Ontario Autism Program:

Independent Intake Organization

Applicant Response Document

Organization Name:

Application submission instructions

Your completed application must be emailed by **February 26, 2021 at 5:00pm EST** to OAP_CFA@ontario.ca. Applications may be submitted in English or French. Applications in French will be translated into English by MCCSS.

Disclaimer

It is the Applicant's responsibility to ensure that all information provided by the Applicant is up-to-date and correct to the best knowledge of the Applicant.

It is the Applicant's responsibility to ensure that the application reaches the ministry on, or prior to, the application closing deadline. The ministry is not responsible for applications that are lost, delayed, misplaced or misdirected.

By submitting an application, Applicants acknowledge that this is not a competitive procurement/tender process and that determination of the successful candidates for funding shall be made at the ministry's sole and absolute discretion.

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Section 1: Terms and Conditions

1.1 Purpose of this Document

This Applicant Response Document is in response to the Call for Applications (CFA): Provincial Independent Intake Organization for the Ontario Autism Program issued in December 2020 and represents the Applicant's proposed plan.

1.2 Eligibility/Distribution

This CFA is open to both government-funded service providers and non-government funded providers (non-profit and for-profit) within Ontario. Given the significance and scale of the role, agencies may partner with other organizations for a joint submission in order to meet all requirements.

Note that the organization selected to be the Independent Intake Organization cannot deliver other OAP services that are funded through the Ontario Autism Program.

1.3 Confidentiality

This Applicant Response Document, and any other documents released, information provided and discussions that form part of the selection process, are strictly confidential and should not be divulged to anyone who is not directly involved in the preparation of the response. Additionally, all information within this application or gained during the CFA process or other processes will remain confidential by the Applicant.

All information provided by or obtained from the Ministry of Children, Community and Social Services (MCCSS) in any form in connection with this CFA either before or after the issuance of this CFA:

- Is the sole property of MCCSS and must be treated as confidential;
- Is not to be used for any purpose other than replying to this CFA and the performance of any subsequent agreement;
- Must not be disclosed without prior written authorization from MCCSS; and
- Shall be returned by the Applicants immediately upon the request of MCCSS.

It is a condition of this Applicant Response Document that the information provided herein is for the purpose of allowing Applicants to submit applications to the CFA for the Provincial Independent Intake Organization for the Ontario Autism Program

issued December 2020. It may not be used in any other context nor revealed to any other party not directly involved in the preparation of an application.

1.4 Preparation of the Application

The preparation and submission of the application shall be made without obligation to acquire any items included in the application, or to discuss the reason why the application is accepted or rejected.

MCCSS will not be responsible for or pay any expense incurred in the preparation of any application or in MCCSS' evaluation of it.

All prices quoted shall be consistently in Canadian dollars and all unit prices, charges and totals should be inclusive of all applicable taxes.

1.5 Partnership Opportunities

The nature of the Independent Intake Organization presents opportunities for organizations to build on or initiate innovative and collaborative partnerships, including both government-funded transfer payment agencies and non-government funded agencies (non-profit and for profit).

A group of organizations may submit a joint application that outlines how the organizations that form the partnership will work together to determine the type of service delivery model that would work best to perform the role of the Independent Intake Organization.

In the case of joint applications, MCCSS will apply the listed evaluation criteria to the collective capacity of the partnership. However, if multiple organizations are submitting a joint application, the partnership must identify a single organization as the "Applicant".

If a partnership is selected to take on the Independent Intake Organization role, the lead organization identified in the joint application would lead the implementation of the Independent Intake Organization role and would sign a time-limited Transfer Payment Agreement with MCCSS. It is expected that this lead organization would enter into sub-contractor agreements or Memoranda of Understanding with the other organization(s) within the partnership to define their required roles.

The lead Applicant cannot deliver other OAP services that are funded through the Ontario Autism Program.

1.6 Intent to Apply

Organizations who are interested in submitting an application for the IIO role are encouraged to email OAP_CFA@ontario.ca with their intent to apply and contact information for an organization representative. Emails should use the subject line: Independent Intake Organization – Intent to Apply – [Name of organization].

Organizations who send an intent to apply will have their contact email addresses added to a distribution list for information related to the IIO CFA. Note that an intent to apply is not a prerequisite to submit an application for the role of IIO to the ministry, however it will ensure that your organization receives any additional communications issued by the ministry. Note also that an intent to apply does not bind your organization to submit an application, it will only be used to assist in communications between the ministry and interested organizations.

Intent to apply emails should be submitted to the ministry by no later than January 15, 2021 at 5PM EST.

1.7 Virtual Information Session and Questions

To assist potential Applicants in understanding the CFA and associated process for application, MCCSS will hold virtual information sessions on Tuesday, January 19, 2021 from 10-11AM EST, and Thursday, January 21, 2021 from 2-3PM EST. Attendance by potential Applicants is not mandatory but they are strongly encouraged to attend.

In order to ensure that the Applicant selection process remains fair and equitable, this session will not provide new information. The virtual information session will consist of an overview of the Independent Intake Organization role and responsibilities, as well as a review of the CFA process and application requirements followed by an opportunity to ask questions related to the information presented.

If you have any questions regarding this CFA process please email OAP_CFA@ontario.ca with the subject line: Independent Intake Organization – Questions – [Name of organization]. Please note that any questions must be submitted by Friday, February 5, 2021, 5PM EST. To register for an information session, please e-mail with the subject line: Independent Intake Organization – Information session – [Date and name of organization]. Information on the selection process for OAP services can be found on the ministry webpage.

Section 2: Submission and Evaluation Process

2.1 Submission Process and Timelines

Applicants are encouraged to answer each of the questions clearly, completely and concisely.

Completed applications must be submitted by email to OAP_CFA@ontario.ca with the subject line: **"Independent Intake Organization – Application – [Name of Organization]"** and must be received by the ministry no later than 5:00PM EST on Friday, February 26, 2021.

Applicants will be sent an electronic confirmation of receipt of their application.

2.2 Evaluation of Applications

An MCCSS Evaluation Committee will review and score each application based on the demonstration of how the Applicant's proposed plan will meet the objectives and expectations identified in Section 3: Application Form for Independent Intake Organization and apply points for each of the Rated Criteria as set out in the chart below.

Rated Criteria	Available Points	Minimum Threshold
Part A – Rated Application Components		
Service Delivery	200	n/a
Technology	100	n/a
Implementation Plan	100	60
Total – Part A	**400**	**275**
Part B – Oral Presentation		
Oral Presentation	50	n/a
Total – Part B	**50**	**n/a**
Part C - Costing		

Costing	150	n/a
Total – Part C	**150**	**n/a**

2.2.1 Part A – Evaluation of Rated Application Components

The MCCSS Evaluation Committee will evaluate the service delivery, technology and implementation plan components of the submitted applications. Refer to the scoring scale below that will be used to score Part A – Rated Application Components.

The highest scoring five organizations from Part A – Rated Application Components who have scored a minimum combined score of 275 points or more of the available 400 points in Part A (including a minimum threshold score of 60 points out of the possible 100 points for the Implementation Plan) will be invited to proceed to Part B – Oral Presentation. In the event of a tie for the fifth place, the ministry reserves the right to increase the number of organizations to proceed to Part B to accommodate additional organizations.

If an insufficient number of Applicants meet the minimum score of 275 points in Part A, and the minimum score of 60 points for the Implementation Plan, the ministry reserves the right, at its sole discretion, to reduce the threshold in 5% increments until a pool of up to five Applicants are eligible to proceed to the next stage.

2.2.2 Part B - Evaluation of Oral Presentation

Organizations that meet the threshold scoring and ranking in Part A will be invited to an oral presentation. The oral presentation will be scored out of a total of 50 points and will be evaluated based on the organization's presentation of their Implementation Plan (20 points) and their responses to the MCCSS Evaluation Committee's questions (30 points). Refer to Section 3 – Part B below for details on potential topics to be covered during the oral presentation.

Refer to the scoring scale below that will be used to score answers to questions posed as part of the oral presentation.

The points in Part A and Part B will be added together, and the top three ranked organizations will proceed to Part C – Costing.

2.2.3 Part C - Costing

Refer to Section 3 – Part C below for details on the Costing submission and scoring. The evaluation of the costing submission will be undertaken after the evaluation of rated criteria under Part A and Part B has been completed.

2.2.4 Scoring Scale

For Part A – Rated Application Components and Part B – Oral Presentation, points will be allotted for each question according to the quality of the response using the rating scale below. Note that responses to each question should be prepared with an emphasis on completeness and clarity.

Points out of 10	Description	Rating
10	Exceeds <u>all</u> the requirements with distinct added value and benefits beyond the specified project requirements. <u>Highest</u> degree of confidence in the Applicant's response and/or proposed solution.	Excellent
9	Exceeds <u>some</u> of the requirements providing some value and benefits beyond the specified project requirements. <u>High</u> degree of confidence in the Applicant's response and/or proposed solution.	Very Good
8	Fully meets all requirements. Good degree of confidence in the Applicant's response and/or proposed solution.	Good
7	Adequately meets all the requirements. May be lacking in some areas that are not critical.	Somewhat Good
6	Adequately meets most of the requirements. May be lacking in some areas that are not critical.	Average
5	Barely meets <u>all</u> of the requirements to the minimum acceptable level. May be lacking in some areas which are not critical.	Below Average
4	Barely meets most of the requirements to the minimum acceptable level. May be lacking in some areas which are not critical.	Somewhat Weak
3	Minimally meets most of the requirements but lacking in critical areas.	Weak

Points out of 10	Description	Rating
2	Minimally addresses some, but not all, of the requirements. Lacking in critical areas.	Poor
1	Does not meet critical requirements. Would be difficult or impossible to implement.	Very Poor
0	Does not satisfy the mandatory requirements in any manner or the criteria component was not addressed within the proposal.	Unsatisfactory

2.2.5 Final Ranking and Contract Negotiation

At the end of the evaluation process, each application will receive a final score based on points achieved in Parts A, B, and C of the application, and the highest scoring application may be considered to enter into contract negotiation with MCCSS. In the event of a tie, the Applicant with the lowest Costing submission will be ranked highest and may be considered for contract negotiation.

2.3 Additional Information to Applicants

If MCCSS determines for any reason that it is necessary to provide additional information relating to this CFA, either through questions submitted by email to OAP_CFA@ontario.ca or through questions raised during the virtual information session as detailed above, such information will be shared in writing with all potential Applicants who have indicated their intention to apply (as per section 1.6 Intent to Apply), and may contain important details including significant changes to this CFA.

2.4 MCCSS May Seek Clarification from Organizations

MCCSS may request additional information from Applicants to clarify aspects of their applications but is under no obligation to do so. If MCCSS decides to request clarifications or additional supporting data from the Applicants, it will be ensured that this process does not give any Applicant an advantage over the others. In no event can this clarification result in an alteration of the total cost of the project or any substantive element of an application. Only clarifications that do not change the substance or total project cost of an application may be requested and accepted. The request for clarifications and response must be in writing. Any response, which leads to a substantial change in the application will not be considered in the evaluation. A clarification is acceptable only if it is an explanation of some existing

aspect of the application that does not amount to a substantive revision or modification of the application.

2.5 Applications to be Retained by MCCSS

MCCSS will not return the application or any accompanying documentation submitted by an Applicant.

2.6 Contracting and Funding

Following evaluation, MCCSS will enter into a time-limited Transfer Payment Agreement with the successful Applicant. Funding allocations will be determined by MCCSS and outlined in the Agreement between the ministry and recipient.

2.7 Failure to Enter into Agreement

If a selected Applicant fails to execute a time-limited Transfer Payment Agreement or satisfy any other applicable conditions within 30 calendar days of notice of selection, MCCSS may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that Applicant and the next highest ranked Applicant may be notified to enter negotiations with the ministry.

2.8 Notification to Other Applicants of Outcome of the Call for Applications

Once the selected Applicant and MCCSS execute a time-limited Transfer Payment Agreement, the other Applicants will be notified in writing of the outcome of the selection process.

2.9 Freedom of Information and Protection of Privacy Act

The Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, as amended, applies to information provided to MCCSS by an Applicant. An Applicant should identify any information in its application, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by MCCSS. The confidentiality of such information will be maintained by MCCSS, except as otherwise required by law or by order of a court or tribunal. Applicants are advised that their applications will, as necessary, be disclosed on a confidential basis to the Evaluation Team.

By submitting any personal information requested in this CFA, Applicants are agreeing to the use of such information as part of the evaluation process, for any audit of this selection process and for contract management purposes. If an

Applicant has any questions about the collection and use of personal information pursuant to this CFA, questions are to be submitted to MCCSS by email at OAP_CFA@ontario.ca with the subject line: Independent Intake Organization – Questions – [Name of organization].

2.10 French Language Services Act

As the organization selected for the IIO role will be serving the entire province, there is a legislative obligation under the French Language Services Act (FLSA) for the organization to deliver all programming and services in both French and English.

The selected organization must be able to demonstrate a plan of how French Language Services would be delivered for all programming and services offered in the IIO role.

2.11 Disclaimer

MCCSS is not committed contractually in any way to those Applicants whose applications are submitted. The issuance of this CFA does not commit or otherwise oblige MCCSS to proceed with any part or steps of the process.

Although the information contained in this CFA has been formulated with all due care, MCCSS does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that MCCSS and its respective employees and agents, shall have no liability (including liability by reason of negligence) for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, omission or misrepresentation in the information or otherwise.

Any quantities shown or data contained in this CFA or provided by way of additional materials are estimates only and are for the sole purpose of indicating to Applicants the general size of the work. It is the Applicant's responsibility to avail itself of all the necessary information to prepare an application in response to this CFA.

<Check box below to acknowledge and agree with the conditions set out in Section 2 of this document.>

❑ **I/We acknowledge that I/We agree to the conditions set out in Section 2 of this document.**

Section 3: Application Form for Independent Intake Organization

Instructions:

- Review all sections of this CFA and the associated Guide before completing this form.
- Enter your answers to all questions directly on this form.

Applicant and community information

Legal Name of Applicant

Operating name (if different from above)

Street address		Mailing address (if different from street	
City/Town		City/Town	
Province	Postal code	Province	Postal code
Name of president/Chair of the Board (if applicable)	Title	Telephone/E-mail address	
Name of Executive Director or Chief Executive Officer	Title	Telephone/E-mail address	
Website Address			
Contact person for application	Position/Title	Name of organization	
Telephone		E-mail	

If this is a joint application from more than one organization, please identify the other partner(s) involved (attach a full partner list as required). The "Applicant" identified above should be the organization that will provide overall project leadership and that would be the signatory of a time-limited Transfer Payment Agreement with MCCSS.

Legal Name of Applicant

Operating name (if different from above)

Street address		Mailing address (if different from street	
City/Town		City/Town	
Province	Postal code	Province	Postal code

Does your organization/partnership have a plan or are able to provide all programming and services in French to any families/individuals who require/ request services in French, as per the French Language Services Act?

- ❑ **Yes**
- ❑ **No**

Part A - Rated Application Components

Refer to Section 2.2 "Evaluation of Applications" for further information on responding to this section.

All information submitted in the application or requested subsequently by the MCCSS Evaluation Committee will be treated as confidential.

3.1 Service Delivery (200 Points)

3.1.1 About Your Organization

a) (10 Points) Describe your organization/partnership's experience and capacity to act in the role of the IIO and detail the approach you would take to deliver services. Any previous experience with projects of similar scope and complexity, knowledge of Autism Spectrum Disorder, and context of the Autism sector within Ontario should be referenced in your response.

3.1.2 Intake and Registration

a) (10 Points) To be eligible for the Ontario Autism Program, families are required to provide a diagnosis of Autism Spectrum Disorder (ASD) from a qualified professional to proceed with intake and registration (see Section 4.1 of the Guide).

Describe how your organization will confirm eligibility for the OAP, the intake and registration process, and how referrals will be made to available services both within the OAP (e.g., Foundational Family Services) and to services outside the OAP as appropriate. Your description should also detail how you will connect families to Care Coordinators upon registration, as well as families who are transitioning from legacy programs (such as Interim One-Time Funding) to core clinical services in the OAP.

b) (10 Points) MCCSS established the Central Intake and Registration Team (CIRT) in response to previous changes to autism services to support intake and registration functions for the OAP. CIRT is considered temporary in nature while the IIO is established.

Describe how your organization will demonstrate operational readiness to transition intake and registration functions currently delivered through MCCSS by CIRT to the IIO, and what steps you will take to adopt best practices. Your response should include a description of the associated timelines, staffing, resources, technology and any efficient or lean processes that will be implemented to support implementation of these program functions.

3.1.3 Waitlist Management

a) (10 Points) New families entering the OAP will be added to the OAP waitlist in sequential order based on date of registration. Families registered for the program can connect with the IIO or their OAP Care Coordinator with questions regarding the waitlist and/or wait times. While families may contact the IIO prior to receiving a written diagnosis, their child will not be placed on the waitlist until the family receives a written diagnosis of Autism Spectrum Disorder from a professional who is qualified to make a diagnosis for the child or youth.

Describe how your organization will handle waitlist management for core clinical services, what tools and resources you will use to liaise with families (e.g., types of modalities), and how you will proactively and transparently communicate waitlist and wait time information to families. Applicants may provide supporting materials such as a business process or flow chart to support their response.

b) (10 Points) It will be the responsibility of the IIO to facilitate the establishment of a Regional Service Network (RSN) in each MCCSS defined region.

Describe your organization's process for how eligible children and youth will access priority pathways, as well as core clinical services, including initiating the determination of needs process. Your description should include how your organization will regionally manage access to core clinical services based on the provincial waitlist, as well as identify and prioritize eligible children for OAP priority pathway services. Responses should include how your organization will manage inter-regional transfers for families moving between regions.

3.1.4 OAP Care Coordinators

a) (10 Points) The IIO must ensure that all Care Coordinators have relevant experience and meet defined qualifications to be successful in the role. Based on the qualifications of the Care Coordinator role as described in section 4.3 of the Guide, please describe your understanding of the requirements and core competencies of the role and the qualifications your organization will consider when hiring Care Coordinators. If your organization currently has staff that will take on this role, please describe their qualifications and how it aligns with MCCSS's vision of the Care Coordinator role.

b) (10 Points) The IIO will be responsible for the hiring and management of Care Coordinators to support families in the OAP. Describe your proposed recruitment and training plan for the OAP Care Coordinators, including details about your hiring process, plan for regional deployment, and processes or strategies that you will use to ensure consistent and equitable delivery of the determination of needs process across the province.

[ ]

c) (10 Points) Describe how your organization will provide oversight and ensure that OAP Care Coordinators are providing high quality, unbiased advice that is aligned with a life-course and person-centred approach. Include reference to supports that you will provide to Care Coordinators to ensure they can effectively complete the key functions of their role.

[ ]

3.1.5 Manage RSNs

a) (10 Points) In a future state of the IIO, the successful organization may be responsible to build new partnerships with other service providers. Please detail any past experience your organization has in mobilizing new partnerships, collaborating with others, and building consensus. Your response should also describe how your organization will select and form new partnerships with service providers, and how these partnerships will ensure effective collaboration and consensus-building. Information about existing partnerships applicable to the IIO role should also be referenced.

[ ]

b) (5 Points) Describe what strategies your organization will implement to mobilize the RSNs to align with the ministry's vision as detailed in section 4.5 of the Guide, and how you will articulate it to partners and other stakeholders.

c) (10 Points) Describe how your organization will establish effective leadership and governance of the RSNs that is cognizant of local needs in each of the five MCCSS regions. Your response should include how you envision a governance structure that will ensure RSNs are held accountable to the IIO and how stakeholders, including families, will be engaged to provide feedback on ongoing system performance and inform continuous improvement of the networks through feedback on user experience. Applicants may provide supporting documentation to illustrate their proposed governance structure.

d) (5 Points) Describe what mechanisms you will implement to facilitate and promote an integrated service experience for children, youth and families accessing services through the RSNs.

3.1.6 Coordination of Dispute Resolution Process

a) (10 Points) The IIO will be responsible for the establishment of a dispute resolution process for core clinical services in the OAP. Describe how your organization will coordinate a dispute resolution mechanism that provides clear and transparent processes. Your response should reference how you will maintain

confidentiality of Applicants, promote family engagement, provide alternative options (as required) that are responsive to unique cultural needs and practices (e.g. Indigenous approaches to dispute resolution), and avoid potential conflicts of interest by demonstrating neutrality and independence from decision making functions while maintaining the equitable delivery of programs and services across the province.

3.1.7 Family Experience

a) (5 Points) Describe your knowledge and understanding of the autism services sector, specifically the needs and challenges of children/youth on the autism spectrum and their families. Describe how your organization will enhance the experience of children/youth and families accessing the OAP.

b) (5 Points) The OAP serves many families who have a diversity of needs, and some families may seek more support from their Care Coordinators than others as a result of their individual needs, life-stage, co-existing health conditions and/or diagnoses as well as other external factors. Describe how your organization will address and accommodate this.

c) (10 Points) Describe your organization's understanding of the diverse linguistic and cultural needs of communities and experience building capacity in order to support children/youth and their families who have historically been under-served, including, but not limited to, Indigenous peoples, Francophone or other linguistic populations, newcomers, and/or rural and remote families. Please include any mechanisms your organization will use to monitor and address equity of access and capacity issues for underserved populations.

d) (5 Points) Describe any processes and mechanisms (both formal and informal) that you will use to ensure that your service is adding value to families' experiences in the OAP. Your response should also include information about how you will know if service delivery is achieving your intended outcomes. Please provide information on key metrics you will use to measure impacts to services for families.

3.1.8 Funding Allocation and Reconciliation

a) (10 Points) Provide information about what mechanisms, processes, and technology your organization will implement to allocate and reconcile funding to families in an efficient and timely manner as a result of the determination of needs process, including an outline of any processes or best practices that would be used.

3.1.9 Promoting Quality Improvement, Capacity-Building Initiatives, and Scalability

a) (10 Points) Describe how your organization will identify and appropriately flag risks to the ministry where service expectations are not met or at risk of not being met, for example if you identify gaps in workforce capacity, or if underserved populations are not receiving culturally appropriate and accessible services. Your response should also include the processes and mechanisms on how your organization will ensure that it continues to address gaps in the access of OAP services (e.g., access to Core Clinical Services and Priority Pathways) and how you will continue to build capacity to address those gaps.

b) (10 Points) Describe how your organization will collect, monitor, analyze and report on information related to workforce and system capacity to deliver the OAP. Provide information about tools/mechanisms that your organization would use to identify and anticipate current and future gaps in workforce size, capability and composition. Your response should consider activities to build an information repository on a local, regional, and pan-provincial level.

c) (10 Points) The IIO will need to assume responsibility for some elements of the program sooner than others, such as intake and registration, funding functions, and the determination of needs process. Briefly describe your approach to managing change, adapting your service delivery model, and embracing an iterative approach.

3.1.10 Measuring Quality Improvement

a) (15 Points) Your organization will be required to work with the ministry to develop Key Performance Indicators to evaluate and monitor the effectiveness of all program functions delivered by the IIO as illustrated in Section 4 of the Guide. In order to measure quality improvement, please describe how your organization will regularly collect and report to the ministry on information related to family satisfaction with services. Provide information about tools/mechanisms that your organization would use to ensure it is actively reporting on the family's experience of the service delivery as well as reporting on the outcomes of the service itself. Your response should consider activities such as user research and user testing, and the evaluation of metrics and results achieved.

3.2 Technology (100 Points)

3.2.1 Business Functions

Based on your understanding of the IIO roles and responsibilities and of the key business functions of the IIO outlined in Appendix E of the Guide:

i.   (10 Points) Describe how your information technology system(s) enables/supports the following key business processes and functions. Please ensure that you address all the key business functions listed in Appendix E of the Guide, including:

- Intake, registration and management of the waitlists for core clinical services

- Determination of needs and funding allocation

- Coordinating dispute resolution process for families

- Providing service navigation support and linking/referring families to service providers for core clinical services and priority service pathways

- Managing funding payments and expense reconciliation functions

- Monitor Program performance for effectiveness of delivery of OAP services and supports

- Information and Data Management, including managing ministry reporting requirements and facilitating secure and automated transfer of data to MCCSS data warehouse

- Managing communications including formal and informal documentation supporting a family through the OAP, tracking correspondence and client-related documents, sharing and exchanging family information with service providers involved in child and youth care and managing communication channels (e.g. website, mail, phone)

ii.   (10 Points) Confirm what percentage of the IIO business functions can be supported by your current system.

iii.   (10 Points) Provide details about what the gaps are and what your approach would be to address the gaps. (e.g. enhance existing solution or build a new solution)

3.2.2 Information Technology – Current State

a) (5 Points) Provide an overview of your information technology solution(s) including its application and technical components (e.g. database, front-end technology, and/or any other tools) that can support the key business functions of the IIO.

b) (5 Points) Indicate if your solution is deployed on premise or in the cloud. Please describe and provide details about the safeguards that have been implemented to protect the privacy of client information (personal and health information) in transit and at rest.

c) (5 Points) Provide a technology strategy and roadmap for your I.T. solution.

d) (5 Points) Please provide a breakdown of your annual budget/costs for maintaining and managing technology over the past 3 years (2018, 2019, and 2020).

3.2.3 Alignment to the Key Principles and compliance to GO ITS Standards

a) (30 Points) The section labelled "Alignment to Key Principles" in the additional PDF included with this CFA lists all the key principles outlined in Appendix D of the Guide and the relevant GO-ITS standards. In the additional PDF describe how your I.T. solution, infrastructure and operations fulfills each of the key principles and complies with each of the listed GO_ITS standards. Provide your responses in the PDF and submit the document as an attachment with your application.

3.2.4 Innovation in Technology

a) (10 Points) Describe how your technology promotes innovation and efficiencies (e.g. provider portal, client portal that families can access using a mobile device, use of emerging technologies such as Artificial Intelligence, Virtual Agent) to support service delivery or operations.

3.3 Information/Data Management

Please describe how your organization will fulfill the key principles and functions specified in Section 5.3 of the Guide - Data Collection, Reporting, and Governance and Appendices D and E with regards to data governance and sharing, specifically:

a) (5 Points) Do you foresee any challenges with sharing personal information with the ministry?

b) (5 Points) Describe how your information technology would allow for the secure and automated transfer of records (including PI) to MCCSS' secure data warehouse. Alternatively, describe any gaps in capacity that would have to be addressed to enable this business process.

3.4 Implementation Plan (100 Points)

MCCSS is intending to notify the selected organization in Spring 2021, and the organization will be expected to begin to prepare for the phased implementation of services in Q4 of 2020/21 and begin delivering some key program functions in Spring 2021. Refer to Section 6 of the Guide for more information.

Using the additional PDF under the section labelled "Implementation Plan", please identify and describe all steps that will be taken/required to launch the IIO and begin implementing key program functions of the role in Spring 2021.

Identify resources available for all steps and key milestones. Your project plan must outline all of the activities to be undertaken from the point of signing a contract to full implementation. The project plan should also provide a timeframe for each of the key activities and the resources available to support implementation (i.e., staff resources).

Include activities related to enhancing the information technology solution and infrastructure to support the IIO's business functions, as well as roles and responsibilities.

Please include a Timeline/Critical Path which specifies all start and end dates for each of the key activities from development to implementation.

Part B – Oral Presentation (50 Points)

Invited organizations will be asked to conduct a one-hour presentation to the MCCSS Evaluation Committee on their Implementation Plan and respond to a set of questions which will be sent to the organization upon their invitation to participate in the oral presentation. Organizations may also be asked to discuss past experience relevant to the IIO role and to provide additional information or specifications related to their application and proposed technical solutions, including previous I.T. audit evaluations, their findings, and any relevant mitigation plans.

The MCCSS Evaluation Committee may also request:

- Demonstrations of technology solutions supporting the IIO's operations;
- On-site visits to the organization to review the technology operations and meet the technology team;
- References from other programs/clients who have implemented the vendor's solution (written, phone call, video and/or in-person); and

- Access to any third-party vendor that the lead organization partners with to evaluate and interview the vendor directly. Full access to the technology vendor may be required, if MCCSS deems appropriate.

Oral presentations will be scored out of a total of 50 points and will be evaluated based on the organization's presentation of their Implementation Plan (20 points) and their responses to the MCCSS Evaluation Committee's questions (30 points).

Part C - Costing (150 Points)

Applicants are required to submit a budget detailing both initial start-up costs for 2021/22 and annual, ongoing incremental costs for one year (2022/23) associated with the administration of the IIO role, which may include, but is not limited to, costs associated with human resources, equipment, supplies, software, service costs, technology requirements (i.e., software, servers, hosting), translation costs, contingency costs for any unknowns that may arise during implementation, and any other costs as required. Please see Section 7 of the Guide for costing considerations.

Organizations must direct the majority of funds provided towards direct service delivery to families and youth. A maximum of 10% (or 10.5% in the case of Northern communities) of the funding can be directed to Allocated Central Administrative support (i.e., costs associated with governing and operating an organization, including but not limited to professional services that are not dedicated to client or program costs, office expenses, advertising costs, printing/copying, computer costs, translation), project management and overhead.

Applicants should use the section labelled "Costing" in the additional PDF that is included with this CFA to prepare their proposed budget. The completed document should be submitted as an attachment with your application.

The total costing for both 2021/22 and 2022/23 will be scored out of a total of 150 according to the calculation below.

- Applicant responses to this section are scored in relation to one another based on the lowest cost submitted to the ministry.
- The lowest cost submitted will be ranked the highest and allotted the maximum amount of points, which is 150.
- Each of the other costs submitted by Applicants will be scored based on a relative percentage to the lowest cost submitted (and highest ranked).
- For example, if the lowest cost included in applications is $100,000, that Applicant receives 100% of the total points for this section. An Applicant who submits a cost of $150,000, that Applicant will receive a percentage score

relative to the lowest score (i.e., Lowest Score $100,000 divided by Second Lowest Score $150,000 equals 66% or 66% of 150).

Applicant Acknowledgement

On behalf of, and with the authority of the Applicant, I certify that:

a) The information given in support of this application is true, correct and complete in every respect;

b) I am aware that the information contained herein can be used for the assessment of funding eligibility and for statistical reporting;

c) I understand that the information contained in this application, or submitted to the Ministry of Children, Community and Social Services at any time, is subject to disclosure under the provincial Freedom of Information and Protection of Privacy Act;

d) I understand that I may not at any time directly or indirectly communicate with the media in relation to this CFA or any agreement executed pursuant to this CFA without first obtaining the written permission of MCCSS.

e) I understand that MCCSS' representatives may conduct investigations to verify the statements and information submitted and clarify any aspect of this application.

f) I give permission for any person or organization to furnish information deemed necessary and requested by the Ministry to verify your Organization's competence and standing.

g) I understand that, as a condition of submitting this application, I agree to the data governance conditions outlined in the Guide document.

h) I agree that MCCSS' decision with or without condition, will be final and binding on the Applicant.

i) I understand that, as a condition of and prior to receiving any funding pursuant to this application, I will be required to enter into a time-limited Transfer Payment Agreement outlining the terms and obligations of any funding agreement and the project to be carried out; and to the best of my knowledge and belief, no actual or potential Conflict of Interest exists with respect to the preparation and submission of this application. "Conflict of Interest" includes, but is not limited to, any situation or circumstance where in relation to the Call for Applications process, the Applicant has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including (i) having, or having access to, information in the preparation of its application that is confidential to the Ontario government and not available to other organizations; (ii) communicating with any person with a view to influencing preferred treatment in the Call for Applications process; or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity or competitiveness of the Call for Applications process and render that process non-competitive and unfair.

j) In addition, MCCSS reserves the right to:

    i.   Make public the names of any or all Applicants;

ii.   Waive formalities and accept applications which substantially comply with the requirements of this CFA;

iii.   Disqualify any Applicant whose application contains misrepresentations or any other inaccurate or misleading information;

iv.   Disqualify any Applicant or the application of applicant who has engaged in conduct prohibited by this CFA;

v.   Make changes, including substantial changes, to this CFA provided that those changes are issued by way of addenda in the manner set out in this CFA;

vi.   Cancel this CFA process at any stage and/or issue a new CFA for the same or similar deliverables;

vii.   Accept any application in whole or in part; or

viii.   Reject any or all applications.

These reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and MCCSS shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any Applicant or any third party resulting from MCCSS exercising any of its express or implied rights under this CFA.

By submitting its application, the Applicant authorizes the collection by MCCSS of the information set out under (f) and (g) in the manner contemplated in those subparagraphs.

_____   _____   _____

Applicant Signature   Witness   Date

Applicant Name:

(please print)