
REPORT TITLE: **Supply of Ontario Child Care Management System Software Application, Maintenance, Support and Hosting, Document 2021-699N**

FROM: Sean Baird, Commissioner of Service Excellence and Innovation

RECOMMENDATION

That a contract (Document 2021-699N) for the Supply of Ontario Child Care Management System Software Application, Maintenance, Support and Hosting be awarded to Mission Systems Development Corp. in the estimated amount of \$25,000.00 (excluding applicable taxes) for a contract period of 12-months pursuant to Procurement By-law 30-2018, as amended;

And further, that authority be granted to renew the Contract on an annual basis (or for multiple years at a discounted rate) for ongoing maintenance, support, and to increase the Contract for any upgrades, technical support, implementation and additional modules and licenses for the duration of the life of the software or until such time that a new technology is available to suit the Region of Peel's requirements, subject to satisfactory performance, pricing and approved budget.

REPORT HIGHLIGHTS

- The Ontario Child Care Management System (OCCMS) is a software application endorsed by the Ministry of Education for the provision of children's services programs.
- The Region of Peel's Human Services Department has been using the application since early 2000 to manage its child care services programs.
- Annual renewals are required to continue receiving software maintenance, support, licensing and hosting services from the Vendor.
- Mission Systems Development Corp. is the developer of the application and continues to be the sole vendor who can provide ongoing maintenance and support.

DISCUSSION

1. Background

The Ontario Child Care Management System (OCCMS) is a software application endorsed by the Ministry of Education, Children and Youth Services for province-wide use by the Consolidated Municipal Service Managers and District Social Services Administration Boards (CMSMs/DSSABs) in the provision of children's services programs.

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Mission Systems Development Corp. is the developer of the program code and software application for The Regional Municipality of York. The Regional Municipality of York manages OCCMS on behalf of the province and provides operational leadership for new version development, system enhancements and service support. OCCMS data hosting is maintained by Mission Systems Development Corp.

The OCCMS has been used by the Region of Peel's Human Services Department since early 2000 to administer, manage and distribute child care fee subsidies and other child care funds for children 12 years and younger, in addition to managing: child care wait lists, all on-going clients, and child care centres within the Region of Peel.

Recent provincial commitments focused on transformation and increasing access to licenced child care services has put pressure on OCCMS to meet these new requirements. Ongoing application and technical upgrades to OCCMS will be required, and in alignment with the Region's approved technical standards and platform strategy, it is recommended to move to a hosted agreement with Mission Systems Development Corp.

The Vendor has been providing the Region of Peel with maintenance and support services for the OCCMS and the On-line Application Forms (OLAF). With the upcoming renewal, hosting services will also be included to better ensure uninterrupted services and system availability; as well as a consistent system maintenance and upgrade schedule. Mission Systems Development Corp continues to be the sole vendor who can provide support and perform ongoing work to OCCMS and any related applications.

The current one-year term expires on December 31, 2021, and to ensure uninterrupted support for the software, approval is requested to renew the support agreement for a period of 12-months with an option to renew annually (or for multiple years at a discounted rate) for the lifecycle of the system or until such time that a new technology is available to suit the Region of Peel's requirements.

2. Procurement Process

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-Law 30-2018.

In accordance with Procurement By-Law 30-2018, section 5.2.1 and Amending By-Law 4-2020, which authorizes the award of direct negotiation procurements for goods and services that are reasonably available from only one source by reason of the scarcity of supply in the market or the existence of exclusive rights held by any vendor or the need for compatibility with goods and services previously acquired and there are no reasonable alternatives or substitutes.

FINANCIAL IMPLICATIONS

There are sufficient funds in the Operating Cost Centre IB00009.

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