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TO:	CHAIR AND MEMBERS COMMUNITY SERVICES COMMITTEE MONDAY, NOVEMBER 12, 2012
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR OF NEIGHBOURHOOD, CHILDREN & FIRE SERVICES
SUBJECT:	SOLE SOURCE PURCHASE OF A LICENSE FOR A CENTRALIZED CHILD CARE WAITLIST APPLICATION

RECOMMENDATION

That, on the recommendation of the Managing Director of Neighbourhood, Children & Fire Services, with the concurrence of the Manager of Purchasing and Supply, the following actions **BE TAKEN** with respect to the purchase of a license for a centralized child care waitlist application as a sole source purchase under section 14.3 of the City's Procurement of Goods and Services Policy.

1. The quote submitted by RBB Innovations, 78 Brock Street, Sault Ste. Marie, ON, P6A 8B4 for the supply and implementation of the Integrated Childcare Application and Waitlist Module (1List) at their proposed price of \$ 62,500, HST extra, **BE ACCEPTED** subject to the Corporation entering into an agreement for same;
2. Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this purchase; and
3. Conditional on the acceptance of the quote under (1) above, the attached proposed By-law (Appendix 1) **BE INTRODUCED** at the Council meeting of November 20, 2012, to approve the agreement with RBB Innovations Ltd for the supply and implementation of the Integrated Childcare Application and Waitlist Module, and to authorize the Mayor and City Clerk to execute the agreement.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Provincial Modernizing Child Care Policy Direction and Funding Announcements – September 10, 2012
- Access to Child Care Fee Subsidy Wait List Policy Change and Business Practice Changes – November 1, 2011
- Barriers and Challenges in Accessing Child Care in London – June 14, 2011
- Overview of Child Care in London and the City of London's Role as a Consolidated Municipal Service Manager (CMSM) – February 15, 2011
- Provincial Announcement on Early Learning and Child Care – May 10, 2010
- Provincial Announcement Regarding Full-Day Learning for Four and Five Year Olds in Ontario – November 16, 2009
- Full Day Learning for Four and Five Year Olds Pilot Projects in London– October 19, 2009
- Update on Provincial Child Care Funding Allocations – September 28, 2009
- Dr. Charles Pascal Report: With Our Best Future in Mind, Implementing Early Learning in Ontario – July 20, 2009
- Reinstating London's Child Care Fee Subsidy Wait List – February 25, 2008
- Options for Short Term Measures to Address the Child Care Fee Subsidy Wait List – October 29, 2007
- Child Care Fee Subsidy Wait List – October 15, 2007
- Child Care Fee Subsidy Wait List Policy and Wait List Implementation – July 9, 2007

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BACKGROUND

As the Consolidated Municipal Service Manager (CMSM) for London and Middlesex, Neighbourhood, Children and Fire Services has been working to continue the modernization of the child care and early years sector in London and Middlesex and to continuously improve our relationships with parents and service providers that was begun with the successful introduction of Web Based Billing and the successful launch of an On-Line Application Form for Fee Subsidy. Experience informs us that parents who need child care are spending a significant amount of time identifying child care centres near their home or work place and then contacting them one-by-one to have their child(ren) placed on each centre's Wait List. Similarly, child care providers are finding it challenging to communicate to prospective parents in a timely manner whenever they have a vacancy available. Therefore, a logical next step is the application of web-based technology to facilitate the connection between parents who are looking for a child care space and child care programs that have them.

One of the Consolidated Municipal Service Manager's critical service delivery responsibilities is the ability to plan and anticipate current and future needs for early learning and child care in our community. At present, the only mechanism to estimate demand for child care is the anecdotal reporting of Wait List information maintained by child care providers. As there is no standard protocol in place by which child care providers collect and store this information, there is no consistency or reliable accuracy associated with the data that is reported. It is understood that parents place their child's name on the Wait List for multiple child care programs, leading to an overstatement of demand. Furthermore, the demand data that is available to Neighbourhood, Children and Fire Services reflects the child care provider's perspective, and may not accurately reflect the parent's preferred location. With multiple children on multiple centres' Wait Lists, there is no true picture as to the actual need by geographic area, by age groupings, by number of centre staff required, or by amount of funding needed for subsidy or capital.

Centralized Child Care Waitlist Module (1List)

Neighbourhood, Children and Fire Services has identified a "built" solution called "1List" that comprehensively addresses the unique needs of parents, child care providers and Neighbourhood, Children and Services. (The Centralized Waitlist Module (1List) is a component of the One Human Service Network (OneHSN.) The web-based centralized child care waitlist management application was developed by RBB Innovations Ltd. (www.rbbinnovations.com), and is currently in use by the Sault Ste. Marie and Thunder Bay District Social Services Administration Boards (DSSABs) and the CMSMs of Niagara Region and Kingston. The Waterloo, Chatham/Kent and Brantford CMSMs are also currently looking at purchasing this software and services from RBB Innovations. Current clients of this company are the Ontario government including the Ministry of Children & Youth Services, Ministry of Community & Social Services, Ministry of Natural Resources, Ministry of Health & Long Term Care and North Bay Regional Health Centre as well as others.

In the Centralized Waitlist Module (1List), information on every participating licensed child care program in London and Middlesex is inputted into the application's data base. The child care programs have full control over their information and can update any of it, including vacancy information, at any time.

When parents access the system, they first register with a unique User ID and password combination known only to them. Parents then identify the type of child care space for which they are looking (i.e. full-time Infant in North London; Before and After School 3 days a week; etc.). Parents can either search the child care providers' information to see where spaces might be available, or choose to have their name added to the Wait Lists of the centres they select. The system then notifies each child care provider that the parent wishes to have their name added to their Wait List. When a space becomes available, the child care provider uses the 1List system to contact the parent about the vacancy. Once this initial contact is made, the parent and the child care provider continue to work out the remaining registration details as part of the provider's normal registration process.

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The personal information collected from parents is disclosed to child care providers only after the consent of the parents is obtained pursuant to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Additionally, child care providers will be required contractually to keep any personal information received confidential and secure. RBB Innovations Ltd. will be required to maintain Commercial General Liability Insurance in the amount of not less than ten million (\$10,000,000) dollars and Professional Liability Insurance in the amount of not less than two million (\$2,000,000) dollars. Risk Management advises this is an acceptable risk. Further, the City will maintain the right to request additional insurance if it deems it appropriate.

No personal information is made available to the City or County. Rather, the City, acting in its role as the CMSM service delivery agent for London and Middlesex, will only be able to obtain aggregate demographic data (i.e. demand by neighbourhood, demand by age group) relevant to its planning requirements.

Benefits

The 1List centralized waitlist solution addresses the needs of parents, child care providers and Neighbourhood, Children and Fire Services as follows:

Parents – Parents input their confidential data into the system once, and then select all of the child care programs where they want to have their child’s name added to the Wait List. Instead of the parents having to contact each child care provider separately, the system notifies all selected providers that the parent’s name has been added to their Wait List. And as the application is web-based, parents are able to conveniently search for vacancies and add their names to multiple Wait Lists in the evenings and on weekends, at times when the child care providers are typically not open.

Child Care Providers – As soon as a child care space becomes available, the child care provider can have the system notify the parent(s) that are on their Wait List. This reduces the amount of time between when a space becomes available and when it gets filled, helping the child care providers manage their operations more effectively. Evidence from other jurisdictions that already use this application indicate that this efficiency is particularly beneficial to smaller, independent non-profit child care organizations that typically have fewer marketing and administrative resources.

Neighbourhood, Children and Fire Services – The “back end” of the application will provide Neighbourhood, Children and Fire Services with real time data on demand for child care in the CMSM. This data is invaluable in planning and mapping where the demand for service truly exists in our community. Additionally, implementation of this technology positions the City of London as an early adopter amongst our peers and the Province.

Additional Benefits with the 1List Application/RBB Innovations

- Tested and established product in a CMSM environment
- Adheres to City of London’s Information Technology Services security standards
- 1List is compatible with the software being developed for the Family Centres technology platform, allowing for potentially further integration of applications in the future
- Site-specific configuration allows for local flexibility and CMSM branding
- The supplier includes comprehensive implementation, training and ongoing support program for software and end users
- Unique user needs can be identified through user-specific workshops before configuration of 1List functionality option
- The CMSM retains rights to data and administration of site

In order to realize all the benefits noted above, Neighbourhood, Children and Fire Services is requesting authorization to purchase a license for the Integrated Childcare Application and Waitlist Module (1List) as allowed under the Procurement of Goods and Services Policy –



In order to realize all the benefits noted above, Neighbourhood, Children and Fire Services is requesting authorization to purchase a license for the Integrated Childcare Application and Waitlist Module (1List) as allowed under the Procurement of Goods and Services Policy – Section 14.3 Non-Competitive purchases – Sole Source. This purchase will allow Neighbourhood, Children and Fire Services to continue to leverage technologies to improve the ability to plan and anticipate current and future needs for early learning and child care in our community.

Rationale for Sole Source Contract

- Neighbourhood, Children and Fire Services staff researched the market for this type of application. Staff spoke with their counterparts in other CMSMs (Kingston, Waterloo, Niagara and Chatham-Kent) and also to child care operators using this application in Sault Ste. Marie, Thunder Bay and Niagara. No other suitable vendors with a built solution were identified. A similar application used in Ottawa does not have the same depth of data and the mapping applications were not as sophisticated.
- The City of London’s Information Technology Services has confirmed there is no internal capacity to build a program from the ground up

FINANCIAL IMPACT

Costs for this project are as follows:

Annual costs: \$36,000 plus HST

- License - \$27,000 per year based on 125 child care sites (London & Middlesex sites)
- Support - \$9,000 (\$1,500/month for first 6 months. On-going need to be evaluated after 6 months)

One-time start-up costs - \$26,500

- \$12,000 - Implementation and Training Workshops
- \$5,000 - Supplier related travel costs
- \$7,500 - Initial Data Import/Entry & Configuration
- \$2,000 - Marketing and Communications Planning Support

Funding for the purchase of the initial license and one-time start-up costs, in 2012, will come from 100% Provincial Funding provided by the Ministry of Education to the London-Middlesex CMSM in July 2012 for the purpose of supporting and building capacity within the child care community. The annual license fee in future years will be absorbed within the existing Neighbourhood, Children and Fire Services budget.

SUBMITTED BY:	RECOMMENDED AND CONCURRED BY:
	
IAN GIBB MANAGER, CHILDREN’S SERVICES NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES	LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN & FIRE SERVICES



Appendix 1

Bill No.
2012

By-law No.

A By-law to approve an Agreement with RBB Innovations Ltd.; and to authorize the Mayor and the City Clerk to execute the Agreement.

WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 9 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS section 10 of the *Municipal Act, 2001* provides that the City may provide any service or thing that the City considers necessary or desirable for the public, and may pass by-laws respecting same, and respecting economic, social and environmental well-being of the City, and the health, safety and well-being of persons;

AND WHEREAS the *Day Nurseries Act, R.S.O. 1990, c. D.2* provides that the council of a municipality may pass by-laws granting aid to day nurseries; and may pass by-laws granting aid to any person providing private-home day care; and that the Minister may enter into agreements with municipalities or delivery agents respecting the provision of day nursery services by a day nursery and the provision of private-home day care by a private-home day care agency;

AND WHEREAS pursuant to the *Day Nurseries Act*, the City of London is the Delivery Agent for the geographic area of the City of London and County of Middlesex;

AND WHEREAS the City has entered into an agreement with Her Majesty the Queen in right of Ontario as represented by the Minister of Education, effective as of January 1, 2012, wherein the Ministry agrees to pay the City for admissible expenditures incurred pursuant to the agreement;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Agreement attached as Schedule "A" to this by-law between RBB Innovations Ltd. and The Corporation of the City of London for a web based solution to support a centralized childcare information and wait list system, is hereby authorized and approved.
2. The Mayor and City Clerk are authorized to execute the agreement authorized and approved under section 1 of this by-law.
3. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council

, 2012.

Joe Fontana
Mayor

Catharine Saunders
City Clerk

First reading -
Second reading -
Third reading -