Minute No. 70
Report - Standing Policy Committee on Protection and Community Services - November 20, 2006

Item No. 4 **Award of Contract - Supply and Installation of Electronic Patient Care Report Hardware and Software**
File GP-9

COUNCIL DECISION:

Council concurred in the recommendation of the Standing Policy Committee on Protection and Community Services and adopted the following:

1. That the following proposals be determined to be non-responsive:

   A. ROAM IT, Inc.
   B. Medusa Medical Technologies, Inc.

2. That the contract for the supply and installation of electronic patient care report hardware and software be awarded to ZOll Data Systems, Inc., the responsible and qualified bidder submitting the most advantageous offer.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

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DECISION MAKING HISTORY:

Moved by Councillor Steeves,

That the recommendation of the Standing Policy Committee on Protection and Community Services be adopted by consent.

Carried

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On November 29, 2006, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Protection and Community Services and submitted the matter to Council.

STANDING COMMITTEE RECOMMENDATION:

On November 20, 2006, the Standing Policy Committee on Protection and Community Services concurred in the administrative recommendation and submitted the matter to the Executive Policy Committee and Council.

ADMINISTRATIVE REPORT

RE: AWARD OF CONTRACT FOR SUPPLY AND INSTALLATION OF ELECTRONIC PATIENT CARE REPORT HARDWARE & SOFTWARE – BID OPPORTUNITY 426-2005

FOR SUBMISSION TO: The Standing Committee on Protection and Community Services

ORIGINAL REPORT SIGNED BY: Fire & Paramedic Chief

REPORT DATE: October 27, 2006

RECOMMENDATION(S):

1. That the following proposals be determined to be non-responsive:

    - ROAM IT, Inc.
    - Medusa Medical Technologies, Inc.

2. That the contract for the supply and installation of electronic patient care report hardware and software be awarded to ZOll Data Systems, Inc., the responsible and qualified bidder submitting the most advantageous offer.

Report Summary

Key Issues:

Implications of the Recommendation(s):

General Implications

( ) None

(**x**) For the organization overall and/or for other departments

(**x**) For the community and/or organizations external to the City

( ) Involves a multi-year contract

Comment(s): The electronic patient care reporting (EPCR) system will have the following general implications:

For the organization:

- Allow for system information sharing between other municipal emergency services, (e.g. Halifax, Toronto, Ottawa, Waterloo, Edmonton and Calgary).
- Central storage and secure tracking of patient information.
- Replaces inefficient paper based system.
- Monitors and analyzes system and personnel performance indicators.
- Realizes efficiencies in WFPS billing / revenue services.
- Paramedics and firefighter paramedics access the web for the most current information on medical protocols, patient care procedures, medical reference material, General Operating Guidelines, and WRHA Destination and Triage polices.
- Access to web based applications containing building pre-fire plans and emergency plans (AMANDA).
- First Watch Real-Time Early Warning System provides:
    - Early Event Detection & Syndromic Surveillance
        - Threatening trends
        - Natural and pandemic disease outbreaks.
    - Situational Awareness & Data Intelligence
        - Suspicious fire patterns
        - Potential arson activity

For the community and/or organizations external to the City:

- Assists triage decisions in emergency departments.
- Increases focus on patient care by reducing documentation time at every call; ambulances available sooner for emergency response.
- Meets the reporting requirements defined in the Joint Operating Agreement between the Winnipeg Regional Health Authority and the Winnipeg Fire Paramedic Service.

- Provides data to the Manitoba Emergency Medical Services Information System (MEMSIS) as required by Provincial Legislation.

- Provides data required by Manitoba Health for maintenance of paramedic licensure.

Policy Implications

(**x**) No

( ) Yes

Comment(s):

Regulatory Implications

(**x**) None

( ) Eliminates or reduces regulatory impact

( ) Proposes regulatory impact

Comment(s):

Environmental Implications

(**x**) No

( ) Yes

Comment(s):

Human Resources Implications

(**x**) No

( ) Yes

Comment(s):

Financial Implications

(**x**) Within approved current and/or capital budget

( ) Current and/or capital budget adjustment required

Comment(s): Funding for EPCR is contained within the Winnipeg Fire Paramedic Service draft estimates (operating) for 2007.

Report

REASON FOR THE REPORT:

Approval from Council is required as this contract commits budget funds which have not been approved and commits funds for future budget years with the total conditional amount to be paid by the City pursuant to the contract estimated to be approximately $1,080,000.00 (plus GST and PST).

HISTORY:

A Request for Proposal was issued on February 3, 2006 by the Materials Management Branch of the Corporate Finance Department for the supply and installation of electronic patient care report hardware and software for the Winnipeg Fire Paramedic Service.

Final receipt of proposals took place at 16:00 hrs on May 18, 2006 with proposals being received from three bidders.

DISCUSSION:

The Request for Proposal specified the following criteria:

The work to be done under the contract shall consist of the supply and installation of the hardware and the software required for an electronic patient care report system.

The major components of the work are as follows:

- Network infrastructure procurement
- Architecture and design services
- Installation services
- Telecommunications provisioning and services
- Network monitoring and management services
- Network maintenance and upgrade services
- Operations support systems (OSS) services
- Customer service and technical support services
- Training and support
- Software hosting services
- Program and project management services

The proposal submitted by ROAM IT Inc. should be determined to be non-responsive in accordance with B19 because the bidder conditioned its proposal by stating warranty terms that were less than required in D19 (1 year instead of 3 years) and because the bidder included pricing that is valid for only 30 days instead of 180 days as required by Clause 10, Form A. These are significant deviations from the requirements of the RFP and should not be waived.

The proposal is also informal because the Form "A" proposal submitted by ROAM IT contains signatures which have not been witnessed and the document does not contain a corporate seal. This informality is not material.

The proposal from Medusa Medical Technologies Inc. should be determined non-responsive in accordance with B19.2. because:

- the bidder did not submit a price for each item of work as specified in B7.1.; and,
- the bidder took exception to the City's Indemnification clauses in D9 and the Liquidated Damages clauses in D17; and
- the bidder conditioned the proposal by stating warranty terms that are less than required in D19; and
- the bidder conditioned their proposal by stating that they would not be conforming to all items contained in each addendum; and
- the bidder included estimated pricing; and
- the bidder conditioned their proposal by stating that the following Scope of Work items would not be included:
    - Network infrastructure
    - Architecture and design services
    - Installation services
    - Telecommunication provisioning and services
    - Network monitoring and management services
    - Network maintenance and upgrade service
    - Operations support systems services
    - Hardware
    - Program Management

These are significant deviations from the requirements of the RFP and should not be waived.

The proposal is also informal because the Form "A" proposal submitted by Medusa Medical Technologies contains a signature which has not been witnessed and the document does not contain a corporate seal. This informality is not material.

The proposals that failed to comply with the requirements of the Request for Proposal were not further evaluated.

The proposal from Zoll Data Systems, Inc. was evaluated in accordance with the evaluation criteria with the total score being acceptable.

It is recommended that a contract be awarded to Zoll Data Systems, Inc., the responsible and qualified bidder submitting the most advantageous offer.

It is recommended that this contract be awarded based on the purchase option.

Although there is no firm commitment it is the intention of WFPS to purchase annual support in the approximate amount of $115,000.00, out of the current year operating budgets.

The Contract Administrator is satisfied that the recommended bidder has the necessary resources and experience to perform the work of the contract in accordance with the requirements of the Request for Proposal.

The proposal is open for acceptance until December 31, 2006.

Financial Impact Statement

Date: October 27, 2006

Project Name:

First Year of Program **2007**

Award of Contract for Supply and Installation of Electronic Patient Care Report Hardware & Software - Bid Opportunity 426-2005

	2007	2008	2009	2010	2011
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 1,079,583	$ 115,768	$ 115,768	$ 115,768	$ 115,768
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 1,079,583	$ 115,768	$ 115,768	$ 115,768	$ 115,768
Less: Existing Budget Amounts	1,079,583	115,768	115,768	115,768	115,768
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments: Financial impact statement assumes that sofware and hardware will be purchase in 2007. WFPS has provided specific funding for the purchase and ongoing maintenance costs in its draft 2007 to 2009 budget submission.

"Original signed by"
Manager of Finance & Administration

IN PREPARING THIS REPORT THERE WAS:

Internal Consultation With and Concurrence By:

Legal Services Division, Corporate Services Department
Materials Management Branch, Corporate Finance Department
Corporate Information Technology

External Consultation With:

THIS REPORT SUBMITTED BY:

Department: Fire Paramedic Service
Division: Medical Director's Office & Quality Improvement Branch
Prepared by: Christian Schmidt, Assistant Platoon Chief
Tamara Coombs, Contract Administrator / Quality Improvement Manager

Approved:

"Original Signed by"

W.H. (Wes) Shoemaker
Fire & Paramedic Chief