

Amendment to Purchase Order Number 6050426 with Intrahealth Canada Limited for Electronic Medical Records Solution

Date: July 6, 2026

To: General Government Committee

From: Medical Officer of Health and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to seek authority to amend Purchase Order Number 6050426 and the associated Master Services Agreement issued to Intrahealth Canada Limited, which was established through a competitive Request for Proposal process.

The amendment is needed to sustain the production and non-production hosting, software maintenance, support, and all Electronic Medical Records software releases.

The total value of the Purchase Order Amendment for Intrahealth Canada Limited that is being requested is \$30,885 net of all taxes and charges (\$31,427 net of HST recoveries), revising the current value of the Purchase Order from \$638,088 to \$669,515 and extending the term of the contract to January 31, 2029.

City Council approval is required in accordance with Municipal Code Chapter 195, Procurement, 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 195-7.4(D) of the Procurement By-law.

RECOMMENDATIONS

The Medical Officer of Health and the Chief Procurement Officer recommend that:

1. City Council in accordance with Section 195-7.4 D of the Toronto Municipal Code 195 (Procurement By-Law), grant authority to the Medical Officer of Health and the Chief Procurement Officer to:

a. Extend Purchase Order 6050426 for five (5) years, to January 31, 2029; and

b. Extend the associated Master Services Agreement (MSA) for a period of five (5) years with an annual pricing increase of 2.4% or the Consumer Price Index (CPI), whichever is lower, under the same terms and conditions as the existing agreement, and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The total value of the purchase order extension is \$669,515 net of Harmonized Sales Tax (HST) recoveries, compared to the previous purchase order value of \$638,088, representing an increase of \$31,427. The cost is shared between the City of Toronto and the Province of Ontario.

The financial impact of the Amended PO is outlined in Table 1 below.

Table 1: Financial Impact Summary of Amended PO

Fiscal Year	Term	Gross \$	Net \$
2024	Mandatory Year 1: Feb 2024 – Dec 2024	\$107,576	\$26,894
2025	Mandatory Year 2: Jan 2025 – Dec 2025	\$99,428	\$24,857
2026	Mandatory Year 2: Jan 2026 Option Year 1: Feb 2026 – Dec 2026	\$143,704	\$35,926
2027	Option Year 2: Jan 2027 – Dec 2027	\$151,129	\$37,782
2028	Option Year 3: Jan 2028 – Dec 2028	\$154,756	\$38,689
2029	Option Year 3: Jan 2029	\$12,922	\$3,231
Total Net of HST Recoveries		\$669,515	\$167,379
Cost Centre: PH4051 and PH4140 / Commitment Item: 5020038			

Toronto Public Health (TPH) has paid all costs incurred in 2024 and 2025, as outlined in Table 1 above, within its respective 2024 and 2025 Operating Budgets.

Funding of \$143,704 gross and \$35,926 net is included in TPH's 2026 Operating Budget. Funding required to support the remaining of Option Years from 2027 to 2029, outlined in Table 1, will be included in the base budgets of TPH's Operating Budget submissions for the respective years, subject to Council consideration and approval.

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

DECISION HISTORY

At its meeting on April 10, 2019, the Bid Award Panel granted authority to award the contract in accordance with the Contract Details set out in the report (March 19, 2019) from the Chief Purchasing Officer: Award of Request for Proposal Number 3405-18-0353 to Intrahealth Canada Ltd.

[Agenda Item History - 2019.BA20.1](#)

COMMENTS

The Electronic Medical Records (EMR) project was initiated in 2017 to implement a new client information system that provides a comprehensive electronic record of health-related information for clients of TPH's clinical services including Sexual Health Clinics and the Harm Reduction and Treatment Services programs. More recently, use of the EMR has been extended to the new Downtown Community Outreach Response and Engagement (CORE) Team pilot program. The EMR system supports frontline staff with delivery of client care while aligning with best practices in public health information management.

As a result of a competitive Request for Proposal process, Intrahealth Canada Limited was selected to deliver the EMR system for critical clinical services. The existing Master Services Agreement (MSA), executed on August 14, 2019, along with the Hosting, Software Maintenance & Support Statement of Work (SOW #TO002), defines that Intrahealth Canada Limited provides production and non-production hosting, software maintenance, support, and all EMR software releases under established service level agreements and controlled release management. The MSA includes an initial fixed two-year term followed by three optional one-year renewals, subject to City approval.

The go-live date was initially planned for April 2019. However, the project was paused during the COVID-19 pandemic, and a revised go-live date was established for February 19, 2024. Since go-live, Intrahealth Canada Limited has been delivering EMR services as per the MSA executed in 2019. TPH has implemented change requests to the existing purchase order (PO) to ensure continuity of critical services for TPH clients. Authorization is now being sought to amend the MSA and PO to align with the revised implementation timeline, establishing a term from 2024 to 2029. The MSA includes structured pricing, CPI adjustment terms, and compliance obligations, making this amendment the most cost-effective and secure approach to formalize service delivery.

Table 2 below outlines the comparison of the recommended amendments.

Table 2: Comparison of Recommended Amendments

Term	Existing PO 6050426	Amended PO	\$ Change
Mandatory Year 1	Sep 2019 to Sep 2020	Feb 2024 to Jan 2025	(\$1,985)

Term	Existing PO 6050426	Amended PO	\$ Change
	\$119,342	\$117,357	
Mandatory Year 2	Sep 2020 to Sep 2021	Feb 2025 to Jan 2026	(\$21,544)
	\$119,342	\$97,798	
Option Year 1	Sep 2021 to Sep 2022	Feb 2026 to Jan 2027	\$17,203
	\$130,673	\$147,876	
Option Year 2	Sep 2022 to Sep 2023	Feb 2027 to Jan 2028	\$18,311
	\$133,114	\$151,425	
Option Year 3	Sep 2023 to Sep 2024	Feb 2028 to Jan 2029	\$19,442
	\$135,617	\$155,059	
Total Net of HST Recoveries	\$638,088	\$669,515	\$31,427

CONTACT

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SIGNATURE

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