

Meeting Date: September 28, 2021
Submitted by: Neal Roberts, Chief, Middlesex-London Paramedic Service
SUBJECT: REQUEST FOR PROPOSAL FOR ELECTRONIC PATIENT CARE RECORD SOLUTION

BACKGROUND:

With every paramedic action and patient encounter, paramedics are required to complete an ambulance call report, also referred to as an electronic patient care record (ePCR). The ambulance call report is of paramount importance as not only does it capture key medical information and findings from initial assessments but records the treatments given by paramedics and the results of those treatments. The Ministry of Health regulates the standards for ambulance call reports and maintains strict guidelines to their completion and storage.

Middlesex-London Paramedic Service is currently under contract with Interdev Technologies to provide the software for this electronic patient care record (ePCR). This contract is scheduled to expire on December 31, 2021.

There have been many advancements in both software and technology over the course of this contract. These advancements pose a potential for improved efficiency and cost savings for Middlesex-London Paramedic Service.

On August 16, 2021 Middlesex-London Paramedic Service issued a request for proposal (RFP) seeking a software solution for electronic patient care records. Middlesex-London Paramedic Service completed a fair and thorough evaluation and the process has identified a successful proponent.

ANALYSIS:

Three proponents (Prehos Incorporated, Medusa Medical Technologies and Interdev Technologies) were evaluated in detail and were invited to Middlesex-London Paramedic Service to complete an interview and provide a demonstration of their software. Submissions from two additional companies were received but did not meet the mandatory requirements for evaluation.

Areas of evaluation included the strength of additional services to meet the objectives of the RFP, the proponent's proposed pricing model, technical particulars, the proponent's implementation plan and technical support, the mandatory Interview and demonstration as well as the experience and qualifications of the proponents.

The Evaluation Committee, after ranking all proponents, is recommending the RFP award be made to Interdev Technologies.

The RFP requested a proposed pricing model for a three (3) year contract with the option of four (4) extensions of one (1) year each.

The recommended bid submitted by Interdev Technologies was, for a total proposed cost of a three (3) year term, \$442,970.80 plus HST. The proposed cost for each additional one (1) year extension is \$140,216.80 plus HST.

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives: Promoting Service Excellence. Middlesex-London Paramedic Service continues to review service performance to ensure that Middlesex-London Paramedic Service paramedics have access to the best software for electronic patient care records to ensure that the citizens of Middlesex County and the City of London continue to receive excellent care.

RECOMMENDATION:

That Council authorize and direct the Chief of Middlesex-London Paramedic Service to negotiate a contract, to be presented to Council for approval, with the Successful Proponent, Interdev Technologies.