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**Subject:** Sole Source EMS Interdev Software Support Agreement and Hardware Purchase

**Report to:** Public Health and Social Services Committee

**Report date:** Tuesday, July 9, 2019

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## Recommendations

1. That Council **AUTHORIZE** staff to proceed with the purchase of Panasonic CF33 laptops, and a support and service contract from Interdev as a sole source in accordance with section 18 (a) items (i) of Procurement By-law No. 02-2016, as amended on February 28, 2019 which permits sole source procurement if “compatibility of a Purchase with existing equipment, product standards, facilities or service is paramount consideration.”

## Key Facts

- The purpose of this report is to obtain Regional Council's approval to award a single source contract greater than \$1 million in accordance with Schedule B of Procurement By-law No. 02-2016, as amended on February 28, 2019
- Panasonic CF31 laptops are used by paramedics to complete mandatory electronic patient care records (ePCR)
- The current hardware is at end of life and no longer supported by the vendor
- Niagara Region owns the licenses for Interdev's iMedic Electronic Patient Care Record (ePCR) software
- Niagara EMS has used Interdev's iMedic ePCR application as it's standard for 6 years
- An Expression of Interest (EOI) was conducted in Q2 2018 that provided insight to options for alternate ePCR providers and associated hardware
- The result of the EOI provided the basis for the recommendation to continue using the current vendor as the provider of software and hardware
- By purchasing the hardware and software through the same contract, economic and operational efficiencies are gained through the support and service of both products

## Financial Considerations

Funding of \$696,000 for hardware replacements of the current Panasonic CF31s was approved and initiated through project 20000607 as part of the 2018 capital budget (CSD 65-2017).

The cost of the replacement hardware is \$577,118 plus applicable taxes (net Regional cost of \$587,275 inclusive of non-refundable HST) (Appendix 1). This quote includes installation of software, modems and mounting units to be used in the vehicles. This amount is \$108,725 under budget and will be returned to the general capital levy project for future use.

In addition to the capital purchase of the laptops, the service contract with the current ePCR provider requires renewal. Costs associated with the ePCR contract are included in the existing operating budget. The renewals have increased by the rate of inflation (as determined by the Canadian Inflation Calculator) and these increases will be included within future operating budgets. Annual operating costs are \$154,686; (2019/2020), \$174,022 (2020/2021), and \$193,358 (2021/2022). The 2021/2022 cost includes an option to renew at the same price plus an inflationary adjustment based on the Consumer Price Index (CPI) for a 4<sup>th</sup> and 5<sup>th</sup> year. Detailed quotes are provided in Appendix 2.

## **Analysis**

Since 2013, Niagara EMS has been using Interdev as our electronic patient care record (ePCR) system and the 5-year service level agreement expired on February 1, 2018. An extension of the service was negotiated until August 31, 2018 and month to month since that time to provide time to review ePCR service provider options through an Expression of Interest that was issued Q2 2018.

Niagara EMS has recently undertaken a System Transformation Project (STP) that is setting a course to change the way in which EMS services have been provided; into one that is integrated with the broader health system and uses evidence-informed decision-making to plan these services. While consideration was given to this being an opportune time to procure a patient record system that will help the service move into this new way of service delivery, it has ultimately been determined that the opposite is actually the case. As the future service delivery processes and procedures are continuously evolving and it is not entirely clear what that future will look like in terms of the specific needs/requirements related to an ePCR system, issuing a an RFP at this juncture would be premature. As well, currently many systems are working hard to offer full integration with provincial and local health record management systems, however this is all relatively new and it is uncertain how this is going to develop with the various providers of ePCR systems in Ontario.

As the work of the STP continues over the next 12-24 months, it will become clearer as to the future needs of the service and the opportunity to better plan for adopting a system to help us meet those needs, rather than procuring a system now and having to adapt the system to meet its abilities.

Staff's recommendation is to contract InterDev, for a three year service and maintenance agreement with two additional one-year options (3+1+1).

This will allow Niagara EMS to procure a contract with the current provider and that coupled with a Performance Agreement element which addresses current issues with the system will result in the following benefits which:

- provides Niagara EMS with 12-18 months to continue with the System Transformation Project to better understand long-term needs for patient record management;
- allows (with the completion of the above) an additional 12-18 months to consider and conduct a procurement process and any resultant time required to transition to a new system;
- positions the organization in both budget and human resources for a possible change in the next 36-60 months;
- defers the timing of a procurement for a new ePCR system until systems will have established the ability for data sharing between various health record systems;
- avoids any service disruption to the organization, which is already undergoing substantial changes in service delivery; and
- ensures that the necessary replacement hardware is procured in a timely manner as there is risk associated with the current aging hardware

Niagara EMS is currently operating on a month-by-month basis with Interdev while we work through the details of a service level agreement (SLA) and seek approvals for the sole source procurement.

### **Alternatives Reviewed**

An RFP could be conducted for a new system. As described above, however, the timing is not well-suited to knowing requirements for a future system, nor for having options with provincial and local health record integration. With respect to the RFP process, an evaluation of the level of effort not only in the proposal process itself but the business implications (should the result require a change in system provider) would require an abundance of resources which are not currently available unless front line service is reduced.

An Expression of Interest completed in June of 2018 identified two other vendors currently providing ePCR services in Ontario. Both of these systems are used in very few Ontario services.

Not purchasing new hardware and software is not recommended, as the Service is legislatively required to provide patient care record documentation that is in accordance with standards, and an ePCR system can no longer function reliably unless new hardware and software is purchased.

In absence of the use of electronic charting, paper-based documentation would remain the only option. This is not recommended. Paper-based documentation virtually eliminates the ability to integrate with other e-health systems and would negate the ability to access vital data and statistical information. It would also undermine Niagara EMS's current status as technological leader and innovator in the province, and harm Niagara Region's claim to operating a dedicated communication (dispatch) centre given that this was done to create a technology testing ground for the province.

### **Relationship to Council Strategic Priorities**

The purchase of ePCR software and hardware for Niagara EMS is in keeping with Council's objectives for High Quality, Efficient, and Coordinated Core Services as well as Fiscal Sustainability.

### **Other Pertinent Reports**

Not applicable

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#### **Recommended by:**

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### **Appendices**

Appendix 1  
Appendix 2

Interdev Quote  
Annual Services

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Appendix 1



Quote

Date: 5/16/2019  
 Quote #  
 20190516\_Niagara

TO Randy McDougall  
 Niagara EMS

1-289-929-6581

Salesperson	Job	Payment Terms	Due Date
KM			

Qty	Description	MSRP	Interdev Offered Unit Price	Line Total
108	<b>CF33LC11AAVM</b> MK1, 8GB, 256GB SSD, STANDARD BATTERY, REAR CAMERA, LTE, WIN10, 64 BIT, ENGLISH	5,498.00	4,149.20	448,113.60
108	<b>CFVEK331LMP</b> Full Red Backlit Keyboard Dock for CF-33. Ethernet, SDXC (full-size), HDMI, VGA, USB 2.0, USB 3.0 x2, Serial (USB), Docking Connector, Handle, Kensington Lock, Tablet Release Lever with Lock/Unlock Tab	918.00	753.03	81,413.64
110	iMEDIC set-up/ installation, encryption, mobi, antivirus etc.		500.00	N/C
2	<b>CF20G7108VM</b> MK2, DUAL, 8GB, 256GB SSD, WEBCAM, REAR CAMERA, BRIDGE BATTERY, LTE, WIN10, 64 BIT, ENGLISH	6,203.00	4,295.25	8,590.50
50	<b>DS-PAN-1106</b> Havis Cradle (no electronics) for Panasonic Toughbook 33		780.00	39,000.00
			Subtotal	\$577,117.74
			HST 13%	\$75,025.31
			Total	\$652,143.05

Thank you for your business!

## Appendix 2

### Annual Services

Interdev's ongoing support services is as below:

#### Niagara EMS Support for Year 1 (April 1, 2019 to March 31, 2020)

Support	Price	Units	Cost / Year	Discount 20%
Platinum Support per laptop / year	600	105	63,000	50,400
System Hosting or on-site support	2000	12	24,000	19,200
Software Upgrades 20% of license cost (per year)	250,690	0.2	50,138	40,110
iMedic Web Paramedic Portal	70	216	15,120	12,096
Interdev Analytics User CAL	1200	1	1,200	960
Interdev Analytics Document CAL	600	4	2,400	1,920
CADLink Connection Maintenance	300	105	31,500	25,200
CADLink Communication Server Hosting	500	12	6,000	4,800
<b>Total Annual Support</b>			<b>\$193,358.00</b>	<b>\$154,686.40</b>

**Niagara EMS Support for Year 2  
 (April 1, 2020 to March 31, 2021)**

<b>Support</b>	<b>Price</b>	<b>Units</b>	<b>Cost / Year</b>	<b>Discount 10%</b>
Platinum Support per laptop / year	600	105	63,000	56,700
System Hosting or on-site support	2000	12	24,000	21,600
Software Upgrades 20% of license cost (per year)	250,690	0.2	50,138	45,124
iMedic Web Paramedic Portal	70	216	15,120	13,608
Interdev Analytics User CAL	1200	1	1,200	1,080
Interdev Analytics Document CAL	600	4	2,400	2,160
CADLink Connection Maintenance	300	105	31,500	28,350
CADLink Communication Server Hosting	500	12	6,000	5,400
<b>Total Annual Support</b>			<b>\$193,358.00</b>	<b>\$174,022.20</b>

\*A percent increase as per the Consumer Price Index will be in addition.

### Niagara EMS Support for Year 3 and Optional Years 4 & 5

<b>Support</b>	<b>Price</b>	<b>Units</b>	<b>Cost / Year</b>
Platinum Support per laptop / year	600	105	63,000
System Hosting or on-site support	2000	12	24,000
Software Upgrades 20% of license cost (per year)	250,690	0.2	50,138
iMedic Web Paramedic Portal	70	216	15,120
Interdev Analytics User CAL	1200	1	1,200
Interdev Analytics Document CAL	600	4	2,400
CADLink Connection Maintenance	300	105	31,500
CADLink Communication Server Hosting	500	12	6,000
<b>Total Annual Support</b>			<b>\$193,358.00</b>

\*A percent increase per year as per the Consumer Price Index will be in addition.

\*HST extra