



**CITY OF HAMILTON**  
**CITY MANAGER'S OFFICE**  
**Human Resources Division**

<b>TO:</b>	Chair and Members Audit, Finance and Administration Committee
<b>COMMITTEE DATE:</b>	December 10, 2020
<b>SUBJECT/REPORT NO:</b>	Parklane Workplace Management System (HUR20013) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Gord Muise (905) 546-2424 Ext. 2655 Heather McNicol (905) 546-2424 Ext. 2635
<b>SUBMITTED BY:</b>	Lora Fontana Executive Director Human Resources
<b>SIGNATURE:</b>	

**RECOMMENDATION**

- (a) That the request to move from single source-procurement to standardization for a five (5) year term (January 1, 2021 to December 31, 2025), pursuant to Procurement Policy #14 – Standardization, for access to, and use of the Parklane Workplace Management System, be approved: and,
- (b) That the Executive Director, Human Resources be authorized to negotiate, enter into and execute the extension of the current agreement and any ancillary documents required to give effect thereto with Parklane Computer Systems, in a form satisfactory to the City Solicitor

**EXECUTIVE SUMMARY**

Parklane Workplace Management System (“Parklane”) is used to manage both occupational and non-occupational disability caseloads and to provide a means to maintain, track and monitor confidential medical records. The City procured licensing access to Parklane in 2010. Currently with 20 licenses and 27 top tier users, City employees (including Police and Library) rely daily on Parklane for the claim management of every aspects of occupational and non-occupational health. In addition, WSIB claims are entered online through the Supervisor Incident Report by leaders across the organization as a familiar and efficient process that ensures the timely reporting of workplace accidents and injuries.

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Since 2010, Human Resources has utilized the Procurement Policy #11 Non-Competitive Procurements provisions to acquire and maintain this invaluable software. Currently, Human Resources is seeking Council approval for Procurement Policy #14, Standardization, because it would otherwise be before Council as a request to extend the existing Policy #11 as a result of the contract term agreement ending on December 31, 2020, and the looming exhaustion of the currently allowable aggregate sum of the \$250,000. The business case to move from a single source procurement practice to a Standardization request, is compelling for the following reasons:

- The system is widely in use and holds a decade of historical data for the City's 8,000+ employees in relation to the confidential illness and injury specifics of those respective employees.
- Parklane has proven to be a critically successful product in the City's continuing evolution toward more effectively managing disability and absenteeism.
- The product has proven to be reliable and cost effective in relation to staff time and energy in terms of user-friendly platforms and integration with existing technology, including PeopleSoft, the City's Human Resources Management System.
- A product of choice for many other municipalities, hospitals and other public sector and private sector employers which assists the City in recruiting key positions within the City's Return to Work Services team whose daily use of Parklane is a valuable job skill.
- The City shares access to Parklane services with Police and Library staff responsible for disability management.
- Parklane provides similar functional benefits for disability practitioners as many of the Standard software approvals sought and approved by IT in its regular Standardization Report.

The current 2020 annual budgeted cost of Parklane is \$56,820 which covers a vast array of functional features that are outlined in the "Historical Background" section of this report.

### **Alternatives for Consideration – See Page 6**

### **FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: Budgeted. No budget pressures. Annual cost ~ \$56, 820

Staffing: None.

Legal: None.

## **HISTORICAL BACKGROUND**

In 2009, Human Resources sought competitive quotes for the provision of occupational and non-occupational disability technology to manage disability caseloads and provide a means to maintain, track and monitor confidential medical records. At the time, Parklane provided the City with the most appropriate functionality, compatibility to City IT systems (PeopleSoft) and cost efficiency. Parklane is one of the leading providers of Occupational Health and Safety software and is a recognized name in disability management markets (hospital, government, education, municipalities, utilities, manufacturing aerospace, etc.).

The vast array of functional features that are provided under the Parklane Computer Systems agreement are as follows:

### **Incident Reporting (Occupational Claim Management)**

- Record incidents, lost time, health care, hazards/near misses
- Manage all compensation claims
- Track incident direct and indirect costs
- Report on including types, causes, corrections, root cause, etc.
- Customize attribute table for additional incident tagging
- Submit reports to the compensation board electronically
- Hundreds of built-in statistical reports
- Export data for hands on analyzing and dashboard reports
- Attach photos and documents right to the incident
- Review dates feature to keep your tasks and follow-ups organized
- Auto-filled report of accident forms for Canada and U.S.
- Online Incident Reporting will also eliminate paper and reduce data entry

### **Work Accommodation (RTW, Modified Work)**

- Track who's off and available for modified work
- Build custom multi-phase RTW programs
- Detail employee restrictions and modified duties
- Define temporary or permanent modified duties
- Link electronic documents to each case
- Built-in statistical reports and export features
- Pull reports on program results to identify programs that work
- Track accommodated work hours

### **Disability Management (Non-Occupational Claim Management)**

- Manage short and long term non-occupational claims
- Record days off, claim reasons, and costs

- Many customizable tables
- Categorize by permanent or temporary claims
- Customizable form letters
- Easily track your progress review dates and comments
- Built-in statistical reports and export features
- Monitor short- and long-term disability

#### Chart (Medical Charting)

- Record details of staff visits
- Identify trends in staff visits/calls
- Display summary of a employee history
- Variety of reports summarizing staff
- Electronically attach medical documents to chart
- Increased security ensures information is kept confidential
- Built in alerts warn of allergies and other need-to-know information
- Visits are summarized in each chart

#### Recall (Compliance)

- Record & track training, immunizations, testing
- Email notifications for due/overdue
- Built in/exportable compliance reports
- Personalized form letters for mass mailing/emailing
- Easily maintain your due diligence records

Original approval was received, and the City entered into agreement with Parklane for a three (3) year agreement January 1, 2010 to December 31, 2012. Further approval was received in 2012 in accordance with Procurement Policy #11 Non-Competitive Procurement, renewing the contract to 2016 and again extended for three (3) years in 2016. In 2019 another Policy #11 request was approved to extend to December 31, 2020 as the single source financial threshold (\$250,000) had not yet been exhausted.

Upon extending in 2019, it was discussed with Information Technology (IT) to add Parklane to the IT Standardization list to accompany the variety of software and other technology licences that are approved by Council. IT leadership agreed to submit Parklane on its Standardization report originally anticipated to be brought before Council in November of 2020. If approved, there would be no need for Human Resources to seek approval of an extension (Policy 11) prior to December 21, 2020. Due to COVID-19 and other considerations, the IT Standardization Report will not be brought to Council until after the expiry of the existing Parklane contract and approved funding. As a result, Human Resources is now bringing forward its own standalone Standardization request.

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Since 2013, Human Resources has utilized the Policy #11 provisions to acquire and maintain the invaluable Parklane software. The business case to move from a single source procurement practice that has been historically used to a Standardization request process, is compelling for the following reasons:

- The system is widely in use and holds a decade of historical data for the City's 8000+ employees in relation to the confidential illness and injury specifics of those respective employees.
- Parklane has proven to be a critically successful product in the City's continuing evolution toward more effectively managing disability and absenteeism.
- The product has proven to be reliable and cost effective in relation to staff time and energy in terms of user-friendly platforms and integration with existing technology, PeopleSoft, the City's Human Resources Management System.
- A product of choice for many other municipalities, hospitals and other public sector and private sector employers which assists the City in recruiting key positions within the City's Return to Work Services team whose daily use of Parklane is critical.
- The City shares access to Parklane services with Police and Library staff responsible for disability management.
- Parklane provides similar functional benefits for disability practitioners as many of the Standard software approvals sought and approved by IT in its regular Standardization Report.

The existing technology has served the City well for over a decade and in review of the historical advantages and intimate familiarity with the software by City staff, there is no demonstrated advantage, financial or otherwise, to move away from the Parklane platform at this time. In fact, to do so would place the City in a detrimental position. It is also noteworthy that the City manages the contract on behalf of the Police and Library boards as well. Any shift in direction would also place those groups in peril and reasonable notice would be necessary to allow them the opportunity to seek their own contract agreements for continued service.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

By-law 20-205 Procurement Policy, Policy 4.14 Standardization.

## **RELEVANT CONSULTATION**

Financial Services (Procurement)  
Corporate Services (Information Technology)

## **ANALYSIS AND RATIONALE FOR RECOMMENDATION**

**Not Applicable**

**ALTERNATIVES FOR CONSIDERATION**

In the alternative, Council could approve a one (1) year extension to the existing contract in the form of a Policy 11 approval beyond the current threshold of \$250,000 for an addition year's commitment (to December 31, 2021) of approximately \$56,820, at which time Human Resources would ask that IT proceed with adding Parklane to its Standardization list. This option is not recommended as it would be a redundant exercise since both options would achieve the same result.

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Or People and Performance**

A Healthy, Respectful and Supportive Workplace

**APPENDICES AND SCHEDULES ATTACHED**

None