

Non-Competitive Contract with Bramic Creative Business Products Ltd. for the Provision and Installation of Specialized Dispatch Consoles and Related Maintenance Services for Paramedic Services

Date: March 25, 2026

To: General Government Committee

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

Wards: All

SUMMARY

The purpose of this report is to request authority to enter into an agreement with Bramic Creative Business Products Ltd. for the provision and installation of Specialized Dispatch Consoles and Related Maintenance Services in the amount of \$3,723,977 net of all applicable taxes and charges (\$3,789,519 net of HST recoveries), for a period of one (1) year from the date of award with the option to renew for four (4) additional one (1) year periods.

Toronto Paramedic Services' current dispatch consoles are manufactured by Bramic. 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. Procuring new dispatch consoles is necessary to support Toronto Paramedic Services' growing workforce, rising 9-1-1 call volumes, and enhanced dispatch capabilities enabled by modernized layouts and workflows. This contract supports procurement of dispatch consoles required at the Backup Ambulance Communication Centre. The current Backup Ambulance Communications Centre is overcrowded and is undergoing a relocation and expansion within the same building to increase capacity to at least 40 workstations. The current agreement with Bramic Creative Business Products Ltd. will expire on December 31, 2026.

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 City of Toronto Municipal Code, Chapter 195, Procurement. This procurement will be proceeding under the exception related to compatibility where Bramic Creative Business Products Inc., and the City have 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 (Chapter 195, Section 195-7.1E).

City Council approval is required in accordance with the requirements of City of Toronto Municipal Code, Chapter 195, Procurement, as the current request for the Agreement would exceed the threshold of \$500,000 net of Harmonized Sales Tax as specified under Article 7, Section 195-7.3(D); and Chapter 71, Financial Control, Section 71-11(A). Further, the Agreement would result in an arrangement with the vendor in excess of the cumulative five-year commitment limit.

RECOMMENDATIONS

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

1. City Council authorize the Chief, Toronto Paramedic Services, to negotiate and enter into an agreement with Bramic Creative Business Products Ltd., for the provision and installation of Specialized Dispatch Consoles and Related Maintenance Services in the amount of \$3,723,977 net of all applicable taxes and charges (\$3,789,519 net of HST recoveries). for a period of one (1) year from the date of award with the option to renew for four (4) additional one (1) year periods, 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 option years identified in this report is \$3,789,519, net of HST recoveries in the amount detailed below.

Funding is available in the 2026-2035 Capital Budgets and Plans for Toronto Paramedic Services. Operating funding for the remainder of the initial term will be included in the 2027 Operating Budget Submission for Toronto Paramedic Services. Should the City choose to exercise the four option years, funding will be requested through the Toronto Paramedic Services Operating Budget Submissions for the respective years.

The cost calculation for this contract includes an annual 3% inflationary increase.

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

	Initial Year: May 1, 2026 - December 31, 2026	Initial Year: January 1, 2027 - May 31, 2027	Option Year 1: June 1, 2027 - May 31, 2028	Option Year 2: June 1, 2028 - May 31, 2029	Option Year 3: June 1, 2029 - May 31, 2030	Option Year 4: June 1, 2030 - May 31, 2031	Total (Net of HST Recoveries)
CAM081-02	\$1,268,473		\$1,469,843				\$2,738,316
B33100/B55201- CE:5050335		\$210,240	\$210,240	\$210,241	\$210,241	\$210,241	\$1,051,203
Total	\$1,268,473	\$210,240	\$1,680,083	\$210,241	\$210,241	\$210,241	\$3,789,519

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information included in the Financial Impact Section.

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 expired on December 31, 2021.

On October 1 and 4, 2021, City Council authorized the Chief and General Manager, 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 Central Ambulance Communications Centre, by an additional amount of \$280,950 net of Harmonized Sales Tax (\$285,895 net of Harmonized Sales Tax recoveries) and to extend the contract validity date for an additional five years from December 31, 2021 to December 31, 2026.

<https://www.toronto.ca/legdocs/mmis/2021/ec/bgrd/backgroundfile-170536.pdf>

On August 14, 2023, PMMD issued a Non-Competitive Purchase Order Number 6054758 to Bramic Creative Business Products Ltd. for \$380,613 for the supply of dispatch consoles for Toronto Paramedic Services' Central Ambulance Communications Centre as part of an expansion project.

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COMMENTS

The dispatch consoles in Toronto Paramedic Services' Central Ambulance Communications Centre are purpose-built for a mission-critical, 24/7 emergency communications environment. Designed to support continuous, heavy-duty use, they accommodate multiple monitors, radios, computing equipment, and the associated heat and cabling loads. These consoles were originally approved by the City's ergonomist and require manufacturer-certified servicing to maintain ergonomic compliance, structural integrity, and operational reliability. Procuring new dispatch consoles is necessary to support Toronto Paramedic Services' growing workforce, rising 9-1-1 call volumes, and enhanced dispatch capabilities enabled by modernized layouts and workflows.

Bramic, the original equipment manufacturer, retains proprietary rights to the console design and is the sole vendor authorized and technically capable of providing certified maintenance, manufacturer-approved parts, specialized refurbishment, and deep cleaning. Procured between 2007 and 2024, the consoles continue to operate in a high-demand environment and experience ongoing wear and tear.

The Central Ambulance Communication Centre, which under normal circumstances serves as the main call centre for call receiving, dispatching, and processing of emergency and non-emergency calls for paramedic responses across the City of Toronto, is supported by a Backup Ambulance Communications Centre. In the event of a power outage or any disruption that impacts public safety and the normal operation of the Central Ambulance Communications Centre, the Backup Centre is activated, and staff are deployed to safely maintain the functions normally performed at the primary site.

The current Backup Communications Centre facility lacks sufficient workspace, leading to overcrowding of monitors and equipment. Additionally, it does not provide integrated personal comfort systems such as individualized heating, lighting, and ventilation features essential for a 24/7 emergency communications environment. The Backup Centre is being relocated and expanded within the same building, increasing its capacity from 27 to at least 40 workstations. This expansion will replace outdated desks that no longer meet operational, ergonomic, or technological standards of the Central Ambulance Communications Centre.

As service demand continues to increase with Toronto's population, the backup centre must be equipped to support surge operations, split-site operations, and ensure full operational continuity during both planned events and unplanned disruptions. The current consoles do not align with staffing needs, ergonomic standards, or technology requirements for expanded dispatch functions. Standardizing the backup centre with the same console and desk configuration as the primary site will enable seamless staff redeployment, reduce retraining and ergonomic risks, and preserve operational efficiency by ensuring dispatcher familiarity.

Upon relocation, the former backup site will be refurbished with 20 modern consoles, enabling its use as a versatile operational space capable of supporting call taking and dispatch functions, training, and service-wide command operations during major events. An additional 20 consoles are required for the primary training facility at Toronto Paramedic Services Headquarters, which serves as a critical overflow environment when staffing levels exceed the capacity of the Central Ambulance Communications Centre. Furthermore, five new consoles are required at the primary site to support the implementation of current and future dispatch models and ensure sufficient workstation availability. Collectively, these upgrades will ensure functional consistency across all facilities, enhance operational resilience, and maintain the ergonomic and technological standards necessary for uninterrupted and redundant emergency dispatch service delivery.

Bramic is an Ontario-based company, owned and operated in Pickering, enabling rapid on-site response by certified technicians and timely access to proprietary components. The consoles have demonstrated exceptional durability, exceeding their original 10-to-15-year design life with over 19 years of continuous service and minimal repairs. Continued engagement with the original manufacturer represents the least operational risk and ensures uninterrupted continuity of 9-1-1 services. Notably, utilization of the original funding allocation for cleaning and maintenance remains low (approximately 32% to date).

Introducing a different console manufacturer would necessitate full replacement of existing consoles to maintain ergonomic compliance, technical compatibility, and operational consistency across facilities. This would result in substantially higher costs related to deconstruction, redesign, retraining, ergonomic reassessment, and system integration. Continuing with the existing Bramic console platform avoids these avoidable costs and leverages prior City investment in infrastructure already supported by the City's ergonomist.

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SIGNATURE

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Chief, Toronto Paramedic Services

Geneviève Sharkey
Chief Procurement Officer

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