

## Report to Community and Protective Services Committee

**To:** Chair and Members  
Community and Protective Services Committee  
**From:** Kevin Dickins, Deputy City Manager, Social and Health Development  
**Subject:** RBB Innovations Ltd. (o/a One Human Service Network “OneHSN”) Agreement  
**Date:** April 29, 2024

## Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the following actions BE TAKEN with respect to RBB Innovations Ltd. (o/a One Human Service Network “OneHSN”) Agreement report that;

- 1) the attached proposed by-law (Appendix “A”) **BE INTRODUCED** at the Municipal Council meeting of May 14, 2024, to:
  - a) **AUTHORIZE AND APPROVE** the agreement with RBB Innovations Ltd. for a web-based solution to support a centralized child care information and waitlist system, as attached as “Schedule 1”,
  - b) the Mayor and the City Clerk **BE AUTHORIZED** to execute the above-noted Agreement,
  - c) **DELEGATE** the Deputy City Manager, Social and Health Development, or their written designate, authority to approve renewals and amendments to this agreement authorized and approved in part a) above, as set out in the by-law,
  - d) That Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project, and
  - e) That the approval given herein **BE CONDITIONAL** upon the Corporation entering into or amending a Purchase of Service Agreement with the program.

## Executive Summary

The City of London, serving as the Service System Manager (SSM) for Child Care and Early Years in London and Middlesex, is dedicated to modernizing the child care sector and enhancing experiences for both parents and service providers.

At the Municipal Council meeting held on November 20, 2012, By-law No. A.-6890-329 was passed, authorizing the City to enter into a Sole Source agreement with RBB Innovations Ltd. for the provision of the web-based solution Childcare Connect, formerly known as OneHSN Child Care or "OneList." The purpose of the web platform is to connect families with licensed child care programs, facilitate waitlist management for child care providers, and provide crucial data for service system planning by the SSM. The agreement was evergreen with an option to terminate with six (6) months' notice.

It was identified through The City of London Vendor Risk Management Audit in 2023 that, although the by-law was signed, the 2012 agreement had not been fully executed by the City. Despite the unexecuted agreement, both parties have been operating in accordance with its terms since inception. This report acknowledges the oversight of the document execution, and seeks to rectify the situation by passing a by-law to enter into a new agreement with RBB Innovations Ltd. for the continued use of the Childcare Connect platform.

Childcare Connect is currently utilized by 208 licensed child care sites and 3 licensed home child care agencies in London-Middlesex. With 1,105 children registered on the