
REPORT TITLE: Supply and Hosting of Jacobs Time Manager Scheduling Solution

**FROM: Sean Baird, Commissioner of Digital and Information Services
Cathy Granger, Acting Commissioner of Health Services**

RECOMMENDATION

That a contract (Document 2020-507N) for the supply and hosting of Jacobs Time Manager scheduling solution be awarded to Interdev Technologies in the estimated amount of \$370,000, exclusive of 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 for ongoing maintenance, support, upgrades and additional licenses for the lifecycle of the solution in the estimated annual amount of \$148,000, exclusive of applicable taxes, subject to satisfactory performance, price and approved budget, and on business terms satisfactory to the Commissioner of Digital and Information Services and the Commissioner of Health Services and on legal terms satisfactory to the Regional Solicitor.

REPORT HIGHLIGHTS

- Peel Regional Paramedic Services (PRPS) has been using the Jacobs Time Manager solution scheduling tool hosted on the Region's server since PRPS joined the Region of Peel.
- As a result of COVID-19, Peel Regional Paramedic Services, Long Term Care and Public Health have been struggling to operate their respective scheduling services.
- To meet the scheduling challenges, it is estimated that Health Services spends in excess of \$500,000 per year on additional staffing resources to meet their scheduling demands.
- To help address the scheduling challenges of COVID-19, an initiative to move to an externally hosted version of the JBS Time Manager solution hosted by Interdev Technologies is required.
- The implementation of the JBS Time Manager scheduling tool will be on an interim solution until the corporate Enterprise Resource Planning solution is available.

DISCUSSION

1. Background

Since Joining the Region, Peel Regional Paramedic Services has been using the JBS Time Manager scheduling solution to facilitate staff scheduling. Today, Long Term Care and Public Health use a highly manual scheduling process supported by Microsoft Excel spreadsheets. As a result of COVID-19, Peel Regional Paramedic Services (PRPS), Long

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Term Care (LTC) and Public Health (PH) have been struggling to operate their respective scheduling services. For Peel Regional Paramedic Services, scheduling staff must work from Regional facilities as the current solution does not provide the required functionality and performance to allow for an effective remote work environment. For Long Term Care and Public Health, the lack of a scheduling tool makes service delivery extremely labour intensive, challenging, and prone to errors.

The complexities of scheduling within Health Services:

- 1200 Long Term Care staff in five Long Term Care facilities
- 780 Paramedic Services staff operating out of four Paramedic Reporting Centers
- 500 Public Health staff
- Multiple collective agreements in Long Term Care, Paramedic Services and Public Health
- 24/7 operations
- Legislative staffing requirements

To meet the scheduling challenges it is estimated, that Health Services, spends more than \$500,000 per year on additional staffing resources to meet their scheduling demands.

To help resolve these issues and plan for future impacts of COVID-19, an initiative to move to an externally hosted version of the JBS Time Manager solution by Interdev Technologies needs to be undertaken. This initiative is meant to be an interim solution until the new Enterprise Resource Planning (ERP) solution has been implemented for the organisation. Additionally, moving to the Interdev Technologies hosted solution will allow all staff access to web-based self-service functionality thereby increasing the efficiency of filling open shifts and the ability to have scheduling staff initiate automated call-out functionality to facilitate shift coverage. In addition, the Interdev solution provides 24/7 technical support as they work 20 out of 24 hours per day in some locations.

This request consists of:

1. Moving the current Peel Regional Paramedic Services JBS Time Manager scheduling solution to an Interdev Technologies hosted environment.
2. Configuration and implementation of the Interdev Technologies hosted JBS Time Manager scheduling solution to deliver scheduling functionality for Long Term Care.
3. Configuration and implementation of the Interdev Technologies hosted JBS Time Manager scheduling solution to deliver scheduling functionality for Public Health.

The Region of Peel has been using Interdev Technologies since 2015 for the hosting of the Paramedic Services electronic Patient Care Record (ePCR) and is the sole hosting provider for the JBS Time Manager solution. Additionally, Interdev Technologies currently hosts the JBS Time Manager solution for several peer paramedic services and long-term care services. The knowledge and experience of Interdev Technologies will aid in the move to a hosted JBS Time Manager environment in the seamless manner for Health Services.

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.

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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.

Interdev Technologies is the only vendor who can currently host the JBS Time Manager scheduling solution in a web-based format which provides real time access to relevant data required to schedule staff.

FINANCIAL IMPLICATIONS

There are sufficient funds for the 2020 Capital Cost Centres: GW20510 (PRPS), CE00005 (LTC), 15-5306 (Public Health). Future licensing costs will be covered through operational efficiencies.

For Public Health and Long-Term Care, it is expected that efficiencies achieved through the replacement of labour intensive manual processes and the avoidance of errors related to those manual processes will be realized in the short term, however full operational cost savings and efficiencies, will not be understood or realized until each of the Health Services divisions has had sufficient time to implement and adopt the full solution.

Approval is requested for the implementation of an interim JBS Time Manager scheduling solution by Interdev Technologies, for Health Services, in the estimated amount of \$370,000, exclusive of applicable taxes.

Approval for the annual renewal of an interim JBS Time Manager scheduling solution is requested for the lifecycle of the solution or until the corporate Enterprise Resource Planning solution has been implemented, in the estimated total annual amount of \$148,000, exclusive of applicable taxes.

CONCLUSION

The web-based solution for the hosting of the JBS scheduling solution for Paramedic Services, Long Term Care and Public Health will streamline the demand for multiple manual processes and adjustments required in the current state. The solution will also reduce user error as most of the current application is a manual process.

The accurate scheduling of staff for these three critical areas is important and informs the accurate payment of staff and assuring resources are in place each and every day to service the needs of our residents.

For further information regarding this report, please contact Ray Wallace, D&IS Business Partner, IT Solutions, ext. 2853, ray.wallace@peelregion.ca

Authored By: Ray Wallace, D&IS Business Partner, IT Solutions

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Reviewed and/or approved in workflow by:

Department Commissioners and Division Directors.

Final approval is by the Chief Administrative Officer.

A handwritten signature in black ink, reading "Nancy Polsinelli". The signature is written in a cursive style with a large initial "N" and "P".

N. Polsinelli, Interim Chief Administrative Officer