



**CITY OF KINGSTON**  
**REPORT TO COUNCIL**

**Report No.: 12-217**

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**TO:** Mayor and Members of Council  
**FROM:** Lanie Hurdle, Commissioner, Community Services  
**RESOURCE STAFF:** Adèle Lafrance, Director, Community and Family Services  
**DATE OF MEETING:** June 19, 2012  
**SUBJECT:** F31-CS-CFS-2012-01 – Provision, Implementation and Support of a Centralized Childcare Information and Wait List System

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**EXECUTIVE SUMMARY:**

The purpose of this report is to seek Council approval to award the Request for Proposal issued for the purchase of a web based Centralized Childcare Information and Wait List System and approve associated startup costs. Council approval is required as staff received only two submissions for this RFP. Staff is recommending that the contract be awarded to the proponent with the lowest price and highest score.

Costs associated with the acquisition and implementation of this application will be funded from the Best Start Unconditional Grant. An additional allocation from the Best Start Unconditional Grant is also requested for reimbursement to childcare service providers who participate in the initial launch of the application for related one-time technology upgrades that may be required.

**RECOMMENDATION:**

**THAT** the RFP F31-CS-CFS-2012-01 for the purchase of a web based solution to support a Centralized Childcare Information and Wait List System for licensed childcare spaces be awarded to RBB Innovations for a total price of \$58,800 plus applicable taxes; and

**THAT** the Mayor and Clerk be authorized to enter into an agreement, in a form satisfactory to the Director of Legal Services, with RBB Innovations for the acquisition and ongoing support of this application; and

**THAT** up to \$114,600 be approved from the Best Start Unconditional Grant Reserve Fund to fund both the product purchase and reimbursements to participating childcare service providers for the technological upgrades required to permit them to participate in this initiative.

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**AUTHORIZING SIGNATURES:**

ORIGINAL SIGNED BY COMMISSIONER Lanie Hurdle, Commissioner, Community Services
ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER Gerard Hunt, Chief Administrative Officer

**CONSULTATION WITH THE FOLLOWING COMMISSIONERS:**

Cynthia Beach, Sustainability and Growth	N/R
Denis Leger, Transportation, Properties & Emergency Services	N/R
Jim Keech, President and CEO, Utilities Kingston	N/R

*(N/R indicates consultation not required)*

**OPTIONS/DISCUSSION:**

As the provincially designated Service Manager for childcare programs, the City of Kingston is responsible for the planning and administration of funds for childcare services in the Kingston Frontenac geographic area.

In the absence of a web based childcare information and wait list system, both full fee paying parents as well as subsidized parents must research and contact childcare agencies individually during business hours. The current enrollment process requires the parent to contact each agency individually by phone, in person, by email or visit their website if the agency has one.

This project will streamline the way in which families research childcare options and register on wait lists of licensed childcare agencies. This system will also change the means by which childcare agencies manage their wait list, moving away from paper copies and becoming automated.

The wait list registrations captured by this technology will provide the City’s childcare programs staff with data on the capacity of the participating agencies and local requirements for childcare. This supply and demand data will assist to strengthen childcare service management planning.

The procurement of this solution was identified in the City of Kingston’s 2011 – 2014 childcare management strategies approved by Council on November 24, 2012.

Only two (2) proposals were received in response to the RFP issued by the City. The chart below provides a cost summary for both proponents:

<b>Proponent</b>	<b>Initial Cost</b>	<b>Annual Support</b>
RBB Innovations	\$58,800	\$19,800
Response i.t.	\$298,500	\$183,500

The proposals were evaluated and scored by the evaluation team on the following criteria:

<b>Criteria</b>	<b>Weighting</b>
Company Profile and Experience	30%
Solution/Product Offering	30%
Pricing (related Costs and Fees)	35%
Accessibility for Ontarians with Disabilities Act	5%

RBB Innovations submitted a proposal that consistently ranked high in all categories resulting in their proposal scoring the highest overall. The RBB product already exists and is used by other municipalities who were consulted. It was of the opinion of the evaluation team that a demonstration of the proposed system would provide further assurance that the product would fully meet all the needs of the City of Kingston. This demonstration was done, and it was determined that RBB Innovations clearly understood the complexity of the project and would be

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the best fit to successfully implement a new web based centralized childcare information and wait list system.

The cost of this initiative includes \$58,800 for the customization and start up of the application, a 10% contingency (\$5,800) for one-time costs and an additional allocation of up to \$50,000 to reimburse childcare service providers who require technology upgrades to participate in the initial application launch. The requested upset value of the drawdown from the Best Start Unconditional Grant Reserve Fund is \$114,600.

**EXISTING POLICY/BY LAW:**

By-law 2000-134, a By-law to Establish Purchasing Policies and Procedures for the City of Kingston

**NOTICE PROVISIONS:**

N/A

**ACCESSIBILITY CONSIDERATIONS:**

Consideration of the *Ontarians with Disabilities Act* is incorporated into every City issued RFP.

The RFP required that the application feature all registrant and service provider pages/screens in choice of English or French language, in accordance with provincial requirements of designated service managers under the *French Language Services Act*.

**FINANCIAL CONSIDERATIONS:**

There are no 2012 operating budget implications associated with the acquisition of the web based childcare wait list registry.

The acquisition and start up costs associated with the implementation of the on-line web based centralized childcare wait list registry will be funded from the Best Start Unconditional Grant Reserve Fund. The unallocated balance of the Best Start Unconditional Reserve Fund, prior to this requested drawdown, is \$751K including accumulated interest as of April 30, 2012.

The annual support cost of \$19,800 will be funded within the provincially cost shared childcare programs administration operating budgets commencing in 2013.

**CONTACTS:**

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Adele Lafrance, Director, Community and Family Services Dept. 613-546-2695 ext. 4801

**OTHER CITY OF KINGSTON STAFF CONSULTED:**

Laura Austin, Supervisor, Childcare Programs, Community and Family Services  
Janis Morrison, Purchasing Coordinator, Financial Services  
Rick Potter, Analyst Developer, Information Systems  
Shelley Rizzo, Corporate Buyer, Financial Services

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Desiree Kennedy, City Treasurer  
Alan McLeod, Senior Legal Counsel  
Cheryl Hitchen, Manager, Social Planning and Policy

**EXHIBITS ATTACHED:**

N/A