



**THIS AGREEMENT** made in triplicate this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

**B E T W E E N:**

**RBB INNOVATIONS LTD.**  
Hereinafter referred to as the "Supplier"

**OF THE FIRST PART**

- and -

**THE CORPORATION OF THE CITY OF LONDON**  
Hereinafter referred to as the "City"

**OF THE SECOND PART**

**WHEREAS** the City has received a quote, for the purchase of a web based solution to support a Centralized Childcare Information and Wait List System;

**AND WHEREAS** the Supplier has submitted a Proposal of Service to license to the City the centralized childcare waiting list management system known as ONEHSN CHILDCARE (formally ONELIST) which shall have the product functionality described in Schedule "B" annexed hereto;

**AND WHEREAS** the City has accepted the Proposal from RBB Innovations Ltd., specified in Schedule "A", subject to a contract being entered into between the parties hereto;

**AND WHEREAS** the Supplier is prepared to undertake such implementation under the terms and conditions specified in this Agreement and for the charges specified in Schedule "C";

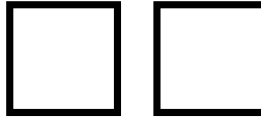
**AND WHEREAS** the City and the Supplier have agreed that the Supplier will provide services to the City in accordance with the terms and conditions of this Agreement;

**NOW THEREFORE**, that in consideration of the covenants contained herein, the City and the Supplier mutually agree as follows;

**1. DEFINITIONS**

The following words and terms shall have the following meanings when used herein and such definitions shall apply to both the singular and plural forms of any such words and terms:

- 1.1 "Acceptance Date" means the date on which the Software has passed all acceptance tests in accordance with the provisions of clause 5 or has otherwise been accepted by the City under clause 5.
- 1.2 "Agreement" means this agreement including all schedules.
- 1.3 "Business Day" means each of Monday, Tuesday, Wednesday, Thursday and Friday except where any such day occurs on any federal or provincial statutory holiday observed in the Province of Ontario.
- 1.4 "Charges" means the **ONEHSN CHILDCARE Workshops & Training Fee, ONEHSN CHILDCARE Software License and Annual Maintenance** to be paid by the City to the Supplier as set out in Schedule "C" plus any and all applicable federal, provincial and municipal taxes presently or hereafter imposed upon any and all such amounts.
- 1.5 "Commencement Date" means the date of execution of this Agreement by the Parties.



- 1.6 “Detailed Specifications” (if solution customization is requested), has the meaning given in User Requirements Document containing solution functionality, data requirements, reporting requirements, security requirements, administration capabilities, and training requirements.
- 1.7 “Functional Specifications” means those capabilities and functions to be met by the Software and which are described in Schedule “B”.
- 1.8 “Hardware” means an infrastructure designed and continually managed by RBB Innovations Ltd. to provide the maximum level of security with consideration to reliability and performance. This same infrastructure has been hosting personal health information and has completed Threat Risk Assessments and Penetration Testing by third party consultants to minimize security breaches and which is to be utilized by Customer for operation of the Software.
- 1.9 “Implementation Schedule” means the schedule of events leading to the implementation of the Software upon the Hardware to be completed upon signing of this Agreement.
- 1.10 “Licensed Materials” means the Detailed Specifications, the Software and the System Documentation.
- 1.11 “Licensed Service Providers” means day nurseries and private-home day care agencies as defined by the Day Nurseries Act in the Province of Ontario and authorized by the City to use the Licensed Software.
- 1.12 “Licensed Software” means those software programs conforming to the Functional Specifications to be provided or developed by the Supplier and licensed to the City pursuant to the terms and conditions of this Agreement.
- 1.13 “System Documentation” means all documents, flowcharts, printout specifications, file specifications, test data, screen layouts, data dictionaries, report layouts and all manuals which collectively contain a complete description and definition of all operating conditions of the Licensed Software.
- 1.14 “Confidential Material of the City” means:
- 1.14.1 any information of a proprietary or confidential nature, including but not limited to financial and business information relating to the City which is communicated to the Supplier at any time;
  - 1.14.2 any business systems, methodologies or computer programs of the City of which the Supplier may acquire knowledge in connection with or while performing its obligations under this Agreement, and
  - 1.14.3 any other information or data received by the Supplier from the City (or a parent user ONELIST) or the Licensed Service Provider that is personal information, or is identified as proprietary or confidential, in particular that which contains personal information such as child birthdates and family contact information or personal health information requiring extremely tight controls as defined by a separate statute, Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A.
- 1.15 “Confidential Material of Supplier” means the Detailed Specification, the Licensed Software and the System Documentation.

**2. CONTRACT COMMENCEMENT**

- 2.1 On the Commencement Date, the Supplier will commence preparation of a detailed Implementation Schedule, which will document the timeline for Licensed Software implementation and acceptance criteria as per the FUNCTIONAL SPECIFICATIONS. The City agrees to pay to the Supplier according to fees set out in Schedule ‘C’ hereto, as consideration for the services and deliverables as further set out herein.

**3. DEVELOPMENT OF DETAILED SPECIFICATIONS** (applicable only if customization is requested)



- 3.1 Should the City request the Supplier to customize the centralized childcare waiting list management system, Detailed Specifications and associated development costs shall be prepared in accordance with and shall be consistent with the Functional Specifications after the Supplier presents the existing Software functionality to the City for detailed review.
- 3.2 Detailed Specifications shall be presented to the City for approval. Upon completion of the Detailed Specifications presentation to the City, the City shall have fifteen (15) Business Days to approve the Detailed Specifications, to reject that portion of the Detailed Specifications dealing with acceptance test criteria, to reject the Detailed Specifications as a whole (specifying in reasonable detail the manner in which the Detailed Specifications are not in accordance with the Functional Specifications or the requirements of this Agreement), or to request specific clarifications, additions or modifications to the Detailed Specifications. Such approval, disapproval or request shall be given in writing within the time period aforesaid. In the event of an unexpected interruption in the availability of resources, the City and the Supplier will establish a reasonable timeframe to respond.
- 3.3 If the Detailed Specifications are rejected in whole or in part by the City, or if the City requests specific clarification, additions or modifications to the Detailed Specifications, then the Supplier shall have a further period of twenty 20 Business Days, or such longer period of time as the Parties may in writing agree upon, in which to deliver to the City amended Detailed Specifications, for approval. Upon delivery of such amended Detailed Specifications to the City, the City shall have ten (10) Business Days to approve the Detailed Specifications, to reject that portion of the Detailed Specifications dealing with acceptance test criteria or to reject the Detailed Specifications as a whole, specifying in reasonable detail the manner in which the Detailed Specifications are not in accordance with the Functional Specifications or the requirements of this Agreement. Such approval or disapproval shall be given in writing within the time period aforesaid. In the event of an unexpected interruption in the availability of resources, the City and the Supplier will establish a reasonable timeframe to respond.
- 3.4 If the City accepts or is deemed to have accepted the Detailed Specifications, or if the City has rejected only that portion of the amended Detailed Specifications which deals with acceptance test criteria, then the Detailed Specifications (other than such rejected part) shall be deemed to be incorporated into and shall form a part of the Functional Specifications. If there is a conflict between the Detailed Specifications as incorporated and the Functional Specifications prior to such incorporation, then the Detailed Specifications shall govern.
- 3.5 If the City rejects that portion of the amended Detailed Specifications dealing with acceptance test criteria, then the City shall be solely responsible at its own expense for developing Licensed Software acceptance test criteria for use as provided in clause 5. Notwithstanding the foregoing, the City shall ensure that the acceptance test criteria it develops shall be of a nature capable of rendering an accurate test result on the basis of the Detailed Specifications as agreed with the Supplier.
- 3.6 If the City rejects the amended Detailed Specifications as a whole, or if the City fails to deliver the Detailed Specifications to the Supplier within twenty (20) Business Days of the presentation of Software functionality, or the Supplier fails to deliver the amended Detailed Specifications to the City as provided in clause 3.3, then the City may terminate its obligations under this Agreement, in accordance with the provisions of clause 7.

**4. DEVELOPMENT OF LICENSED SOFTWARE** (applicable only if customization is requested)

- 4.1 Following acceptance by the City of the Detailed Specifications, the Supplier shall proceed



with the coding and debugging of the Licensed Software and the development of the System Documentation, all in accordance with the Implementation Schedule. In connection therewith, the Supplier shall provide the services of such personnel as may be necessary in order to efficiently complete the foregoing.

- 4.2 The Licensed Software will be coded using such techniques, standards and conventions as have been developed by the Supplier. If there is a conflict between such techniques, standards and conventions and the Functional Specifications, the Functional Specifications will prevail.

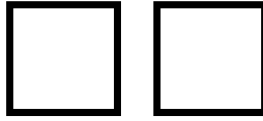
## **5. DEVELOPMENT OF TEST DATA AND ACCEPTANCE TESTING**

- 5.1 Following the Commencement Date, the City, in consultation with the Supplier, shall complete a comprehensive set of test data (the "Test Data") for the purpose of testing the Licensed Software. The supplier will provide the necessary templates and tools needed to perform this task. It is the responsibility of the City to ensure that the Test Data is sufficient for the Supplier to determine that the Licensed Software performs correctly, when executed on the Hardware. Following delivery of the Licensed Software, the Licensed Software shall be subject to a series of acceptance tests, using the Test Data and the acceptance test criteria accepted by the City. The Licensed Software shall be deemed to have passed such series of tests if and when, for such period of operational use time as set out in the Implementation Schedule, the Licensed Software has demonstrated proper and substantially error-free execution on the Hardware of the functions outlined in the Functional Specifications.
- 5.2 The acceptance tests referred to in clause 5.1 shall be deemed to have been successfully completed if the City does not notify the Supplier in writing of any failure under such tests within such period of operational use time as set out in the Implementation Schedule. If the City does so notify the Supplier, the Supplier shall forthwith correct the Licensed Software and the related System Documentation, at no charge to the City, and such acceptance test shall be commenced again and continued, subject to clause 7.2, until the test is successfully passed. Upon successful completion of all acceptance tests, the City shall so notify the Supplier in writing.
- 5.3 The Acceptance Date under clause 5.2 shall be deemed to have occurred on the date upon which the City provides written notice to the Supplier of successful completion of all acceptance tests.
- 5.4 The City shall at its sole expense be responsible for providing the necessary Hardware (desktop, monitor, keyboard, mouse and internet connectivity) required to complete the acceptance testing procedures.

## **6. IMPLEMENTATION SCHEDULE**

- 6.1 The City and the Supplier shall report to each other at meetings held at regular intervals to be set by the City as to the progress being made by each of them in relation to the various events set forth in the Implementation Schedule, and the delays encountered, excluding delays caused beyond the control of either the Supplier or the City, and the action being taken to recover from such delays. In connection therewith the City and Supplier shall each designate one trained and competent person to act as its liaison contact, with one alternate if desired. No liaison person shall be changed without the prior written consent of the other Party.
- 6.2 If requested, the development of the Detailed Specifications and the System Documentation, and the coding, debugging and acceptance testing of the Licensed Software shall be done in accordance with the timing set forth in the Implementation Schedule.
- In the event of any delay caused beyond the control of either the City or Supplier, the parties shall cooperate together to establish actions to be taken to recover from such delays.
- 6.3 The City and Supplier will work together to produce a preliminary Implementation plan that will outline the tasks, resources and schedule timeline to implement the project.

## **7. TERMINATION**



- 7.1 If detailed specifications were requested by the City, and the Supplier does not deliver the Detailed Specifications to the City within the time periods set out in clause 3.2 or clause 3.3, as the case may be, or if the City rejects as a whole the amended

Detailed Specifications, then the obligations of the Supplier under this Agreement may, at the option of the City, be terminated on twenty (20) Business Days with prior written notice to the Supplier. If the City gives notice of termination, then the City shall reimburse the Supplier for its reasonable costs incurred hereunder to the date of termination. Upon receiving such payment, the Supplier shall provide to the City an exported data file in either comma delimited format or Microsoft Excel with any data and material as belonging to the City. Under the Software-as-a-Service pricing offered under this Agreement, there is no software product deliverable to the City upon termination.

- 7.2 If the Licensed Software has not passed all acceptance tests under clause 5 within ten (10) Business Days after acceptance of the Functional or Detailed Specifications, as a result of causes solely attributable to the Supplier or to the functionality of the Licensed Software, then the City may by written notice to the Supplier do one of the following:

7.2.1 accept the Licensed Software at its then level of performance, without recourse to any other remedy whatsoever; or

7.2.2 permit acceptance testing of the Licensed Software to be continued for such period as the City may designate in the notice. During such period of time, the Supplier shall, at no cost to the City, correct the Licensed Software, following which the Licensed Software shall again be subjected to the applicable acceptance tests or any portion thereof not previously completed; or

7.2.3 If acceptance testing cannot be completed successfully within the period set forth in the City's written notice, then the City may permit the Supplier to avail itself of 7.2.2 of this clause; or

7.2.4 If acceptance testing cannot be completed successfully with the period set forth in the City's written notice, even after the provisions of 7.2.2 have been engaged, then the Licensed Software provider will provide a written statement detailing remedial undertakings to be completed along with timelines and a \$520.00 will be imposed for every week of delay experienced in the project; or

7.2.5 terminate the agreement without penalty to the City.

## 8. SOFTWARE LICENSE

8.1 Subject to the *Municipal Freedom of Information and Protection of Privacy Act*, the Supplier hereby grants a non-exclusive and non-transferable license to the City and Licensed Service Providers for the Licensed Materials.

8.2 This license authorizes the City and Licensed Service Providers in the normal course of business operations and for its own internal utilization.

8.3 The City agrees that it may not use the Licensed Software to perform service bureau or timeshare functions, and that the City may not sublicense the Licensed Software.



## 9. PROPRIETARY AND TRADE SECRET INFORMATION

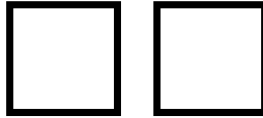
- 9.1 The City acknowledges and agrees to protect the confidential nature of the Licensed Materials and any other material provided to the City or obtained by the Supplier as a result of this Agreement.
- 9.2 The City acknowledges that the Licensed Materials are the exclusive property of the Supplier, as the case may be, and that they contain proprietary and confidential information and trade secrets of the City, as the case may be. The City agrees that its rights to use the Licensed Materials are only as set out in this Agreement. The City shall not copy, assign, lend, sell, lease or otherwise dispose of or transfer to any third party the Licensed Materials without the prior written approval of the Supplier.
- 9.3 The City agrees to keep the Licensed Materials in a secure manner and location.
- 9.4 The City further acknowledges that in the event of a breach of any of the provisions of this section, damages will not be an adequate remedy, and that the Supplier, as applicable, shall be entitled to equitable relief including an injunction.
- 9.5 The obligations of the City under this section shall survive termination or expiration of this Agreement.

## 10. TRAINING

- 10.1 The Supplier shall provide to the City, classroom and on-site instruction in respect of the use and support of the Licensed Software. The City may designate up to two (2) personnel from each Licensed Service Provider to attend such training. Training materials will be developed and delivered through training sessions for Licensed Service Providers and the City's Neighbourhood, Children and Fire Services administrators. The City's Neighbourhood, Children and Fire Services administrators will learn how to oversee the system, assist parents applying for childcare, report on childcare utilization. Licensed Service Providers will learn how to maintain their respective profiles of their service offerings and the information related to wait lists. Those sessions at which training is to be provided shall be scheduled at times mutually agreed upon by the Supplier and the City and shall be conducted at a location of the City's choosing. The City shall ensure that all persons designated by it for training are available at the times scheduled for training sessions. The Supplier shall ensure that any parts of the System Documentation required for proper training of the City's personnel is delivered to the City at least ten (10) Business Days prior to commencement of training.

## 11. SOFTWARE SUPPORT AND MAINTENANCE

- 11.1 The Supplier agrees to provide to the City ongoing support and maintenance of the Licensed Software, System Documentation and Hardware, including updates and access to future versions of the software, for each year an Annual Maintenance Fee is paid.
- 11.2 Support and maintenance for the Licensed Software includes:
- 11.2.1 ongoing problem identification, resolution services, and correction of programming errors, so that the Licensed Software will at all times conform to the System Documentation, and if required, correction of the System Documentation.
- 11.2.2 Client support will begin at the end of training. Support will be available by the Supplier 8:30am to 4:30pm, Monday to Friday, with the exception of statutory holidays. Client support (will be by telephone or email request. Technical user support will be available for the Licensed Service Providers, parents and the public via email. User support is support or assistance as it pertains to how to use the system. Technical support relates to issues or problems that are technical in nature, i.e. broken links, login or access problems etc.
- 11.2.3 such other Software maintenance and support services as the City may reasonably



require.

- 11.2.4 Purchased customizations, regular hardware maintenance including, but not limited to, firmware updates and operating system patches or updates as recommended by the respective manufacturer.
- 11.2.5 Public support services (Level 1 Support Services), if required, are excluded under this Agreement.
- 11.3 In consideration of the provision of support services by the Supplier as aforesaid, the City agrees to pay to the Supplier an annual support service fee as defined in the Charges, payable upon Commencement Date and then on the anniversary of the Initial Public Launch Date each calendar year. The software license agreement shall automatically renew for additional periods equal to the term of one year, unless either party gives the other notice of non-renewal at least 30 days before the end of the relevant subscription term.. The per-unit pricing during any such renewal term shall be the same as that during the prior term unless the Supplier has given written notice of a pricing increase at least 90 days before the end of such prior term, in which case the pricing increase shall be effective upon renewal and thereafter. Any such pricing increase shall not exceed 4% of the pricing for the relevant Services in the immediately prior subscription term.
- 11.4 Termination of Contract
  - 11.4.1 A party may terminate this Agreement for cause: (i) upon 30 days written notice to the other party of a material breach if such breach remains uncured at the expiration of such period, or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.
  - 11.4.2 Upon any termination for cause by the Supplier, the Supplier shall refund the City any prepaid fees covering the remainder of the term of all subscriptions after the effective date of termination. Upon any termination for cause by the City, the City shall pay any unpaid fees covering the remainder of the term of the license agreement after the effective date of termination.
  - 11.4.3 The City may terminate the agreement during any renewal period at any time upon written notice to the Supplier. Upon such notice, the Supplier shall forthwith remove access to the Software by parents or by Licensed Service Providers. Except as set out in S 11.4.2, the City shall pay any unpaid fees covering the remainder of the renewal period.
  - 11.4.4 Within 30 days after the effective date of termination of a software license agreement subscription, the Supplier will make available to the City for download a file of the City's data in a commonly accessible file format e.g. comma separated value (.csv) format along with attachments in their native format. After the data has been successfully transferred to the City, the Supplier will delete all of the City data in the system or otherwise in the Supplier's possession or control.

## 12. HOSTING

- 12.1 The servers hosting the Licensed Software are required to be under Canadian legal jurisdiction and that the data in their possession is collected and will be managed and stored in accordance with all the applicable Canadian privacy protection legislations.
- 12.2 The Supplier will ensure there are daily, offsite backups performed each day. The Supplier will, as a minimum on a monthly basis, ensure the backups are sufficient and can restore/regenerate the system in the event of a server failure.

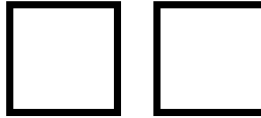


- 12.3 The Licensed Software is engineered to be available 24 hours a day, 7 days a week, 52 weeks a year. Due to various factors, users may experience system unavailability (unscheduled downtime). In the event that unscheduled downtime exceeds 4 hours a month, during normal business operation hours of 8:30AM to 5:00PM EST Monday to Friday, holidays excepted, or unscheduled downtime exceeds 8 hours outside normal business hours of 8:30AM to 5:00PM EST Monday to Friday, holidays included, Supplier will provide the Client with a remediation plan. Three consecutive months of greater than 4 hours of downtime, during normal business operation hours of 8:30AM to 5:00PM EST Monday to Friday, holidays excepted, or 8 hours outside of normal business hours, will be grounds for immediate contract termination. Unscheduled downtime instances will be reported to the Client on demand and quarterly.
- 12.4 The Supplier will work with the City to prepare a document outlining the procedures and communication protocols that will be put in place in the event of scheduled and unscheduled downtime. A contingency plan for downtime procedure will also be included in this document.
- 12.5 The system will provide a responsive user experience; responsive being defined as sub-two second response to user actions. Any degradation in responsiveness due to client-side or Internet related delays and issues will not apply. Vendor will be given the opportunity to rectify poor performance as per a priority P2 severity call

**13. CALL PRIORITIES & SEVERITY DEFINITIONS AND SERVICE ESCALATION PROTOCOL**

- 13.1 A system of service call priorities defined by the call priorities below can be set by the City when reporting a fault. However, the default used is as follows:  
  
When placing the service call, the City will be asked if there is a major system impact. If the answer is YES, a P1 will be allocated. If the answer is NO, a default P2 will be allocated, or if more appropriate, a P3 or P4 as defined below:
- 13.2 **PRIORITY P1 (CRITICAL)**  
A Priority ONE call is used for system faults where there is a major impact on normal operation of the system. Supplier will immediately begin work on a P1 call, with the immediate goal of restoring normal operation to the system via a fault correction or a satisfactory work-around. Misuse of this priority affects the ability of Supplier to respond to genuine P1 calls.
- 13.3 **PRIORITY P2 (URGENT)**  
Priority TWO calls are used for system faults where normal system operation is affected to some degree and a satisfactory work-around is not available. Supplier will use best endeavors to respond to the call in the times stated in Response Times section of this document. In most cases, it is normal for the Supplier to respond in faster times than those stated.
- 13.4 **PRIORITY P3 (STANDARD)**  
Priority THREE calls are used for system faults where a fault was detected, but normal operation is not affected. This priority of call is the default for all service calls which do not involve a hardware related fault. For software related issues, this priority allows for work to be scheduled as part of a planned maintenance update.
- 13.5 **PRIORITY P4 (ENHANCEMENT REQUESTS)**  
Priority FOUR calls are used when an enhancement request is made for potential modifications to System Software.
- 13.6 **RESPONSE TIMES**  
The priority of the call will, to some degree, dictate the most appropriate action for any given fault call, ensuring the minimum of disruption to the user and providing the early involvement of Supplier’s management where problems are of a more serious nature.
- 13.7 **RESPONSE DEFINITIONS**  
Supplier will use its best endeavors to achieve the target resolution times shown in the table below. Note that resolutions may involve a “workaround” to an issue that will allow continued use of the affected component.





The software responses are for the Supplier Support Services group to return a call to the City's support contact to start diagnosis of the problem. Status communication intervals are defined as the intervals for the Supplier Support Services to provide status updates regarding the problem.

**13.8 RESPONSE TARGETS**

Priority	Response	Resolution	Status Communication Intervals	Who Receives Status Updates
P1	1/2 Hour	2 Hours	Every hour	The City
P2	4 Hours	8 Hours	Begin and end of every workday	The City
P3	8 Hours	Issue dependent	When scheduled maintenance is communicated that contains resolution	The City
P4	72 Hours	Issue dependent		

**14. WARRANTIES, EXCLUSIONS, LIMITATIONS AND INSURANCE**

14.1 Warranties of the Supplier - Supplier warrants to the City as follows:

- 14.1.1 Compliance with Functional Specifications - The Licensed Software will operate and perform in accordance with the Functional Specifications.
- 14.1.2 Limited Product Warranty - For a period of one year from the Acceptance Date, the Licensed Software will be substantially free of programming errors, logic errors and other defects in workmanship, provided that no modifications are made to the Licensed Software by persons other than the Supplier, its employees or persons approved by the Supplier. If any such defect occurs within the warranty period, the Supplier will promptly correct such defect without cost or expense to the City.

14.2 Disclaimer of Warranties — THE EXPRESS WARRANTIES GRANTED UNDER THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USE OF TRADE. CERTAIN JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO THE CITY.

14.3 Limitation of Liability - EXCEPT AS SET OUT IN S. 14 REGARDING INDEMNITY FOR BREACHES OF INTELLECTUAL PROPERTY RIGHTS, SUPPLIER AND THE CITY AGREE THAT FOR ANY BREACH OR DEFAULT BY SUPPLIER IN CONNECTION WITH THIS AGREEMENT, EVEN FOR A BREACH OF CONDITION OR FUNDAMENTAL TERM OR FOR A FUNDAMENTAL BREACH OF BREACHES, CITY'S EXCLUSIVE REMEDY SHALL BE PAYMENT BY SUPPLIER OF THE CITY'S DIRECT DAMAGES TO A MAXIMUM AMOUNT EQUAL TO THE MONETARY LIMIT OF THE INSURANCE THE SUPPLIER AGREES TO CARRY AS BELOW UNDER THIS AGREEMENT.

14.4 IN NO EVENT SHALL SUPPLIER BE LIABLE FOR ANY SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, FAILURE TO



REALIZE EXPECTED SAVINGS AND ANY OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND EVEN IF THE CITY HAS BEEN ADVISED OF THE POSSIBILITY OF ANY OF THESE DAMAGES. CERTAIN JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR CONSEQUENTIAL DAMAGES. THE ABOVE LIMITATION MAY NOT APPLY TO THE SUPPLIER.

- 14.5 Supplier's Insurance - The Supplier agrees to take out and maintain for the term of this Agreement
- a) Commercial General Liability in the amount of not less than Ten Million (\$10,000,000.00) Dollars and Motor Vehicle Liability Insurance Coverage in an amount of not less than Two Million (\$2,000,000.00) Dollars per policy, per occurrence. The Commercial General Liability shall also be extended to include personal injury, broad form property damage, contractual liability, owners' and contractor's protective products and completed operations, contingent employers' liability, cross liability and severability of interest clauses. The City shall be included as an additional insured on the Commercial General Liability policy, and the Supplier shall submit on an annual basis, in advance of expiry, a completed Insurance Certificate (Form #0788), and shall provide the City with a minimum of thirty days' notice in advance of cancellation of such insurance.
  - b) The Supplier shall at its own expense obtain and maintain until the termination of this Agreement and provide the City with satisfactory evidence of professional liability insurance to the satisfaction of the Chief Administrative Officer covering the work and services described in this Agreement for an amount not less than Ten Million (\$10,000,000.) dollars and such insurance shall continue for twelve (12) months following completion of work; this insurance will not be cancelled or permitted to lapse unless the insurer notifies the City in writing at least thirty (30) days prior to the effective date of cancellation or expiry.
  - c) The Supplier agrees that the City reserves the right to request such higher limits of insurance or other types of insurance as it may reasonable require from time to time; failure to procure and maintain said insurance shall constitute a default under this agreement. Under such a request, Supplier may increase the annual Software License fee appropriately and pro-rated from the effective date of said insurance.
- 14.6 The Supplier shall indemnify and save the City harmless from and against all claims, losses, damages, costs, expenses, including investigatory and legal expenses, and other actions caused by or attributable to any willful or negligent act, omission, delay, or allegations thereof on the part of the Supplier or its employees, subSuppliers or agents, related in any way to the services provided by the Supplier pursuant to this Agreement, and this provision shall survive the termination of this Agreement.
- 14.7 The Supplier shall protect its employees under the Workplace Safety Insurance Board and a Certificate of Clearance must be provided before commencement of any work in relation to this project.
- 14.8 The Supplier must ensure that its employees are properly instructed and trained and work safely and are in full compliance with the Occupational Health and Safety Act and safety standards established by industry, where applicable.
- 14.9 Any condoning, excusing or overlooking by the City of any default, breach or non-observance by the Supplier of any covenant, proviso or condition herein contained does not operate as a waiver of the City's rights hereunder in respect of subsequent defaults, breaches or non-observances and does not defeat or affect in any way the rights of the City herein in respect of any subsequent defaults or breaches.
- 14.10 Intellectual Property Rights & Indemnity - Supplier shall indemnify City against any direct liability, loss or damage which City may incur as a result of any claim or action brought against City by a 3<sup>rd</sup> party alleging that City's authorized and proper use of the Licensed Software supplied by Supplier under this Agreement infringes the intellectual property rights of a 3<sup>rd</sup> party. If that happens, City must take reasonable steps to mitigate any losses which City may suffer or incur.

If in Supplier's reasonable opinion the Licensed Software is likely to become or does become the



subject of a claim of infringement of a 3<sup>rd</sup> party's intellectual property rights, Supplier may elect to either (i) obtain the right for City to continue using the Licensed Software in the manner permitted under this Agreement; or (ii) modify or replace the infringing part of the Licensed Software so as to avoid the infringement or alleged infringement, without materially reducing the functionality or performance of the Licensed Software.

This indemnity shall not apply to any claim which arises from (i) any development, modification, implementation, configuration or integration of the Licensed Software or services other than by Supplier or approved by Supplier in writing; or (ii) which arises as a result of use of the Licensed Software other than as permitted by this Agreement; or (iii) which arises as a result of City's use of the Licensed Software together with any 3rd party services or applications.

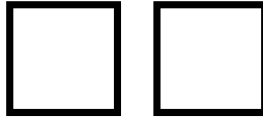
The provisions of this clause set out City's exclusive remedy in connection with any claim or threatened claim in relation to the intellectual property rights of a 3<sup>rd</sup> party by the use of the Licensed Software.

#### **Ownership**

All intellectual property rights in the Supplier's Licensed Software are the property of Supplier. The supply of the Licensed Software does not imply any transfer of intellectual property rights.

## **15. CONFIDENTIALITY OBLIGATIONS**

- 15.1 The City acknowledges that the Confidential Material of the Supplier is confidential and constitutes a valuable asset of the Supplier. Supplier acknowledges that the Confidential Material of the City is confidential, constitutes a valuable asset of the City, and may be subject to privacy legislation. Unless otherwise provided under this Agreement, the City and Supplier shall:
- 15.1.1 treat the Confidential Material of the other as confidential;
  - 15.1.2 exercise at least the same degree of care and discretion with respect to the Confidential Material of the other as it exercises in protecting its own Confidential Material;
  - 15.1.3 take all necessary steps including but not limited to instruction of employees and agents of the Supplier and the City to ensure that the confidentiality of the Confidential Material of the other is maintained;
  - 15.1.4 not disclose, publish, display or otherwise make available to other persons any of the Confidential Material of the other, or copies thereof;
  - 15.1.5 except to the extent authorized under clause 8 in respect of the Licensed Software not duplicate, copy or reproduce any of the Confidential Material of the other without the prior written consent of the other; and
- 15.2 This Clause does not apply to:
- 15.2.1 information that is in the public domain or enters the public domain through no breach of confidence by the City or by the Supplier;
  - 15.2.2 information that is available to one Party from some source other than the other Party without a breach of confidence with the other Party;
  - 15.2.3 general computer technology, ideas, concepts or tools; if or becomes a part of the public domain through no act or omission of the other Party,
  - 15.2.4 was in the other Party's lawful possession prior to the disclosure and had not been obtained by the other Party either directly or indirectly from the disclosing Party;
  - 15.2.5 is lawfully disclosed to the other party by a third party without restriction on disclosure; or
  - 15.2.6 any disclosure as may be required to be made by a court of competent jurisdiction.
- 15.3 Further and additional to all of the above, the Supplier acknowledges that the City, as a level of Ontario municipal government, is governed by freedom of information and protection of privacy legislation including the Municipal Freedom of Information and Protection of Privacy Act



("MFIPPA") and the Personal Health Information Protection Act ("PHIPA"); the Supplier agrees to abide by the tenets and requirements of such legislation as an agent of the City when performing any and all services under this Agreement for the City.

16. The Supplier shall provide the services as an independent Supplier and shall not be deemed to be an employee of the City for any purpose.

17. **NOTICES**

Any notice, request, demand, consent, approval, correspondence, report or other communication required pursuant to or permitted under this Agreement must be in writing and must be given by personal delivery, or transmitted by fax, email or other electronic medium that provides a hard copy, or be sent by first class mail, postage or charges prepaid, and addressed to the party to whom it is intended at its address as set out below:

To the City: City Clerk  
City of London  
300 Dufferin Avenue  
London, ON N6A 4L9

To the Supplier: Darryl Buck  
RBB Innovations Ltd.  
73 Brock Street  
Sault Ste. Marie, ON P6A 3B4

Any such notice shall be deemed to be received, if personally delivered or sent by fax, email or other electronic medium, on the day it is sent and if such notice is sent by first class mail it shall be deemed to have been received on the date that is five (5) days after the date of mailing.

18. No amendment to the Agreement shall be binding unless it is incorporated into the Agreement by written amendment executed by the authorized representatives of the City and of the Supplier.

19. The Agreement constitutes the entire and sole Agreement between the parties with respect to the subject matter of the Agreement and supersedes all previous negotiations, communications and other agreements, whether written or oral, relating to it, unless they are incorporated by reference in the Agreement. There are no terms, covenants, representations, statements or conditions binding on the parties other than those contained in the Agreement.

20. This Agreement shall be construed and governed in accordance with the laws of the Province of Ontario.

21. This Agreement shall be binding upon and enure to the benefit of the parties and their respective successors and assigns.



**IN WITNESS WHEREOF** the parties hereto have hereunto set their hands and affixed their seals under the hands of their duly authorized signing officers in that behalf.

**SIGNED, SEALED & DELIVERED**  
in the presence of

) **RBB INNOVATIONS LTD.**  
) Per:  
) \_\_\_\_\_  
) Darryl  
Buck  
) President

We have the authority to  
bind the Corporation

) **THE CORPORATION OF THE CITY**  
) **OF LONDON**  
) Per:  
) \_\_\_\_\_  
) Joe Fontana, Mayor)  
) \_\_\_\_\_  
) Catharine Saunders, City Clerk

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**Schedule "A"**



A Proposal to Implement the **OneHSN Childcare**<sup>TM</sup>  
Integrated Childcare Application and Waitlist Module  
(formerly known as 'ONELIST')



**Prepared for:**

City of London  
Community Services Department  
Neighbourhood and Children's Services

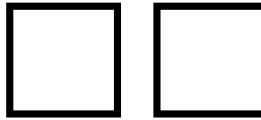
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**Prepared by:**

RBB Innovations  
73 Brock Street, Sault Ste. Marie, ON, P6A 3B4  
1-705-942-9053 Ext 202  
info@rbbinnovations.com  
www.rbbinnovations.com

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April 12, 2012



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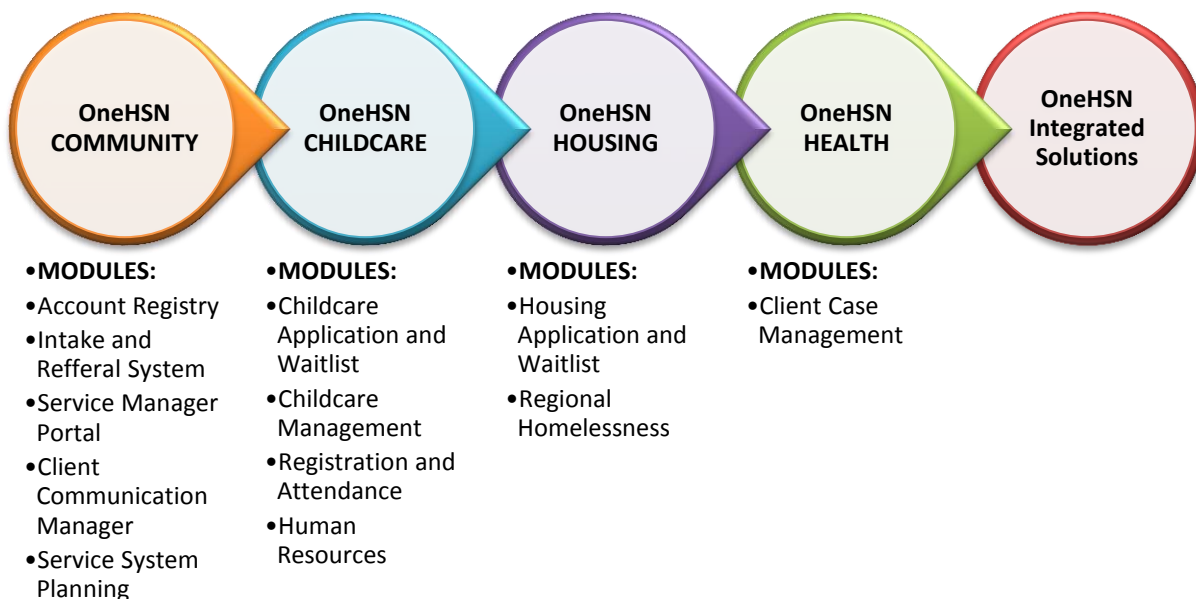
## OneHSN: A Systems Approach to Human Service Integration

The One Human Services Network (OneHSN) is a municipal level technology solution uniquely designed to support a systems approach to human service integration. Integrated human services is a system of services which effectively coordinates seamless and tailored services in order to meet the needs of people so they can maximize their potential, enhance their quality of life and contribute to their community.

In an effort to support the integration mandate the OneHSN Technology Platform was created to enable municipalities an opportunity to improve service delivery, strengthen relationships between agencies, and reduce duplication thus making better use of human and financial resources.

OneHSN facilitates service co-ordination across programs and provides shared access to common tools and databases. It is capable of multi-enterprise case management and offers a single point of access to staff and clients alike. OneHSN ensures there is no wrong door and it connects and enhances the knowledge of clients and front-line workers about municipal and community resources.

### OneHSN Integrated Solutions







## Project Introduction

RBB Innovations is pleased to introduce the OneHSN™ Integrated Municipal Human Services Technology Platform to the City of London. OneHSN is secure, client and family centered, supports a systems approach to community integration and enables seamless services to clients.

The successful provision, implementation and support of a centralized childcare information and wait list system requires skilled professionals possessing firsthand experience with database, system development, web, and secure client-server technologies in a multi-organizational setting. These skills were applied to the successful development and implementation of the OneHSN Childcare solution (formerly known as ONELIST) for the Child Care Services Division of the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB), Niagara Region Children's Services and currently the Thunder Bay DSSAB. This web enabled solution is utilized by parents, child care providers, and service managers to assist with the intake and application of applicants requesting child care and the management of these requests.

RBB is pleased to submit the following proposal to the City of London. RBB will work diligently with the child care providers and the City of London to carefully understand its needs and constraints by speaking the language of staff, both technical and non-technical. We based this proposal on our review and understanding of the needs of the City of London, as well as our research and knowledge of relevant subject matter. RBB brings a number of strengths to this project that will help ensure a sound implemented solution:

1. The successful development and implementation of the OneHSN Childcare solution for Sault Ste. Marie DSSAB, Niagara Region CSM and Thunder Bay DSSAB.
2. A recently enhanced upgrade to the OneHSN platform implemented in Niagara Region and Thunder Bay.
3. RBB Innovations has extensive experience with Ministry detail code reporting and MIS reporting requirements for Children's Treatment Centres.
4. Firsthand knowledge of implementing numerous successful web based information systems
5. Technical and network experience in maintaining a secure, high performance information system within a reasonable budget
6. Direct experience integrating data across departments and organizations to support business needs and strategic business decisions
7. Experience working with Ontario municipalities and provincial ministries
8. Experience working with child care data and staff
9. Experience in municipal database design, integration with legacy systems
10. Extensive experience designing, implementing and monitoring private, public and wireless networks utilizing numerous security and monitoring devices, software and techniques
11. The successful implementation of the cloud based and fully integrated Client Information Management System (CIMS), a northern initiative involving all transfer payment agencies funded by MCSS/MCYS that provide voluntary services to children and adults with development disabilities across Northern Ontario. The system is an on-going joint effort between both the Northern and Northeast Regional offices of MCSS/MCYS and have, at time of writing, a total of 89 agencies utilizing the system. CIMS is leading edge technology designed and implemented to assist agencies with client tracking, program delivery, communication, program planning, agency monitoring and at a broader level assist with service system planning.
12. The design and implementation of a Child Care Administration system as a component of the Best Start initiative of the Ontario government. The system is a tool for child care providers to manage child registrations, program schedules, attendance and billing, along with managing subsidy information related to families. The solution involved thirteen child care sites with a planned future expansion to independent child care operators.
13. Planning – understanding of how technology needs to be applied to solve business problems
14. Facilitation – ability to organize the necessary workshops to obtain stakeholder input and support team decision making
15. Project management skills – understanding the effects and needs to successfully complete various degrees of projects



- 16. Change management skills – understanding the effects of change and its associated resistance will help challenge the status quo, build commitment and accelerate transition of the required change
- 17. Senior skills in information technology, experience with strategic planning and establishing a vision, development of mission critical infrastructures, experience with communicating outcomes to all levels of staff, including executives
- 18. Experience in training and user support

- 2) The system provides a “home page” for the City of London’s Neighbourhood and Children’s Services, Childcare Programs which introduces the “Income Test” application process and includes customizable information, links and announcements such as the City of London’s Fee Subsidy Program,
- 3) Web based family registration is easy to use and intuitive to assist families in making informed childcare choices and to facilitate registration with preferred Childcare Agencies.
- 4) Childcare Agencies’ interface is straightforward and requires little technical expertise or experience.
- 5) This system has a feature which allows parents/guardians that are requesting licensed childcare to also enter additional child information if also requesting support through Special Needs Resourcing programs and this information is linked and available to the Special Needs Resource programs in order to plan for future demands.
- 6) This system has a feature which allows parents/guardians that are requesting licensed childcare to also request registration on the 'Fee Subsidy' wait list. This data is accessible in a report ordering the results by the creation date of the submission (as this wait list would be on a first come first server basis).
- 7) Each childcare agency site has its own information page or pages including mapped location and comprehensive program information, which the agency may edit. Where applicable, the childcare site pages will include the ability to imbed a link to the agency’s independent website.
- 8) Ability for City’s Childcare Programs to edit content in response to service system changes based on changing community needs, consumer feedback and changes to child care providers (adding/removing sites/agencies).

**Understanding of Opportunity**

As the provincially designated Service Manager for Childcare Programs, the City of London is responsible for the planning and administration of funds for Childcare Services in the London geographic area. The City recognizes the important contributions licensed Childcare programs make to the lives of families with young children, as a resource in the early learning and development of children as well as a support to families in their employment and education engagement. As part of its service management responsibility the city has 122 Childcare sites located throughout London.

In the absence of a centralized and integrated web based Childcare Information and Wait List application solution, both full fee paying parents, as well as subsidized families who require childcare services, currently face unnecessary challenges as they research and contact childcare agencies independently. Parents may be limited to business hours when contacting agencies regarding space. If they wish to enroll their children in licensed childcare and secure a space they must contact each agency individually by phone, in person, by email or visit their website if the agency has one and then are put on that agency's independent waiting list. This process is duplicated for every agency they wish to enroll their children with. Likewise, no service manager supports are presently provided to Childcare Agencies to assist in the management of their wait lists.

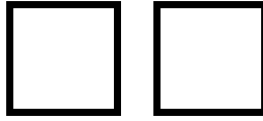
This project will streamline both the way in which families register with Childcare Agencies to be on their wait lists as well as the means by which Childcare Agencies manage their wait list, moving away from paper copies and becoming integrated and automated. This system will also enhance access to information about other pertinent children’s services that may be of interest to parents/guardians including special needs resources, the fee subsidy program and other relevant information.

**understanding of requirements:**

**Requirements Overview**

The **OneHSN Childcare™** - Integrated Childcare Application and Waitlist Manager (formerly known as ONELIST) offers the following features:

- 1) The system is web based and does not require any additional client software or hardware.



- 9) Ability for child care agencies to login to the system with a secure password protected account and view only their waiting list details and to produce reports of their wait list data based on age of child, date of care required, service level required (full time, part time).
- 10) Ability for child care agencies to provide updates on space vacancies/available services. NOTE: Child care agencies can update and publish available services and programs however it is not recommend that vacant spaces be published as a business practice unless dynamically integrated with the childcare management module.
- 11) The number and types of fields are unlimited and completely customizable within the system.
- 12) Ability for both basic and customized Service Management report generation within the system, with the system set up such that that standard and custom reports only count a child once “unduplicated” even though the child may be registered on several agencies’ wait lists.
- 13) Families have the option to create an account to access and revise their profile using a user name and password. Lost or forgotten passwords must be securely resettable through email. Passwords themselves are never be sent in clear-text outside of the application.
- 14) Passwords are not stored in clear-text anywhere in the system.
- 15) Automatic notifications to families by e-mail for updates of information.
- 16) The system will automatically remove children from other agencies' waiting lists after the child is placed/accepted for admission at another child care center. However, methodology is in place to leave a family on selected waiting lists on an over-ride basis, at the family’s expressed request.
- 17) The system is accessible and operable for clients/applicants, special needs resourcing programs and child care agencies utilizing basic internet connections (i.e. as low as 56kps) and older or less robust computer hardware and software.
  - a) The system is accessible and functional within a variety of browsers (e.g. Internet Explorer 6 and up, Firefox, Chrome, Safari, Netscape) running on various operating systems (e.g. Windows XP SP2 and up, Macintosh, Linux). NOTE: This

application is best used with Google Chrome, Mozilla Firefox, or Microsoft Internet Explorer (version 8 or greater).

- b) System functionality supports applicant/client access via net books and smart phones. A smartphone application is currently planned for development.

18) Product reference material is provided within the system (e.g. user guides with screens shots).

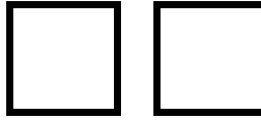
### Project Approach

RBB proposes to leverage its internal management/organizational/IT skills, experience and knowledge acquired through working with health care and human service agencies to implement the **OneHSN Community™** Integrated User Account Registry and **OneHSN Childcare™** Integrated Childcare Application and Waitlist solution for The City of London. The end goal will be the implementation of a robust, easy-to-use online system that reduces both the parents and staff administration time while providing a better system for parents and providers to match their respective needs and availability.

The project will commence with an information session and initial user needs meeting with the system manager designed to obtain pertinent information relating to system users. This will be conducted on site in the City of London and should encompass representatives of child care providers that will utilize the solution, as well as Children’s Services. From this information the system database and web interfaces will be modified for Children’s Services.

It is planned to have five levels of access, all utilizing similar layout design and functionality throughout the website. The five levels include the public, parent/guardian, provider, early learning resources, Children’s Services and site administrator (RBB).

Upon completion of the solution, staff training will commence and system support processes will be implemented.

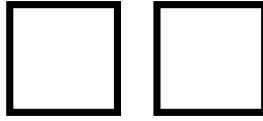


In summary

- The solution is web-based
- The system is a highly secure hosted solution
- The solution is very user friendly and intuitive for both clients and staff
- The solution is easily administered
- User specific workshops may be conducted to determine accurate user needs
- Site specific customization will be incorporated into the solution
- Technical support will be provided for all providers and children’s services
- User training sessions will be conducted prior to the launch of the website
- User training documents specific to each level of access will be created and distributed
- 

**Assumptions**

- The City of London will assign and maintain a Project Manager who will be granted sufficient time to complete required tasks and coordinate participation in the project
- The child care provider organizations will allocate the key representatives to participate in the training workshops
- The general computer skills of Children’s Services and the child care providers are sufficient that basic computers and internet training is not required
- Children’s Services will provide a training room with sufficient computers and software to complete training
- The solution will be hosted by RBB Innovations Ltd.
- RBB will train Children’s Services staff to handle user support calls from parents
- It will be the responsibility of the child care providers to provide all initial information related to services and to keep their own information up to date within the system from deployment on
- Initial data entry of child care services (contact info, programs, etc.) will be conducted by RBB with guidance from Children’s Services representatives
- RBB is able to assist with data entry of existing waiting lists if required
- Approximately 42 providers, 75 childcare sites and the City of London Children’s Services will be involved in the project



## OneHSN Solution

### 1. ONEHSN Community™ - Integrated User Account Registry

The **OneHSN Community™** - Integrated Account Registry is the foundation of OneHSN and provides one secure centralized account registry of human services agencies, staff and clients within the municipality or service manager district. The Account Registry is a secure online user account which maintains tombstone and demographic data. The registry enables users (agencies/staff/clients) to securely create an online account and login for access to multiple integrated services connected to the OneHSN platform such as the proposed childcare application and waitlist solution. Municipalities across Ontario are building an integrated services system that will allow us to better support clients by overcoming the fragmentation that makes it difficult to navigate the system and access the services they need. The OneHSN Account Registry enables and supports the mandated vision of “No Wrong Door” and “Tell Your Story Once” for access to services and referral facilitation across the community. OneHSN™ is an easy-to-use online system which reduces client and staff administration time and provides a better seamless system for clients and agencies to match respective needs to proper resources and availability.

### 2. OneHSN Childcare™ – Integrated Childcare Application and Waitlist Module

**Streamlining access to childcare services**

**OneHSN Childcare provides one childcare application and waitlist manager for the entire community.**

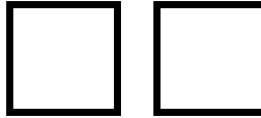


Child care *providers* across Ontario experience challenges with the management of childcare waiting lists. Many providers are using paper forms in binders to track who is next in the queue for childcare services, as well as to determine the number of children waiting for an available space. *Parents* are allocating a great deal of time applying for services at each individual childcare provider in order to be placed on a waiting list. To address these challenges, the **OneHSN Childcare™** - Integrated Childcare Application and Waitlist Module aims to improve service to families and the childcare sector through a centralized online application site for all families requiring childcare.

With OneHSN Childcare, individual childcare providers will improve the management of their applicants and waiting lists through the use of the online application site. Parents log in to the system and input their information into the centralized application where a list of suitable childcare providers is illustrated based on criteria inherent within their information.

OneHSN Childcare reduces large amounts of data duplication, as well as unnecessary staff administration time. For example, a parent who applied for childcare with seven different providers would need to contact and apply with each provider. In addition, each provider would contact the parent upon the availability of a childcare space, where if the child is already placed, these phone calls are unnecessary.

The OneHSN Childcare solution reduces data duplication, reduces childcare administration and reduces parent’s time both in applying and responding to childcare services. The reporting capabilities allow the community to accurately measure how many children require childcare within the community, as well as the specific types of childcare services required. This could assist with future program development based on accurate information stored within the centralized system. Providers will no longer rely on paper applications and documentation regarding potential clientele, but will be able to access all of their possible clients through the secure centralized website. The data standards set through the application also allow for common reporting strategies as well as reduced costs for training as a result of staff migrating from provider to provider.



This solution has many positive benefits and through the robust functionality of OneHSN Childcare your community will be able to improve every organization’s level of care and staff productivity.

### Feature Selection

S#	OneHSN Children's Care Solutions	# Locations	Feature Included	Community	Child Care Application & Waitlist	Child Care Registration & Billing	Family Centre Registration & Attendance	Communications Manager	Employee Resource Sharing	Adhoc Data Reporting	Other External Systems
<b>1.0</b>	<b>OneHSN Community</b>	<b>75</b>	✓		✓	✓	✓	✓	✓		✓
	Account Registry		✓								
	User Support Services 24/7/365										
	User Support Services - 5 days/week, 0900 - 1700 EST		✓								
	Technical Support 24/7/365										
	Technical Support Services - 5 days/week, 0900 - 1700 EST		✓								
	Daily Data Backup		✓								
				Integration Options							
<b>2.0</b>	<b>OneHSN Child Care Application and Waitlist</b>	<b>75</b>	✓	✓		✓		✓		✓	✓
	Service Manager Information Page		✓								
	Child Care Provider Information Pages		✓								
	Interactive Google Map of Child Care Providers		✓								
	Fee Assistance Calculator		✓								
	Informative Links		✓								
	System Help Information		✓								
	Parent/Adult Account Registration		✓								
	Parent Information Management		✓								
	Child Information Management		✓								
	Manage Applications to Child Care Programs		✓								
	e-Consent Collection and Management		✓								
	Early Learning Resource (Special Concerns) Management		✓								
	Manage Care Requirements		✓								
	Collect Child Care Referrals		✓								
	Contractual obligation fulfillment		✓								
	Location User Account Management		✓								
	French and English Client and Public Facing Pages										
	User Support Services 24/7/365										
	User Support Services - 5 days/week, 0900 - 1700 EST		✓								
	Technical Support 24/7/365										
	Technical Support Services - 5 days/week, 0900 - 1700 EST		✓								
	Daily Data Backup		✓								





## Solution Functionality

There are six levels of functionality offered which include Public, Parent, Provider, Early Learning Resources, Support Staff and Administrator. Each level is accessible through user defined roles that are based on a username and passphrase.

### Public Level

The Public level does not require the user to log in. This level provides some basic functionality for the user, such as:

- 1) **Viewing access to the Service Manager (Administrator) Information Page**
  - a. Viewing access to the participating Provider’s Information
  - b. This is a query-based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 2) **Interactive Google™ Map**

- a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
- b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
- c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
- d. Show only providers matching filter criteria
- e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route

### 3) **Fee Assistance**

- a. Fee Assistance Calculator
- b. Fee Assistance Guide

### 4) **Informative Links**

- a. Multiple links to key community child care services

### 5) **Help Documents**

- a. User Guide
- b. FAQs

### Parent Level

The Parent level requires the user to log in and adds to the basic functionality already provided to the public by allowing the user to apply for child care. Within this section, the user will be prompted to fill in information pertinent to the parent, as well as child-specific information used to assist with choosing the most appropriate program. This level allows:

- 1) **Viewing access to the Administrator Information Page**
- 2) **Viewing access to the participating Provider’s Information**
  - a. This is a query-based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 3) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
  - f. Utilized within the Child Information Wizard to select and apply to providers
- 4) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 5) **Parent Information Page**
  - a. Detailed collection page of required and non-required information pertaining to:
    - Home contact information
    - Primary place of work or school
    - Alternate place of work or school
  - b. Allows the parent to set themselves as “Inactive” if family no longer requires child care
- 6) **Child Information Wizard**

- a. Choose to create a new child or modify an existing child’s information
- b. Allows the parent to set their child as “Inactive” if he/she no longer requires child care (i.e. has been placed)
- c. Detailed collection wizard of required and non-required information pertaining to:
  - Child information
  - Child referral from a recognized community agency
  - Special concerns including e-consent
  - Fee assistance
  - Care requirements
    - i. Preferred start date
    - ii. Program time and day of the week including variable schedules
  - General Comments
  - Choose a program to apply for (waitlist)
    - i. Utilizes municipality, age filters, special needs, preferred start date
    - ii. Sorted by distance from home to provider
    - iii. Allows for a manual override option

### 7) **Waitlist removal for child**

### 8) **Fee Assistance**

- a. Fee Assistance Calculator
- b. Fee Assistance Guide

### 9) **Informative Links**

- a. Multiple links to key community child care services

### 10) **Help Documents**

- a. User Guide
- b. FAQs



## Provider Level

The Provider level requires the user to log in and adds to the basic functionality already provided to the public and parents by allowing the user manage their independent provider information, waitlists and any reports required by the organization.

- 1) **Viewing access to the Administrator Information Page**
- 2) **Viewing access to the participating Provider’s Information**
  - a. This is a query based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 3) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 4) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 5) **Provider Details Page**
  - a. Allows the provider to change their provider name
  - b. Allows the provider to change if they are Active
  - c. Allows the provider to change their location information including Google™ Map locator icon
  - d. Allows the provider to change their contact information
  - e. Allows custom design of provider information page
  - f. Allows the provider to change general information
  - g. Agency name, website, hours/months of operation, etc.
- 6) **Provider Program Page**
  - a. Based on the provider, the program information can be updated
    - i.e. program age, time offered, program is offered, start and end dates, description, etc.
- 7) **Waitlist Administration Page**
  - a. Displays a current list of children waiting for placement
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Utilizes waitlist priority filters
    - Siblings
    - Parent works for provider
    - Special concerns
  - e. Utilizes waitlist program filters
    - Parent attending school
    - Age
    - Program type
  - f. Utilizes a Provider Selector if user is associated with more than one provider
  - g. Allows provider to view detailed information pertaining to the child or parent through a hyperlink approach
  - h. Allows the provider to place or remove a child, thus removing them from the waitlist for only this provider or alternatively removing the child from up to all waitlists across the service manager’s region
  - i. View or Add comments associated with the child
  - j. Complete electronic Confirmation of Space form for a child placed requiring subsidy
- 8) **Waitlist Reactivation Page**
  - a. Displays a current list of children eligible to be reactivated on a waitlist for selected provider
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Option to use original application date or current date for prioritization purposes
- 9) **waitlist priority filters View Comment History for children applied to this provider**
- 10) **View a child’s Application Activity for children applied to this provider**
  - a. Records all actions against an application (place, remove)
- 11) **Reports**
  - a. Waitlists, Placed Children, Children Exceeding Care, Applications to Inactive Programs, Average Wait Time per Community, Average Wait Time per Operator
  - b. Export reports to PDF or Excel formats
- 12) **Fee Assistance**
  - a. Fee Assistance Calculator
  - b. Fee Assistance Guide
- 13) **Informative Links**
  - a. Multiple links to key community child care services
- 14) **Help Documents**
  - a. User Guide
  - b. Provider Guide
  - c. FAQs





### *early learning resource Level*

The Early Learning Resource level requires the user to log in and adds to the basic functionality already provided to the public and parents by allowing the user manage the child applications indicating special concerns, waitlists and any reports required by the organization. The application banner will change to a different image and colour indicating that a provider has logged into the system.

- 1) **Viewing access to the Administrator Information Page**
- 2) **Viewing access to the participating Provider’s Information**
  - a. This is a query based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 3) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 4) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 5) **Manage Early Learning Resource public information page content**
- 6) **Waitlist Administration Page**
  - a. Displays a current list of children waiting for ELR assignment
- b. Contains a child search area
- c. Utilizes waitlist priority filters
  - Siblings
  - Parent works for provider
  - Special concerns
  - Parent attending school
- d. Utilizes waitlist program filters
  - Age
  - Program type
- e. Allows provider to view detailed information pertaining to the child or parent through a hyperlink approach
- f. Allows the provider to assign Early Learning Resources to a child, thus removing them from the ELR (special concerns) waitlist for only the selected provider(s)
- 7) **View Comment History for children applied to this provider**
- 8) **View a child’s Application Activity for children applied to this provider**
  - a. Records all actions against an application (place, remove)
- 9) **Informative Links**
  - a. Multiple links to key community child care services
- 10) **Help Documents**
  - a. User Guide
  - b. ELR Guide
  - c. FAQs

### *support staff Level*

The Support Staff level requires the user to log in and adds to the basic functionality already provided to the public and parents by allowing the user manage the user accounts, child applications, child applications indicating special concerns, waitlists and any reports required by the organization.

- 1) **Viewing access to the Administrator Information Page**
- 2) **Viewing access to the participating Provider’s Information**
  - a. This is a query based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 3) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
- d. Show only providers matching filter criteria
- e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 4) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 5) **Age Promotion utility to age child applications exceeding a program’s age limit**
- 6) **Informative Links**
  - a. Multiple links to key community child care services
- 7) **Help Documents**
  - a. User Guide
  - b. Support Staff Guide



## Administrator Level

The ADMINISTRATOR level requires the user to log in and adds to the basic functionality already provided to the public and parents by providing the user the ability to view and update the provider information, as well as the Administrator information.

- 1) **Viewing access to the Administrator Information Page**
  - i.e. program age, time offered, program is offered, start and end dates, description, etc.
- 2) **Viewing access to the participating Provider’s Information**
  - a. This is a query-based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 3) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 4) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
  - c. Allows the user to change the security question and answer
- 5) **Administrator Details Page**
  - a. Allows the Administrator to update their information that is displayed on the Administrator Information page
    - Page Title and Subtitle
    - Page summary
    - Address information
    - Contact information
- 6) **Manage provider QA scores which surface on the provider’s information page**
- 7) **Confirm provider web-template changes for their information pages**
- 8) **Configure comment default share options**
- 9) **Manager Providers Page**
  - a. Allows the Administrator to select a provider
    - Allows the Administrator to update the provider’s name
    - Allows the Administrator to inactivate a provider
    - Allows the Administrator to update whether the provider is In/Out of Service
    - Allows the Administrator to update the provider’s location information
    - Allows the Administrator to update the provider’s contact information
    - Allows the Administrator to update the provider’s general information
      - (i) Agency name, website, hours/months of operation, etc.
- 10) **Manage Provider Program Page**
  - a. Based on the provider, the program information can be updated
- 11) **Waitlist Administration Page**
  - a. Displays a current list of children waiting for placement
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Utilizes waitlist priority filters
    - Siblings
    - Parent works for provider
    - Special concerns
    - Parent attending school
  - e. Utilizes waitlist program filters
    - Age
    - Program type
  - f. Utilizes a Provider Selector if user is associated with more than one provider
  - g. Allows provider to view detailed information pertaining to the child or parent through a hyperlink approach
  - h. Allows the provider to place or remove a child, thus removing them from the waitlist for only this provider or alternatively removing the child from up to all waitlists across the service manager’s region
    - i. View or Add comments associated with the child
- 12) **View placed children and monitor if grace and follow up correspondence has been sent**
- 13) **Waitlist Reactivation Page**
  - a. Displays a current list of children eligible to be reactivated on a waitlist for selected provider
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Option to use original application date or current date for prioritization purposes
- 14) **Utilizes waitlist priority filters View Comment History for children applied to this provider**
- 15) **View a child’s Application Activity for children applied to this provider**
  - a. Records all actions against an application (place, remove)
- 16) **Reports**
  - a. Waitlists, Placed Children, Children Exceeding Care, Applications to Inactive Programs, Children Referrals, Average Wait Time per Community, Average Wait Time per Operator, Provider Activity, Total Activity
  - b. Export reports to PDF or Excel formats
- 17) **Informative Links**
  - a. Multiple links to key community child care services
- 18) **Help Documents**
  - a. User Guide
  - b. Provider Guide
  - c. Administrator Administration Guide
  - d. ELR Guid



## Technical & Architecture Information

RBB Innovations solutions have been assessed by one of the leading national experts in the field of data security and privacy, David H. Flaherty and has received the highest grades and commendations. Also, Privacy Impact Assessments (PIA's) developed on their solutions have been shared and supported by the provincial Privacy Commissioners office. Over the years RBB has consistently demonstrated its management, organizational, IT skills, experience and knowledge are able to meet the highest standards of data security required for its clients.

RBB's security measures can provide "defense in depth" solutions where applicable and state of the art server hardware, parameter security devices, protocols for central and agency auditing and incident detection. RBB also utilizes the highest threat risk standards and tools available - the same used by Smart Systems for Health which is consistent with Ontario Public Service standards as approved by the Government of Ontario I&IT Clusters.

RBB Innovations primary data and application servers are hosted within the data centre of a large regional hospital offering 99.9% physical and power reliability. Secondary servers are hosted in a separate data centre of the hospital in another city. Data is encrypted and backed up daily to both local and remote locations via secure VLANs.

RBB utilizes server virtualization, border routers, firewalls, reverse proxies, SSL technologies in addition to security certificates from Entrust so that all information is encrypted to at least 128-bit level.

On-going privacy impact assessments, threat risk assessments and penetration testing measures ensure vulnerabilities are identified and RBB performs due diligence towards managing them.

Included services in our hosted solutions are:

- Daily backup on-site and off-site
- Regular hardware patch and service pack updates
- 3-year hardware ever-greening program
- Redundant infrastructure and multiple ISPs
- Comprehensive logging and audit features available from the network to the application level
- Regular threat risk assessments (internal and 3rd party)
- Regular privacy impact assessments (internal and 3rd party)
- Regular penetration testing (internal and 3rd party)
- Real time extensive alert monitoring with 24/7/365 notification mechanism

## Accessibility

OneHSN Child Care solution utilizes a product NVDA which:

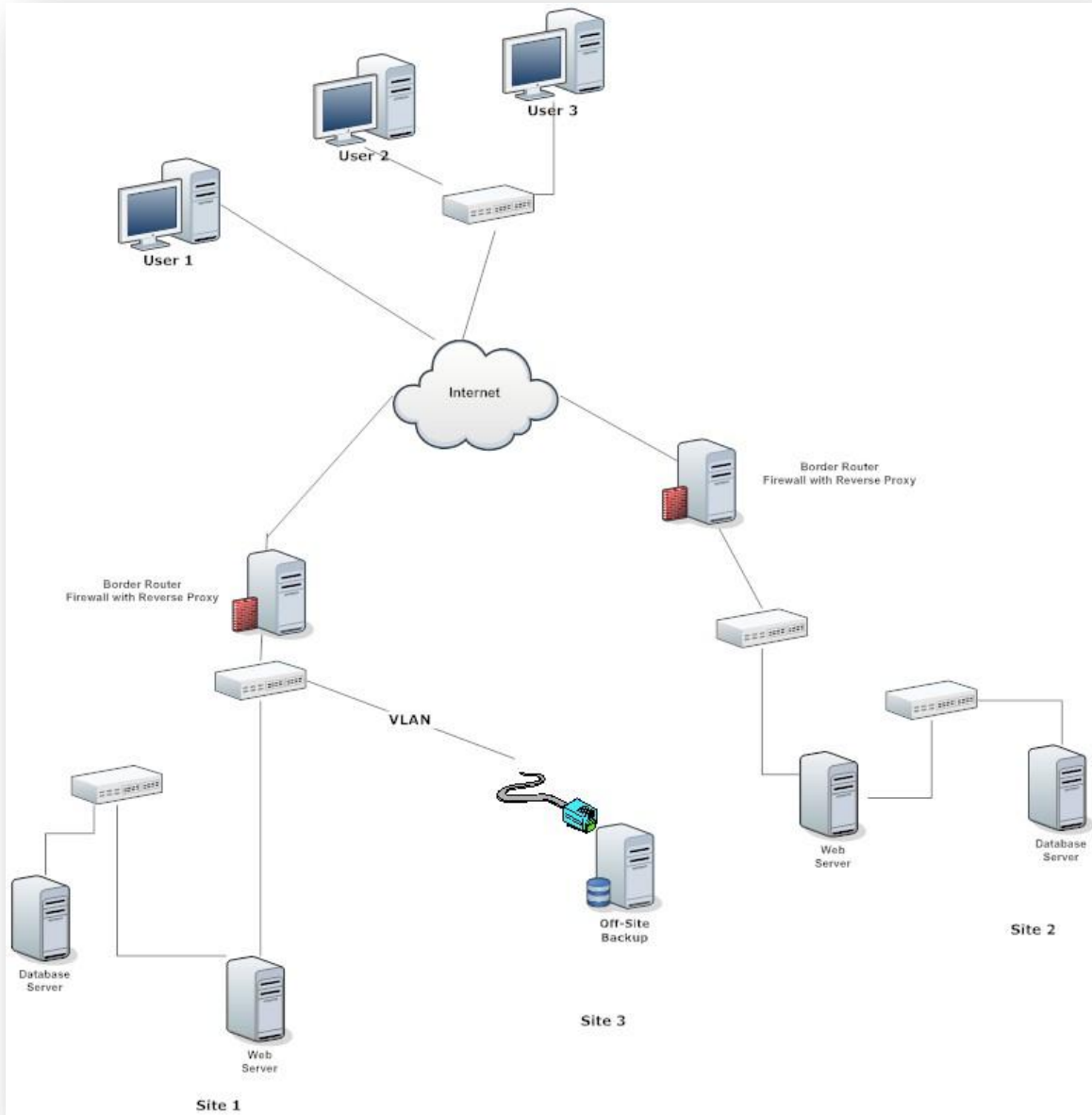
Provides feedback via synthetic speech and braille allowing blind and vision impaired people to access and interact with the Windows operating system and OneHSN Solutions.

Major highlights include:

- Built in speech synthesizer supporting over 20 languages
- Announcement of textual formatting where available such as font name and size, style and spelling errors
- Automatic announcement of text under the mouse and optional audible indication of the mouse position
- Support for many refreshable braille displays
- Translated into many languages
- Support for modern Windows Operating Systems including both 32 and 64 bit variants

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**Schematic of technical architecture for the solution**





**application customization capabilities**

RBB Innovations offers customization services for each of its’ hosted products. Each client’s requirements are assessed as to whether the customization is a requirement of the sector as a whole or not. Depending on the outcome of this assessment, the added functionality would be deemed customization (fee charged) or enhancement (included in annual fee maintenance fee).

**user authentication and application security scheme and controls**

The proposed application utilizes role based application security measures. Currently it does not support Microsoft Active Directory/LDAP connectivity or integration.

**Describe custom reporting/inquiry development capabilities.**

OneHSN suite of products offers standard reporting and export of data to Excel and PDF formats. As an add-on option, OneHSN Adhoc Reporting provides web-based query design, export and custom reporting.

**integration capabilities**

RBB Innovations is a leader in community integration. In order for this to successfully occur, technologies must be able to integrate information. OneHSN solutions support a number of secure architectural approaches to these opportunities however our preference for security and privacy requirements is via HL7 protocols over secure hardware server to server connectivity.

**Implementation, Communication and Training**

**Implementation EXAMPLE**

**WBS#TASK NAME**

<b>1</b>	<b>CHILDCARE APPLICATION &amp; WAITLIST MANAGEMENT SYSTEM</b>	
1.01	Project Administration	Development
1.02	Contract Negotiation	Project Implementation Plan Development
	Contract Signing Project Implementation Plan	
<b>2</b>	<b>REQUIREMENTS ANALYSIS</b>	
	OneHSN Childcare Customization for Requirements for Go-Live (DATE)	2.17 Preferred Start Date - Program Selection calculation needs enhancing to consider preferred start date
2.01	Conference call to review requirements gap (if any exist)	2.18 Provider Details - Design Service Manager controls around the web site URL a provider can publish under their info page
2.02	Category (Provider) - Ability to add a category to the provider information allowing us to distinguish between Centre Based, Home Based and Nursery School providers	2.19 Provider Details - Design Service Manager controls around the web site templates a provider can publish under their custom design
2.03	Consent E-Sign - Incorporate email notifications when a consent is E-signed or a request by a Provider is initiated for the Parent to E-Sign a consent	2.2 Web Page Templates - Provider users with the Design Role can select and customize the Provider Information, public facing page for content and images.
2.04	Consent E-Sign - Add the capability when a Parent or Provider selects to input Special Concerns/ELR information, the Parent is prompted to E-Sign a consent to store on file	2.21 Web Page Templates - A CMSM (Service manager) designated role must review and approve ALL Provider customized web pages before they are published to the public facing site
2.05	Consent E-Sign - Configure this as OFF - Require Consent wording from Client	2.22 Web Page Templates - produce 3 web template layouts as options
2.06	DOB - Added a check box indicating that the DOB entered indicates "This date represents my baby's due date."	2.23 Work Flow - Program flow for the care application in the child section
2.07	ELR Tabs - Hiding of the ELR tab as well as all other references to ELR	2.24 Work Flow - When a user saves their child's application a CLOSE button is now in the dialogue box confirming the update
2.08	EMAIL - Modify so a user can change their email address without a Reset link being sent. Only a confirmation email will be sent after the update to the old email and new email addresses for security purposes.	2.25 Work Flow - Under Account Management, Create Account when use selects YES to enter Parent Info, the form does not open. It just returns focus to the user account list
2.09	Extended Day - check box on Provider Programs and functionality as per attached description	2.26 Workflow - Application Activity & Comment History entries sorted descending by date and time
2.1	Fee Calculator -design the \$2.50 daily charge & references configurable	2.27 Work Flow - Manage Provider Programs (sorted by age group & program), Parent screen - Child Care tab, Provider program list not sorted. (sort the same as manage Provider Programs page)
2.11	Google Analytics - Insert into 'london.OneHSN.com' web page	2.28 Wait List - Placement of a child - Option to stay on program waitlist
2.12	JK/SK Programs -Hide the SK group and rename the JK group to JK/SK	2.29 Wait List - During Remove function Provider/Parent can select to Delete Child Off additional wait lists. See discussion notes attached.
2.13	JK/SK Programs - Remove - Modify the program offering to filter out the two ext day programs and time offerings including lunch (filter)	2.3 Wait List - Allow a configurable option so that a Provider can edit a childs Application Date via the Waitlist Administration
2.14	Language - Change all DSSAB references to Service Manager	2.31 Update User, Provider and Admin Documentation
2.15	Language - Change "Relationship to Parent/Guardian" to "Relationship to Applicant"	
2.16	PassPhrase - Reduce the complexity requirements on the system PassPhrase	



**3 FIT/GAP AND SOLUTIONING**

- 3.01 Suggested Program Criteria
- 3.02 Forward Latest Documentation

**4 TESTING**

**5 INITIAL DATA IMPORT/ENTRY & CONFIGURATION**

- 5.01 Configure & Setup OneHSN Childcare Live database instance for Provider & Program entry
- 5.02 Create and send Wait List templates to Providers
- 5.03 Create Provider Login credentials
- 5.04 Enter Provider Information
- 5.05 Assign Programs to Each Provider
- 5.06 Create Parent Usernames with Client Email address
- 5.07 Enter Parent Information
- 5.08 Enter Child(ren) Applications under each Parent specific Username (Profile and Application Generation)
- 5.09 Confirm Each Provider's Waitlist Accuracy
- 5.10 Mail each parent's their username and temporary password with instructions to change their temporary Email address (See parent letter)
- 5.11 Monitor Parent/Provider accounts for non-activity and execute a contingency communication plan for data integrity  
Data Integrity Cleanup
- 5.12 Data Import/Backlog - Replace Provider Usernames with capitalized-numeric format names provided

**6 WEB GROUP TASKS (BRANDING ETC.)**

- 6.01 Web page branding
- 6.02 Design London.OneHSN.com banner design
- 6.03 Provide 2 Hi-Res Images
- 6.04 Provide 2 Hex color code schemes
- 6.05 Provide Home Page Wording
- 6.06 Incorporate Branding designs into London.OneHSN.com
- 6.07 List of LINKS page content (public facing page) (Early Childhood Community Development Centre) [www.eccdc.org](http://www.eccdc.org)

**8 MARKETING AND COMMUNICATIONS**

- 8.01 Develop letters for registered parents
- 8.02 Develop information posters for sites around the community
- 8.03 Develop information brochure for Providers to give parents
- 8.04 Develop press releases on the web site

**9 APPLICATION GO LIVE**

- 9.01 Mail letters to registered parents
- 9.02 Release promotional materials and press releases

**10 TRAIN PROVIDERS/DATA CORRECTION**

**11 POST-IMPLEMENTATION CONSIDERATIONS SYSTEM ENHANCEMENTS**

- 11.01 Category (Provider) - Allow the parent to enter a preference during their application and include it in the program suggestion criteria
- 11.02 Category (Provider) - Provider categorization would also need to be added to the provider listing info on the program selection screen
- 11.03 Functionality - Age Promotion - Configurable option by Service Manager whether automatic or manual. Need to define conditions for promotion or not
- 11.04 Functionality - Parents/child form for Program Selection needs to show distance to Provider
- 11.05 Functionality - Allow a configurable option by Service Manager whether a 1) Provider and/or 2) Parent can delete a child
- 11.06 Mapping - Evaluate the possibilities of integrating Client GIS into OneHSN Childcare
- 11.07 Wait List - Enhance the functionality so that when a Parent or Provider "places" or "removes" a child from a wait list, a list of existing wait lists the child is on across ALL providers is presented so the Parent/Provider can select specific wait lists to remain on. This further reduces the number of steps to maintaining a Parent's ideal child care program preferences.
- 11.08 Work Flow - Allow the appropriate roles to be able to change the details (Start Date, End Date, Extended Day) on Programs
- 11.09 Work Flow - Populate Program information below data grid to be edited rather than having to double-click to edit.
- 11.1 Work Flow - Review Tab Stops on Add Parent Information form
- 11.11 Work Flow - Review Tab Stops on Add Child Information form
- 11.12 Work Flow - Enter a Parent's info then Click Add Child without saving, the application loses the Parent's info. Need a safety check to save or cancel saving the data.



## Communication

Internally, RBB will have status meetings for the duration of the project. A bi-weekly status meeting will occur between RBB and the City of London that documents progress, issues, change requests, action items and signoffs. All meeting minutes will be supplied to Children's Services within five days of the meeting.

## Training

### *city technical or 'expert' personnel*

Training to "expert" personnel will be provided on-site in a class type environment. These sessions are two – three hours in length in order to cover the required functionality and configuration options for the solution. On-going product enhancements have a formal process where during development and testing phases; they are presented to `Lead Personnel 'in each community utilizing the solution for input and direction. Once deemed ready for production, each client has the opportunity to accept or decline the enhancement as most are configurable options by Service Manager Territory. Communication for this process takes place in the form of email, telephone and web presentations.

### *Training - Childcare Agencies*

Child care agencies will each receive classroom instruction face to face utilizing their live data. Implementation executes back loading of current paper-based waitlists, parent and child information so that each provider is working with live, verified data. These classroom sessions last 120 minutes and not only include learning the functionality of the product but also how the product is a marketing and business management tool that can help grow their business.

## Required City Resources

For the implementation and go-live of the product the following resources are required:

- A Project Lead or Manager to liaise with RBB's team and coordinate the completion of City designated tasks
- Human resources to design, review and approve branding of the website, parent letters, public marketing campaigns pre-launch
- Human resources to design the automatic email and letter communications for parents for various events that occur (removal or placement, regular follow-up, etc)
- Human resources to enter and verify the parent and child information from existing provider waitlists
- A classroom environment with a maximum of 20 computers for training purposes
- A person or persons to be the primary point of contact for solution questions for parents
- A person or persons to be the primary point of contact for solution questions for child care providers
- A person or persons to be the primary point of contact for fee subsidy applications (probably already exists)
- A person or person to be the primary point of contact for Early Learning Resource (Special Concern) referrals from child applications



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## Security & Risk Management



### Securing the Cloud - It's what we do best.

The OneHSN - ICIMS solution is currently supporting 89 healthcare related agencies with over 2,300 users. Data and servers are protected by the latest technologies in SSL VPN's, 128+-bit encryption and incorporate an overall "Defense-in-Depth" strategy.

ulti-enterprise hosted data security ng comprehensive state of the art vice agencies in Ontario. RBB was cess technology platform providing

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RBB Innovations primary data and application servers are hosted within the data centre of a large regional hospital offering 99.9% physical and power reliability. Secondary servers are hosted in a separate data centre of the hospital in another city. Data is encrypted and backed up daily to both local and remote locations via secure VLANs.

By utilizing server virtualization, border routers, firewalls, reverse proxies, SSL technologies in addition to security certificates from Entrust so that all information is encrypted to at least 128-bit level.

On-going privacy impact assessments, threat risk assessments and penetration testing measures ensure vulnerabilities are identified and RBB performs due diligence towards managing them.

## User & Technical Support

User support will commence upon the completion of user training. Support will be available 8:30am to 4:30pm, Monday to Friday, with the exception of statutory holidays. User support will be provided to the City of London and Providers by telephone or email request. Technical user support will be available for Children's Services, child care providers, parents and the public via email. User support for parents will be handled by City of London Children's Services.

Note: User support is support or assistance as it pertains to how to use the system. Technical support relates to issues or problems that are technical in nature, i.e. broken links, login or access problems etc.

### Call Priorities & Severity definitions and service escalation protocol

A system of service call priorities is used by RBB Innovations. Any of the call priorities defined below can be set by the Customer when reporting a fault. However, the default used is as follows:

When placing the service call, the Customer will be asked if there is a major system impact. If the answer is YES, a P1 will be allocated. If the answer is NO, a default P2 will be allocated, or if more appropriate, a P3 or P4 as defined below:

#### **PRIORITY P1 (CRITICAL)**

A Priority ONE call is used for system faults where there is a major impact on normal operation of the system. RBB will immediately begin work on a P1 call, with the immediate goal of restoring normal operation to the system via a fault correction or a satisfactory work-around. Misuse of this priority affects the ability of RBB to respond to genuine P1 calls.

#### **PRIORITY P2 (URGENT)**

Priority TWO calls are used for system faults where normal system operation is affected to some degree and a satisfactory work-around is not available. RBB will use best endeavors to respond to the call in the times stated in Response Times section of this document. In most cases, it is normal for RBB to respond in faster times than those stated.



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**PRIORITY P3 (STANDARD)**

Priority THREE calls are used for system faults where a fault was detected, but normal operation is not affected. This priority of call is the default for all service calls which do not involve a hardware related fault. For software related issues, this priority allows for work to be scheduled as part of a planned maintenance update.

**PRIORITY P4 (ENHANCEMENT REQUESTS)**

Priority FOUR calls are used when an enhancement request is made for potential modifications to System Software.

**RESPONSE TIMES**

The priority of the call will, to some degree, dictate the most appropriate action for any given fault call, ensuring the minimum of disruption to the user and providing the early involvement of RBB’s management where problems are of a more serious nature.

**RESPONSE DEFINITIONS**

RBB will use its best endeavors to achieve the target resolution times shown in the table below. Note that resolutions may involve a “workaround” to an issue that will allow continued use of the affected component.

The software responses are for the Support Services group to return a call to the Customer’s support contact to start diagnosis of the problem.

**Response Targets**

**SOFTWARE**

Priority	Response	Resolution
P1	½ hour	2 hours
P2	4 hours	8 hours
P3	8 hours	Issue
P4	72 hours	Issue

**COMPANY**

**About RBB Innovations**

RBB Innovations (RBB) is an Integrated Social Enterprise Management software company which builds and supports highly secure, integrated cloud based software systems for municipalities and multi-enterprise human service organizations.

The origins of RBB began in October of 1985 and over the years; RBB has continually developed a greater niche in the information technology market. With offices in Sault Ste. Marie and Owen Sound Ontario the company has successfully grown to provide superior IT and technical services within the health and human services sectors.

The majority of projects in which RBB has undertaken are for government Ministries and Adult and Children agencies. This has meant an institution of strict internal procedures and documentation in order to keep the projects on time, within budgets and within all other assigned project parameters.

RBB has had the benefit of developing several applications for various government departments such as the Ministry of Community and Social Services, Ministry of Community and Youth Services, Ministry of Natural Resources, the Ontario Forest Research Institute and Forestry Canada along with the corporate public, giving RBB an excellent knowledge of business practices and associated information requirements of government led procurements.

Through excellent organization and communication skills, RBB has always been able to grasp and achieve the goals set by customers and stakeholders. Due to our extensive experience in developing relational database applications RBB is capable of producing a product with excellent performance and data integrity.

RBB has extensive web application development experience using the latest web development platforms utilizing SQL Server and Oracle technologies incorporated for data management.



## Qualifications & References

### Client References – OneHSN Childcare

#### *Client: Niagara Region*

**Date of Installation:** 2011-2012

**Description of Products and Services:** OneHSN Childcare™ - Integrated Childcare Application and Waitlist Module (formerly known as 'ONELIST')

**Scope of Work:** The successful provision, implementation and support of a centralized childcare information and wait list system.

**Learners Supported:** Approximately 135 staff from 177 Childcare Provider Locations (including schools with JK/SK full day kindergarten)

**Reference:** Included

**Contact:** Kathryn O'hagan-Todd, Director of Children's Services – Regional Municipality of Niagara

**Address:** 2201 St. David's Road West, P.O. Box 344, Thorold ON L2V 3Z3

**Phone:** (905) 984-6900 Ext. 1,3481

**Email:** kathryn.ohagan-todd@niagararegion.ca

**Technical Contact:** Rebecca Arnold, Business Support Analyst, IT Solutions – Regional Municipality of Niagara

**Address:** 2201 St. David's Road West, P.O. Box 344, Thorold ON L2V 3Z3

**Phone:** (905) 685-4225 x3481

**Email:** rebecca.arnold@niagararegion.ca

#### *Client: Thunder Bay DSSAB*

**Date of Installation:** 2011-2012 (Implementation Underway)

**Description of Products and Services:** OneHSN Childcare™ - Integrated Childcare Application and Waitlist Module (formerly known as 'ONELIST')

**Scope of Work:** The successful provision, implementation and support of a centralized childcare information and wait list system.

**Learners Supported:** Approximately 120 staff from 48 Childcare Provider Locations

**Reference:** Included

**Contact:** Sandy Isfeld

**Address:** 231 May Street South, Thunder Bay, ON P7E 1B5

**Phone:** (807) 766-2111 ext. 4095

**Email:** sandy.isfeld@tbdssab.ca

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Reference Letter: Niagara Region



**COMMUNITY SERVICES**  
**Children's Services**  
2201 St. David's Road  
P.O. Box 344, Thorold ON L2V 3Z3  
Tel: 905-984-6900 Fax: 905-984-4463  
www.niagararegion.ca

April 2, 2012

To whom it may concern:

**Re: RBB Innovations**

As the Consolidated Service System Manager for Niagara Region Children's Services, I have had the good fortune of working with RBB Innovations since the spring of 2011 when we gave consideration to a technology solution for a centralized child care waitlist. I can say with confidence that from Niagara's first contact with RBB Innovations through to a successful implementation of the solution, we have been impressed with their understanding of municipal responsibilities, key priorities and most importantly, a comprehensive understanding of our business requirements. RBB Innovations willingness to work with a variety of stakeholders within our corporation, from legal through to information technology, demonstrated their competence particularly related to information privacy, data security and technical capabilities. Moreover, RBB Innovations direct contact with our service provider network of over 70 service providers during the implementation phase was a positive reflection on their organization and the Niagara Region. Their technical support to date has been flawless, a key consideration in our decision to sole source RBB Innovation when we selected them as a vendor of choice.

As Niagara Region continues to move forward on human service integration strategies, seek business efficiencies and improve customer service by leveraging technology, I am confident that RBB Innovations will continue to be at the forefront of finding solutions to meet those business needs and offering their expertise as a technology partner.

Best Regards,

A handwritten signature in black ink, appearing to read "Kathryn O'Hagan-Todd".

Kathryn O'Hagan-Todd  
Director, Children's Services

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Reference Letter: Thunder Bay



**THE DISTRICT OF THUNDER BAY**  
SOCIAL SERVICES ADMINISTRATION BOARD

www.tbdssab.ca

**SERVICE SYSTEM PLANNING**  
The District of Thunder Bay Social  
Services Administration Board  
(Also known as TBDSSAB)  
c/o 231 May Street South  
Thunder Bay ON P7E 1B5  
Tel: 807-766-2111 / Fax: 807-344-4543

April 3, 2012

To whom it may concern:

**Re: RBB Innovations Ltd.**

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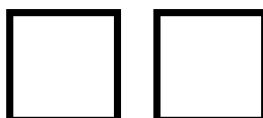
I confirm that Thunder Bay District Social Services Board has been dealing with RBB Innovations Ltd. since 2010, during which time they have proved to be among the leaders providing technology solutions related to human services sector with a solid understanding of our business requirements. They excel in the areas of web application engineering, data security and privacy, and system integration methodologies. Their work has been a major factor in our Board's continued implementation of technologies that assist and influence better outcomes.

I can confidently recommend RBB Innovations Ltd. as a solid and reliable technology partner, and experts in their field.

Sincerely,



Sandy Isfeld  
Director, Service System Planning  
The District of Thunder Bay Social  
Services Administration Board



**LICENSING MODEL AND PRICING**

**LICENSING MODEL**

The One Human Services Network (OneHSN) is a securely hosted municipal level technology software solution uniquely designed to support a systems approach to human service integration.

RBB proposes to implement the OneHSN™ Integrated Municipal Technology Platform in the City of London with the **OneHSN Community™** Integrated User Account Registry module and the **OneHSN Childcare™** Integrated Childcare Application and Waitlist module.

The **OneHSN Community™** Integrated Account Registry (already acquired from RBB as part of the OneHSN Registration and Attendance Manager module) is the foundation of OneHSN providing **one** secure centralized account for each human services agency, staff and client within the municipality. Each account is able to be linked to other solutions and modules thus enabling true multi-enterprise integration within the community.

The **OneHSN Childcare™** Childcare Application and Waitlist Module is a centralized childcare application and waitlist management solution supporting parents, childcare providers and the service manager.

Included in this solution implementation:

- Hosted secure software application
- Project Management of solution implementation
- Workshop Training
- Technical Support
- License Fee, maintenance & upgrades.

**OneHSN Pricing SaaS (Based on 125 Childcare Provider Locations)**

The following is annual Software as a Service (SaaS) pricing for the OneHSN™ Community – User Registry and Childcare Application and Waitlist Modules. Fees include license, maintenance and support.

**OneHSN Community**

Integrated User Account Registry Module (already acquired) \$ 0

**OneHSN Childcare**

Childcare Application and Waitlist Module \$ 27,000/yr.

**(\$18.44/mth/location)**

*Note: It is recommended that integrated software solutions be incorporated within service level agreement with providers.*

**One Time Fees**

**Workshops & Travel**

Pre-Implementation Information Session (1 day - all providers)	\$ 1,500
On-site Training – Expert Personnel (1 day), Childcare Agencies (5 days)	\$ 7,500
Post Implementation Follow-up (2 days)	\$ 3,000
<b>TOTAL Workshops</b>	<b>\$ 12,000</b>

Travel (Estimate) \$ 5,500

(Travel estimates are not included in the payment schedule and will be invoiced separately)

**Recommended Options**

Initial Data Import/Entry & Configuration (See Implementation WBS# 5)	\$ 7,500
Marketing and Communications Planning Support (See Implementation WBS# 8)	\$ 2,000
<b>TOTAL Recommended Options</b>	<b>\$ 9,500</b>

**TOTAL Costs**

One Time Fees	\$ 21,500
Annual SaaS Fee (125 Childcare Locations)	\$ 27,000 (\$18.44/mth/location)

*Plus applicable taxes. Travel estimates are not included in the payment schedule and will be invoiced separately.*

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## Other Options

- |  |        |
|--|--------|
| 1) Workshop – Requirements Analysis <sup>1</sup> | \$ TBD |
| 2) Workshop – Requirements Review <sup>1</sup>   | \$ TBD |

## More OneHSN Integrated Solution & Modules

There are numerous OneHSN solutions and modules currently available, under development and planned. RBB would be pleased to discuss other available solutions for future implementations on the OneHSN™ Integrated Municipal Platform.

### ❖ OneHSN Community

- User Account Registry
- Intake and Referral
- Communications Manager
- Service Manager Portal
- Service System Planner

### ❖ OneHSN Childcare

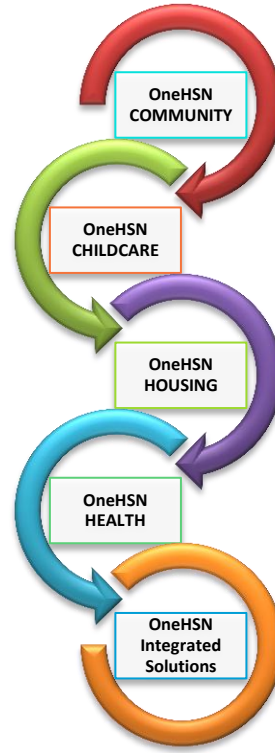
- Childcare Application and Waitlist
- Childcare Registration & Billing
- Family Centre Registration and Attendance
- Employee Resource Sharing

### ❖ OneHSN Housing

- Housing Application and Waitlist
- Homelessness Manager

### ❖ OneHSN Health

- Client Case Manager



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## Optional Pre-Payment Options & Discounts

- Prepay 2 Years = 2% Discount
- Prepay 3 Years = 6% Discount
- Prepay 4 Years = 8% Discount
- Prepay 5 Years = 10% Discount**

## Payment Schedule

- Due upon contract sign-off 50%
- Due upon customization sign-off 25%
- Due upon launch of hosted solution 25%

*Plus applicable taxes.*

*Note: Annual fees will be invoiced on each launch date anniversary. Travel estimates are not included in the payment schedule and will be invoiced separately.*

## Upgrades to functionality

Any future requests for additions for new features not included in ongoing standard upgrades will have an additional cost at the **discounted** daily rates as specified in the pricing schedule below.

Resource	PM	SA1	DBA	P1	AN1
Standard Rate	\$985	\$985	\$850	\$750	\$850
<b>Discounted Rate</b>	<b>\$750</b>	<b>\$750</b>	<b>\$650</b>	<b>\$550</b>	<b>\$650</b>

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**APPENDIX: Summary PRICE CHART**

ITEM	DESCRIPTION	PRICE (Before Taxes)
1	<p>Implementation and Childcare Agency training (supply, installation, and training of system software):</p> <ul style="list-style-type: none"> <li>• Workshop – Pre-Implementation Information Session</li> <li>• Training – Expert Personnel &amp; Childcare Agencies</li> <li>• Workshop – Post Implementation Follow-up</li> </ul> <p>Optional one-time items in addition to minimum requirements:</p> <p>Recommended Options:</p> <ul style="list-style-type: none"> <li>• Initial Data Import/Entry &amp; Configuration (See Implementation WBS# 5)</li> <li>• Marketing and Communications Planning Support (See Implementation WBS# 8)</li> </ul>	<p>\$ 21,500 <i>Plus applicable taxes.</i></p>
2	<p>Annual SaaS Fee: (125 Providers)</p>	<p>\$ 27,000 / (\$18.44/mth/location)  <i>Plus applicable taxes.</i></p>



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**APPENDIX: CONTACT INFORMATION & REFERENCES**

**Contact Person**

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<b>CONTACT PERSON</b>	<b>Darryl Buck</b>
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E-MAIL ADDRESS	darryl@rbbinnovations.com
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REGULAR PHONE NUMBER	705-942-9053 Ext. 202
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EMERGENCY PHONE NUMBER	705-943-4003
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**References**

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COMPANY	Niagara Region (Management Reference)
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<b>NAME</b>	<b>Kathryn O’hagan-Todd</b>
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TITLE	Director of Children’s Services
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EMAIL	kathryn.ohagan-todd@niagararegion.ca
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PHONE NUMBER	(905) 984-6900 Ext. 1,3481
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COMPANY	Niagara Region (Technical Reference)
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<b>NAME</b>	<b>Rebecca Arnold</b>
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TITLE	Business Support Analyst, IT Solutions
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EMAIL	rebecca.arnold@niagararegion.ca
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PHONE NUMBER	(905) 685-4225 x3481
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COMPANY	District of Thunder Bay Social Services Administration Board (TBDSSAB)
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<b>NAME</b>	<b>Sandy Isfeld</b>
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TITLE	Director, Service System Planning
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EMAIL	sandy.isfeld@tbdssab.ca
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PHONE NUMBER	(807) 766-2111 Ext. 4095
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## Schedule “B”

### Solution Functionality

There are six levels of functionality offered which include Public, Parent, Provider, Early Learning Resources, Support Staff and Administrator. Each level is accessible through user defined roles that are based on a username and passphrase.

#### Public Level

The Public level does not require the user to log in. This level provides some basic functionality for the user, such as:

- 6) Viewing access to the Service Manager (Administrator) Information Page**
  - a. Viewing access to the participating Provider’s Information
  - b. This is a query-based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 7) Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
- 8) Fee Assistance**
  - a. Fee Assistance Calculator
  - b. Fee Assistance Guide
- 9) Informative Links**
  - a. Multiple links to key community child care services
- 10) Help Documents**
  - a. User Guide
  - b. FAQs
- 11) Fee Assistance**
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route

#### Parent Level

The Parent level requires the user to log in and adds to the basic functionality already provided to the public by allowing the user to apply for child care. Within this section, the user will be prompted to fill in information pertinent to the parent, as well as child-specific information used to assist with choosing the most appropriate program. This level allows:

- 11) Viewing access to the Administrator Information Page**
- 12) Viewing access to the participating Provider’s Information**
  - a. This is a query-based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 13) Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
  - f. Utilized within the Child Information Wizard to select and apply to providers
- 14) User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 15) Parent Information Page**
  - a. Detailed collection page of required and non-required information pertaining to:
    - Home contact information
    - Primary place of work or school
    - Alternate place of work or school
  - b. Allows the parent to set themselves as “Inactive” if family no longer requires child care
- 16) Child Information Wizard**
  - a. Choose to create a new child or modify an existing child’s information
  - b. Allows the parent to set their child as “Inactive” if he/she no longer requires child care (i.e. has been placed)
  - c. Detailed collection wizard of required and non-required information pertaining to:
    - Child information
    - Child referral from a recognized community agency
    - Special concerns including e-consent
    - Fee assistance
    - Care requirements
      - i. Preferred start date
      - ii. Program time and day of the week including variable schedules
    - General Comments
    - Choose a program to apply for (waitlist)
      - i. Utilizes municipality, age filters, special needs, preferred start date
      - ii. Sorted by distance from home to provider
      - iii. Allows for a manual override option
- 17) Waitlist removal for child**
- 18) Fee Assistance**
  - a. Fee Assistance Calculator
  - b. Fee Assistance Guide
- 19) Informative Links**
  - a. Multiple links to key community child care services
- 20) Help Documents**
  - a. User Guide
  - b. FAQs



## Provider Level

The Provider level requires the user to log in and adds to the basic functionality already provided to the public and parents by allowing the user manage their independent provider information, waitlists and any reports required by the organization.

- 15) **Viewing access to the Administrator Information Page**
- 16) **Viewing access to the participating Provider’s Information**
  - a. This is a query based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 17) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 18) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 19) **Provider Details Page**
  - a. Allows the provider to change their provider name
  - b. Allows the provider to change if they are Active
  - c. Allows the provider to change their location information including Google™ Map locator icon
  - d. Allows the provider to change their contact information
  - e. Allows custom design of provider information page
  - f. Allows the provider to change general information
  - g. Agency name, website, hours/months of operation, etc.
- 20) **Provider Program Page**
  - a. Based on the provider, the program information can be updated
    - i.e. program age, time offered, program is offered, start and end dates, description, etc.
- 21) **Waitlist Administration Page**
  - a. Displays a current list of children waiting for placement
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Utilizes waitlist priority filters
    - Siblings
    - Parent works for provider
    - Special concerns
  - e. Utilizes waitlist program filters
    - Parent attending school
    - Age
    - Program type
  - f. Utilizes a Provider Selector if user is associated with more than one provider
  - g. Allows provider to view detailed information pertaining to the child or parent through a hyperlink approach
  - h. Allows the provider to place or remove a child, thus removing them from the waitlist for only this provider or alternatively removing the child from up to all waitlists across the service manager’s region
  - i. View or Add comments associated with the child
  - j. Complete electronic Confirmation of Space form for a child placed requiring subsidy
- 22) **Waitlist Reactivation Page**
  - a. Displays a current list of children eligible to be reactivated on a waitlist for selected provider
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Option to use original application date or current date for prioritization purposes
- 23) **waitlist priority filters View Comment History for children applied to this provider**
- 24) **View a child’s Application Activity for children applied to this provider**
  - a. Records all actions against an application (place, remove)
- 25) **Reports**
  - a. Waitlists, Placed Children, Children Exceeding Care, Applications to Inactive Programs, Average Wait Time per Community, Average Wait Time per Operator
  - b. Export reports to PDF or Excel formats
- 26) **Fee Assistance**
  - a. Fee Assistance Calculator
  - b. Fee Assistance Guide
- 27) **Informative Links**
  - a. Multiple links to key community child care services
- 28) **Help Documents**
  - a. User Guide
  - b. Provider Guide
  - c. FAQs



### **Early Learning Resource (Special Needs) Level (If applicable)**

The Early Learning Resource level requires the user to log in and adds to the basic functionality already provided to the public and parents by allowing the user manage the child applications indicating special concerns, waitlists and any reports required by the organization. The application banner will change to a different image and colour indicating that a provider has logged into the system.

- 11) Viewing access to the Administrator Information Page**
- 12) Viewing access to the participating Provider’s Information**
  - a. This is a query based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 13) Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 14) User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 15) Manage Early Learning Resource public information page content**
- 16) Waitlist Administration Page**
  - a. Displays a current list of children waiting for ELR assignment
- b. Contains a child search area
- c. Utilizes waitlist priority filters
  - Siblings
  - Parent works for provider
  - Special concerns
  - Parent attending school
- d. Utilizes waitlist program filters
  - Age
  - Program type
- e. Allows provider to view detailed information pertaining to the child or parent through a hyperlink approach
- f. Allows the provider to assign Early Learning Resources to a child, thus removing them from the ELR (special concerns) waitlist for only the selected provider(s)
- 17) View Comment History for children applied to this provider**
- 18) View a child’s Application Activity for children applied to this provider**
  - a. Records all actions against an application (place, remove)
- 19) Informative Links**
  - a. Multiple links to key community child care services
- 20) Help Documents**
  - a. User Guide
  - b. ELR Guide
  - c. FAQs

### **Support Staff Level**

The Support Staff level requires the user to log in and adds to the basic functionality already provided to the public and parents by allowing the user manage the user accounts, child applications, child applications indicating special concerns, waitlists and any reports required by the organization.

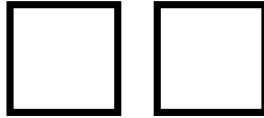
- 8) Viewing access to the Administrator Information Page**
- 9) Viewing access to the participating Provider’s Information**
  - a. This is a query based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 10) Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
- d. Show only providers matching filter criteria
- e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 11) User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
- 12) Age Promotion utility to age child applications exceeding a program’s age limit**
- 13) Informative Links**
  - a. Multiple links to key community child care services
- 14) Help Documents**
  - a. User Guide
  - b. Support Staff Guide



## Administrator Level

The ADMINISTRATOR level requires the user to log in and adds to the basic functionality already provided to the public and parents by providing the user the ability to view and update the provider information, as well as the Administrator information.

- 19) **Viewing access to the Administrator Information Page**
  - i.e. program age, time offered, program is offered, start and end dates, description, etc.
- 20) **Viewing access to the participating Provider’s Information**
  - a. This is a query-based results page with detailed provider information
    - Location, contact information, hours of operation, programs offered, etc.
- 21) **Interactive Google™ Map**
  - a. Illustrates addresses, streets, transit stops, significant buildings, schools, child care locations
  - b. Utilizes Zoom to Address functionality with filtered providers within a specified kilometer radius
  - c. Allows the user to “Identify” on any feature to obtain more detailed information including providers
  - d. Show only providers matching filter criteria
  - e. Allows driving route to be defined and only show providers within a designated kilometer radius from the route
- 22) **User Settings Page**
  - a. Allows the user to change their passphrase
  - b. Allows the user to change email address
  - c. Allows the user to change the security question and answer
- 23) **Administrator Details Page**
  - a. Allows the Administrator to update their information that is displayed on the Administrator Information page
    - Page Title and Subtitle
    - Page summary
    - Address information
    - Contact information
- 24) **Manage provider QA scores which surface on the provider’s information page**
- 25) **Confirm provider web-template changes for their information pages**
- 26) **Configure comment default share options**
- 27) **Manager Providers Page**
  - a. Allows the Administrator to select a provider
    - Allows the Administrator to update the provider’s name
    - Allows the Administrator to inactivate a provider
    - Allows the Administrator to update whether the provider is In/Out of Service
    - Allows the Administrator to update the provider’s location information
    - Allows the Administrator to update the provider’s contact information
    - Allows the Administrator to update the provider’s general information
      - (i) Agency name, website, hours/months of operation, etc.
- 28) **Manage Provider Program Page**
  - a. Based on the provider, the program information can be updated
- 29) **Waitlist Administration Page**
  - a. Displays a current list of children waiting for placement
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Utilizes waitlist priority filters
    - Siblings
    - Parent works for provider
    - Special concerns
    - Parent attending school
  - e. Utilizes waitlist program filters
    - Age
    - Program type
  - f. Utilizes a Provider Selector if user is associated with more than one provider
  - g. Allows provider to view detailed information pertaining to the child or parent through a hyperlink approach
  - h. Allows the provider to place or remove a child, thus removing them from the waitlist for only this provider or alternatively removing the child from up to all waitlists across the service manager’s region
  - i. View or Add comments associated with the child
- 30) **View placed children and monitor if grace and follow up correspondence has been sent**
- 31) **Waitlist Reactivation Page**
  - a. Displays a current list of children eligible to be reactivated on a waitlist for selected provider
  - b. Contains a child search area
  - c. Capability to sort by each column of data
  - d. Option to use original application date or current date for prioritization purposes
- 32) **Utilizes waitlist priority filters View Comment History for children applied to this provider**
- 33) **View a child’s Application Activity for children applied to this provider**
  - a. Records all actions against an application (place, remove)
- 34) **Reports**
  - a. Waitlists, Placed Children, Children Exceeding Care, Applications to Inactive Programs, Children Referrals, Average Wait Time per Community, Average Wait Time per Operator, Provider Activity, Total Activity
  - b. Export reports to PDF or Excel formats
- 35) **Informative Links**
  - a. Multiple links to key community child care services
- 36) **Help Documents**
  - a. User Guide
  - b. Provider Guide
  - c. Administrator Administration Guide
  - d. ELR Guide



**Schedule “C”**

**LICENSING MODEL AND PRICING**

**LICENSING MODEL**

RBB proposes to implement the OneHSN™ Integrated Municipal Technology Platform in the City of London with the **OneHSN Community™** Integrated User Account Registry module and the **OneHSN Childcare™** Integrated Childcare Application and Waitlist module.

Included in this solution implementation:

- Hosted secure software application
- Project Management of solution implementation
- Workshop Training
- Technical Support
- License Fee, maintenance & upgrades.

**OneHSN Pricing SaaS (Based on 125 Childcare Provider Locations)**

The following is annual Software as a Service (SaaS) pricing for the OneHSN™ Community – User Registry and Childcare Application and Waitlist Modules. Fees include license, maintenance and support.

**OneHSN Community**

Integrated User Account Registry Module \$ 0

**OneHSN Childcare**

Childcare Application and Waitlist Module \$ 27,000/yr.

**(\$18.44/mth/location)**

*Note: It is recommended that integrated software solutions be incorporated within service level agreement with providers.*

**One Time Fees**

**Workshops & Travel**

Pre-Implementation Information Session (1 day - all providers)	\$ 1,500
On-site Training – Expert Personnel (1 day), Childcare Agencies (5 days)	\$ 7,500
Post Implementation Follow-up (2 days)	\$ 3,000
<b>TOTAL Workshops</b>	<b>\$ 12,000</b>

Travel (Estimate) \$ 5,500

*(Travel estimates are not included in the payment schedule and will be invoiced separately)*

**Recommended Options**

Initial Data Import/Entry & Configuration	\$ 7,500
Marketing and Communications Planning Support	\$ 2,000
<b>TOTAL Recommended Options</b>	<b>\$ 9,500</b>

**TOTAL Costs**

One Time Fees	\$ 21,500
Annual SaaS Fee (125 Childcare Locations) (\$18.44/mth/location)	\$ 27,000

*Plus applicable taxes. Travel estimates are not included in the payment schedule and will be invoiced separately.*

**Other Options**

3) Workshop – Requirements Analysis	\$ TBD
4) Workshop – Requirements Review	\$ TBD