



CITY OF HAMILTON
COMMUNITY & EMERGENCY SERVICES DEPARTMENT
Children's & Home Management Services Division

TO:	Chair and Member Emergency & Community Services Committee
COMMITTEE DATE:	January 18, 2016
SUBJECT/REPORT NO:	RBB Innovations Ltd. Contract Renewal (CES16002) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Grace Mater (905) 546-2424 ext. 4979 Jessica Bryson (905) 546-2424 ext. 3590
SUBMITTED BY:	Joe-Anne Priel General Manager Community & Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the General Manager of Community & Emergency Services be authorized and directed to single source RBB Innovations Ltd. for the renewal of the OneHSN Childcare Solutions contract at an estimated cost of \$228,100 to be funded from the existing Children's & Home Management Services (CHMS) budget and paid for using 100% Ministry of Education funding;
- (b) That the General Manager of Community & Emergency Services or designate be authorized and directed to negotiate and execute a two-year agreement renewal with RBB Innovations Ltd. for the OneHSN Childcare Solutions contract on behalf of the City of Hamilton, in a form satisfactory to the City Solicitor; and,
- (c) That the General Manager of Community & Emergency Services or designate be granted the authority to further extend the agreement renewal with RBB Innovations Ltd. for the OneHSN Childcare Solutions contract on behalf of the City of Hamilton for an additional two years.

EXECUTIVE SUMMARY

The Hamilton OneHSN website was launched in February 2014 in partnership with the Community and Emergency Services Department, Children's and Home Management Services (CHMS) Division and the Hamilton Best Start Network. The website provides parents and caregivers with a single point of access to licensed child care providers, making it easier for families to apply and register for child care. OneHSN eliminates the need for families to apply to multiple waitlists by bringing all information together in one convenient location.

The website is also an important tool for child care operators to market their child care programs and help to manage their waitlists. Lastly, the website provides the City of Hamilton, as the service system manager for child care, with additional data to better understand the current needs and gaps within the child care system for planning purposes.

It is recommended that the CHMS Division proceed with a single source for this software service, given that the Hamilton OneHSN system which was developed and is managed by RBB Innovations Ltd:

- is proprietary software
- meets a unique need within the community
- is being used by several other municipalities across the province
- is able to interface with the existing OCCMS system being used across the province

As well, child care operators have already been trained and are familiar with the use of this technology. To explore alternate software systems at this point would require significant financial and human resources and would be time consuming to implement.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

The total cost to renew the existing Hamilton OneHSN contract, which is to include a new online fee subsidy module, will be approximately \$228,100 over two years. The estimated costs will be \$115,700 in 2016 and \$112,400 in 2017. The cost of the contract is based on the number of licensed child care centres and number of licensed home child care providers, therefore the costs may vary slightly from the original projections.

Both 2016 and 2017 costs will be included within the existing CHMS budget and will be paid using 100% Ministry of Education funding.

Staffing:

There are no staffing implications.

Legal:

CHMS staff will work closely with Legal Services staff to review and negotiate the contract renewal with RBB Innovations Ltd.

HISTORICAL BACKGROUND

In January 2014, the CHMS Division in partnership with the Hamilton Best Start Network, contracted with RBB Innovations Ltd. to implement an online centralized child

care registry, called OneHSN Childcare Solutions (“Hamilton OneHSN”). The Hamilton OneHSN website, www.HamiltonOneHSN.com was officially launched in February 2014.

As recommended in the 2012-2015 Early Years Community Plan, the introduction of an online child care registry supported our commitment to improving information about and access to early years and child care services in our community. The introduction of an online child care registry also supported the work of stabilizing and transforming the child care sector.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Not applicable.

RELEVANT CONSULTATION

Throughout the initial launch process, and as further updates have been made to the Hamilton OneHSN website, CHMS staff have continued to inform and engage the child care sector. Staff have provided regular updates to child care operators and the broader early years community, and have encouraged ongoing feedback from the sector on ways to continue to improve the system.

City staff and RBB Innovations Ltd. have supported child care operators by providing comprehensive training on the use of the registry and managing waitlists. City staff have also implemented a comprehensive communication strategy to inform families of the Hamilton OneHSN website, including social media updates, media releases, advertisements in the City of Hamilton recreation guide, providing postcards to families via licensed child care centres, libraries, recreation centres, Ontario Early Years Centres, and providing print materials to families applying for fee subsidy.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Hamilton OneHSN allows parents/caregivers to:

- **Find** different child care providers and the type of care offered.
- **Locate** child care programs close to home or work.
- **Apply** to any number of licenced child care programs.
- **Access** applications anytime, anywhere.

Hamilton OneHSN enables child care operators to efficiently and effectively manage their waitlists, as well provides an online marketing opportunity for child care operators to provide information about their centre to families the community.

Hamilton OneHSN provides the City of Hamilton as the Consolidated Municipal Service Manager (CMSM) for child care and early years with real time accurate data on the demand for child care that will better inform policy and planning.

In 2016, CHMS staff will be working with RBB Innovations Ltd. to enhance the OneHSN website by adding the online fee subsidy module. This module will allow families to apply for fee subsidy online, making services more accessible to families. The module will also interface with the existing Ontario Child Care Management System (OCCMS) that CHMS staff utilize to manage the fee subsidy caseload, therefore reducing data entry duplication.

Since the website's launch in February 2014, over 2,600 families have registered for child care using OneHSN and 75 child care operators have registered over 200 programs online. Since the initial launch, CHMS staff have continued to work with RBB Innovations Ltd. and child care operators to enhance and improve the website.

ALTERNATIVES FOR CONSIDERATION

Not applicable.

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

- 2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.
- 2.2 Improve the City's approach to engaging and informing citizens and stakeholders.
- 2.3 Enhance customer service satisfaction.

APPENDICES AND SCHEDULES ATTACHED

None