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ONTARIO CHILD CARE MANAGEMENT SYSTEM CONTRACT RENEWAL

The Community and Health Services Committee recommends the adoption of the recommendations contained in the following report dated November 26, 2009, from the Commissioner of Community and Health Services.

1. RECOMMENDATIONS

It is recommended that:

1. Regional Council authorize a Purchase of Service Agreement with Mission Systems Development Corporation, for a four year period from January 1, 2010 to December 31, 2013 for upgrades, enhancements and support to the Ontario Child Care Management System. This approval is subject to the prior review of Legal Services and 100% funding by the provincial government and utilizing the sole source purchase provision in the Region's Purchasing By-Law.
2. The Commissioner of Community and Health Services be authorized to execute such agreements with the Ministry of Children and Youth Services and Mission Systems Development Corporation on the Region's behalf.

2. PURPOSE

This report requests approval from Regional Council to purchase services from Mission Systems Development Corporation for ongoing system upgrades, enhancements, and support services, for a four year period, subject to 100% funding by the Province.

3. BACKGROUND

York Region has managed the development and distribution of the Ontario Child Care Management System to support Consolidated Municipal Service Managers (CMSMs)

In August 1998, Regional Council approved the development of an Ontario-wide system to support CMSMs with child care program management responsibilities. York Region's Child Care database was used to develop the Ontario Child Care Management System database, and York Region continues to own the Ontario Child Care Management System source code.

In April 1999, Regional Council authorized entering into an agreement with the Ministry of Community and Social Services to manage the ongoing development of the Ontario Child Care Management System and its distribution to CMSMs in Ontario. As part of this agreement, York Region procured the services of Mission Systems Development Corporation through its normal tender process in July 1999, to support the development of the Ontario Child Care Management System. This procurement was amended to include enhancements and upgrades as directed by the Ministry.

The current contract with Mission Systems Development Corporation was authorized by Council with the adoption of Clause No. 3 of Report No. 3 of the Community and Health Services Committee on March 29, 2007, for a four year period ending December 31, 2009.

4. ANALYSIS AND OPTIONS

York Region continues to be the Project Manager for the Ontario Child Care Management System, providing operational leadership for new version development and system enhancements

In early 2000, York Region staff in the Social Services Branch assumed the role of Program Manager for the Ontario Child Care Management System. The system has been successfully developed, tested and implemented in 46 of 47 CMSMs across Ontario.

New Ontario Child Care Management System versions, enhancements and continuous improvement upgrades are required on an ongoing basis so that the system can respond to changes in legislation and service delivery. In the partnership between York Region, the Ministry, and a CMSM user group review and approve upgrades, enhancements and service supports to the Ontario Child Care Management System.

Upgrades and enhancements are managed by York Region with Mission System Development Corporation subsidized at 100% by the Ministry

Modifications to the Ontario Child Care Management System are authorized through "User Requests". Through the year, formal written user requests are received by York Region staff in the Social Services Branch from the Ministry and the CMSM User Group. These requests specify and authorize system upgrades and enhancements. York Region Social Services staff manages the implementation of these user requests with Mission Systems Development Corporation.

The funding agreement with the Ministry remains at 100% subsidy. York Region remains the development manager and owner of the Ontario Child Care Management System source code. User requests that specify and authorize system upgrades and enhancements continue to be subsidized at 100% from the Province. It is expected that enhancements,

upgrades and support services to the OCCMS will continue for the next four years, as has been the case since the outset of the project in 1999.

There are three staff positions to perform application testing and province-wide co-ordination functions. Two of these positions have been 100% provincially funded since 2001, with the third funded 100% provincially since 2007.

Retention of the services of Mission Systems Development Corporation are required under the sole source provision to ensure the ongoing, effective support of the province-wide Ontario Child Care Management System upgrades and enhancements

Given the complex specialized and technical nature of services provided by Mission Systems Development Corporation, and the provincial reach of the system, it is essential to continue to retain Mission Systems Development Corporation to support York Region in the development of current and future upgrades, enhancements and support services over the next four years. The Region has the authority to retain a specific provider under the sole sourcing provisions contained in Section 10.1 of the Region's Purchasing By-Law where the "compatibility of a purchase with existing equipment, facilities or service is the paramount consideration".

5. FINANCIAL IMPLICATIONS

It is anticipated that approximately \$1.8 million will be paid to Mission Systems Development Corporation for development, testing, system support services and upgrading of the Ontario Child Care Management System technology over the next four years. These costs are fully funded by the Province and there is no Regional tax levy impact.

6. LOCAL MUNICIPAL IMPACT

Child Care services are provided in all local municipalities. Therefore, residents and child care service providers throughout the Region benefit from a system that provides effective tracking and management of the financial and service elements of the overall delivery system.

7. CONCLUSION

The Ontario Child Care Management System is an established and successful, province-wide database used by 46 of 47 CMSMs to manage their child care program responsibilities. The system requires ongoing modifications and enhancements in order for CMSMs, including York Region, to continue to manage effectively.

York Region, as the owner of the Ontario Child Care Management System source code, has continued to provide operational leadership and project management responsibilities in support of these enhancements, upgrades, and associated support services.

This report requests approval from Regional Council to continue to retain services from Mission Systems Development Corporation to provide the ongoing upgrades, enhancements, and support services for the Ontario Child Care Management System and to authorize the Commissioner of the Community and Health Services Department to enter into funding and service agreements with the Ministry and Mission Systems Development Corporation, subject to 100% provincial funding.

For more information on this report, please contact David Rennie, General Manager, Social Services at Ext. 2013.

The Senior Management Group has reviewed this report.