included in their 2026 Operating Budget Submissions. Should all the option years be exercised, appropriate additional funding will be requested in the 2026-2030 Operating Budget Submissions.

The cost calculation for this contract includes an annual 4% inflationary increase.

Table 1: Financial Impact Summary of Recommended Contract (Net of HST Recoveries)

	Date of Award to December 31, 2025	January 1, 2026 to October 31, 2026	Option Year 1 November 1, 2026 to October 31, 2027	Option Year 2 November 1, 2027 to October 31, 2028	Option Year 3 November 1, 2028 to October 31, 2029	Option Year 4 November 1, 2029 to October 31, 2030	Total
B22040 B22060 B29100 B29120 B45519	\$775,253	\$3,876,264	\$4,837,578	\$5,031,081	\$5,232,324	\$5,441,617	\$25,194,118

Non-Competitive Contract with Zoll Medical Canada Inc.

	Date of Award to December 31, 2025	January 1, 2026 to October 31, 2026	Option Year 1 November 1, 2026 to October 31, 2027	Option Year 2 November 1, 2027 to October 31, 2028	Option Year 3 November 1, 2028 to October 31, 2029	Option Year 4 November 1, 2029 to October 31, 2030	Total
B45521 B45555 B46400 B46700 B46750 B46751 B46752 B46753 B46754 B46755 B46774 B46800 B46807 B48054 B48158 CAM045 FR0019 FR0024 FR0025 FR0027 FR0043 FR0045 NP2063							

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

DECISION HISTORY

On December 9 and 10, 2015, City Council adopted CD8.2 and authorized the Chief and General Manager, Toronto Paramedic Services to negotiate and enter into an agreement with Zoll Medical Canada Inc., being the highest overall scoring proponent meeting the requirements of Request for Proposal 0507-15-0113, for the provision of cardiac monitor/defibrillators with all components and accessories, and replacement of cardiac monitor/defibrillators including extended warranty and preventative maintenance plan. The City Council decision can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.CD8.2>

On November 20, 2017, Community Development and Recreation Committee adopted CD24.2, authorizing the Acting Chief, Toronto Paramedic Services, and the Director, Purchasing and Materials Management to amend Contract Number 47019673 issued to Zoll Medical Canada Inc., Request for Proposal (RFP) Number 0507-15-0113, by an additional amount of \$1,382,294.40 excluding all taxes and charges or \$1,406,622.78, net of HST recoveries. The amendment was for an additional 40 cardiac monitor/defibrillators, their components and extended maintenance packages to address the increase of 113 Full-time Equivalents (FTEs) to Toronto Paramedic Non-Competitive Contract with Zoll Medical Canada Inc.

Services' complement, approved in 2015 to 2016 budgets, along with additional operation-ready ambulances. Contract No. 47019673 was issued to Zoll Medical Canada Inc. in 2015, whereas the preparation of the RFP had started in 2014 when future quantities from increased approved budgets in operations were not known. The Committee decision can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD24.2>

COMMENTS

This contract supports anticipated growth in Toronto Paramedic Services' service demand and staffing, as outlined in its Multi-Year Staffing Plan, which was adopted by Council in June 2025. It also facilitates purchases by other City divisions, including Toronto Fire Services and Toronto Public Health.

This contract enables Toronto Paramedic Services to purchase additional cardiac monitor/defibrillators, accessories, optional extended warranties, and maintenance services. The requested contract also covers the purchase of accessories and consumables (e.g., disposable monitoring supplies, batteries, etc.), which is managed by City Stores to support various City divisions

Toronto Paramedic Services is mandated by the Provincial Equipment Standards for Ontario Ambulance Services issued by Emergency Health Services Branch, Ministry of Health to have cardiac monitor/defibrillators on every emergency response vehicle.

The City Council-adopted Multi-Year Staffing Plan supports the addition of 362 full-time equivalent positions, including 331 frontline positions over a period of four (4) years (subject to annual budget approval), including the Capital Fleet plan. Additional cardiac monitor/defibrillators are needed to support the increase in staffing and vehicles required to meet expected service demand growth, while maintaining the current high standard care provided to City's residents and visitors.

Toronto Paramedic Services has invested in a fleet of Zoll X Series Advanced cardiac monitors. All the service's cardiac monitors have been replaced or upgraded within the past three years and the current system is fully integrated, representing significant capital and operating investment.

The scope of Toronto Paramedic Service's continuing investment includes not only the replacement of all cardiac monitors and accessories, but also the staff training and infrastructure (in the form of stretcher monitor poles for safe patient transport) required to deploy the Zoll X Series Advanced cardiac monitors.

The Zoll X Series Advanced cardiac monitors are equipped with defibrillation and 12-lead capabilities, meeting the high standards of patient care mandated by the Province of Ontario's Paramedic approved Standards for Patient Care. A recent software upgrade enables direct transmission of electrocardiograms (ECGs) to catheterization labs across the Greater Toronto Area. This electrocardiogram-transmission capability is a life-saving advancement, allowing paramedics to bypass local hospitals and

Non-Competitive Contract with Zoll Medical Canada Inc.

emergency rooms and transport patients directly to specialized cardiac surgery laboratories under the guidance of a surgeon. Direct transportation reduces the time to critical interventions by minutes to hours, preserving heart tissue and improving survival rates.

By maintaining the use of the Zoll X Series Advanced cardiac monitors, Toronto Paramedic Services avoids the substantial expenses associated with a system-wide replacement, which includes not only the purchase of new equipment but also the extensive retraining of its staff.

The proposed contract with Zoll Medical Canada Inc., is structured as a maximum value agreement. There is no obligation to spend the full contract value. Additionally, annual inflation adjustments have been negotiated to reflect the lower of the Consumer Price Index (CPI) or four (4) percent, ensuring fiscal responsibility and predictability.

Zoll Medical Canada Inc., has maintained a strong presence in Canada for over four decades, supporting the healthcare system through the provision of advanced medical technologies and services. Headquartered in Mississauga, Ontario, the company employs more than 80 professionals across sales, service, and support roles, contributing to local job creation and economic development.

Zoll X Series Advanced cardiac monitor/defibrillators are fully compatible with Toronto Paramedic Services' operational requirements, including integration with the Toronto Fire department, local hospital systems, and Public Access Defibrillation (PAD) providers. This ensures seamless interoperability across emergency response and healthcare networks.

As medical goods, cardiac monitors are currently exempt from import tariffs, supporting cost-effective procurement and long-term fiscal sustainability. This exemption, combined with the established Canadian infrastructure of Zoll Medical Canada Inc., enables efficient delivery, maintenance, and support of critical life-saving equipment.

CONTACT

Julia Lloyd, Commander Materials Management & Equipment Services, Toronto Paramedic Services, julia.lloyd@toronto.ca, 416-392-0544

Mario Lontoc, Acting Manager, Materials Management & Stores, Purchasing & Materials Management, mario.lontoc@toronto.ca, 416-392-0804

Marianne Gonzalez Angulo, Acting Manager, Purchasing Client Services, Purchasing & Materials Management, Marianne.GonzalezAngulo@toronto.ca, 416-338-3109

SIGNATURE

Bikram Chawla
Chief, Toronto Paramedic Services

Geneviève Sharkey
Chief Procurement Officer